

PORTLAND

MEDICAL PRACTICE

Dr R Sagoo Dr B Ladak Dr M Saeed



Anchor Meadow Health Centre,
Westfield Drive,
Aldridge,
Walsall,
WS9 8AJ



Overall: Good

Tel: 01922 450950

www.portlandmedical.co.uk

How to contact Portland Medical Practice

Surgery Times

The surgery is open 8:00am to 6:30pm Monday to Friday excluding bank holidays.

Surgery times may vary. The reception staff will be pleased to give you details. They will also be able to advise you which doctors are on duty on a particular day.

Weekend and Night Cover

If you need to see a doctor outside normal surgery hours telephone 111.

Your details will be taken and passed to a relevant clinician. Alternatively you can contact OURNET on 01922 501999, see details below.

Patients registered with a Walsall GP can benefit from the Extended GP Access Service.

The ICB (Integrated Care Board) has worked with local GPs to create four Hubs based at Lockside surgery in Willenhall, Pinfold Health Centre in Bloxwich, Broadway Medical Practice and Portland Medical Practice.

Out of Hours Emergencies and Advice

Should you have a genuine medical emergency ring 999. If you require a Doctor urgently Monday – Friday before 8am or after 6.30pm or at any time over the weekend or bank holidays please telephone 111.

Practice Staff

Partners

Dr Ranjit Sagoo (male)

Qualifications: MBChB MRCGP DRCOG

Dr Bilal Ladak (male)

Qualifications: BMedSc MBChB MRCGP

Dr Mohammed Saeed (male)

Qualifications: MBChB

Salaried GPs

Dr Saema Saleem (female)

Qualifications: MB ChB (Manc), BSc (Hons), MRCGP, DFFP, DRCOG

Dr Sidra Hasan (female)

Qualifications: MBBS, MRCGP and DRCOG

General Practitioner Registrars and Medical Students

We are a training and teaching practice. The GP registrars are fully qualified doctors and have years of hospital experience. They are supervised by a named GP partner.

We are also fortunate to have medical students attached to our practice. Enabling us to train the future generation of health care professionals.

Practice Staff

Practice Manager

Surkita Chauhan-Sultan overlooks the day-to-day running of the practice including clinical and non-clinical staff. Manage finances, PPG, and complaints amongst other managerial duties.

Assistant Practice Manager

Ali Brain is the assistant practice manager and clinical administration manager. Her duties include core administrative management, quality of care reviews, and IT management.

Reception Office Manager

Megan is the office manager is on hand to support reception staff and help deal with any queries. Angela is the first contact for patient queries and if she is unable to deal with your query she will pass this onto the practice manager.

Facilities Manager

Adam Noble manages the service company of the building, Anchor Meadow Management Ltd. He also submits claims via CQRS, Website Design and Social Media.

Practice Staff

Nursing Team

Sister Sallyann Ward, Practice Nurse Lead

Sister Bobbie-Jo Walsh, Practice Nurse

Sister Lynsie Thomas, Practice Nurse

Sister Laura Husslebee, Practice nurse

They run various clinics including asthma, COPD, diabetic, well woman/well man, coronary heart disease and anti-coagulation monitoring.

Healthcare Assistant

Jayne Davico and Debra Gerdes take's care of patients procedures including; 24 hour blood pressure monitoring, ear irrigation, ECG's, removal of sutures and more.

Pharmacist team

Monjinder Panaser is our in house practice pharmacist. He advises on new and existing medications and liaises with the doctors, nurses and practice manager concerning efficient prescribing patterns to ensure we prescribe appropriate medications.

Phlebotomist

Kathryn Millington is the practice Phlebotomist and ensures all blood test are completed and sent to the labs.

Practice Staff

Medical Secretary

Our medical secretary, Christine Bailey, deals with all the doctors' referrals, as well as liaising with the hospitals and specialist clinics.

Reception

Megan the office manager is on hand to support reception staff and help deal with any queries. Angela is the first contact for patient queries and if she is unable to deal with your query she will pass this onto the practice manager. Samantha is the senior receptionist.

