

# Thornley Street Surgery

## *The Group Practice*

Thornley Street Surgery

40-44 Thornley Street


Wolverhampton, WV1 1JP

## Practice Leaflet



**Telephone:** 01902 688500

**Website:** <https://www.rwtprimarycare.nhs.uk/thornley-street-practice/>

 RWT Primary Care Network

 @RWT\_PCN

 @rwt\_pcn

## Practice Opening Hours

Monday	08:00 - 18:30
Tuesday	08:00 - 18:30
Wednesday	08:00 - 18:30
Thursday	08:00 - 18:30
Friday	08:00 - 18:30

## Accessibility

There is full wheelchair access to the building, and accessible toilets.

Evening and weekend appointments are available at **Pennfields Medical Centre, Upper Zoar St, Wolverhampton, WV3 0JH**. These appointments can be booked through the practice on 01902 688500. This service is provided to you by Unity Primary Care Network on behalf of The Royal Wolverhampton Primary Care Network. More information can be found at: <https://www.unityprimarycare.co.uk/pages/Enhanced-Access>.

## The Group Practice Team

### GPs

Dr Anna Stone  
Dr Khalid Mahmood  
Dr Muhammad Kashif

### Practice Nurses

Sister Natasha Price  
Tracy Parker

### Practice Manager

Julia Freeman



We have a team of administrators and reception staff at the practice. They are able to deal with most queries about your registration, notes and referral. Sometimes they need to ask for more details in order to determine how best to help you. This information may also be used to book you in with the most appropriate clinician which may not always be a GP. This will always be treated in the strictest confidence as they are bound by the same rules of confidentiality as the doctors.

### **Training in the practice**

Occasionally, medical students, nursing students and apprentices spend time with us. If you do not wish for a student to be present during your consultation, please tell the receptionist or Doctor otherwise you will be asked to sign a consent form allowing the student to remain in the room.

## **Our Practice Charter**

We aim to provide the best healthcare we can in the community within the available resources.

We aim to ensure that:

- You will be received courteously and be able to identify all staff by name
- We will endeavour to see you within 30 minutes of your appointment time
- If unforeseen circumstances delay your appointment, you will be given a reason for the delay
- We will acknowledge your religious and cultural beliefs
- We aim to be able to offer appointments with a doctor every working day
- To achieve this, some appointments will not be booked the same day
- For medical emergencies, a service will be available, although you may not be able to see the doctor of your choice
- The practice will not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation or appearance, disability, medical condition or marital status

Your commitment to us:

- Co-operating in your medical care by keeping to the agreed treatment plan
- Advising us if you change your name or home address and enquiring if you may be registered as our patient from your new address
- Giving us 24 hours' notice if you cannot keep your appointment, enabling us to offer you another appointment, and offer your cancellation to another patient
- When arranging a home visit, or booking an appointment, please inform us if the patient is temporarily residing at an address other than their own
- Observing our No Smoking Policy

## **New Patients**

We can only accept new patients who live in our practice area of Thornley Street Surgery; if you are unsure whether your address is within the catchment area, please call the practice and we can confirm.

You can register by completing a registration form (GMS1 form) and a New Patient questionnaire and returning your completed forms to reception along with your medical card if you have it. Once you have been accepted as a patient your medical records will be transferred to us and a new medical card will be sent to your home address.

## **Appointments at Thornley Street Surgery**

Appointments can be made via the practice telephone number: 01902 688500 at any time during opening hours.

The practice is required to provide all patients with a named and accountable GP, who will have overall responsibility for the care and support that our surgery provides for them. This does not prevent patients from seeing any GP in the practice.



You may choose to book an appointment with a clinician of your choice, but in certain circumstances this may result in a delay. When booking a “same day appointment” or requesting a “home visit”, you will be seen by the first available clinician (Doctor or Advanced Nurse Practitioner).

### **Same day appointments**

Same day appointments are released on the day and can be booked by contacting the practice as early as possible. These are limited and may not always be available.

### **Home visits**


Please call the practice before 10.30am if you are housebound and unable to come to the practice. The Home-Visiting service is an ANP-led service.

### **Other healthcare providers**

If you are generally well but suffering from pain/discomfort/sprains of any joints, limb or soft tissue injury, you will be able to book an appointment directly with the First Contact Physiotherapist.

## **Services**

There are a number of services available to you from the practice or other locations including:

- Antenatal clinic
  - Cervical smears
  - Contraceptive advice
  - Minor surgery
  - Phlebotomy clinic
  - Heart diseases
  - Diabetes
  - Blood pressure clinic
  - Immunisation Clinics
  - Respiratory Clinics
  - Smoking Cessation Clinics
  - Well baby clinic
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- First Contact Physiotherapy
- Social Prescribing
- Learning disability clinics
- Counselling Service
- Holiday vaccination clinics

## Repeat prescriptions

If you need your regular supply of medicines please contact us to get them in one of the following ways:

- If your prescription is computer printed, tick the boxes on the request form (right hand side of the prescription) and return it
- Ask at reception for a copy of your repeat list, mark the medications you need then hand it back in
- Online service via Patient Access

Please allow a minimum to 2 working days for collection.

To avoid any medication errors, we **do not** take requests for repeat prescriptions over the phone.

## Repeat dispensing

If you, or someone you care for, use the same medicines regularly, you may be able to benefit from repeat dispensing from the community pharmacist. This will save you having to visit the surgery every time you need more medicine. The first step is to talk to the person who prescribes your medicines, and ask them if you can use repeat dispensing.



## Important information for patients

### Compliments, Suggestions and Complaints

As part of The Royal Wolverhampton NHS Trust, The Group Practice is committed to providing high standards of care and service.

However, we know that, things can go wrong. If there is something that you are not happy with, please let us know so that we can try to put matters right. You can speak to us in the practice, write to us, call us, email us or complete the online form.



### Post

Patient Experience Team  
Royal Wolverhampton NHS Trust  
New Cross Hospital  
Zone C, Location C2  
Wolverhampton Road  
Wolverhampton  
WV10 0QP

### Email

rwh-tr.pals@nhs.net **or**  
rwtprimarycare@nhs.net

### Online Form

<https://www.royalwolverhampton.nhs.uk/contact-us/compliments-feedback-and-complaints/>

### Telephone

01902 695368 / 695362 **or**  
01902 575000

### Patient Participation Group

The Practice Group has a Patient Participation Group (PPG) that meets two to three times per year to discuss the needs of the patients and the service we provide. This is a small informal group headed by the Primary Care Network for suggestions which you may have. If you are interested in joining this group, please email: [rwtprimarycare@nhs.net](mailto:rwtprimarycare@nhs.net).

### **Abuse and violence towards staff**

The practice operates a zero tolerance policy and aggressive, violent or intimidating behaviour will not be tolerated under any circumstances. Such behaviour may result in removal from the practice patient list.

### **Access to Patient Information**

All surgery and attached staff such as health visitors, district nurses and midwives have access to patient information. Medical information will not be disclosed to a third party without patient consent. The practice complies with the Data Protection Act and the NHS Code of Confidentiality.

The same standards of confidentiality are applied to information held on our computer systems. For more information, please visit our privacy notice at:

<https://www.royalwolverhampton.nhs.uk/patients-and-visitors/privacy-ico/our-services/royal-wolverhampton-nhs-trust-privacy-notice/>

