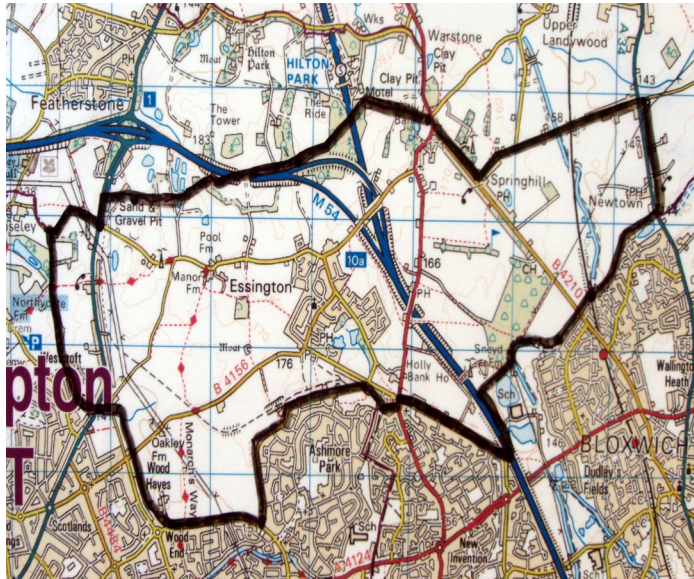


General Information

Disabled Facilities

Our Premises have suitable access for disabled persons.

Practice Area



NB Unfortunately we have been advised by South Staffs PCT that we will only be able to accept patients that reside within the practice catchment area as detailed above.

Health Advice

We are always happy to give advice on health matters and we have a wide range of information leaflets available at the surgery on request.

Patients Comments

A box is provided for patients written comments on any aspect of the practice and will be received with interest.

Patient's Rights & Responsibilities

Below is a précis of the main points you need to know, a full guide of your Rights & Responsibilities can be obtained from **0800 555 777**.

Rights

- To be treated with respect and courtesy
- Receive clear understandable information about your treatment and care.
- You have the right to refuse treatment

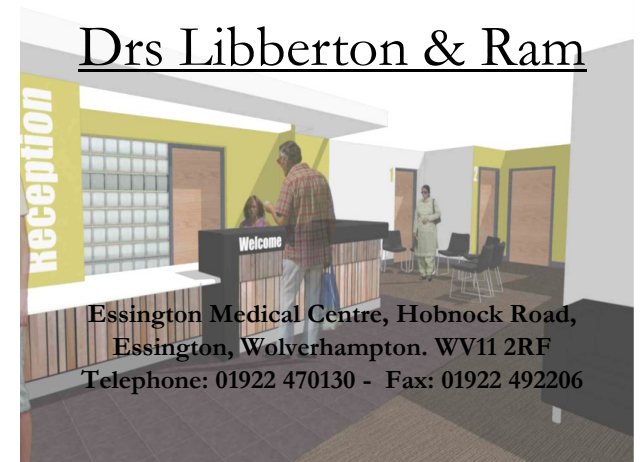
Responsibilities

- To know what is being written about you
- We expect reasonable behaviour from patients, relatives and friends
- To provide full information about any health matters which will aid treatment
- To follow treatment plans recommended. The patient is responsible for the consequences of refusing treatment or not following professional advice.
- Notify the appropriate member of staff if you cannot make an appointment
- To provide accurate and up-to-date information, and to advise the GP and hospital if you change your address

Useful Phone Numbers

Doctor: 01922 470130
New Cross Hospital: (01902) 307999
Social Services: (01902) 434000
Samaritans: (08457) 909090
Alcoholics Anonymous: (0845) 7697555
Citizens Advice Bureau: (01902) 897757
Staffordshire PCT : (01889) 571700
Neville Garrett Centre (Disabled Aids): (01902) 711881
Out of Hours Doctors: (03001) 303030
NHS Direct: (0845) 4647

Drs Libberton & Ram



**Essington Medical Centre, Hobnock Road,
Essington, Wolverhampton. WV11 2RF
Telephone: 01922 470130 - Fax: 01922 492206**

Practice Information

Dr. Clare Libberton

(female) Mb ChB, DRCOG, MRCP, DSH, M.Sc
(Med.ED)

Dr. Neeraj Ram

(male) MBBS, MRCP

Surgery Opening Hours

Monday	8:00 am — 6:30pm
Tuesday	8:00 am — 7:30pm
Wednesday	8:00 am — 6:30pm
Thursday	8:00 am — 6:30pm
Friday	8:00 am — 6:30pm

All surgeries are by appointment only. Surgeries are extended when demand requires.

