

LINKWAY MEDICAL PRACTICE



The Lyng Centre for Health and Social Care

Frank Fisher Way
West Bromwich
West Midlands
B70 7AW

Tel: 0121 553 4000

Fax: 0121 553 4001

Email: M88038.clinical@nhs.net
www.linkwaymedicalpractice.co.uk

WELCOME TO THE PRACTICE

OUR COMMITMENT

Linkway Medical Practice is committed to:

- Provide a high standard of medical care.
- Ensure that patients are seen by the most appropriate healthcare professional as quickly as possible.
- Provide patients with an experience and environment that is comfortable. Friendly, professional and covers all aspect of health and safety requirements.
- Involve other professionals in the care of our patients where this is in the best interests; for example referral for specialist care and advice.
- Ensure all members of our team have the right skills and training to carry out their duties competently.
- Guide all staff in accordance with diversity and equality.
- Treat all patients with dignity and equality.
- Continually improve the lines of communication to patients using the latest technologies as appropriate.
- Develop new ways to educate and inform patients in order to encourage patients to be pro-active in their health and well being.
- Ensure effective and robust information and clinical governance systems.
- Continue to improve our healthcare services by monitoring and auditing.

LOCATION

The Linkway Medical Practice is situated in the Lyng Health Centre in the centre of West Bromwich. The Central Bus and Metro Tram Stations are a short walk away. There is a Pay and Display Car Park (free parking for first 1.5 hours) and full access for the disabled.

OUR HEALTHCARE TEAM

GENERAL PRACTITIONERS

We are one of four medical practices at the centre and retain our separate identity as a Partnership.

THE PARTNERS

Dr David Winteler MB ChB MRCP DRCOG (Birmingham 2000)
GP Trainer Special Interest: Child Health

Dr Kamlesh Rana BM BS (Nottingham 1991) B Med Sci (Hons)
Special Interest: Diabetes

OUR SALARIED DOCTORS

Dr James Tomlinson MB ChB (Birmingham 1999)

Dr Emma Langeveldt MB ChB (Birmingham 2000)

Dr Mary Horton MB ChB (Birmingham 2010)

OUR NURSING TEAM

Margaret Perry Advanced Nurse Practitioner

Lois Downs Specialist Nurse

Danielle Welborn Practice Nurse

Gemma Myatt Practice Nurse

Catherine Hayes Health Care Assistant

Our nursing team will help you with management of long term chronic diseases, such as asthma, COPD and heart disease, diabetes, well person health checks, smear tests, wound dressings, dietary advice, blood pressure checks and immunisation (travel and routine). They also assist the doctor in minor surgery and examinations.

Our Advanced Nurse Practitioner can assess, diagnose and treat minor illness and you may be offered an appointment to see her instead of one of the doctors, this includes sore throats, tonsillitis, coughs, minor skin problems, urine problems.

OPENING HOURS

Monday to Friday 8.00am - 6.30pm Ring: 0121 553 4000 (option 1 appointments)

SURGERY HOURS

A doctor is available by appointment. In general the consultation times are:

Monday to Friday 8.30 - 11.00am 3.30 - 5.30pm

EXTENDED HOURS

With additional funding we will be working with other GP practices to provide additional opening hours outside of our core hours. Please check our website and at our reception for details.

HOW TO MAKE AN APPOINTMENT

The practice runs an appointment system. To make an appointment please do ONE of the following:

- Telephone 0121 553 4000 (Option 1)
- Call in to our reception and we will be happy to help you
- Book on line with our secure internet booking site - registration details available from reception.

For routine and advance bookings, you can ask for an appointment to see a doctor or nurse of your choice – please inform the receptionist.

If your case is URGENT (and by this we mean needing immediate advice or treatment), the receptionist will ask you for an idea of the problem so that we can deal with your request efficiently. If all face-to-face appointments have been booked for that day you will be offered a telephone appointment and one of our medical team will ring you back to assess the problem. Please do not arrive more than 15 minutes before your appointment time. This will give you adequate time to book in at reception and will ensure we have a managed flow of patients in our waiting areas. If you are late for your appointment you may be asked to re-book. If you are unable to keep your appointment, you must let us know. Patients who regularly fail to attend appointments may be removed from the practice list. To cancel an appointment you can call 0121 553 4000 (option 2).

