

## **MGS MEDICAL PRACTICE**

**We are part of Our Health Partnership (OHP), general  
partnership  
and Member of Wolverhampton Primary Care Networks**

**LOW HILL MEDICAL PRACTICE (Main site)**

**191 First Avenue**

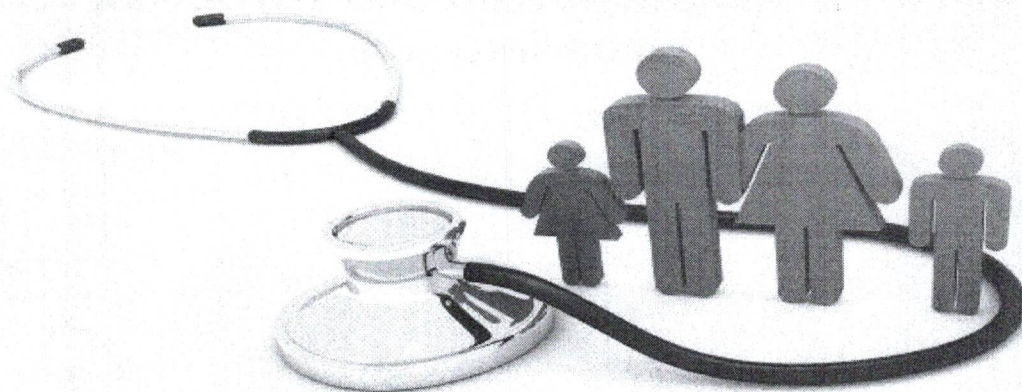
**Wolverhampton**

**WV10 9SX**

**Tel: 01902 728861**

**Fax: 01902 822883**

**[www.mgsmedicalpractice.nhs.uk](http://www.mgsmedicalpractice.nhs.uk)**



*bergen.com*

### **BRADLEY HEALTH CENTRE**

**(Branch site)**

Bradley

WV14 8BW

Tel: 01902 444004

Fax: 01902 445335

Our aim is to provide an effective and excellent service to all Service Users, who are registered to our practices.

**We cover a wide range of Services to meet the needs of our growing community.  
We do have students from various disciplines from time to time.**

**These services include:**

Alcohol Support	Drug Misuse	Minor Injuries
Antenatal	Family Planning	Minor Surgery
Asthma	Health Travel	NHS Health Checks
Child Health	Hypertension	Smear Test
Chronic Obstructive Pulmonary Disease	Immunisations	Smoking Cessation
Coronary Heart Disease	Joint injections	Sexual Health
Diabetes and lifestyle advice	Learning disability annual health checks	Weight Management
Dementia annual care plans		Mental Health Annual checks (SMI)

**We work closely with Primary Care Networks**

**www. and Black Country Integrated Commissioning Board**

**[www.blackcountry.icb@nhs.uk](mailto:www.blackcountry.icb@nhs.uk)**

**NHS Black Country ICB**

**Civic Centre, S Peters Square Wolverhampton WV1 1SH**

**Tel: 03000120281**

**Patients Comments, Suggestions for improvements and compliments are always welcomed and there is a Patient Participation Group who are happy to receive these.**

**Patient Participation Group**

Do you want to make a difference? Do you want to be involved? We are looking for patients from all age groups and backgrounds who are interested in joining our Patient Participation Group (PPG). Our PPG is a group of patients working with the practice with a view to improving services and communications.

**How can you get involved?**

You can be involved by agreeing to respond to emails from the practice from time to time or if you can spare the time, by attending meetings with the group which are held approximately every 3 months.

**Interested?**

If you are interested in joining the group, please inform reception or ask to speak to Business Manager or Chair of PPG Angela Smith

We hope that you will never have cause to complain but if such an occasion arises we do have an in-house complaints procedure compliant with NHS requirements and a leaflet explaining this procedure is available from reception.

The practice operates a zero-tolerance policy and reserves the right to remove violent or abusive patients from its list and will do so in writing in line with NHS England Policy. Where appropriate the police will be called. The practice has CCTV situated around the building and car park area.

We observe a non-smoking policy within the premises and we follow a non-discriminatory policy with regard to patients and staff.

Translation service: The practice has access to translation services-please contact reception for details. We have a hearing loop and access for BSL.

Premises have suitable access for all disabled patients, ramp available at entrance, let us know if you need any assistance, wheelchair available if required please ask reception.

