



SPECIAL CLINICS

Ante Natal & Post Natal

Contraception and Sexual Health Advice

Cervical Smear and Well Woman

Well Man

Weight Monitoring

Child Immunisation

Travel Vaccination

Heart Disease Prevention

Asthma

COPD

Diabetes

Minor Operation

Other services :- IUCD fitting and removal, Minor injury, anti coagulation monitoring, medicine management

The above clinics are all held on various days. Please enquire at reception for details

CHIROPODIST

The Chiropodist visits the surgery on Mondays to provide foot care to those qualifying under NHS regulations.

An appointment can be made by contacting the surgery for further details

Health Visitor

Our Health Visitor is available at The Northgate Centre, Bridgnorth. She provides advice to all age groups particularly mothers, babies and young children. Telephone 711951

USEFUL TELEPHONE NUMBERS.

If you need medical assistance when the surgery is closed please call 08444 06 88 88

TELEPHONE ADVICE

It is often possible to speak to the doctor on the telephone, but the doctor can not be interrupted whilst consulting. At such time the receptionist will inform you when the doctor will be available to take your call or the doctor may call you back. Please try to phone after 11.00 a.m.

YOUR INFORMATION.

We ask for information about you so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up-to-date information which may be needed if we see you again.

We only use or pass on information about you to people who have a genuine need for it in connection with your medical care and in some cases we may need to disclose identifiable information occasionally as part of the CQC inspection process.

Where we can, we will remove details that identify you as an individual. Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. As a practice we are registered under the Data Protection Act.

For further information about how your information is kept and use, please ask to speak to the receptionist or refer to the leaflets held in Reception. Patients are entitled to request to see their medical records in accordance with the Data Protection Act. Please enquire at reception for further information.

PATIENT COMMENTS

Comments on any aspect of the practice will be received with interest. Please pass on any such comments to the reception staff/doctor or use the comment box located in the entrance hall

We are keen to provide a high standard of service. Please help us to do so, complaints or grievances should be passed directly to the Practice Manager.

HIGHLEY PATIENT GROUP (HPG) - Please tell us what you want from us. See practice website for more information.

WELCOME TO

Highley Medical Centre

Bridgnorth Road, Highley, Bridgnorth,

Shropshire, WV16 6HG

Telephone Number for Appointments

01746 861572

www.highleymedicalcentre.co.uk

Practice Information

Dr. Rani Kumar

MBBS (Female) GMC Registered (London 1976)

Dr Shanmugam Selva

MBBS ((Male) GMC Registered (1978)



The Practice Area

Highley, Button Oak, Kinlet, Chorley, Billingley, Chelmarsh and Hampton Loade.

The practice consists of two Doctors, two Practice Nurses, Practice Manager, Secretary and three Receptionists. Patients register with the practice rather than with a particular doctor. If you do have a preference of which GP you see this can be recorded when you register. You can also ask to see a particular doctor when making an appointment. This will be accommodated where possible, but it may mean waiting longer for an appointment.



SURGERY OPENING TIMES

Surgery Opening Times

Monday 8.30am to 7.15 pm

Tuesday, Thursday, Friday

8.30 a.m. to 6.30 p.m.

Wednesday; 8.30 a.m. to 12.00 noon.

Wednesday afternoon closed

CONSULTING HOURS OF DOCTOR

By appointment

Monday

9am to 11am. 4pm to 7.15 pm

Tuesday:

9.00 a.m. to 11.00 a.m., 4.00 p.m. to 6.00 p.m.

Wednesday; 9.00 a.m. to 11.00 a.m.

Thursday–Friday

9.00 a.m. to 11.00 a.m., 4.00 p.m. to 6.00 p.m.

The Practice Nurse is available as follows:

Monday–Tuesday

9.00 a.m to 12.30 p.m., 4.00p.m. to 6.00 p.m.

Wednesday: 9.00 a.m. to 12.00 a.m

Thursday–Friday

8.30 a.m to 12.30 p.m., 4.00 p.m. to 6.00 p.m.

APPOINTMENTS

An appointment system is in operation at our Surgery. You can also book appointments via the internet. See the reception staff for more details

ALL CONSULTATIONS ARE BY APPOINTMENT ONLY

Please give as much notice as possible. If you can't make an appointment then please let the Surgery know.

All attempts are made to see urgent cases within 24 hours.

Children under 16 years should be

accompanied by a responsible adult

Patients who have not been seen at the practice for 3 years, and are between the ages of 16 and 75, may request a consultation during surgery hours. Where a consultation is provided under this arrangement, appropriate enquires will be made and examinations carried out as appear appropriate in the circumstances.

Patients aged 75 years and over who have not been seen in the practice for 12 months may also request a consultation during surgery hours as stated. Where it is considered inappropriate for the patient to attend the practice owing to their medical condition, this consultation will take place in the patient's home

NEW PATIENTS

Please see the receptionists for details on how to register with our practice. All new patients are offered a health check on joining the practice.

HOME VISITS

Wherever possible we encourage patients to attend surgery however, please ring before 11 o'clock to request a home visit.



REPEAT PRESCRIPTIONS—Order your medication in good time

Please bring your repeat prescription slip to the Surgery allowing at least 48 hours for completion. Alternatively you may:

- post your request to us, always with a stamped self-addressed envelope
- Leave your request in the prescriptions post box located in the entrance hall
- Hand your request to the reception staff

A daily collection service of prescriptions by the local chemist is available

DISABLED PERSONS

Our premises have suitable access and facilities for disabled persons.

CCG Details - Shropshire Clinical Commissioning Group. William Farr House, Mytton Oak Road, Shrewsbury. Tel:- 01743 277500

Details of primary medical services in the area can be obtained from the Patient Advice & Liaison Service (PALS) -

Please contact : **0800 030 4563**

We always aim to treat our patients with courtesy and respect. We ask that you treat our staff in the same way. We operate a zero tolerance policy towards violent and abusive behaviour. Any occurrence of such behaviour towards practice staff or other patients may result in the patient being removed from the practice list. The practice reserves the right to call the police for assistance