

## Health Promotion

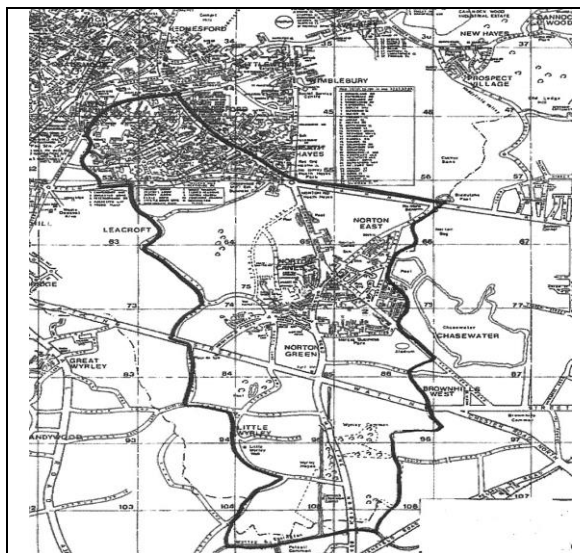
The practice is actively engaged in health promotion. In particular we can arrange; primary prevention e.g., advice on smoking, diet, exercise and immunisations; screening, e.g., blood pressure checks, cholesterol estimations, cervical smears etc.

## Contraception

Family Planning Advice and treatment is available by appointment with a Doctor or the Practice Nurse.

## Practice Boundary

The practice area covers the following area:



Patients living within the practice area may apply to register with the practice by completing form GMS1 or by submitting their medical card. Patients are required to book a new patient medical with the practice nurse. This enables the practice to find out about medical conditions/medication etc whilst waiting to receive medical records from patients previous practice.

## Patients Responsibilities

Help us to help you, our aim is to offer patients a fast, efficient and friendly service.

**All patients are responsible for keeping their appointments.**

If you are unable to attend an appointment, please cancel as early as possible.

Please, inform the practice if you change your name, address, e-mail address or telephone number etc.

Do not request home visits unless you are housebound or genuinely too ill to attend the surgery.

If you have several problems you wish to discuss with a doctor, please ask for a longer appointment.

Out of hours is for emergencies; please do not abuse this service

## Violent Patients

The practice will not tolerate patients that are violent or abusive to the Doctors, their staff or persons present on the practice premises or in the place where treatment is provided. Such patients will be immediately removed from the practice list and they may lose their right to have primary medical services provided within the locality in which they live.

## Patients with disabilities

There is a disabled toilet, wheel chair access, and parking for the disabled.

## Access to Patient Information

Everyone working in the NHS has a legal duty to maintain the highest level of confidentiality about patient information. Your medical history is recorded on the practice computer system and in paper records, these records are accessed by authorised users only. For further information about who has access to patient information please see the confidentiality information guide which is available from reception.

## Complaints or comments

If you wish to make a complaint about the service received at the surgery, please write to or make an appointment to see *the practice manager*. Further information can be found at [www.nhs.uk/NHSEngland/complaints-and-feedback](http://www.nhs.uk/NHSEngland/complaints-and-feedback).

## Local Walk-in-Centre-

Please phone no 01543687440 to make an appointment between 8.00am-8.00pm.

We hope that you have found this leaflet useful. If you have any suggestions on how we may improve the service we offer our patients, please let us know.



Norton Canes Practice  
Brownhills Road  
Norton Canes, Cannock, Staffs WS11 9SE  
Tel: 01543 279232  
Fax: 01543 450527  
Practice website: [www.drbsingh.co.uk](http://www.drbsingh.co.uk)

**OUT OF HOURS**  
**NHS DIRECT 111**  
**For emergencies 999**

## Patient Information

**Dr. Bijay Kumar Singh (Male) BSc MBBS FRCS**  
(London)

**Dr Jyothi K Bipin Chandra MBBS, MRCOG, DFFP**  
*The primary medical services provided by the practice are commissioned by Cannock Chase CCG*

*The Primary Care Lead 'Darrell Jackson'*  
Tel: 0400 7900 233 ext. 8621

## How to see a Doctor or healthcare professional

Appointments to see a Doctor or healthcare professional can be made by calling at, or telephoning the surgery. *Emergencies take priority at all times.*

## Patient preference of practitioner

All registered patients have the right to express a preference to receive services from a particular performer or class of performer, either generally or in relation to any particular condition. Patients must be aware that their chosen doctor may not always be available.

## Surgery opening hours

8am – 7.30pm Mon  
8am – 6.30pm Tues – Fri

### Consultation times

Mon	9.30am	12am	4pm	8pm
Tues	9.30am	12am	3.30pm	6pm
Wed	9.30am	12am	3.30pm	6pm
Thurs	9.30am	12am	4pm	6pm
Fri	9.30am	12am	4pm	6pm
Sat	Surgery Closed.			