### **SURGERY HOURS**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
<b>Low Hill Medical Practice</b>	8.00am – 6.30pm	8.00am- 6.30pm	8.00am- 6.30pm	8.00am- 8.00pm	8.00am- 6.30pm
<b>Bradley Health Centre</b>	8.00am- 6.30pm	8.00am- 6.30pm	8.00am- 6.30pm	8.00am- 1.00pm	8.00am- 6.30pm

When the surgery is closed and it cannot wait until surgery is open, ICB provide services for out of hours provision via NHS 111, you can contact NHS Direct by dialling 111.

- Surgery is closed Saturday and Sunday, and Bank Holidays, after 6.30pm Monday-Friday except Thursdays but appointments are available at Primary Care Network practices, information available through practice website or please ask reception staff for more information.

MGS Practice is part of two Primary Care Networks as our 2 practices are located in North and South areas of Wolverhampton. GP practices working together to increase your access to services and appointments.

The aims of the Primary Care Networks are to try to maintain the individual GP practices that you know whilst working together as an extended team to share some of the specialist skills that only some practices currently may have, and to offer new services. We hope to increase the quality of the care that you receive in this way and create more patient centred care closer to home.

## **The Partnership**

### **Our Health Partnership and Partners (general partnership):**

#### **General Practitioner: Dr Davinder Singh Bagary**

Male Graduate (MBChB Sheffield University 1990)  
(DRCOG 1993, MRCGP 1996)  
GMC Number 3480489

Dr Bagary has been with the practice since 2004. He offers a full range of general practice care to all his patients. He has developed a special interest in Drug and Alcohol issues.

#### **General Practitioner: Dr Vishanka Rabindra Ratnasuriya**

Male Graduate (MBChB University of Birmingham 2004)  
GMC Number 6107062  
Dr Ratnasuriya is the chair for Our Health Partnership.

#### **Practice Manager/Business Manager: Mrs J K Bagary**

Registered General Nurse 1992 RGN  
Masters Business Administration Sheffield University 1997 (MBA)  
Lecturer for Leadership and Management University of Wolverhampton, teaches health care professionals at degree and masters level

Mrs Bagary is the Partner Business Manager/Practice Manager; she has been a part of the practice since it began in 2004. She deals with overall Strategic and Operational needs of the practice.

#### **Clinical Pharmacist: Mandeep Bagary**

Female Graduate (Master of Pharmacy 2020; Postgraduate Diploma Clinical Pharmacy for Secondary and Tertiary care 2024; Independent Prescribing for Pharmacists 2024)  
GPHC number 2229694.

Mandeep is the Advanced Clinical Pharmacist/Partner, deals with the overall medicine management needs of the practice.

## **The Practice Team**

### **Salaried/Locum doctors**

**Dr M Adil (male) MBBS 2016**

**Dr N Ghani (female) MBBS 2001**

**Dr L Ismail (female) MBCHB 2020**

**Dr S Randhawa (female) MBCHB 2010**

### **Assistant Manager – Joanne Rowley**

Support the partners with compliance requirements for CQC and day to day management

**Clinical Pharmacists –Oti** (GPHC 2074238) and pharmacists from PCN are Independent prescribers can do medication reviews, minor illness, Chronic Disease Management

**Advanced Nurse Practitioner-Anne-Marie Doran** and ANP from PCN -Independent prescribers, minor illness, Chronic Disease Management

**Practice Nurses -Christina, Phylis** have specialist interests in Chronic Disease Management and minor injuries; they also do Cervical Smear tests, Family Planning, Childhood and other vaccines, Ear Syringing, Diet and Lifestyle Advice, Removal of Dressings/Stitches.

**Health Care Assistants/General Practice Assistant-Jackie** and from PCN can do New Patient Health Checks, Phlebotomy, Smoking Cessation, B12 injections, Wound Care Management, and Chronic Disease Management. Plus other treatment room tasks

**Administration and Reception Staff** are available to all patients either for making or discussing any issues or concerns, giving general advice during surgery hours. All staff are polite, courteous and helpful throughout your visit, show respect and dignity to all Service Users and professionals. In return we ask all Service Users and professionals to co-operate with the staff, to help us provide the best service possible.