General Information

Practice Staff

Adequate modern medical care is not provided by doctors alone. We therefore need to work as a team to provide a comprehensive service. As well as our doctor, our team comprises of the following workers:

1 Salaried GP's:

Dr M Gill - MBCHB, BSc, DRCOG

Dr R Gulati - MBCHB, DRCOG, MRCGP

1	Practice Nurse	2	Healthcare Assistant
2	District Nurses	1	Midwife
2	Health Visitors		

We also employ 6 secretary/receptionists

Special Services

Care
Family Planning
Childhood Immunisations
Children's Development Checks
Asthma Care
Diabetic Care
Cervical Smear Tests
Blood Pressure Screening
Heart Disease Prevention
Phlebotomy
Holiday Immunisations

Antenatal and Postnatal

Baby Clinic

The Health Visitor runs a clinic every Wednesday from 2.00 - 3:00pm . No appointment is necessary.

Antenatal

This clinic operates every other Tuesday from 9:30 -12:30 by appointment only.

Weekends and Public Holidays

When the surgery is closed, the recorded message will give you the doctor's contact phone number.

General Information

Confidentiality - Use and Protection of Patient Infor-

Your medical records are confidential and we are only able to divulge this information (to Solicitors etc) with your written consent.

We ask you for information about yourself so that you can receive proper care and treatment. We keep this information, together with details of your care, because it may be needed if we see you again.

We have a statutory obligation to keep information about you as part of your medical record. We only ever use or pass on information about you if people have a genuine need for it in your and everyone's interest. Whenever we can we will remove details which identify you. The sharing of some types of very sensitive personal information is strictly controlled by law.

Anyone who receives information from us is also under a legal obligation to keep it confidential.

Repeat Prescriptions

Please bring, post or fax a written request for your repeat prescriptions to the surgery, allowing at least 2 working days for completion. You may enclose a stamped addressed envelope with your request if you want us to send back to you. We do not accept telephone requests.

Complaints Procedure

Should you experience a problem with the service received from the doctors or any of the staff working in this practice, please let us know. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a formal complaint, please fill in a Problem Report form. We operate a practice based complaints procedure as part of the NHS system for dealing with complaints.

Complaints should be addressed to Miss Hinks (Practice Manager) marked private and confidential.

General Information

Appointments

An appointment system is in operation in our surgery. Please note one patient per appointment. Patients are usually seen on the day they request. URGENT cases will always be fitted in. The telephone is manned from 8:00am – 6:30pm everyday. If you are unable to attend for your appointment please notify the surgery A.S.A.P. to enable us to offer the appointment to someone else. Missed appointments are a waste of doctor's valuable time. Children under 16 should be accompanied by a responsible adult. May we also request that all female patients attending for examination with a doctor bring a chaperone.

Home Visits

These should only be requested by patients who are too ill to travel to surgery. We would be grateful if you could phone before 10:00am to enable the doctor to plan his rounds. Requests are usually vetted so that the doctor can attend according to their urgency.

Emergency Cases

In an emergency please phone the surgery. The receptionist will contact the doctor on call. Outside surgery hours, a recorded message will give you the phone number of the doctor on duty.

Test Results

It would help us if you could phone for test results and other general enquiries between 10:30am and 4:00pm in order to avoid blocking the telephones during surgery.

New Patient Registrations

Every patient in our practice has a 'Named GP' who will be accountable for their care. This GP will periodically review your care in which you receive. Your 'Named GP' is who you are registered under. If you are unsure as to whom this is please ask at reception. **Having a 'Named GP' does not stop you from seeing the doctor of your choice at the practice.**