

# LAPAL

## MEDICAL PRACTICE

95 Goodrest Avenue, Halesowen, West Midlands B62 0HP

**Tel: 0121 422 2345 Fax: 0121 423 3099**



Dr R A Lewis Dr C Shooter Dr E Fowkes  
Dr C Smith Dr S Spooner Dr P Dhillon

[www.lapalmedicalpractice.co.uk](http://www.lapalmedicalpractice.co.uk)

# Practice Information For Patients

## Practice Partners (Limited)

Dr R A Lewis	MBChB (Birm 1984)
Dr C Shooter	MBChB DRCOG MRCGP DFFP (Birm 1996)
Dr E Fowkes	MBChB DRCOG MRCGP DFFP (Birm 2002)
Dr C Smith	MBChB DRCOG MRCGP DRFSH (Birm 2005)
Dr S Spooner	MBChB DOHNS MRCGP (Birm 2008)

## Associate GP

Dr P Dhillon MBChB MSc MRCS MRCGP Dip SEM (UK & I)

Patients need not see the doctor with whom they are registered and can express a preference of doctor when making an appointment. However, if you wish to see a particular GP you may need to wait more than 48 hours. The receptionist will be able to advise.

## Named Accountable GP For All Patients

Upon registering at Lapal Medical Practice, you will be assigned an Accountable GP. All currently registered patients of all ages also have been allocated an Accountable GP.

This does not mean you will be restricted to seeing that particular GP, merely that one has been allocated overall responsibility for the co-ordination and oversight of your care.

## Practice Nurses

Sister Tracy Tromans	(RGN)
Sister Claire Bayliss	(RGN)

## Opening Hours

The practice is open from:

8.00am - 6.30pm Monday to Friday

## Surgeries By Appointment

8.30 - 11.30am Monday to Friday

3.30 - 6.00pm Monday, Tuesday, Thursday, Friday

## Appointments

Appointments can be made by either calling at the reception desk or by telephoning the surgery during opening hours in the week. Appointments for hospital follow-up and for those requiring various samples for testing should be made for morning surgeries.

## Urgent Appointments

If you have an urgent problem you will be seen as soon as is practicable. If you need an urgent appointment, please make this clear to the receptionist.

## Home Visits

Please remember these are only for patients too ill to attend the surgery, as facilities here are far better for examination and treatment. If you feel a home visit is needed, please phone as early as possible, preferably before 11.00am.

If a visit is required for an elderly patient, it is most important, if at all possible, that a relative should be present.

## Patients Aged Between 16 And 75 Years

If you have not been seen in the last three years, it is recommended that you are seen by either the practice nurse or GP for a health check.

## Out-of-Hours Emergencies

Between the hours of 8.00am and 6.30pm Monday to Friday, please ring the surgery telephone number (0121 422 2345). If the surgery answering machine is on during these times and you need a doctor urgently, ring 0845 603 1762 and your message will either be passed to the doctor on call or dealt with by Primecare, the doctors' deputising service.

Between the hours of 6.30pm and 8.00am Monday to Friday, all day Saturday, all day Sunday and all day on Bank Holidays, ring 111. This is a triage service and you will be advised what to do next. Casualties can be seen at Russell's Hall Hospital as a doctor is always available in the Accident & Emergency Department.

Please note NHS England/Dudley CCG is responsible for commissioning out-of-hours services.

## NHS Choices

NHS Choices website: [www.nhs.uk](http://www.nhs.uk) is available for symptom checking and information and advice.

## NHS 111 Service

NHS 111 is a new service that's being introduced to make it easier for you to access local NHS healthcare services in England. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

## When to use it

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

## Local Walk-in Centre (no appointment needed)

- 1) Emergency Care Department, Russells Hall Hospital, Dudley. Open 24 hours/7 days a week.
- 2) South Birmingham GP Walk in Centre  
15 Katie Road, Selly Oak, Birmingham B29 6JG Tel: 0121 415 2095



WEST MIDLANDS  
HOSPITAL

## Would Physiotherapy Benefit You?

Physiotherapy can play a vital role in the pain relief, healing and rehabilitation of many musculoskeletal conditions, whether you are recovering from surgery, injury, or just have a niggling complaint.