### **Professionals/services attached to our practices include:**

<b>Prescribing team</b>	<b>Midwives/Health Visitors</b>
<b>Counsellors/Health minds</b>	<b>Community Dermatology</b>
<b>Students</b>	<b>Sexual Health</b>
<b>Physiotherapists</b>	<b>Healthy lifestyle and Well-being coaches</b>
<b>Social Prescribers</b>	<b>Dietician</b>

**MGS Medical Practice provides a number of clinics within the surgery:**

**Antenatal Clinics** are held once a week, with Community Midwives.

**Asthma/Diabetes/Chronic Heart Disease/Hypertension/COPD**, any of these conditions can be discussed with the nurse or doctor during surgery hours.

**Child Health Surveillance Clinic**, during 6 weeks, 3 year assessments and child vaccines take place during appointments. There are Health Visitors based in local centres, please ask the surgery for information.

**Contraceptive Services/Chlamydia Screening** sessions also available through appointment with the nurse or doctor

**Family Planning Services** are carried out in the surgery which includes Sexual Health issues, Depo injections, and Contraceptive pill; we do not fit coils or do implants at the practice but are provided with our PCN and by the local Family Planning Services in Wolverhampton (Embrace).

**Health Clinic** if you feel you would like more advice on losing weight you can book an appointment to see the nurse or health care assistant/health trainer, we do Alcohol brief intervention, healthy lifestyle advice, and clinics are throughout the week at any surgery. We have a health monitor in the waiting area at the main site, so Service Users can use it during practice opening hour, this will check height, weight, blood pressure and pulse rate.

**Minor Surgery**, which mainly includes joint injections. Minor surgery is performed by arrangement after consultation with the doctor.

**Mental Health Assessments (SMI)** (20-30 minutes appointment) by Health Practitioner throughout the week

**NHS Health check** (20-30 minute appointment) this check is part of a national scheme and is available to everyone between the ages of 40 and 74 who have not been diagnosed with a chronic health condition. It helps identify potential risks early. By having this check and following the advice of your health professional you may improve your chances of living a healthier life

**Phlebotomy service (blood tests)** is available throughout the week by appointment.

**Physiotherapist service** is available throughout the week by appointment.

**Smoking Service advice and referral** is available to Joyconnect during the week by Health professional

### **Provision of services:**

Every service user/patient at our practice has a named accountable GP

Any registered patient aged 16 years and over may request a consultation and a consultation will be provided for them, without prejudice and regardless of when you were last seen. Registered under 16 years old should be accompanied if possible, by an appropriate adult.

We offer over 75's Health checks.

### **Appointment system:**

We have a centralised telephone and computer system and appointments can be booked from any practice site. We have an online appointment booking facility, for individuals who have access to the internet. If you wish to take part in online booking please see staff that can assist with completing the online registration, otherwise you can visit the surgery in person or telephone requesting an appointment and support will be given to complete online form.

We offer a 10 minute appointment unless you request a longer appointment with the doctor/clinician; we operate a triage system for medical emergencies. We have routine pre-bookable and urgent appointments. Telephone consultations are available. When booking your appointment, you will need to give the receptionist a brief understanding for the reason for your appointment request, so that they can ensure you are booked in with the appropriate clinical staff and choice of clinician for continuity of care where appropriate based on clinical need and clinicians availability and let us know if any reasonable adjustment needs to be considered.

For urgent appointments please complete online form, telephone or visit the surgery, giving details for the urgency so staff can send your details to the clinician for them to make, a decision on whether you need to be seen that day.

### **Home Visit:**

If a home visit is required please contact the surgery as soon as it is opens, giving the reason for the visit. Home visits are available to those who are housebound due to medical condition or too ill to come to the practice.

Once the receptionist has gathered all the relevant information from you he/she will then record it in the home visit file, and depending on reason information will be forwarded to the Rapid Intervention Team if part of their criteria or the doctor to access the situation on the urgency of the visit.

### **Text Message reminders for your appointments:**

You should receive a text message when you book an appointment. This is an additional service and they may not be sent on all occasions, the responsibility for attending appointments or cancelling them still rests with the patient. If you no longer wish to receive this text message service please inform reception.