LOCAL PHARMACIST

Your local pharmacist may be able to offer help and prescribe some treatment or give advice for coughs and colds and other minor illness. Sometimes over-the-counter medicines are cheaper than a prescription charge.

TELEPHONE ADVICE

If you require advice please ring 0121 553 4000.

The receptionist may put you through to the doctor if appropriate, or the doctor may phone you back when free.

HOME VISITS

URGENT (ACUTE)

Home visits are usually for housebound patients or for patients who are too ill to attend surgery. Please phone the surgery on 0121 553 4000 before 10.30am. The receptionist will ask for some idea of what is wrong - this helps the doctor to see the most urgent case first and plan visits efficiently.

The doctor may ring you back before visiting to check the urgency of the call.

Your visit may be refused if the doctor feels that it is more appropriate for you to be seen at the surgery.

HOME VISITS - NON-URGENT

For all non-urgent home visits such as routine visits to the elderly or medication reviews for the housebound, please let the receptionist know that the visit is non-urgent and give some idea of what the visit is for, so that it can be allocated to the most appropriate professional. It may not be the doctor that visits.

OUT OF HOURS

If you need a doctor and the surgery is closed, our telephone message will give you a number to ring. Your request will then be assessed and dealt with by the duty doctor or the primary care surgery. We would ask our patients to be thoughtful about using the emergency call-out system and avoid using it for minor problems which could wait until the surgery is open.

EMERGENCY REQUESTS

For all emergency situations such as chest pain or suspected stroke you should dial 999 immediately.

REPEAT PRESCRIPTIONS

Patients issued with a computerised order form for their medication are required to allow AT LEAST TWO WORKING DAYS when requesting a repeat prescription. The repeat prescriptions order slip tells you when your treatment should be reviewed and you should make an appointment to see the doctor before your medication runs out. The doctor will ensure that the medication you are taking is working correctly. We may refuse your medication if you do not attend for your review.

To order your Repeat Medication either:-

- Please leave your order form in the POST BOX situated at our main entrance door
- Ask your local pharmacist to order it for you
- Send it to us by post (We will either send it to your nominated pharmacy or if you prefer it to be returned to you please enclose a stamped addressed envelope.)

If you have registered for our web based online service you can order your repeat prescriptions online 24 hours a day.

We will not normally accept repeat prescription requests by phone, or without a repeat prescription slip.

We will not normally issue medication which is not on your repeat prescription record and for safety reasons you will need to make an appointment to see your doctor for a review.

We will not normally allow children under 16 to collect prescriptions for other patients unless accompanied by an adult.

Collecting your Prescription:-

- Call in at our reception allowing a least TWO working days from order date
- We can send it electronically direct to the pharmacy of your choice (ask at our reception for details)
- Ask us to post it back to you (provide us with a stamped address envelope)
- Ask your local pharmacist to collect it on your behalf

TEST RESULTS

The doctor/nurse will ask you to make a routine appointment or telephone the surgery to discuss your test results with them. You should normally allow a period of 10 days from when you provided the sample to ensure that all results have been received, or as indicated by the doctor/nurse.

In the event that your test results show an abnormality you will be contacted directly by the practice by telephone or letter.

If you would like to receive your test results by text message direct to your mobile phone please indicate this to the doctor during the consultation. It will be your responsibility to ensure you update us with any changes to your telephone number.

CHAPERONE

All patients may have a chaperone present for any consultation, examination or procedure where they feel one is required. This applies to both male and female patients.

This chaperone may be a family member or friend. If you prefer a trained member of staff to be your chaperone we ask you to make this request when you make your appointment so that arrangements can be made.

Please be aware that if you request a trained member of staff to be your chaperone and there is no-one available, we may need to re-schedule your appointment.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

Just a simple eye test? More like a potential life-saver!