Physiotherapists do not just offer treatment; they also offer advice, which can help prevent problems from returning. Most injuries involve damage to soft tissues including muscles, tendons and ligaments. One of the most common causes of such injuries is repetitive strain, which can easily be avoided by a few simple changes in posture and lifestyle. Soft tissue injuries can also be associated with sport, which can linger and disrupt your normal activity if not treated appropriately. Correct diagnosis and prompt treatment are essential in preventing an injury from interrupting your health and fitness long term.

A large proportion of today's population suffer with recurrent neck and back problems. People who have had one episode of back pain are more likely to have others. Physiotherapy treatment modalities can play an important role in restoring normal movement and promoting optimum function, whilst offering advice and exercises to help prevent re-occurrence of problems.

The Physiotherapists at West Midlands Hospital work along side a team of excellent consultants offering specialist advice for patients with a variety of different injuries and complaints. Every customer is treated on an individual basis, and given a personalised rehabilitation and treatment programme specific to their needs. All of the Physiotherapists working at the hospital are state registered and members of the Chartered Society of Physiotherapy.

**Our Comprehensive Physiotherapy Department offers a range of services accommodating your individual needs. Here you can benefit from no waiting lists and flexible treatment times, including early morning and evening appointments. We are recognised by most insurance companies, and offer competitive self-funding rates. MRI/X-ray facilities are also available on site.**

### Services include treatments for:

• Neck pain • Low back pain • Knee pain • Heel pain • Repetitive strain injuries • Sports Injuries  
• Post orthopaedic surgery • Vertigo and balance problems • Muscle Imbalance • Shoulder problems • Post operative breast surgery • Neurological conditions • Women's Health conditions

### Other services include:

• Tailored exercise programmes • Acupuncture • Cupping • Electrotherapy • Shockwave therapy  
• Hydrotherapy • Sports Massage • Biomechanical assessment • Mobilisations & Manipulations  
• Pain Management advice • Postural and ergonomic advice • Continence advice and exercises

For more information, please call:

**01384 632 646**

www.westmidlandshospital.co.uk  
Colman Hill, Halesowen, West Midlands, B63 2AH

People caring for people



## Telephone Advice

Your doctor will be happy to give you advice on the telephone when he is not consulting. The receptionists have been asked not to interrupt your doctor when he is with a patient, unless your call is urgent. You may therefore be asked to phone back or to leave a telephone number for your doctor to contact you when he is free.

## Repeat Prescriptions

If you are on regular treatment, a request for repeat prescriptions can be made by bringing your repeat prescription counterfoil to the surgery or sending it by letter. Whenever possible, please order your prescription three days before you need it. If ordering by post, please enclose a self-addressed and stamped envelope. Your treatments are printed each month by the practice computer. You will normally be required to see the doctor six-monthly for a medication review. Please note we do not accept repeat prescription requests over the phone.

## The Practice Nurses

The practice nurses hold a number of surgeries by appointment.

Monday	8.30am - 6.30pm
Tuesday	8.30am - 6.30pm
Wednesday	9.00am - 1.30pm
Thursday	8.30am - 5.00pm
Friday	9.00am - 2.30pm

The practice nurses will be happy to see minor injuries as well as offering health promotion advice, cervical smears, ear syringing and blood pressure checks. They will see minor illnesses and consult with a doctor if necessary.

## District Nurses

Our district nurses work closely with the doctor and are able to provide treatment at home and advise about care and convalescence after discharge from hospital. They may be contacted via the surgery.

## Health Visitors

The health visitors can give expert advice on your own and your family's health care. They run the child health clinics with the doctor. The health visitors are happy to give advice for all family problems arising from the very young to the very old. Contact 0121 550 9061.

## Midwife

The midwife runs antenatal clinics in association with the doctors. She may be contacted weekdays on 0121 550 9061.

## Receptionists

Our receptionists are here to help you. They have a busy job to do and sometimes will need to ask you more details about what is wrong with you. They will always treat what you say in strict confidence.

# Allenbrook Nursing Home

An established Nursing Home in a highly sought after location  
Opened in 1985, Allenbrook Care Home is situated in a quiet location in Halesowen.  
We have 36 nursing beds, and all bedrooms are furnished and equipped to a very high  
standard en-suite facilities available.

