

### **COMPLAINTS / SUGGESTIONS**

All staff aim to be helpful, courteous and fair at all times. If you are unhappy with the service you have received or have any suggestions for improvements please don't hesitate to contact our Practice Manager – Lisa Hayden who will aim to resolve any issues or problems you may have.

### **DIVERSITY**

Where patients are requesting to join the Practice list, the Practice will not discriminate on any grounds.

### **REGISTRATION**

If you are new to the area and would like to register with our Practice, please ask at reception for a registration form or visit our website [www.pennsurgery.co.uk](http://www.pennsurgery.co.uk) where you can register online, ID will need to be verified. Our boundary map is also available on our website for details of the areas we cover. You will be required to book a New Patient appointment with our health care assistant to complete your registration.

### **UNITY**

Penn Surgery is part of the Unity Group. We work closely with a number of local Practices to provide extended appointments and out of hours care for our patients. This service is provided at Pennfields Medical Centre, Upper Zoar Street, Pennfields WV3 0JH. Please ask at reception for more information.

### **DATA PROTECTION**

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984.

### **ZERO tolerance**

Violent, aggressive, intimidating or abusive behaviour towards any staff member will not be tolerated. **We operate a zero-tolerance policy.** Patients who behave in this manner may result in them being removed from the practice list. We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable circumstances.

### **NAMED GP**

Dr Ian Martin is your named GP. Although you are free to book appointments with 'any' Doctor in the Practice.

### **PRACTICE DOCTORS**

Dr Ian Martin – Principle GP (Male)  
Dr Maninder Pamma (Female)  
Dr Bolanle Adedeji (Female)  
Dr Amanda Chisholm (Female)  
Dr Rasheedat Alabi (Female)

### **PRACTICE NURSES**

Kerry Young - RGN  
Gemma Fieldhouse – RGN

### **HEALTH CARE ASSISTANTS**

Angela Hughes  
Abby Cotter

### **PRACTICE MANAGER**

Lisa Hayden

## **PENN SURGERY**

2a Coalway Road,  
Penn, Wolverhampton,  
West Midlands, WV3 7LR

Telephone: 01902 333408

Website - [www.pennsurgery.co.uk](http://www.pennsurgery.co.uk)



### **Opening times**

|                  |               |
|------------------|---------------|
| <b>Monday</b>    | 08:30 – 12:00 |
|                  | 13:00 – 18:00 |
| <b>Tuesday</b>   | 08.30 – 12.00 |
|                  | 13.00 – 18.00 |
| <b>Wednesday</b> | 08.30 – 12.00 |
|                  | 13.00 – 18.00 |
| <b>Thursday</b>  | 08.30 – 12.00 |
|                  | 13.00 – 18.00 |
| <b>Friday</b>    | 08.30– 12.00  |
|                  | 13.00 – 18.00 |

Evening & weekend appointments available at Unity \*see Unity section for more information