The other reception team members are: Debbie, Angela Jacqueline, Koshalya , Tina, Beth, Jade, Liberty, Katie, Anisha and Andreia.

All our reception staff are here to help you. They have extensive knowledge of the facilities and services available.

Administrators

Karen is responsible for insurance company/medical reports, all patient registrations, summarising, carers co-ordinator and coordinates the palliative care meetings.

Julie and Tracy is trained to summarise clinical records.

Abigail assists with administration.

Primary Care Network Attached Staff

Walsall East 2 Primary Care Network. Northgate Practice is the lead practice for this PCN. The PCN consists of 5 GP practices within Aldridge, Rushall and Pheasey. The PCN consists of clinical and non-clinical staff who work across all 5 practices. They work alongside the local community, charities and local business. PCN staff are employed to support the GP Practices.

For more information about Walsall East 2 Primary Care Network please visit www.walsalleast2pcn.co.uk



How To Register With The Practice

The easiest way to register with the practice is by visiting the website below completing the online form.

gp-registration.nhs.uk/M91010/gpregistration/landing

Registration forms are also available for collection at the reception desk.

Over 18's please provide a copy of one form of Photo ID and one proof of address from within the last 3 months.

Photo ID examples:

- Current Driving Licence Photo Card (UK/Isle of Man/Channel Islands and EU)
- Current Valid Passport
- Birth Certificate issued at time of birth
- Biometric Residence Permit (UK)
- Adoption Certificate
- Current Driving Licence Photo Card (All other countries)
- Old Style Paper Driving Licence (UK/Isle Of Man/Channel Islands and EU)
- Birth Certificate – issued after time of birth
- Marriage/Civil Partnership Certificate
- HM Forces ID Card

Proof of Address examples:

- Bank statement
- Utility bill
- Telephone bill
- Official NHS or Government letter/document

Practice Boundary Area



Practice Boundary Area

Portland Medical Practice will not be registering patients who live 'Out of Area' under the new Voluntary arrangements that were introduced by NHS England from 5.1.2015.

We will not be taking part in the Enhanced service scheme to offer Urgent Care/Home Visits to individuals who live in Aldridge but have chosen to register with an alternative 'OUT of Area' GP.

Our aim is to focus our resources on patients who have full permanent registration with us.

All patients of the practice have now been given a Named Accountable GP. Staff will advise you of who this is on request when you visit the practice. if you wish to alter the allocated GP, please ask the receptionist.

Please remember that, as the practice is a partnership with several GPs, you can see a GP other than your named accountable GP.

Appointments

Non-urgent and routine appointments

The online system is open Monday to Friday. Our online form can be found here -

<https://www.portlandmedical.co.uk/pages/Appointments>

You can get help for non-urgent medical problems and any administration queries e.g. sick note requests. If you use the service, we will review your request within 48 hours (usually the same day).

Ring our reception team 01922 450950 if you have problems using the service.

Urgent appointments

For urgent same day appointments please ring our reception team 01922 450950.

If you need urgent medical attention when the surgery is closed, please call 111 or OurNet on 01922 501999.

Change / Cancel your appointment

If you need to change or cancel an appointment, please ring our reception team, or you can use the NHS App.

Appointments

Home visits

Patients are requested to telephone (01922 450950) before 10:00am if a visit is required that day. Please remember that several patients can be seen at the surgery in the time it takes to do a home visit.

Transport problems are not considered to be a valid reason to request a home visit. A home visit is only deemed appropriate when you cannot physically come to the practice.

If we have reached our capacity, we may direct the community Rapid Response team to visit you.

Extended Access Appointments

The ICB (Integrated Care Board) has worked with local GPs to create four Hubs based at Lockside surgery in Willenhall, Pinfold Health Centre in Bloxwich, Broadway Medical Practice and Portland Medical Practice.

Extra GP appointments on will be available between:

- 6:30pm to 9:00pm weekdays
- 9:00 to 5:00pm Saturday
- Bank Holidays and Sundays CLOSED

A dedicated number has been set up and appointments can be booked by calling 01922 501999

Appointments

Online Access

Online Access lets you, order medications, check blood results, book appointments and access your medical notes

There are two ways to get Online Access. You can choose either way.

