

The Ridgeway Surgery



This Practice is dedicated to achieving and maintaining a high quality service, designed to meet the needs of its patients.

**175 The Ridgeway
Sedgley
West Midlands
DY3 3UH**

Telephone: 01902 886500

**Website:
www.ridgewaysurgery.co.uk**

**Surgery Opening times
Monday-Friday 8:00am to 6:30pm
Appointments from 8:00am**

We are a training practice, located close to the centre of Sedgley and endeavor to maintain a family Doctor approach.

What to do when the surgery is closed.

In an emergency, telephone 111 for NHS direct or 01902 886500 and a recorded message will tell you how to contact the doctors on duty. During the evenings and weekends you may be asked to go to the Dudley Urgent Care Centre located at Russells Hall Hospital, and can be accessed via the Russells Hall Hospital emergency Department

You will be given an appointment time, or offered advice.

Black Country ICB is responsible for arranging the Primary care out of hours service. ICB contact number 0300 0120 281 Option 1

The Doctors:



Dr. Kevin R. Dawes,
MB, BCh, (1984 Cardiff)



Dr. Helen Foster,
BM,BS, (1988
Nottingham) DRCOG



Dr Girish Narasimhan
MB BS (1999 India)
MRCGP



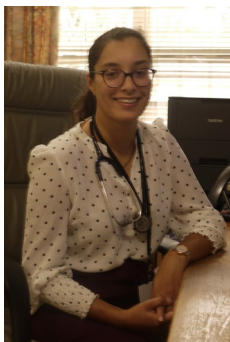
Dr Emma Spiller MB
ChB (2005) MRCGP
DRCOG



Dr Adeela Bashir MB
ChB (2006)DRCOG,
MRCGP



Practice Manager
Mrs Ella Thompson



Dr Nisha Tailor MB ChB
MRCGP (2016)
Birmingham

Office Manager: Mrs Lisa Rosewarne

IT Manager: Mr Simon Bagley

Practice Secretary: Miss Ashleigh Dodd

Senior Receptionist: Mrs Wendy Bradley

Reception/Admin team:

Miss Natasha Burton

Miss Samantha Johnson,

Miss Beth Worthington, Mrs Natasha Plant

Mrs Lesley Poole

Advanced Nurse Practitioner:

Mrs Carolyn Hodgetts Bsc, Msc

Nurse Practitioners Kate Hodgetts RGN - Tina Arenare RGN

Practice Nurses:

Nurse Helen Read RGN

Nurse Sarah Hodgetts RGN

Nurse Judy Moran RGN

Nurse Louise Johnston RGN

Assistant Practitioner:

Miss Sarah Worwood Foundation Degree Health & Social care

Extended Healthcare Team: Paramedic, GP Assistants, Care Coordinators, Physician Associates, Health and Wellbeing Coach, Listening and Guidance

The Practice Team.

Practice Manager: Looks after the day to day running of the Surgery and will be happy to sort out any problems you may encounter.

Practice Secretaries: Enquiries regarding Hospital appointments or the collection of

Private referral letters should be made to one of our Practice Secretaries.

Receptionists: The Reception team are available to make your appointment to see the Doctor. They can also give patients results of laboratory tests, make arrangements for a Hospital appointment through the Choose & Book system and arrange transport if required.

Practice Nurses: They can help with ear syringing, travel vaccinations, dressings, removal of stitches, blood pressure checks, health checks, and cervical smears. They also perform routine contraception and HRT reviews, and run smoking cessations clinics. dressings, removal of stitches, blood pressure checks, health checks, and cervical smears.

Black Country Integrated Care Board

Details of Primary medical services in the area may be obtained from Time2Talk, NHS Black Country Integrated Care Board (ICB) Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH. Website: <https://blackcountry.icb.nhs.uk/get-involved/time-2-talk>

Tel: 0121 612 4110 E-mail: bcibc.time2talk@nhs.net

Our fully qualified support staff consist of:

District Nurse: For home nursing care.

Community Health Nurse: Gives advice and supervision of the of the elderly in their homes.

Community Midwife: Provides care and advice during pregnancy. They also help to run antenatal clinics on Tuesday afternoons.

CPN/Counsellor: Monitor and support patients with mental health problems.

In-house Pharmacist: For patient advice on medication and weight problems.

Facilities

The building has facilities for disabled including a ramp to access the building..