Our aim is to achieve a homely atmosphere and preserve the independence and freedom  
of choice of our residents, whilst at all times giving the highest standard of nursing care.  
For visitors relying on public transport, a regular local bus service is available nearby.



## We Provide:

- Comprehensive healthcare and regular doctor visits • Fully trained caring staff
- A wide range of activities, entertainment and events • Award winning catering
- Resident GP, Chiropodist, Dentist, Optician and Hairdresser

Our friendly and helpful staff will be pleased to provide more information and answer any questions you might have.

Call: 0121 422 5844 Email: [allenbrook@btconnect.com](mailto:allenbrook@btconnect.com) [www.allenbrooknursinghome.co.uk](http://www.allenbrooknursinghome.co.uk)

209 Spies Lane, Halesowen B62 9SJ

## Philosophy of Care

We focus on each of our Residents as an individual and strive to meet their every spiritual, physical, social and emotional need, regardless of race, colour, creed or economic status.

At Allenbrook we recognise the need for dignity, personal lifestyle preferences and every individual's right to make choices in their own style of care.

We aim to create a relaxing and welcoming homely atmosphere, whilst at the same time preserving the independence and privacy of our Residents and providing the highest quality of professional nursing care.

### Nursing Care

Allenbrook provides 24 hour nursing care under a very highly qualified Manager and an excellent team of RGN qualified nurses and Care Staff.

Our professional Chef and her Team have received the Gold Award for the past 5 years from Dudley Council.

We have Activity Co-ordinators who work over 7 days, to provide stimulation, recreation and a variety of interesting hobbies and crafts.

This year we have celebrated our 25th anniversary of Allenbrook as a Care and Nursing home.

Advertising Feature

## Disabled Patients

There is full wheelchair access in the surgery.

## Suggestions And Complaints

We are always happy to receive patients' comments as to how we can improve the services we offer.

If you have any suggestions or complaints which you feel should be made formally, please direct them in the first instance in writing if possible, to Mrs D Smith, practice manager.

## Complaining to NHS England

NHS England welcomes concerns, compliments and complaints as valuable feedback that will help us learn from your experiences and make improvements to services we commission.

You can complain or give feedback:

By post to:

**NHS England**

PO Box 16738, Redditch B97 9PT

**By email to:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you are making a complaint please state: '**For the attention of the complaints team**' in the subject line.

**By telephone: 0300 311 22 33**

**Our opening hours are:** 8.00am to 6.00pm Monday to Friday, except Wednesdays when we open at the later time of 9.30am.

## Policies

A number of policies are available to download from our website at:  
[www.lapalmedicalpractice.co.uk](http://www.lapalmedicalpractice.co.uk)

## Clinics

### Cervical Smears

These are available via the practice nurse. Please ring the surgery for an appointment. We suggest cervical smears are done every three years from the age of 25 to 49 and every five years from the age of 50 to 65. If you feel your appointment is overdue, please check with the practice nurse.

### Patients Over The Age Of 75

We recommend that patients over 75 are seen every year for a check-up.

If you find it difficult to get to the surgery, we can arrange for a member of the practice team to visit you at home.

### Antenatal And Postnatal Care

The community midwife holds clinics regularly in the surgery for the care of pregnant and nursing mothers. Antenatal care will be shared by the midwife and the doctor.

### Registration

To register at the practice we need to ascertain that you reside within the practice boundary. You will be asked to either bring in your signed medical card or complete a GMS1 form which we have here at the practice.

All new patients will be asked to see a member of the practice nurse team for a simple health check within a month of registering. This enables us to obtain details of your past medical problems and to provide better care.

Attract more business by placing your advert here. Simply call 0800 0234 196.

[www.lapalmedicalpractice.co.uk](http://www.lapalmedicalpractice.co.uk)

## Reaching retirement age and need advice on your pension?

Obtaining the right advice will help you to avoid costly mistakes.

Speak to a local independent Financial Adviser today to avoid unwanted tax implications!

Need help making sound financial choices?

**Petrie & Petrie**  
Independent Financial Advisors



We have been providing quality advice on pensions, mortgages and investments for over 40 years

**FREE INITIAL CONSULTATION**

Steven Read Chartered Financial Planner

T: 0121 427 2133 / 07772 665782

[www.petrieandpetrie.co.uk](http://www.petrieandpetrie.co.uk)

## Generate more business with a Pay - Monthly website from OPG

We will design and launch a top quality bespoke business generating website for you, update it regularly at your request and provide on-going advice and support every working day.