IT'S TRUE, having your eyes tested will not just check the quality of your vision, but can also identify any potential sight or life-threatening conditions.

Specsavers in West Bromwich is keen to raise awareness of the importance of eye health and regular eye examinations and is urging everyone to think of sight tests as a part of their regular healthcare routine.

The store at Unit 8, 70 Kings Square, Sandwell Shopping Centre, aims to provide the very best in eyecare for the local community. Together with all the latest equipment, the store also offers free digital retinal photography as part of the routine eye examination to anyone aged over 40 - or when a GP or ophthalmic optician recommends it. The process uses a digital camera that can detect and monitor many conditions, including glaucoma, diabetes, high blood pressure and tumours.

Under the NHS, sight tests are free for a number of people including children under 16 (under 19 for those in full-time education) those over 60, or over 40 who are the brother, sister or child of a diagnosed glaucoma patient, together with those receiving NHS support. Visit the NHS website for more information.

To book an appointment or for more information, please visit Specsavers at Unit 8, 70 Kings Square, Sandwell Shopping Centre West Bromwich B70 7NW or call 0121 553 0685.

ADVERTISING FEATURE

INTERPRETING SERVICE

If you need an interpreter to help you during your consultation with the nurse or doctor please let our reception staff know when you book your appointment. We may not always be able to book you an interpreter if your appointment is urgent and at short notice. In this case you may bring a member of your family or a friend who is able to translate for you.

SICK CHILDREN NEEDING URGENT ATTENTION

The doctors are usually able to fit in these cases very quickly without a wait. We do this to relieve parental anxiety but would ask that this service is not abused. You will be offered the most appropriate appointment or a doctor will speak to you directly.

Please inform the receptionist of the urgency of the situation.

COPING WITH SICK CHILDREN

Children are often unwell in the evenings and naturally this causes anxiety for parents. Fortunately, most children's ailments are minor and commonly caused by viral infections. Viruses produce many different symptoms ranging from coughs, running noses, raised temperature, diarrhoea and vomiting etc.

Simple treatment using junior paracetamol and giving a child clear fluids will often help alleviate these symptoms. Earache at night is often distressing for a child and should be treated with paracetamol as directed and the child brought to the surgery first thing in the morning. Further advice on the management of children's complaints can be given by your doctor or the health visitor.

OUR CLINICS

ANTENATAL CLINIC

Once your pregnancy has been confirmed your doctor will refer you to the local hospital maternity unit of your choice. Most of your antenatal care will be supervised at the surgery. The antenatal clinic is run by the community midwives. Your midwife will give you details of parentcraft/relaxation classes. Please read our patient antenatal information leaflet for more details.

CHILD SURVEILLANCE CLINIC

These are developmental checks for children at eight weeks. These checks are carried out by the practice doctors/nurse. Appointments are by computer recall and an appointment will be sent to you. If you do not receive an appointment, please give us a call.

POSTNATAL CHECK

For your convenience, your postnatal check will be done at the same time as your child is seen for their developmental check. We will send you a reminder prior to this date.

CHILD IMMUNISATIONS

These are carried out by our practice nurse during treatment room sessions Monday to Friday by appointment.

Have your child immunised against serious diseases. Your health visitor, practice nurse or doctor will be happy to advise you with any questions you may have. Leaflets are available at the surgery.

£10 EYE TEST

Valid for one test booked on or before 30 October 2017 at discounted price of only £10. Present voucher at time of test. Cannot be exchanged for cash, used with other vouchers or redeemed by customers already entitled to a free NHS eye test. One per person, at named Specsavers stores only. **CODE 8495**

Bearwood 599 Bearwood Road, Smethwick. Tel 0121 420 0340
West Bromwich Sandwell Shopping Centre. Tel 0121 553 0685

specsavers.co.uk

Specsavers




TIVIDALE A Caring and Safe Environment

Our nurseries are designed to meet the needs of local families, providing affordable, accessible, quality childcare in the community. They provide full day care and sessional day care in a quality environment with a team of dedicated professional staff delivering the highest standard of care for all families.