NHS App - www.nhs.uk/nhs-app or Patient Access - www.patientaccess.com

Self Help Advice

You can access a variety of resources to help manage your conditions by clicking on the 'Information & Advice' tab on the home page of our website.

Here you will find helpful information about diabetes, asthma, dementia, as well as other conditions.

Disabled Access

At the Anchor Meadow Health Centre reserved car parking spaces for the disabled are marked near the front door.

Wheelchair access is available throughout the building. Although patient services are provided at ground floor level, a lift is provided to access the first floor if required. A disabled patients' WC is provided on the ground floor and another is available on the first floor if required.

Prescriptions

Medication Query

If you have a medication query please use one of the options below.

Please note we don't take medication requests over the phone.

Requesting A Prescription

There are four options for ordering medications:

Option 1

Use the form on our website. You need to fill out details of each of the medicines you need, every time you request them.

Option 2

Ask your pharmacy to get your medicines ready for you. They will request it for you and get the medicines ready for you.

Option 3

You can also use Patient Access or the NHS App. This allows you to ask for your prescription to be sent to a local pharmacy. You can use both Patient Access and the NHS App on your smartphones and computers.

Option 4

Fill out the repeat slip that came with your prescription, tick what you require and put it in the letter box at the front of the building.

Prescriptions Continued

Please note. We get hundreds of medication requests each day. It takes 48 hours for your prescription to be processed by us.

You can nominate any pharmacy for all your medicines to be sent to (you can ring our reception team on 01922 450950, or use our online system).

Pharmacies can help with minor illnesses such as coughs and colds, hay fever, headaches, sore throats, insect bites etc.

Text Reminder Service

We offer a text reminder service when you book an appointment. A confirmation text will be sent to you when your appointment is booked & a reminder 24/48 hours before your appointment. It is therefore advised that you keep the surgery informed of any change of mobile or home contact number.

Sickness Certificates (Fit Note) – The Law

For periods of sickness of one to three days, you do not need a certificate

For periods of sickness of four to six days, your employer may require you to complete a Self-certification (SC2), which is available from your employer or from www.gov.uk

For periods of sickness longer than six days, you need to see a doctor for them to issue a Statement of Fitness for Work 'Fit Note' and you will need to see them for any subsequent renewal of the certificate. You can request a Fit Note by completing the form on our website -

<https://www.portlandmedical.co.uk/pages/Appointments>

Change of Address

Please inform reception if your address has changed. The receptionist will inform you if you are still inside our practice area.

If you are outside our area you can visit www.nhs.uk/service-search/find-a-gp to find your local GP

Non – Attendance of Appointments (DNA)

If the patient DNA's 2 appointments in 6 months they will receive a first warning letter, DNA a further 2 appointments in 3 months and they will receive another warning letter and their case will be discussed with a view to being removed from the practice due to patient- GP relationship breakdown.

Chaperones

If you require a physical examination you will be given the option for a chaperone to be present during your appointment.

Interpreters

If English is not your first language, we can arrange an interpreter to be present during your appointment

Please let reception know that you will need an interpreter when booking your appointments.

Cervical Smears

In line with national policy, we recommend a cervical smear every 3 years for a women between the ages of 25 & 50 years, and every 5 years for women aged 51-64 years of age

These are usually carried out by the practice nurse.

Choose and Book

When you and your GP agree you need a referral to a specialist, Choose and Book shows your GP which locations provide appropriate treatment, you can choose a date and time to suit you. It allows you to book, change or cancel a routine appointment, either online or by phone.

Travel Vaccinations

Some travel immunisations can be provided as part of the NHS care. Other immunisations can be provided privately for a charge and there are some immunisations we are not able to offer at the surgery.

If you are planning to travel overseas we request that you complete our travel questionnaire online 6 weeks before travel.

This will allow our nurses to understand your travel plans and to organise any immunisations and advice prior to an appointment.

Family Planning

We provide contraceptive care such as pills, injections, coil fitting and implants.

