

Important Information

Registering as a Patient

Patients wishing to register with Steppingstones Medical Practice must call in person at reception and fall into the following criteria:

They must live within the practice catchment area. Practice catchment area on practice website.

They must not have previously been removed from the practice list.

You will be given an appointment for a New Patient Health Check to complete your registration.

Home Visits

Please request home visits before 10:00am if possible and give as much information about the patient and symptoms as you can. Routine home visits are done after surgery but urgent calls will be done as soon as possible.

Home visits are only made for housebound or elderly patients at the doctors discretion.

Extended hours

The appointments are pre-bookable only in advance.

The times of these are

Monday Evening - 6.30pm till 8.00pm

Tuesday Morning - 07.00am-08.0aam

If you do not have an appointment pre-booked and you turn up you will NOT be seen.

Repeat prescriptions

They can be ordered in the following ways:

On-line through patient access

By requesting medication at reception

Patient's can order through NHS app, or on Practice website.

PLEASE ALLOW 72 HOURS FOR YOUR ORDER TO BE PROCESSED

The Doctors (Partners)

The partnership is not a limited partnership

Dr Sabrina Rashid MBChB DRCOG 2000 Liverpool (Female)

Dr M Arif Khan MRCGP 2011 Prague (Male)

Salaried Doctors

Dr V Sharma (male) MBBS, MS (General Surgery), MRCGP

Dr D Salami (female) MBBS

Locum Doctors

Dr S Faruq (male) MUDr 2012

Dr A Aleem (male) BM BS 2016

Practice Manager : Claire Davies

Admin Assistant : Anna Lambert

Reception Supervisor : Nikki Altaf

Practice Secretary

Tina Beddows, Jade Lowe

LTC Lead : Karen Fletcher

Reception & Admin Staff

Fozia Chunara

Stephanie Cole

Mia Coppage

April Fellows

Kerrie Genner

Joanne Robb

Morgan Vickers

Destiny Ozabor

Nursing Team

Juliet Plant RGN DIPSIN ENB998

Alicia Mahal RGN

Health Care Assistant

Victoria Cole (Advanced health and social care level 3)

Ellen Richards (completing training)

Practice Based Pharmacist

Rabbia Bari GPhC 2084316

Vik Sharma GPhC 2058200

Aisha Talib GPhC 2216898

Admin Assistant : Anna Lambert

Reception Supervisor : Nikki Altaf

Practice Secretary

Tina Beddows, Jade Lowe

STEPPINGSTONES MEDICAL PRACTICE



Stafford Street, Dudley, West Midlands. DY1 1RT
Tel: 01384 458229

www.steppingstonesmedicalpractice.co.uk

We aim to promote health education, health screening, primary prevention, immunisation and cervical cytology. In this way we hope to offer a high standard of care through patient participation.

Surgery Hours

Monday to Friday 8:00am - 6:30pm

Extended Hours

Monday Evenings - 6.30pm till 8.00pm

Tuesday Mornings - 07.00am-6.30pm

Reception Opening hours

Monday to Friday 8:00am-6:30pm

To obtain access to medical services throughout our normal opening hours please contact reception on 01384 458229

Appointments

Appointments can be made on the telephone, through our practice website or at reception on a morning.

We do offer pre bookable appointments which can be booked 2 weeks ahead with a Doctor of your choice.

We now offer a callback option on our telephone's, this will keep your place in the queue and the surgery will call you back.

Services we offer

Practice Nurse

Our practice nurses run regular health checks for all patients over 16 years of age. They are fully trained to perform: Cervical smears, Vaccinations, dressings, removal of stitches and much more.

Child Health Surveillance

Child health surveillance is available at the surgery on Tuesday and Thursday mornings. Please contact the health visitor for further information on 01384 366222

LTC clinics (Long Term Conditions)

These are held at scheduled times throughout the week and are booked by our trained admin team.