**Practice Area:**

We are accepting New Patients, and we can cover areas mainly in Wolverhampton North postcode WV10 and South areas postcode WV14, if you are out of the area the practice has the option to register Service Users, although they would need to understand we would not be able to provide home visits, the practice needs to ascertain whether it is clinically appropriate (attached map)

**Registration:**

When requesting to join the surgery, we ask you to come in person and bring two forms of identification where possible. Once you have registered you will be able to make an appointment to see the nurse/healthcare assistant, if you feel you need a health check, where he/she will ask you about your health in general, you will be weighed have your blood pressure taken, and may be asked to give a sample of urine to be tested.

**Repeat Prescriptions:**

You can now order your prescription online through patient access/NHS APP, or you can come into the surgery and fill in a request form. All prescriptions requested via the NHS APP are then available for collection 48hrs later (2 working days), all others requested not via the NHS APP can take up to 5 working days to be available for collection. The receptionist may say they cannot order your prescription without you seeing the doctor first. This is done for your protection and to ensure that your condition and medication can be monitored.

**Electronic Prescription Service (EPS):**

We are able to send your prescription electronically to the pharmacist of your choice, which would save you coming to the practice to collect the prescription. You should ask your pharmacy for further information on this service.

**Antibiotics, contraceptive pill and hormone replacement therapy cannot be put on repeat prescriptions.**

**Medical Reports and Non-NHS Examinations:**

Some services requested at the practice are outside the remit of the practice NHS Contract and therefore there is a charge for these services. Non-NHS Services include: accident and sickness insurance medical reports, drivers, school and sports medicals, holiday insurance certificates, private health insurance claims, Some vaccinations for travel abroad.

A self-certificate SC1 is normally sufficient for the first week of sick leave. If employers or Insurance Company's request a certificate a fee may be charged for this. Charges are on display in reception, please note work not completed in core hours.

**Confidentiality:**

Data Protection Act and Freedom of Information Acts apply to anyone working for the NHS, has a legal duty to keep information about you confidential. Information will not be disclosed to third parties without your permission. We respect your right to privacy and keep all your health

information confidential and secure. It is important that MGS Medical Practice keeps accurate and up to date.

**You can access your record online via NHS APP**

### **Summary Care Record:**

Your summary care record, which will be used in emergency care, will contain information about any medicines you are taking, allergies you suffer from and any bad reactions to medications you have had. It will be available to authorised healthcare staff providing you care anywhere in England, but they will ask your permission before they look at it. This means that if you have an accident or become ill, the health professional treating you will have immediate access to important information about your health. Unless you have told us you do not wish to have a summary care record created. If you do not want a summary care record please ask reception for an opt out form. For more information visit the website: [www.nhscarerecords.nhs.uk](http://www.nhscarerecords.nhs.uk) or telephone the dedicated NHS Summary Care Record information line on 0845 603 8510

### **Complaints:**

We try to offer you the best service we can at all times. There may be occasions when you feel this has not happened. We like to handle complaints ourselves since most arise from misunderstandings. It is best for all concerned to put things right as quickly as possible. If you have a concern or wish to make a complaint, please speak with the manager. We will listen to your complaint and discuss with you how best to resolve it. A copy of our practice complaints form/leaflet which gives details of the procedure can be obtained from reception or you can email us [M92654Wolverhampton@nhs.net](mailto:M92654Wolverhampton@nhs.net)

We will acknowledge your complaint within 3 days of receipt and our aim will be to investigate the complaint within twenty five working days

**If you are dissatisfied with the outcome of your complaint you can contact BCICB Time2Talk (03000120281 [bcicb.time2talk@nhs.net](mailto:bcicb.time2talk@nhs.net)) and Ombudsman (03450154033 [www.ombudsman.org.uk](http://www.ombudsman.org.uk))**

**Comments/Suggestions/Complaints:** Our aim is to provide a high quality service to all our patients/service users. We are interested in hearing any constructive comments you have. You may speak with a member of the team, or the Patient Participation Group or include any comments or suggestions with the Family Friends test feedback sheet. Or visit our website: [www.mgsmedicalpractice.nhs.uk](http://www.mgsmedicalpractice.nhs.uk)