We offer:

- Three bright airy rooms to cater for the under 2's, 2-3's and 3-5 year olds
- Professional qualified staff
- Key worker staff system
- Records of Achievement for every child
- Meals prepared on site
- We treat all children as individuals with individual needs

Opening Hours:
Monday to Friday 7.30am – 6.00pm
Open 51 weeks of the year.

Tel: 0121 520 6900

Tiny Toez Nursery,
Sandwell
Email: tividale@tinytoez.com
www.tinytoez.com

20 - 25 Tividale Street
Tipton DY4 7SD
Sandwell



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

Choosing a Nursery School

One of the results of our rapidly changing society is that the need for good quality nursery education has never been greater. As the number of nurseries has increased so has the range of services on offer and it can make choosing quite a daunting prospect.

Opening hours do vary, but they will normally cover regular working hours. So compare facilities available against your requirements. It's also very useful to get recommendations from friends and family who already have children in a nursery. A child develops very quickly during the early years, so it is important to choose a nursery that will suit your child's physical, intellectual and emotional needs.

In a good nursery parents normally see their children become more independent and notice a great improvement in speech, eating, and co-ordination skills, as children are exposed to a variety of experiences to encourage creativity, individuality and self confidence. It follows that this makes the transition into school a whole lot smoother.

Security may be a consideration, and all nursery staff should undergo regular police checks. All nurseries are registered and regularly inspected by Ofsted. Great emphasis is normally placed on nutritional and healthy meals, so ask to see a sample menu.

The early years are the most formative of a child's life, so choosing a nursery carefully will go a long way towards their future development. So check out the facilities offered by your local nursery schools before making this vital decision.

Peace & Tranquility Massages
Love Yourself, Be Yourself, Treat Yourself
Free yourself from aches and pains

Saphira (BA honrs) – Fully qualified in sports massage therapy
07534 363868
peacetranquility8@gmail.com

FREE CONSULTATION

SMOKING
CAUSES MANY PREMATURE DEATHS AND MUCH DISABILITY

It is an important factor in causing:

- Lung Cancer
- Chronic Bronchitis and Emphysema
- Coronary Heart Disease
- Arterial Disease in Limbs which can lead to Gangrene
- High Blood Pressure and Stroke
- In Pregnancy Smoking can cause the Retardation of a Baby's Growth and Premature Birth.

SMOKING CAN HARM OTHER PERSONS BY MAKING THEM "SECONDARY SMOKERS".
IF YOU ARE A SMOKER CONSIDER THE POSSIBLE CONSEQUENCES OF WHAT YOU MAY BE DOING TO YOURSELF AND TO OTHERS.

NHS

Transplants save lives

Join the NHS Organ Donor Register

0300 123 2323
www.organdonation.nhs.uk

ADVERTISING FEATURE

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

TRAVEL/OCCUPATIONAL IMMUNISATIONS

Reception staff will ask you to complete a form to be returned to reception upon completion. The practice nurse will be able to give you an idea of what vaccinations are required (if any) and whether you need an appointment to see the nurse. Please allow ample time for your travel vaccinations to be done prior to your travel arrangements.

FLU VACCINATION

Our nurses run flu vaccination sessions annually between October and January. If you are over 65 or in a "risk category" you will be invited to attend for your vaccination. Details of the sessions will be displayed in the waiting areas during September each year. We recommend that you have your flu vaccination, especially if you are in one of the risk categories such as diabetic.

Flu Vaccinations are FREE if you are in one of the Department of Health recommended categories.

SMOKING CESSATION CLINIC

Our aim is to support our patients to quit smoking. Please ask any of our staff for details.

WELL WOMAN CHECKS

Female problems can be dealt with at these clinics. Ask for an appointment with the practice nurse for a well woman check and/or cervical smear.

DIABETIC CLINIC

A specialist diabetic clinic is run by our specialist nurse with regular reviews for our diabetic patients. Appointments are made following referral by a doctor.

