

Flu clinics are generally held during the month of October to December where Chronic Disease patients with diabetes, asthma and other chronic diseases are recommended to have the vaccination.

Patients aged 65 years and over are also recommended to have their flu vaccination.

Cervical Smears

All women over the age of 25 years should have a cervical smear. Please make an appointment with the Practice Nurse when your cervical smear is due or you need advice regarding this test.

Complaints, Suggestions and Comments

If you have any comments, suggestions or complaints please contact the Practice Manager. All complaints are dealt within the practice complaint procedures or if you wish directly by NHS England, PO Box 16738, Redditch. B97 9PT Tel: 0300 311 2233 Or by email address—england.contactus@nhs.net Please ask for a complaints leaflet for further information.

Confidentiality

All your medical records are kept in the strictest confidence and under the governance of the Data Protection Act. Medical details are only released with authorised signatory from patients. If you do feel you need to speak to a member of staff in confidence please do let us know.

Sometimes we are asked to share patient information with other health professionals for reasons of audit and research. Anyone having access to medical records is bound by the same rules of confidentiality

Rights and Responsibility as a patient.

The practice respects the privacy, dignity and confidentiality patients and their carers at all times. Information about a patient or parent/carer is not given to any healthcare establishment professional or third party without the consent of the patient/ carer. Patients can express a preference to see a nominated GP whenever it is possible to accommodate but may be asked to see another GP if there are no appointments. All our over 75 year old patients now have a named nominated doctor. *We like to treat our patients courteously and with dignity. The practice operates a ZERO Tolerance policy and will not tolerate any rude abusive or threatening behavior against any of our staff*

Important Telephone Numbers

NHS England	0300 311 2233
New Cross Hospital	01902 307999
West Park Hospital	01902 444000
Out Of Hours	111 Wolverhampton CCG 01902 444848
Showell Park Walk-in	01902 446711

WHITMORE REANS HEALTH CENTRE

Dr S K VIJ MBBS, DCH, DIP Thoracic Medicine

Msc Rheumatology (Male)

Dr A VIJ MBBS D.G.O.,M.S Do.bs (Ireland) MRCCOG (London) (Female)

Dr R.Mohindroo MBBS MRCCGP (Male)

Dr S. Hamdy MB Chb MRCCOG, MRCCGP, DfsRA (Female)

Whitmore Reans Tel no: 01902-421679

Pendeford Surgery:01902-789080/788177

Ednam Road: 01902-340200

Voicemail repeats for prescriptions: 01902-575047

Fax no:01902-445047

We welcome comments from all our patients particularly those representing specific view points for example the disabled, black and other multi-ethnic groups and do not discriminate on grounds of race, gender, social class, age, religion, sexual orientation or appearance, disability or medical conditions.

Location The main surgery is located off Lowe Street in Whitmore Reans with close proximity to the Avion shopping centre. It is within easy reach by public transport and it is close to the main city centre. Pendeford is one of the branch surgeries located by Morrison's supermarket off Whitburn Close. Both surgeries are in the Health Centres and are equipped to serve patients in a primary care environment.

Whitmore Reans Opening Times

	Mon	Tue	Wed	Thu	Fri
AM	8.30 1.30	8.30 1.30	8.30 1.30	8.30 1.30	8.30 1.30
PM	3.00 7.30	3.00 7.00	3.00 6.30	3.00 6.30	3.00 6.30

Emergency calls are taken during 1.30 pm to 3.00 pm Tel: 01902 421679

PENDEFORD HEALTH CENTRE

OPENING TIMES: WHITBURN CLOSE WV9 5NJ

Monday 8.30am to 1.00pm 2.00pm-6.00pm

Tuesday 8.30am to 1.00pm 2.00pm-6.00pm

Wednesday 8.30am to 1.00pm 2.00pm-6.00pm

Thursday 8.30am to 1.00pm Closed

Friday 8.30am to 1.00pm 2.00pm-6.00pm

In an emergency when surgery closed lunchtime and

Thursday afternoon call 01902 445406

EDNAM ROAD Opening Times

14 Ednam Road Wolverhampton WV4 5BL

Monday 8.30am to 6.30pm

Tuesday 8.30am to 7.30pm

Wednesday 8.30am to 6.30pm

Thursday 8.30am to 6.30pm

Friday 8.30am to 6.30pm

How to Access A Doctor / Nurse

Appointments

All surgery are by appointments only .

Please telephone : 01902-421679(Whitmore Reans) 01902-789080 (Pendeford) 01902 340200 (Ednam Road) or come in person to the surgery during opening hours . There is a routine appointment system for patients needing to see the Doctors or Practice Nurses.

If your need to see the Doctor is urgent every attempt will be made to accommodate you on the same day.

Telephone Triage

If you would like to speak to the doctor or nurse for medical advice please leave your personal details , contact number and the nature of your query and the clinicians will return your call at the end of their surgery

Home Visits -To help the patient for an efficient and quick service attendance to the Surgery is helpful . However if you feel you need a visit , you need to telephone before 10.00a.m. and give details about your illness. A doctor may call you back before visiting to assess the urgency of the visit

Extended Surgery Times

The surgery times have been extended to 7.30pm every Monday and 7.00pm every Tuesday at Whitmore Reans and 7.30pm Tuesday at Ednam Road

Repeat Prescriptions

- Forwarding a self stamped addressed envelope if you prefer by post or
- Calling the repeat voicemail telephone no: 01902-575407
- Tick the boxes on the right side of your repeat prescription and hand in at reception
- **Your prescription will be ready in 48 hours**

Test Results

Patients are able to ring for test results between 12.00a.m. and 1.00p.m. every weekday. Please note that in the interests of confidentiality, results will only be given to the patient only.

Services Provided in the Practice

Disease Management Clinics in Asthma , Diabetes , COPD, Coronary Heart Disease Hypertension. Cervical Smears, Smoking Cessation Clinics, Well person clinics, Family Planning Advice, Baby Immunisations. Please book an appointment with the Doctors or Practice Nurses.

Baby Clinic -The Health Visitors , Practice Nurses and Doctors are available for advice on Tuesday morning and Wednesday afternoon. Normally appointments are given for development checks , immunisations at 2 , 3, 4 and 13 months and pre school boosters at 4 years.

Flu Immunisations And Travel Clinics

Advice and Immunisations is given by Doctors and Practice nurses for holiday travel and for any other purposes