

**ST. JAMES'S MEDICAL PRACTICE
MALTHOUSE DRIVE
DUDLEY
DY1 2BY**

Telephone: 01384 255808

www.stjamesmedicalpractice.co.uk

DR. WILLIAM A B PORTER

MBChB Manchester 1986

MRCGP, DCP



Reviewed 24.07.2024

Next review 24.07.25

SURGERY OPENING TIMES

The Surgery & telephone switchboard is open
Monday to Friday 08.00a.m. to 18.30p.m. (Excluding Bank holidays)

The Practice also offers additional pre-bookable appointments on:
Monday & Wednesday evenings: 18.30pm.-20.00pm.
Tuesday evenings: 18.30pm – 19.00pm (These times are subject to change)

PRACTICE STAFF

Practice Manager

Mrs Joanne Hale

Deputy Practice Manager

Mrs Carrie Austin

Advanced Nurse Practitioner

Mrs Clare Dolan

Practice Nurses

Mrs Tracey Adams RnDipHe /Nurse prescriber

Mrs Joanne Dutton Bnurs (Adult) Hons

Health Care Assistant

Mrs Tina Carre –HCA Level 3

Mrs Samantha Millard –HCA Level 3

Secretaries and Administration

Mrs Helen Jones, Ms Deborah Nicholds, Mrs Lynne Hunt, Miss Rebecca Hale, Mrs Deborah Lilley

Reception

Mrs Angela Martin, Mrs Michelle Bail, Miss Stephanie Daley, Ms Julie Marsh, Mrs Karen Haswell, Miss Kerry Hackett

Office Manager

Miss Michelle Hallam

The Primary Care Team

The Practice team of Doctors, Practice Manager, Nurses, Healthcare Assistants, Secretaries, Admin staff and Receptionists together with the support of Community nurses, Health Visitors, Midwives, Physiotherapists, Counsellors, Macmillan nurses and Community Psychiatric nurse all contribute to the care of all our patients.

Routine Appointment

We aim to be able to offer an appointment with a doctor within 48 hours. We offer online GP appointments, please ask Reception for further details.

You can also book an appointment up to one month in advance.

Urgent Appointments

If you feel your problem is urgent and cannot wait please tell the receptionist. She may need to ask details of your illness which will be passed on to the doctor for his advice.

If you are unable to keep your appointment please let us know as soon as possible

Telephone Advice

If you wish to speak to a Doctor or Nurse on the telephone you may be asked to telephone back at a more convenient time.

Home Visits

If you are too ill to come to surgery and require a home visit please telephone the surgery as early as you can in the morning.

Urgent Care Centre

Urgent Care Centre, Russell's Hall hospital is open from 8.00a.m.-8.00 p.m. every day of the year. The centre provides open access to any person that needs urgent medical treatment or advice. Telephone number is **111**

Prescriptions

If you are taking medication on a regular basis, this can be ordered by using the right hand side of the printed prescription, or by using our online facility, please ask at Reception for further details or visit our webpage at www.stjamesmedicalpractice.co.uk. You can post the right hand side of your prescription to the surgery and if you send a SAE we will post the prescription back to you. You can also request a local Pharmacy to collect your prescription and deliver it to your home. To avoid errors, we do not accept requests for repeat prescriptions over the telephone.

When the surgery is closed

When the surgery is closed the Practice has arrangements with the OUT OF HOURS SERVICE. Between the hours of 6.30p.m. and 8.00a.m. Monday to Friday, Saturday and Sunday and Bank Holidays you can get advice and emergency care by telephoning the OUT OF HOURS SERVICE; Telephone Number **111**. Black Country ICB are responsible for commissioning the Out of Hours Service.

Test Results

Please telephone the surgery after 11.00 am for the result of any tests that you may have had. As this information is strictly confidential and will only be given to the patient, the receptionist will make certain checks before any information is given out. In the case of a child under 16 years of age the information will be given to a parent or legal guardian.

Health Checks

We offer annual health checks for all patients over 75. If you have not been seen by a doctor for over 12 months, Health Checks are available if requested.

Practice Nurses

The Practice Nurses are available each working day and you can make an appointment to see them for injections, immunisations, ear-syringing, dressings, minor injuries, removal of stitches, travel immunisations, family planning, cervical smears and dietary advice. Please let the

receptionist know the nature of your appointment so they can book you with an appropriate clinician.

Clinics

The Clinics available at the surgery are for long term conditions such as Diabetes, Coronary Heart Disease, Asthma, COPD and Hypertension. We also offer antenatal clinic and post-natal checks, family planning, baby clinic and child development. Cervical screening, flu vaccination, travel advice and phlebotomy clinics, are also available, please ask at reception and we will endeavour to offer you an appointment to fit around your commitments. We also offer annual health checks for over 75's

Quit Smoking

We have a trained quit smoking counsellor and she is happy to fit appointments around patients' work and family commitments.