ASTHMA/COPD CLINIC

These are to help patients manage their condition through regular review; appointments are by computer recall. However, if you are having problems controlling your asthma, let our receptionists know and they will give you the most appropriate appointment.

FAMILY PLANNING

Advice is available on all aspects of family planning and contraception including confidential advice for the under 16s. Ask for an appointment with one of the doctors/practice nurse.

For coil fitting, patients are referred to the area health authority family planning clinic at the health centre.

MINOR SURGERY

Appointments are made following referral by a doctor for removal of skin tags, warts, cysts, lumps, toe nail surgery, injections. Please ask for details at reception.

COUNSELLING

If you have work-related/occupational problems, marital or family problems, the doctors are available to advise and refer to our counselling team.

OTHER SERVICES FOR PATIENTS

Web Booking - We have an internet service for our patients which gives them access to booking appointments, ordering repeat prescriptions and detailed or summary of your medical records. Please see our online Services Leaflet or ask at reception for more details. The service is available 24 hours a day and is used via a security password.

Touchscreen Self Check In - To avoid the queue at the reception desk, patients can easily use our self-check-in system, which is based in the reception area. This lets us know they have arrived for their appointment with the nurse or doctor. Please ask the reception staff for help if needed.

Mobile Phone Text Reminders - Patients will receive a text reminder about their appointment on their mobile phone.

OUR ADMINISTRATIVE TEAM

Our practice manager Linda Lloyd heads our administrative team which consist of medical secretaries, clerical officers and receptionists.

PRACTICE POLICY

HELP US TO HELP YOU!

- **Missed appointments:** please inform the receptionist as soon as possible if you are unable to attend for an appointment. Phone 0121 553 4000 (option 2). If you inform us, we may be able to offer the appointment slot to someone else. If we can re-use unwanted appointments the waiting time for patient appointments at the surgery will become shorter.
- We do monitor our waiting lists and patients found to be repeatedly failing to keep their appointments or repeatedly arriving late for their appointment will be removed from the practice list.
- If you are late you may be asked to re-book your appointment for another day/time.
- To help ease the demand on the practice telephone system please can you avoid ringing the practice during busy times (8.00 – 11.00am) during Monday to Friday for all NON-URGENT requests.
- If you move, change your name or telephone number please let us know, it is important that you inform us as soon as possible. This will help us to keep your records up to date should we need to contact you or refer you to other services.
- If you move outside the practice area (see map on back cover) we will be unable to continue your care and will therefore write and inform you of this.
- We ask that you switch your mobile phones to 'mute' once inside the practice.
- This practice operates a **Zero Tolerance Policy**. If you are offensive, aggressive or abusive to any of our staff you will be removed from our practice list immediately without warning. We will forward your details to the local Registration Authority.

MEDICAL STUDENT/PHYSICIAN ASSOCIATE/NURSE TRAINING

We have been selected by Birmingham and Wolverhampton University to train students. Patients will always be informed and asked to sign a consent form when a student is sitting in with the doctor. Please inform the receptionist if you do not want a medical student present during your consultation.

GP TRAINING SCHEME (GP Registrar/FY2)

Each year a qualified doctor who has had experience in hospital medicine is invited to join the practice for 4, 6 or 12 months. This gives the doctor valuable experience of the type of problems encountered in general practice and adds to the expertise of our team of doctors. You will be informed at reception if your appointment is with the registrar/trainee.

PATIENT INFORMATION LEAFLETS

The practice has many information leaflets to help you get the most out of our services. There is also a practice website where our notice board gives updated news and information about the practice. Find us on www.linkwaymedicalpractice.co.uk or search for Linkway Medical Practice on the NHS Choices website.

COMPLAINTS PROCEDURE

The practice operates a complaints procedure that complies with national guidelines. If you would like to make a complaint about one of our services, a leaflet and poster explaining the procedure is available at our reception.

PATIENT REGISTRATION

Patients are asked to complete a registration form giving as much detail as possible. You may be asked for some proof of identity. From time to time the practice may apply to 'close' the patient list for new registrations. This is to ensure that we are able to maintain a high standard of care for our existing patients. This does not apply to new baby registrations and immediate family members. Please check at reception.