Cervical Smears

Please book in with a practice nurse and liaise with reception for recommended most suitable time

Chaperones

Chaperone facilities are available please ask.

Implant Clinic

We offer these appointments in house , please speak with our reception team.

Antenatal Clinic

Please access this clinic via reception.

Health Coach

Our Health coach can support with ways to stop smoking, type 2 diabetes, stress/low mood, diet, weight management and increasing activity levels.

Physiotherapy

Our physiotherapists run clinics every week. Access through the doctor.

NHS Health Checks

We offer these health checks to patients over the age of 40 years of age.

Contraception advice Please make an appointment to see one of our nursing team or Doctor if necessary . Patients have the right to express a preference of clinician, please always advise reception when booking an appointment.

When the Surgery is Closed

‘Out of hours’ means after 6.30pm and up until 8.00am weekends and bank holidays. Out of hours calls are only for those with genuine emergencies that cannot wait until the next surgery. Advice out of hours can be obtained by calling the **111** service, this is commissioned by Black Country ICB.

Black Country ICB, NHS Black Country Integrated Care Board Civic Centre, St Peter’s Square, Wolverhampton, WV1 1SH

Telephone: **0300 0120 281**

Local Urgent Care Centre:

Malling Health, UCC, Russell’s Hall Hospital, Pensnett Road, Dudley DY1 2HQ. Telephone: 01384 456111

NHS 111:

To contact NHS 111, please telephone 111. This is a service run by NHS experts who can offer advice and support to all of your medical needs.

Disabled Access:

The Practice has level access for the disabled and wheelchair users.

Patients Rights & Responsibilities:

You are entitled to be treated with respect and dignity and your privacy will be respected at all times. As patients you also have responsibilities. If you cannot attend an appointment that has been made for you, we would expect you to contact the surgery in plenty of time to cancel, this enabling the appointment to be offered to someone else.

Named and accountable GP:

All patients of the practice have been notified of their named GP. Please contact us if you need anymore information

Zero Tolerance of violence & Abuse:

We are a “zero tolerance” surgery.

Any form of violence or abuse directed towards staff, or visitors to our premises, will not be tolerated. When such behavior occurs the police will be called, Steppingstones has the right to withhold treatment or care, and you will be removed from the practice list

Confidentiality:

All information held about our patients is confidential. The practice does not provide information to third parties without written consent. Occasionally we have agreements setup with organisations that collect medical data. This data is anatomized therefore patient confidentiality is guaranteed. You as a patient have the right to opt out of this arrangement. The practice is contracted by NHS England to provide General Medical Services (GMS) Further information about this or for more details of all GMS services provided in this are please contact: Black Country Integrated Care Board

Training

Steppingstones Medical Practice supports the development and training of existing staff and undertakes support and training to student nurses and health care assistants

Integrated Care Board

Steppingstones Medical Practice holds a contract with BC ICB. Details of General Medical Services in the area may be obtained from NHS Dudley.

Computer

We are a fully computerized practice. All records are confidential and access is only allowed to qualified staff

Non-NHS Medicals

We do not offer this service any longer due to the increased workload.

Non NHS work

The provision of private letters is not covered by the NHS, it is private work. There will be a charge for this type of work.

Enquiries

We always welcome comments or praise about the services we offer. If you have anything you would like us to be aware of Please be aware of please let Reception Team Leader Nikki know.

Have you moved house? It is most important that you let us know if you change your home address or telephone number.

CCTV Surveillance:

Surgery is under surveillance 24 hours, for the safety of patients, staff and premises. There is no recording in consulting rooms. A copy of the CCTV Code of Practice can be obtained at reception. Any realisation of CCTV recordings are done accordance with the Data Protection Act.

Complaints

Please ask to speak with the practice manager who will try and deal with your complaint, if you feel like you need to take this further please contact time2Talk on 0300 0120 281, bcicb.time2talk@nhs.net