**from £26 per month**

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

To find out more simply call **0800 612 1408** or email us at [payasyougo@opg.co.uk](mailto:payasyougo@opg.co.uk)

OPG - HELPING THE SMALL BUSINESS GROW FOR OVER 30 YEARS

## Which day nursery?

Choosing the right nursery school for your child is vital. It is important to know whether the nursery is stimulating, happy, clean, safe and well managed.



So read the Ofsted report and give your local nursery a call and book an appointment to view today.



## Would talking help?

Why wait for an appointment on the NHS? There may be a qualified local counsellor that could see you today and help you get back to the real you more quickly.

Call a private counsellor for more details now!

Working through life's challenges together

Danielle helps people with issues around abuse, loss, illness and more. She also offers couples counselling.

Call Danielle on **07753 374067** to find out more. [www.foundationcounselling.co.uk](http://www.foundationcounselling.co.uk)

Foundation COUNSELLING

## Why Your Business Needs A Website

WITHOUT a website, your business or practice is invisible to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and who have been helping businesses grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site.

So if you don't yet have a website, or are unhappy with the one you have, call today for a chat on 0800 612 1408. You'll be glad you did!

Advertising Feature

## Temporary Residents

You are entitled to see a doctor anywhere in the UK if you are away from home and in need of medical help. You can do this simply by asking to see the nearest doctor as a temporary resident.

## Child Immunisation Clinics

Tuesday 9.30am - 12 noon

These are run for all children in the practice in conjunction with the practice nurse and health visitor.

## Holiday Vaccinations

Advice and holiday vaccinations are available from the practice nurse.

## Non-NHS Examinations

Medical examinations for special purposes eg elderly drivers, pre-employment, insurance medicals etc, can be arranged by appointment. A fee as recommended by the British Medical Association will be payable for these examinations.

## Contraception Advice

Routine contraceptive advice is available from the surgery. Either make an appointment with the doctor or practice nurse.

We also fit coils; please ask at reception for more details.

## Emergency contraception

If contraception is not used every time sexual intercourse takes place, pregnancy may result. Emergency contraception, as tablets or a coil, is available to help prevent unwanted pregnancy. Tablets can be taken up to 72 hours after unprotected sex, or a coil fitted in cases up to five days after.

If you need emergency contraception please tell the receptionist you need to be seen as an extra emergency appointment. If she requests to know the reason why, please ask to speak to her in private.

Emergency contraception works better when taken as soon as possible after unprotected sex.

## Change Of Address

If you change your address, please inform the receptionist as soon as possible.

## Rights And Responsibilities Of Patients

Please treat all staff with the same respect - we are all just doing our job.

Do not ask for information for anyone else other than yourself.

Tell us of any change of name or address, so that our records are accurate.

Only request an urgent appointment if appropriate.

Home visits should only be requested if you are really too ill to attend surgery, and night visits should be for emergency only.

Please cancel your appointment if you are unable to attend.

Please be punctual but be prepared to wait if your own consultation is delayed by an unexpected emergency.

Please allow sufficient time for your consultant's letter or the results of any tests to reach us. Use the tear-off slip to request your repeat prescription whenever possible. Please attend for review, when asked, before your prescription is due.

## Violent Or Abusive Patients

The practice will not tolerate any violence or abuse (including verbal abuse) to any members of the team. If this happens you will be asked to leave the premises and you will be removed from the practice list.

To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.

[www.lapalmedicalpractice.co.uk](http://www.lapalmedicalpractice.co.uk)

## Information About Patients

We have a legal responsibility to keep confidential all of the information held about you. Information may need to be shared with others to provide you with the best care, for example hospitals, district nurses etc. We follow strict guidelines concerning the release of information.