CONFIDENTIALITY

This practice is registered under the Data Protection Act.

At this practice, we believe it is of utmost importance to keep any information regarding our patients confidential.

Only with written consent from the patient will there be any disclosure of personal information regarding that patient.

All the staff are aware of this statement and will keep all information private and confidential.

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 from the practice manager.

NAMED GP

All registered patients have a named GP who is responsible for your overall care at the practice. You should contact the practice if you wish to know who this is, if you have a preference as to which GP that is, we will make reasonable effort to accommodate this request.



**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**

**OPG - HELPING THE SMALL BUSINESS
GROW FOR OVER 40 YEARS**

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 whose innovative ideas have been helping businesses to grow and prosper for over 40 years, they provide businesses and professional practices with 24/7 access to their targeted market.

A website not only saves you money on brochures and other such material, it greatly increases the effectiveness of your current advertising because, in effect, you are open for business around the clock.

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 as your business grows.

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

Let our practice publications promote your business for you!



To place an eye catching advertising feature in our vitally important Practice Booklets and our indispensable Appointment Cards and Website simply phone Veronica Smith now on **0800 612 1516.**

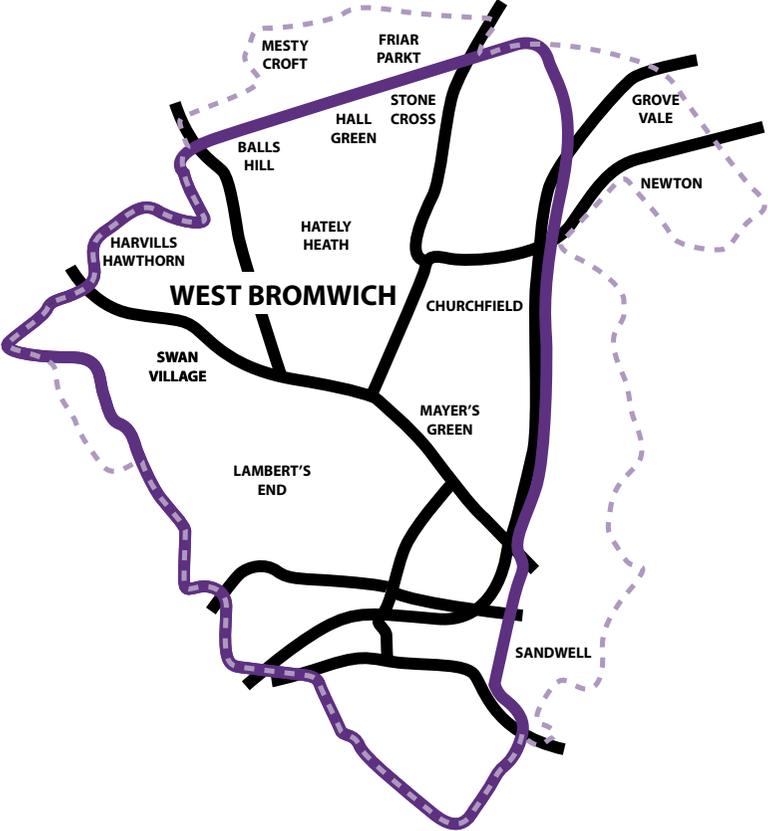
PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY
Neighbourhood Direct Ltd

Barons Gate, Graceways, Whitehills Business Park, Blackpool, Lancs FY4 5PW Tel: 01253 608014 Fax: 01253 608015
Website: <http://www.opg.co.uk> Email: info@opg.co.uk

COPYRIGHT WARNING: All rights reserved. No part of this publication may be copied or reproduced, stored in a retrieval system or transmitted in any form or by any means electronic, mechanical, photocopy, recording or otherwise without the prior written permission of the publisher.

The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.

MAP OF OUR PRACTICE AREA



INNER BOUNDARY

OUTER BOUNDARY