Zero Tolerance

In line with Government policy, the Practice operates a zero-tolerance approach and will not tolerate violence or any verbal abuse or rudeness towards Doctors or their staff.

The Surgery does not discriminate against race, gender, social class, age, religion, sexual orientation, appearance, disability or medical conditions.

Suggestions

We welcome comments, suggestions and compliments without any fear of re-dress. Please see our web site or the suggestion box in reception.

Confidentiality

Any information given to anyone at the surgery is confidential. It will not be shared with anybody without your consent unless there is a serious medical need. We treat any breach of confidentiality with great seriousness. Because of this we only give information to patients and not to any third party.

Data Protection

The Practice uses computers in many aspects of its day to day activities. The computer is also used during consultations as it enables us to keep your records up to date, as well as maintain an efficient register of all patients. Patients' records are held on computer according to guidelines of the data protection act.

Access is only authorised to trained staff employed by the practice.

Appointments

There are several ways of making an appointment to see a Doctor or Nurse.

Telephone 01902 886500 and select **Option 1** for the Appointment System or general enquiries. Telephone lines are open from 8.30am and there will be morning and afternoon appointments for that day. It is recommended that you telephone between

8.30am - 10.30am on the day you wish to be seen.

On-Line. We offer an on-line appointment booking service for pre-registered patients. You can connect to the appointment system from your home computer or mobile computing device and select an available appointment for a Doctor of your choice from a range of appointments up to one week in advance. To use this service, you will need to pre-register with reception and fill in an application form. This service will also allow you to order repeat medication on-line.

In Person. You can book an appointment by visiting reception during opening hours and making an appointment with one of the reception team. It is recommended that you call at reception between 8:30am and 10:30 am. There will be a number of pre-bookable appointment slots available on most days, for up to one week ahead. We like to keep these for patients with work commitments, transport problems or at the request of the Doctor. Nurses are available by appointment only. If patients cannot speak English, we can access the Language line Translation service.

Consulting Hours:

Monday to Friday between 8:00am - 6.00pm

Home Visits (Option 2)

If you need to see a doctor, but feel that it is impossible for you to attend the surgery, a home visit can be arranged. Please telephone before 10.00 am, as this enables the doctors to plan their work.

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Results (Option3)

You may telephone 01902 886500 (**option 3**) between 3.30pm and 6.00pm if you are awaiting a test result, or result of any type of investigation.

Blood Tests

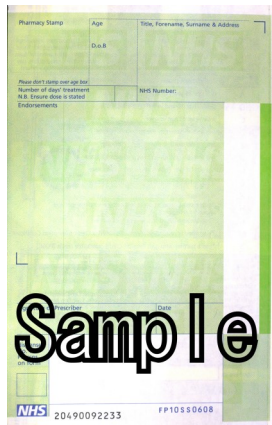
Ladies Walk Centre Sedgley

Please note that blood tests are taken at the Ladies Walk Centre, Sedgley, Cross Street, Dudley and the Pathology Lab. at Russells Hall (times available on request). In exceptional circumstances are they taken at the surgery



Repeat Prescriptions.

We offer several ways of ordering repeat medication. You can register to order repeat medication using our on-line ordering system. See reception for details and a form to register for this service. You can also register with your local Chemist who can re-request your repeat prescription items on your behalf, and can also arrange to deliver the items. There is a Pharmacy attached to the Surgery, but patients are free to choose any Pharmacy for their prescription.



Please allow 48 hours before collection.

Change of Address

If there is any change to your home address, e-mail address or telephone number, please notify the surgery immediately. Please also inform us of your mobile telephone number. This can also be done via our website

Clinics (by appointment only)

Antenatal: Tuesday, 1.00pm - 4.00pm

Child Health and Baby Vaccinations: Wednesday, 1.00pm - 4.00pm

Diabetes: By appointment with our Diabetic Nurses.

Asthma: By appointment with our Asthma Nurse.

Coronary Heart Disease/Cerebrovascular Disease/Chronic Kidney

Disease:

By appointment with our Nurse, or Assistant Practitioner.

Smoking Cessation: By appointment with one of our Practice Nurses or our Assistant Practitioner.



Telephone Consultations

Many problems can be dealt with over the telephone. Doctors or nurses will be happy to call you back at the end of morning surgery, and our reception staff will give you an approximate time when you will be contacted.