General Data Protection and Confidentiality

The General Data Protection Act requires us to ensure confidentiality of the information we have on our computer. We do not share it with outside agencies without permission.

We currently use Text Messages in order to issue appointment reminders, this is an automated service. You can also cancel appointments via this service; please assist us with your mobile number.

Violence and aggression

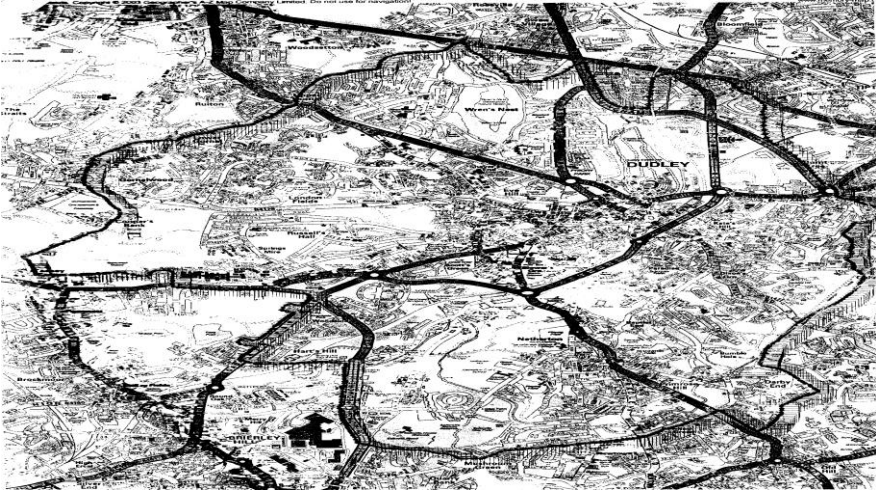
Physical violence and verbal abuse are a growing concern and any patients who are abusive to staff will be given a written warning. If this continues they will be asked to leave the practice list.

Access for Disabled

There is front access and all of the consulting rooms are on the ground floor and doorways and walkways are of adequate width for wheelchair access.

Practice Area

The Practice accepts patients from the areas as defined on the attached map.



To register as a patient

Please complete a registration form if you wish to join the practice, you must live within the practice area. You have the right to register with a Doctor of your choice and you will be asked for your preference when you register at the Practice. You will be invited to attend for a new patient medical.

Named GP

All patients have an allocated GP; you can continue to see anyone at the surgery. If you wish to know who your named GP is please ask at reception.

For more information on Named GP's please visit NHS England's website: www.england.nhs.uk.

Change of address

If you change your address or telephone number please let us know so that your medical records can be updated.

How to complain

Many complaints can be dealt with at the time they arise either by speaking to one of the doctors or to the Practice Manager. If this is not possible you should put your complaint in writing and send it to Mrs. J Hale the designated Complaints Officer for the Practice. In her absence the complaint will be dealt with by Dr Porter.

However, if you feel you cannot raise your complaint with us, you can contact any of the following bodies:

Blackcountry ICB

Time2Talk, NHS Black Country ICB, Civic Centre, St Peters Square, Wolverhampton WV1 1SH. Telephone: 03000120281

Email: bcicb.time2talk@nhs.net

Who can complain?

- The patient
- Anyone with the patient's consent
- Anyone on behalf of someone too ill or too old to complain or on behalf of a child
- Normally the next of kin where the patient has died.

Complaints Procedure

You will first of all be invited to an informal discussion with the complaints officer who may be able to provide a satisfactory answer. If not you will be advised that the matter will be fully investigated and a further meeting arranged to discuss the outcome. The Practice will aim to complete the procedure within ten working days.

We welcome your comments and suggestions about the service provided at the practice. If you are pleased with the services provided or if you are unhappy and feel that there is room for improvement please

let us know. The practice will look into any complaint and respond to you.

USEFUL TELEPHONE NUMBER

Age Concern	01384 242684
Alcoholics Anonymous	01384 482929
Alzheimer's (Dudley)	01384 70391
Atlantic House (Drug advice project)	01384426120
Citizen's Advice Bureau	01384 816066
Dudley Cancer Support	01384 213232
Dudley Group Of Hospitals	01384 456111
HIV/AIDS Support Project	01384 444300
Mary Stevens Hospice	01384 443010
MIND(Mental Health Support)	01384 442918
NHS 111	
WWW.111.Nhs.Uk	111
Samaritans	0345 909090

SUPPORT FOR CARERS

Do you help to take care of someone?

Carers are people who look after a family member or friend with a long term illness or disability. **Please inform the Practice if you are a Carer.** Dudley Carers initiative offers information and support to carers. It sends out a regular newsletter and offers advice about services. If you would like more information contact the Carers Co-ordinator on 01384 818723.