## How can you help us?

- Be on time for your appointment, if you are more than 10 minutes late the appointment may need to be rearranged
- Let us know the reason of your appointment so we can book with the right clinician or service as some reasons/procedures may require more than 10 minutes
- Let us know if you have a preference for appointment to be booked with a practitioner
- Let us know if you have particular needs, the consulting/treatment rooms are all on ground level with a ramp on the pavement curb for wheelchairs. Please ring in advance if you require help in getting in or out of your vehicle. We can arrange interpretation and translation services for patients who do not speak English. Please let us know when booking and appointment if you need this service.
- Tell us if you need to cancel your appointment. The appointment may be cancelled via the text messaging service or if you have booked you appointment online you may also cancel it online or you may contact reception. Cancelling your appointment is very important as we have a large number of wasted appointments due to people not attending, which results in less appointments being available to those who want them
- Call for a home visit as soon as possible
- Contact details, let us know as soon as possible if you change your name, address or home and mobile telephone numbers, if you move out of practice area please notify us immediately and register with a doctor who is local to your new address
- Prescriptions -Please allow 48 hours between ordering and collection from practice (not including weekends and bank holidays), Please use the NHS APP to request your prescription and if you want to access your record.
- Support our practice to become more greener environmentally friendly (less waste, recycle, any medicines/inhalers you no longer use please take to local pharmacy)
- Ring for test results after 2pm when a Health Professional will speak to you
- If you have not heard from the practice about any recent investigations, please contact the practice and they will check to see if results have arrived (for bloods can take up to 1 week after test/ for x-rays can take up to 2 weeks after investigation/ for ultrasound/MRI/CT Scans can take up to 6 weeks from date of investigations)
- If you have not received an appointment from other services following a referral from the practice. For referrals if fast track cancer referrals (2 week wait) and you have not heard about an appointment within 2 weeks please contact practice (urgent referrals can take up to 4 weeks from date seen at practice by Health professional and routine referrals can take up to 18 weeks)
- Let us know if you have a Carer and up to date contact details
- Do you have any communication/information needs relating to a disability impairment or sensory loss? If so, please notify reception what these needs are so that we may record them on your record and we will endeavour to meet those needs.
- We aim to be treat our patients courteously at all times and expect our patients to treat our staff in a similar respectful way
- Any patient who is violent or abusive to the practice team or persons present on the practice premises may be removed from practice list in line with practice zero tolerance policy

- Consider the other options NHS Choose Well

<b>NHS Choose Well</b> <b>Where to go?</b>	<b>Reasons</b>
<b>A&amp;E or 999</b> accident and emergency departments should only be used in a critical or life threatening situation. A&E departments provide immediate emergency care for people who show the symptoms of serious illness or are badly injured	Choking Chest pain Blackout Blood loss
<b>Urgent care centre</b> (Royal Wolverhampton Hospital) Based alongside the A&E department at Royal Wolverhampton Hospital open 24/7, 365 days a year. You can self present at the UCC or may be directed by NHS 111 when appointments may be booked electronically for you	
<b>Your GP</b> For urgent medical assistance, you can contact the surgery. If surgery is closed, you should call NHS 111	Vomiting Ear pain Sore belly Back ache
<b>NHS 111</b> You can call 111 when you need medical help fast but its not a 999 emergency. NHS 111 is a fast and easy way to get the right help. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.	Unwell? Unsure? Confused? Need help?
<b>Walk in centre</b> -urgent care (Phoenix-Parkfields Road WV4 6ED) Opening hours: 10am-7pm Monday-Friday and 10am-4pm Saturdays, Sundays and bank holidays. The walk in centre offers on the spot treatment without an appointment and advice for minor health problems, illness, ailments and injuries	Cuts Strains Itches sprains
<b>Pharmacy</b> Visit your pharmacy when you are suffering from a common health problem that does not require being seen by a nurse or doctor. Many pharmacies are open longer hours and offer expert advice on everyday ailments. They can provide advice on common illnesses and the best medicines to treat them (if you are exempt from paying prescription charges and have a minor ailment you can go directly to a pharmacy to get treatment free of charge, you must register directly with your preferred pharmacy and check criteria)	Diarrhoea Runny nose Painful cough Headache
<b>Self-care</b> Self- care is the best choice to treat very minor illnesses and injuries. A range of common illnesses such as colds and flu and minor injuries can be treated at home simply by combining a well -stocked medicine cabinet with plenty of rest	Hangover Grazed knee Sore throat Cough
<a href="http://www.nhs.uk">www.nhs.uk</a>  For conditions, treatments, local services and healthy living	

Useful Telephone Numbers/websites:

Royal Wolverhampton Hospital:	01902-307999
NHS Direct	111
Wolverhampton/ Black Country Commissioning Board:	08000120281
Health Visitors:	01902-444028
District Nurses:	01902-444028

