

## 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 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. Please see our boundary map for details of the areas we cover. You will be required to book a New Patient appointment with our nurse 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.

## PATIENTS' RIGHTS

Violent 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

All patients will be allocated a Named GP. This means that the Named GP will be responsible for co-ordinating your overall care. You are of course free to book appointments with any Doctor in the Practice.

## PRACTICE DOCTORS

Dr. David M. Bush – GP Partner (Male)

Dr Ian Martin – GP Partner, (Male)

### **Salaried Doctor/s**

Dr. Maninder Pamma,- (Female)

## PRACTICE NURSES

Denise Hill - RGN

Hannah Ibbs-George – RGN

## HEALTH CARE ASSISTANTS

Margaret Ashworth

Angela Hughes

## PRACTICE MANAGER

Lisa Hayden

# PENN SURGERY

2a Coalway Road,  
Penn, Wolverhampton,  
West Midlands, WV3 7LR  
Telephone: 01902 333408  
[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 – 13.00 14.00 – 18.00
<b>Friday</b>	08.30– 12.00 13.00 – 18.00

Sat & Sunday appointments available at Unity

\*see Unity section for more information

## TEACHING PRACTICE

We are an Undergraduate Teaching & Training Practice for the University of Birmingham and a Teaching & Training practice of GP Registrars.

## ACCESS FOR DISABLED

The practice is fully accessible. Treatment rooms and consulting rooms are on the ground floor.

## PARKING

There are free car parking facilities.

## APPOINTMENTS

Can be made either by telephoning 01902 333408  
**On-line booking** is also available. *Sign up at reception now for patient access!*

**\*Please note, each appointment is strictly for one family member only.**

Penn Surgery is also part of UNITY. Unity are a group of practices working together to provide our patients with access to appointments from 8am-8pm weekdays and also appointments Saturdays & Sundays. For more information please visit our website [www.pennsurgery.co.uk](http://www.pennsurgery.co.uk)

## TEST RESULTS

On average please allow 10 working days for your test results to come back from the hospital unless your Doctor has advised otherwise.

## PPG (Patient Participation Group)

Our PPG is a group of patients who get together to discuss such things as our services, opening times, quality of care, staff etc. We value your opinions and views. If you would like to join us please give your details to reception.

## Care Navigation

You may not need to see a GP to deal with your query. Please note you may be asked questions by the reception team that will enable us to direct you to the quickest and most appropriate service for you. Eg: Self-Care - Minor health conditions can be dealt with at your local pharmacy. Minor eye conditions at your local Optician. Appointments, queries and administration can be dealt with by our admin team. *Help us to keep our GP appointments free for those who really need them*

## OUT OF HOURS

During non-surgery hours, if you require medical attention please ring the main surgery number 01902 333408 and you will be advised of the out of hours service contact details. Alternatively you can call

# NHS 111

This service is available 24 hours a day, seven days a week. Alternatively the walk-in centres:

### **The Phoenix Walk-in Centre:**

Parkfield Road, Wolverhampton. WV4 6ED

Weekdays - 10am - 7pm

Weekends / bank holidays - 9.30am – 4.30pm

### **Urgent Care Centre**

New Cross Hospital - 24hours

## HOME VISITS

Can be requested by telephoning the surgery on 01902 333408. The Doctor may call back to gather further information and if appropriate will arrange a home visit.

## REPEAT PRESCRIPTIONS

If you are on repeat medications you may order by ticking the items required on the right hand side of your prescription and either hand to the receptionist, drop in the prescription box at reception or post it to us. Repeat medications are also available for you to order online. Ask at reception for details. Sign up at your chosen pharmacy for EPS (the Electronic Prescription Service), where we can send your prescription directly to them for you to collect.

**Please give 48 hours notice  
for repeat prescription orders**

*Please do not ask the Doctor for repeat prescriptions.*

## SERVICES

The Surgery provides the following services:

- Chronic Disease management
- Childhood & Adult Immunisation
- Cervical cytology screening
- Contraception services
- Minor surgery / Joint Injections
- Phlebotomy
- Smoking Cessation
- Travel Vaccinations & advice
- Medical Examinations

## SOME USEFUL ADVICE

- All patients under 16yrs must be accompanied by an adult.
- All patients are entitled to have a chaperone present. Should you require this please ask at reception.