## NHS England

Details of Primary Medical Services available in this area can be obtained from:  
Birmingham, Black Country & Solihull Area Team  
Jubilee House, Bloxwich Lane, Walsall, WV2 7LJ  
Tel: 01922 603150

## Dudley Community Commissioning Group

Dudley CCG  
Brierley Hill Health & Social Care Centre, Venture Way, Brierley Hill DY5 1RU  
Tel: 01384 322777  
contact@dudleyccg.nhs.uk

## Freedom Of Information – Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available on request.

## Childhood Infections

### Chickenpox

On the first day a rash appears with small red spots about 3 or 4mm wide. Within a few hours these develop small blisters at the centre. During the next three or four days further spots will appear and the earlier ones will turn crusty and fall off. Calamine lotion may be applied to help the itching. The most infectious period is two or three days before the rash appears and until the last crusts have formed dry centres, usually seven to ten days after the rash started. Children may return to school as soon as the last crusts have dropped off.

### German Measles

The rash appears during the first day of the illness and usually covers the body, arms and legs in small pink spots about 2-4mm large and does not itch.

There are usually no other symptoms, apart from occasional aching joints. It is infectious from two days before the rash appears until the rash disappears in about four or five days. The only danger is to unborn babies and it is important that all contacts are informed so that any who are pregnant, and not immune, can contact their doctor so that appropriate action can be taken. Immunisation can prevent this disease, please ask at reception.

### Measles

The rash is blotchy and red and appears on the face and body on about the fourth day of feeling unwell and is often accompanied by a cough. It is most infectious from two or three days before the rash appears until eight or ten days afterwards. Immunisation can prevent this disease, please ask at reception.

### Mumps

The symptoms are swelling of the salivary glands in front of one ear often followed a couple of days later by swelling in front of the other ear. It is infectious for two or three days before the swelling starts until 10 days afterwards. If the pain is severe, you should consult your

doctor. Immunisation can prevent this disease, please ask at reception.

All of the above infections are caused by viruses and usually require no treatment from the doctor. However, if your child appears particularly unwell or you are worried, your doctor will be happy to give you advice.

We hope you have found this booklet useful and informative.

Please keep it for future reference.

## Useful Telephone Numbers

Russells Hall Hospital, Corbett, Dudley Guest.....	01384 456111
Russells Hall Hospital, Casualty Info Line.....	01384 244144
Selly Oak Hospital.....	0121 627 1627
Children's Hospital.....	0121 333 9999
Queen Elizabeth Hospital.....	0121 472 1311
Dudley CCG.....	01384 322777
Grange Pharmacy.....	0121 422 2226
Turner's Pharmacy.....	0121 421 7487
Samaritans.....	0121 666 6644
Drug Addiction Unit.....	0121 632 6363
Stroke Association.....	0121 414 1521
CRUSE (Bereavement).....	0121 557 4356

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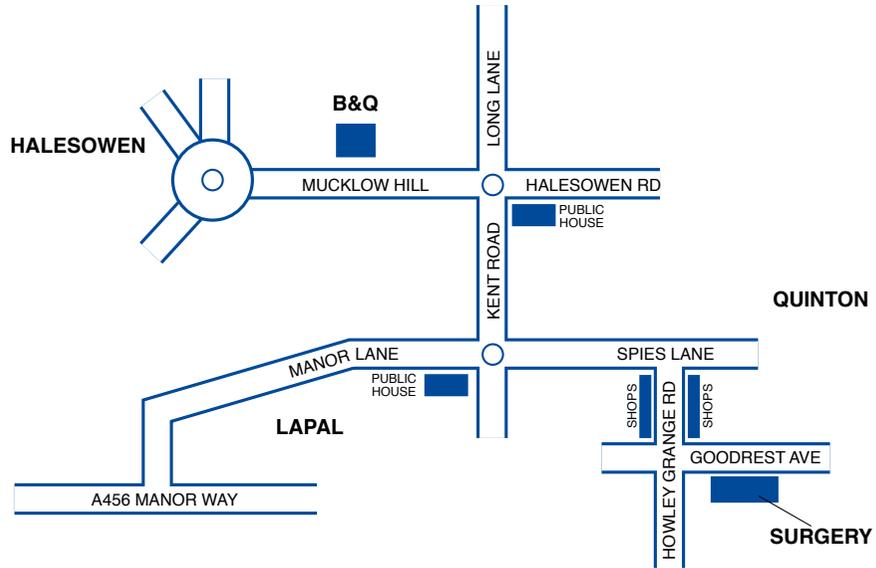
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# HOW TO GET TO THE SURGERY

## BLACKHEATH



## PRACTICE AREA