**NHS Choices website [www.nhs.uk](http://www.nhs.uk)**

**If you have any questions, comments or complaints about your local NHS services you may contact **Customer services Time 2 Talk Black Country ICB****

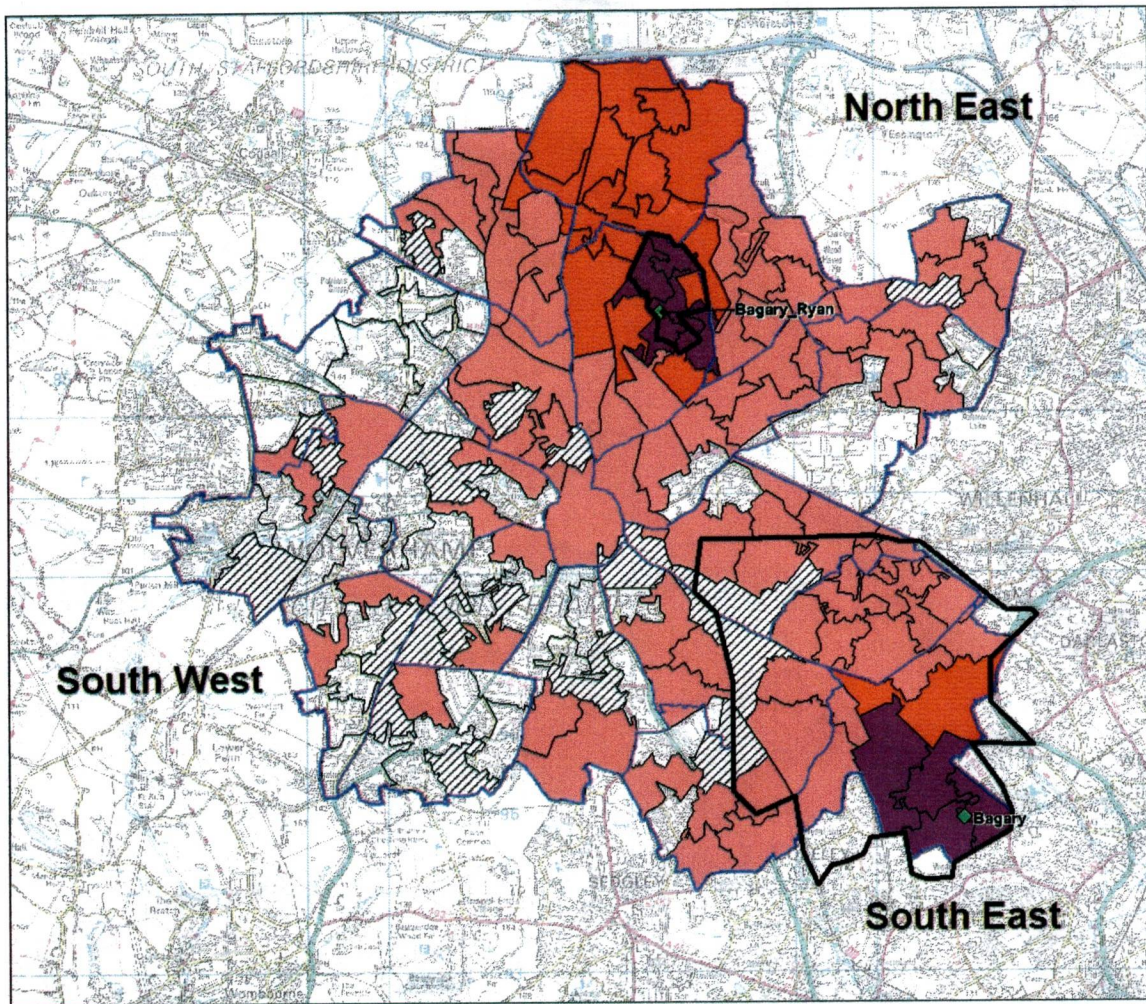
**[www.blackcountry.icb@nhs.uk](mailto:www.blackcountry.icb@nhs.uk)**

**or email [bcib.time2talk@nhs.net](mailto:bcib.time2talk@nhs.net)**

**or Freephone 0800 0120 281**

**How to find us:**

There is a bus route that runs past the Bradley, Low Hill surgery



a Practice Area

Bradley & Low Hill  
WV14 WV10 practice