

Practice Area



Broseley Medical Practice

Bridgnorth Road

Broseley

TF12 5EL

01952 882854

www.broseleymedicalpractice.co.uk



Welcome

Welcome to Broseley Medical Practice. Our aim is to provide you with the best possible medical care that we can.

Surgery Opening Hours

08.30 am—1.00 pm and 2.00 pm—6.00 pm Monday to Friday
All surgeries are by appointment only we do not offer a walk in service.

Practice Team

Doctors

Dr M Babu
Dr J Bhageerutty
Dr M Shah (Regular Long Term Locum)
Dr K Rehman (Regular Long Term Locum)

Nurse Practitioners

Paula Hendrick
Sue Sousa

Practice Nurses

Helen Workman
Zoe Williams

Health Care Assistant

Julie Corbett

Practice Manager

Nina Wakenell

Staff

Julia , Anne, Simone , Nesta , Jade , Charlotte , Lydia , Laura

Disabled Access

Car parking spaces are set aside for disabled use. We have wheelchair access and toilet facilities for disabled patients. Please ask staff if you require assistance.

Access To Patient Information

Confidential Patient data may be required for the broader purpose of public health and audit, research the provision of the health care services, teaching and training. Data disclosed will be kept to the minimum required to serve the purpose and will be anonymized whenever possible prior to disclosure

All individuals with access to your data have a professional and / or contractual duty of confidentiality.

You are entitled to register an objection , which will be respected if this is possible.

Useful Telephone Numbers

- Telford Hospital01952 641222
- Bridgnorth Hospital 01746 762641
- Royal Shrewsbury 01743 261000
- New Cross Wolverhampton 01902 307999
- Health Visitor 0333 358 3654
- District Nurses 01746 711960

Clinics

- NHS Health Check
- Well Woman / Well Man check
- Coronary Heart Disease
- Flu Vaccinations
- Counselling
- Help 2 Quit
- Help 2 Slim
- Diabetic
- Diabetic Foot Screening
- 6 Weeks Checks
- Childhood Immunisations
- Asthma
- COPD
- Travel Vaccinations
- Counselling
- Antenatal Clinic
- Phlebotomy
- Blood Pressure Checks
- Cervical Screening

Minor Surgery

Dr Babu offers a Minor surgery clinic at the practice this includes Excisions, Tennis elbow Injections, Steroid Injections plus many other procedure. Please ask reception for more Information.

To Register As A Patient

You will be asked to complete a registration form and to make an appointment for a new patient medical. It takes 3 weeks to register you as a patient at the practice, please ensure where possible that you bring 2 forms of identification to complete your registration this must include photo I.D and proof of address, also please attach a copy of your repeat prescription where possible.

If you are on any medication please make sure you have enough to cover you while we process your registration.

Booking an Appointment

Appointments can be made during surgery hours by telephone or in person to see the Doctor, Nurse Practitioner, Practice Nurse or HCA, you can also use our online booking service for an appointment with the Doctor. Please ask at reception for further details and registration forms.

What does a Nurse Practitioner do?

Provide treatment and advice in the management of common illnesses and long term conditions.

Assess and examine you, make a diagnosis and provide treatment including a prescription if required.

Make referrals to hospital doctors or other healthcare professionals.

Admit patients into hospital when necessary.

They will work closely and liaise with your doctor about your care.

Extended Access

As from 1st October, 2018, we will be part of a network of practices (known as 'hubs') in Shropshire, working together to offer patients 'Extended Access' to pre-bookable appointments - in the evenings, at the weekend and during bank holidays.

Part of the national agenda by NHS England, Extended access means patients will be able to make pre-bookable appointments to see a GP, practice nurse, or other qualified healthcare professional, at a time which may be more convenient for them.

Locally the pre-bookable appointments will be available as follows:

- **Weekday evenings (Monday to Friday)** between 6.30pm and 8pm (at a local area hub)
- **Saturdays** between 8am and 1pm (at a local area hub)
- **Sundays and bank holidays** between 8.30am and 12.30pm (at a single site in central Shrewsbury)

Arranging a pre-bookable evening, weekend or bank holiday appointment is easy to do - patients simply need to contact us, during normal opening hours, and speak to the practice receptionist or a member of the practice team who will be able to help. Appointments may not be with your registered GP but will be with a GP or other qualified healthcare professional.