Midwife

A midwife attends the practice every Friday to hold an Ante-natal clinic, appointments can be made at reception.

Health Visitors

Health Visitors attend the practice every Tuesday and Thursday.

Social Media

The practice has a Facebook page and X page which will be kept up to date with news and developments at Portland Medical Practice. It can be found by logging into Facebook and X and searching for Portland Medical Practice. As these are social media websites, please be aware that we can't give any medical advice through this page and personal medical information should not be posted on these sites as it will be in public view.

Website

Please visit our website at www.portlandmedical.co.uk where you can find more information about the practice. There is also links to other websites and useful contact numbers.

Summary Care Records

The Summary Care Records (SCR) is a copy of key information from a patient's GP record and as a minimum, contains medication, allergies and adverse reactions. It provides authorised care professionals with faster, more secure access to essential patient information.

Please speak to the reception team for more information.

Violent and Abusive Patients

We do not tolerate any form of verbal or physical abuse, bullying or any other forms of intimidation.

Any patient guilty of this towards staff, doctors or other patients will be removed from the practice list with immediate effect and if appropriate the matter will be reported to the police and ICB.

NHS Health Check

Portland Medical practice offer a health check-up for adults in England aged 40 to 74 and over 75s. The NHS Health Check is a free check-up of your overall health.

For other services we don't provide please contact the BCICB -

QUA NHS Black Country Integrated Care Board, Civic Centre, St Peters Square, Wolverhampton, WV1 1SH Telephone 03000120281

Patient Confidentiality and Data Protection

In order to provide care for you we are obliged to keep records. This is done by using computers. We are obliged to comply with the Data Protection Act 2018 and other guidance on privacy and data confidentiality and we take this very seriously.

In order to manage services and improve the quality of care we provide we share some information on practice activity, for example The Integrated Care Board (ICB) and hospitals.

This information is kept to as little as possible and if at all possible the information is kept anonymous, that is, name and other details are omitted. We are obliged by law to provide certain information e.g. notification of certain infection and diseases.

Information is not shared with any third party outside of the health services (e.g. insurance companies) without your clear consent and agreement. If you have any questions on this please speak to the reception team.

Patient Participation Group (PPG)

You can have your say to help us improve your healthcare. All patients are welcome to join our regular series of PPG meetings.

Our PPG group consists of valued volunteer patients who meet with practice team members to discuss the work of Portland Medical Practice. Together, we can all help the practice to improve healthcare for all of our registered patients.

If you are interested in attending the next PPG meeting, please ask at reception for more details.

Patient Responsibilities

Patients have a responsibility to:

- Arrive on time for their appointment.
- Inform the practice if they can't make an appointment or that the appointment is no longer necessary.
- Co-operate with all practice staff and give them the same level of courtesy that you would expect to receive.

Patients' Rights

All patients registered with the practice have a right to access the services described in this leaflet.

In addition:

- Patients have a right to express a preference to receive services from a particular doctor or nurse – providing the preferred practitioner performs that service
- Patients have a right to see their own health records, subject to provision of the Data Protection Act

Our Patient Promise

- We promise to treat everyone as an individual, without discrimination.
- Our patients will be treated as people, not just a medical condition. This means we plan care which emphasises the patient's individual needs with dignity and strict confidentiality.
- The care given will be researched based and delivered to the highest standard.
- We will set standards of care and review them periodically, in the form of audits and we will act accordingly.

Complaints

There are two ways you can make a complaint:

- You can make a complaint about the service you received at our practice directly to us. To do this please contact reception who will be able to assist you with your complaint.
- After 1 July 2023 if you want to make a complaint about primary care services to the commissioner you will now contact the Black Country Integrated Care Board instead of NHS England.

You can do this by:

- Telephone: 0300 0120 281
- Email: bcicb.time2talk@nhs.net
- Writing to us at: Time2Talk, NHS Black Country Integrated Care Board (ICB) Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH

Parliamentary and Health Service Ombudsman

Email: PHSO.enquiries@ombudsman.org.uk

Telephone: 0345 015 4033

Website: www.ombudsman.org.uk

Partnership

The practice is not a limited partnership.