

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 by telephoning 01902 333408

On-line booking is also available. *Sign up via NHS app or at reception for patient access!*

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

Penn Surgery is also part of UNITY West (Primary care network). 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

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

Care navigators are members of your GPs support staff who have been trained to help you get the right help from the right place. They will work with you to ensure that you are signposted to the right support at the right time. They can direct you to the best member of the practice healthcare team, pharmacy or other to deal with your medical issues and help connect you with the most appropriate service.

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 til 7pm

Weekends / bank holidays - 9.30am til 4.30pm

Urgent Care Centre

New Cross Hospital - 24hours / 7 days per week

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 via patient access or the NHS app. You can also order via your chosen pharmacy. Ask at reception for further details.

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

*Please do not ask the Doctor directly for repeat prescriptions during a consultation.

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

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.