GMS (General Medical Services)

Registering at the Practice

A hand-drawn map of the Bull Ring area in Birmingham. The map is enclosed in an oval border. Key streets shown include Bull Ring at the top, Dudley Street running vertically, Vicar Street, Ladies Walk, The Ridgeway (labeled vertically), Dudley Road, and Cannon Street at the bottom. Other streets include General Land Street, Tipton Street, and Arden Street. A black box labeled 'THE RIDGEWAY SURGERY' is positioned on The Ridgeway, with an arrow pointing to a building on the corner of The Ridgeway and Dudley Street. The map also shows several small building footprints and a 'Public House' near Tipton Street.



Other Services Offered

Minor Surgery: Minor surgical procedures are performed by prior arrangement with the doctor.

Health Promotion: Health checks are available by appointment with the Practice Nurse or Assistant Practitioner.

Contraception: All contraception services are offered by the practice during normal surgery, with the exception of coils, which are fitted by prior arrangement with Doctor Foster.

Emergency Contraception: An appointment will be offered in the next surgery.

Cervical Smears: These are usually taken by our Practice Nurses, but if you are experiencing any related problem, an appointment with a doctor can be arranged.

Patients between the age of 16 and 75 who have not been seen during the last three years will be offered a consultation if requested .

Patients over 75 years old who have not been seen in the last 12 months will be offered a consultation if requested.

Please help your doctor

Did you know GPs are no longer required to countersign your passport or driving license application form? Opticians, dentists, civil servants, religious ministers, bank and building society officials and many other professionals can also do this for you.



Did you know you don't need a sick note if you are off work for less than seven days? You can self-certify - contact your personnel office at work for details.

Don't forget you don't always need an appointment with your GP for advice on coughs, colds and other minor health problems - ask advice at your local pharmacy instead.

For general health advice and information go to:

NHS Choices

For details of local health services and general medical advice the NHS Choices web site contains detailed information regarding medical conditions as well as detailed listing of all GP, Hospital and dental services in the local area. See www.nhs.uk .

Your nearest NHS Walk-in Centre – Urgent Care Centre located at Russells Hall Hospital. Access via the Russells Hall Hospital Emergency Department.

Who do you need to see?

Coughs, colds, aches and pains and minor eye problems etc (including children)—**See your local Pharmacist**

Wound dressing, ear syringing, Travel vaccination, removal of stitches, Blood Pressure check, health checks and Cervical Smears—**Practice Nurse**

Advice on Medication or weight problems—**In-house Pharmacist.**

Any other conditions—**See a Doctor.**

WHAT WE CAN DO FOR YOU.

We aim to ensure the surgery or clinic starts on time.

We try to see patients at their appointment time, but may unavoidably be running late. We aim is to see patients within 30 minutes of their appointment. If delays greater than 30 minutes occur, an explanation will be given to the patient. Patients will be given the opportunity to rearrange their appointment.

The practice staff will try to answer the telephone quickly, although this may be slower between 8.30am and 10.30am which is our busiest time.

If you need to see a doctor urgently, then you will fitted in as soon as possible, but there may be a wait until a doctor is free.

All our staff will make sure that your records remain confidential.

We ensure privacy and respect for all our patients. If you would like to speak to the receptionist privately, please let us know when you arrive.

The surgery will be clean, comfortable and easily accessible to all patients, including those with special needs.

We would like to get information, comments and suggestions from you about our services. Please let the staff know of any way we can help, or use our suggestion box in the reception area.

Any complaint will be responded to within 48 hours.

WHAT YOU CAN DO FOR US

Please try to come to the surgery to see the doctor whenever possible. Home visits take up more of the doctor's time and should only be asked for if you are too ill to get to the surgery. Only request an out of hours visit if an emergency.

An appointment is for one person only. It may be possible to see other members of your family in the same surgery, but they must **have** their own appointments.

Please keep an appointment and let us know as soon as possible if you need to cancel. If you continually miss appointments without contacting us, you may be removed from the Practice list, and will have to find a new Doctor.

Please let us know if you change your address or circumstances and make sure we have your telephone/mobile number.

Please only ask for a prescription if you are going to use the medicine.

Drugs are expensive and cost the NHS much more than the prescription costs you

Please treat all our staff politely and with patience, as you would expect them to treat you.