Community & Care Co-ordinator

Helen Fair, Community & Care Co-ordinator

This service is to assist patients of any age in need of help, support and advice by offering a signposting service.

Examples: care advice, transport, local support groups, volunteer liaising, social isolation, pendant alarms etc.

Community Directory

For community information, please visit the [Community Directory website](#)

Carers

If you are a carer please advise us at your earliest convenience, we will ask you to complete a short form at the surgery so we can ensure this information is kept on your records.

Any questions please ask a member of staff.

(please note this is not for professional or paid carers)

Prescription Ordering Direct POD

Prescription Ordering Direct (POD) A new convenient way to order your repeat prescription.

From Wednesday 28th November you can call 033 33 583 509 Monday - Friday between 8am - 5pm

For more information please click the link for the website <https://>

Complaints , Comments, Suggestions And Compliments

Please help yourself to leaflets in reception area for more information.

Sick Notes

Patients are responsible for self—certification for the first seven days of illness using the self certification form available from the surgery. Thereafter certificates are obtained by making an appointment or telephone request with the doctor. Any private or duplicate sick notes may be charged.

Repeat Prescriptions

Unfortunately we cannot accept repeat Prescriptions over the telephone for health & safety reasons. Prescriptions must be put in the allocated boxes, handed into reception, or ordered through the online prescription service please allow 48hrs for this to be processed , this applies for online prescriptions as well.

Electronic prescription service is now available, if you would like to use this service please nominate a pharmacy, then inform the surgery we will then set you up for your prescriptions to go directly to them.

Results

Please note that it is the patients responsibility to contact the surgery for results, please leave at least 3 working days for blood tests and allow 2-3 weeks for x-ray and scan results. All results will be dealt with in an afternoon after **2:30pm**

Urgent/Emergency

Provision is made during morning surgery for patients who are **TOO ILL** to wait until the next available appointment. The receptionist will take the details, including a brief description of why you feel you cannot wait until the first available appointment.

Home Visits

Please do not ask for a home visit unless you are **HOUSEBOUND** or are **TOO ILL** to attend the surgery. Request should be made before 10:30am please. Please remember a doctor can see five patients in surgery during the time it takes to do one visit. **LACK OF TRANSPORT IS NOT A REASON FOR A HOME VISIT.**

Out Of Hours Service

On weekdays between 6:00pm and 8:00am and from 6:00pm on a Friday night until 8:00am Monday morning and throughout bank holidays, urgent medical care is provided by Shropdoc
Emergency Telephone: **111**

For LIFE THREATNING EMERGENCIES ONLY - DIAL 999

Confidentiality

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information.

We ask for information about yourself so that you can receive the best possible care and treatment. We will not use or divulge to others any confidential information obtained during a consultation, for any purpose other than your clinical care.

The only exceptions are:

- a) With the written consent of the patient, e.g. for the completion of an insurance form.
- b) If the law requires it, e.g. notification of certain illnesses.
- c) If there is an overriding duty to society.

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Healthwatch Shropshire

Healthwatch Shropshire is the health and social care champion for people in Shropshire.

They are there to help make sure everyone gets the best from their health and social care services - also that those services are as good as they can be and work in a joined up way.

Healthwatch Shropshire is an independent health and social care champion for the people of Shropshire. We encourage our patients to let Healthwatch Shropshire know what went well and what did not go so well with any service they have received in Shropshire or elsewhere.

All of the feedback is anonymised and used to help commissioners and providers improve services.

If you would like to leave feedback on the Healthwatch Shropshire website, or would like more information about the services they offer, please click on the following link [Healthwatch Shropshire](#)

Accessible Information Standard

The NHS Accessible Information Standard became law from 1st August 2016 it is to make sure that people who have a disability, impairment or sensory loss are given information they can easily read or understand. This applies to all NHS and adult social care organisations.

For more information please click the link below

[The Accessible Information Standard Leaflet](#)

If you have any information or communication needs and how we can meet these please inform the practice in order for us to update your medical record. You can do this by calling or coming into the surgery or by downloading the Contact details form on the Patient forms tab on this website.