### Home visits

If you need to see a Doctor but are unable to get to the surgery, you will usually be put through to one of the Doctors to discuss the problem and arrange a suitable time to visit. It would be helpful if you could call before 10:30am.

### Out of hours calls

If you need to see a Doctor outside normal surgery hours please phone **surgery** and listen to the message on the answering machine. It would be wise to have a pencil and paper handy to note down the telephone number. You will be asked to telephone an answering service, which employs trained personnel to take calls; you will be given advice or arrangements will be made to visit you at home. Please try and attend the hospital wherever possible. Alternatively, NHS Direct will be able to provide you with advice, their telephone number is 0845 4647, and their web address is [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk).

There is also a **Local walk in centre**, at Burntwood Health and Well Being Centre, High street, Chase Town, Burntwood, Staffs WS7 3XH, Tel No 01543687640. Opening hours-everyday, 8.00am-8.00pm. Please make an appointment to be seen at the Walk-in-centre.

### Repeat Prescriptions

Requests for repeat prescriptions may be made in person at the surgery, by letter or by completing a prescription request form. The practice will only accept telephone requests from the housebound and elderly. Please allow 48 hours before collecting your prescription.

### Clinics

**The practice runs the following clinics:-**

Antenatal Wed 9am – 11am.

Asthma Clinic – Practice Nurses

Baby clinic – Mon 1pm – 3pm Dr S Parekh/Practice Nurse

Cervical Smears – Practice nurses

CHD Clinic – Practice nurses  
Chiropody/Physiotherapy – referrals made by doctor  
Community Psychiatric Nurse – referrals made by doctor  
Diabetic Clinic – Practice Nurses  
Family Planning – All clinicians  
Heath promotion – Practice nurses  
Joint Injections – Dr B K Singh  
Minor Surgery – Dr BK Singh  
Non-NHS examinations – please ring for a price  
Travel Vaccination – Book with the practice nurse for a travel consultation.

### Essential Services

The practice will provide within core hours, primary medical services required for the management of its registered patients and temporary residents, who are, or believe themselves to be, ill with conditions from which recovery is generally expected, terminally ill or suffering from chronic disease; delivered in the manner determined by the practice in discussion with the patient.

The practice will also provide primary medical services required within core hours for the immediately necessary treatment of any person requesting treatment owing to an accident or emergency at any place within its practice area.

The practice will include the provision of appropriate ongoing treatment and care to all registered patients and temporary residents, taking account of their specific needs including the provision of advice in connection with patients health, including relevant health promotion and the referral of other NHS services.

### Additional Services

In addition to the Essential Services provided by the practice, the practice also provides the following Additional Services; **Childhood Vaccinations and Immunisations, Flu & Pneumococcal Immunisations, Minor Surgery, Anti-coagulation, Rheumatology Monitoring, Services to Patients who are Alcohol Users, Child Surveillance, Post Natal Examinations.**

### The Health Care Team

#### Doctors

Dr. B.K Singh

Dr J K B Chandra

#### Practice Nurse

Sally Howard

#### Phlebotomy/Health Care assistant

Tina Gritt

#### Director of Management

Dr (Mrs) Rajul Singh M.B.B.S; F.R.C.Path

#### Practice Manager

Carl Bradley

#### Senior receptionist

Ann Butlin

#### Practice Receptionists

Rebecca Darling

Amy Grundy

Jyoti Jain

Tia Arnott

#### Apprentice

Kirsty Foster

### District Nurse

**Team based at Hednesford Valley Health Centre**, they are available to see you in your home and help with dressings and removal of sutures, advice and care of the acutely and chronically sick and terminally ill and advice on incontinence and supplying pads and other aids.

### Health Visitor

**Team based at Norton Canes medical Centre** can be contacted on 01543 270500. They are available to help with health matters relating to the under-5 e.g., feeding difficulties, sleep problems.

### Community Midwife

**The midwife** provides care for mothers before and after delivery and care for the baby during the first fortnight of life. She works with the Doctor at the antenatal clinic held at the surgery on Wed 9 – 11am

### Receptionists

The receptionist will make appointments for patients to see the Doctor and Practice Nurse. They can give the patient the results of laboratory tests.

Community physiotherapy, psychiatric nurse, chiropody and occupational therapy can be arranged locally by the practice.

### Consent

Consent to treatment is the principle that a person must give their permission before they receive any type of medical treatment. For consent to be valid, it must be voluntary and informed, and the person consenting must have the capacity to make the decision. Consent can be written, verbal or implied. Patient information leaflet on consent are available at the reception.

### Abuse

We value our team and they are trained and committed to provide the best possible care. Whilst we appreciate that emotions sometimes run high, we do ask that you treat the team with respect and courtesy. We are here to help and it is not acceptable to verbally or physically abuse members of the team. Any patient who continually behaves in an abusive matter will be removed from the practice list.