

## Surgery Opening Times

**Mon:** 08.00—18.30  
**Tues:** 07.20—18.30  
**Wed:** 08.00—18.30  
**Thurs:** 08.00—18.30 (13.00-18.30 covered by OurNet—please see Access to services section of this leaflet for further information)  
**Fri:** 07.30—18.30  
**Sat:** Closed  
**Sun:** Closed

	Mon	Tues	Wed	Thurs	Fri
GP	09.00-12.00	08.30-13.00	09.00 - 12.00	09.00-12.30	08.30-12.30
	15.40-17.40	15.00-18.00	13.30-18.00		13.30-17.30
Locum Nurse		07.20-11.30			07.30-11.30
Nurse			09.00-13.00	09.00-13.00	08.30-14.00
			13.30-18.30		
HCA	08.00-12.30	08.00-13.00	08.00-13.00	08.00-13.00	
	13.00-18.30				

### Clinic Times

Home visits (to be requested before 10.30 if possible)

**Appointments and prescriptions (Prescriptions will only be taken over the phone for housebound patients) Limited urgent appointments are available at 8am for same day and routine appointments can be book 2pm Fridays for the following week,**

**Enquiries and results (Results to be requested after 13.00)**

**0121 526 2233**

## Practice staff

Dr Uzma Ahmad—Principal GP/GP Trainer (MBBS,MRCGP)  
 Ms Lauren Burgess-Edwards—Practice Manager  
 Mrs Lisa Smith—Practice Nurse (RN)  
 Ms Tina Titley—Locum Nurse Practitioner(RN,BA hons)  
 Ms Leah Ward—Health Care Assistant (L2 care diploma)  
 Mrs Marie Robinson—Secretary  
 Ms Claire Challenor— Administrator  
 Mrs Judith Lampitt—Operational Assistant  
 Ms Karley Mason—Receptionist  
 Ms Naomi Moore—Receptionist  
 Ms Amie Gobey—Receptionist  
 Ms Natalie Jones —Receptionist

Catchment area:



### Rough Hay Surgery

Rough Hay Surgery  
 44b Rough Hay Road  
 Darlaston  
 West Midlands  
 WS10 8NQ

Leaflet revised: November 2024

Phone: 0121 526 2233  
 Website: [www.roughhaysurgery.nhs.uk](http://www.roughhaysurgery.nhs.uk)



**Rough Hay Surgery**

# Practice Leaflet

## Information for patients

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there is a good reason, the organisation must provide the information within 20 working days. For further details please contact the Practice Manager

Rough Hay Surgery is a Training Practice, we regularly have trainee GP's and trainee nurses on placement. If you would prefer not to be seen by a trainee, please inform reception when booking an appointment.

Rough Hay Surgery is contracted to carry out General Medical Services (GMS) on behalf of NHS England.

Registered with Care Quality Commission.

**Tel: 0121 526 2233**

## HOW TO REGISTER AS A PATIENT

If you are new to the area or simply wish to register with Rough Hay Surgery, please enquire at the Reception Desk. Our staff will issue you with a New Patient Registration Pack which includes the necessary forms for completion, you can also choose to register online on our website. Once your completed forms have been returned, along with a form of identification, you will be invited to have a new patient health check. Your registration will then be complete. All patients registered at Rough Hay Surgery are allocated Dr Uzma Ahmad as their Named GP.

## APPOINTMENTS

All clinics are by appointment, and these appointments can be made in person, by telephone or via the online system (Please obtain your registration details from Reception for this service). If you are unable to attend for your appointment please let us know so that we can offer it to another patient. Urgent appointments may be available each day with the GP or the Nurse Practitioner. (These appointments are NOT for repeat prescriptions, fitness for work certificates, signing of forms or any other routine matter). You may request to see a particular clinician if you wish but if they do not work full time this may increase your waiting time.

## ACCESS TO SERVICES inc OUT OF HOURS

Rough Hay Surgery are responsible for providing services during core hours of 8.00-18.30 Mon-Fri. In instances where the practice is closed (Thurs 13.00-18.30) we hold a contract with OurNet Ltd who provide these services on our behalf. OurNet carry out telephone and face to face consultations as well as home visits. If you require attention from a GP whilst the surgery is closed, you can telephone OurNet on 01922 501999 (between the hours of 13.00-18.30 Thurs) or you can call NHS 111 at all other times. If it is for a medical emergency such as chest pain please dial 999.

## DATA PROTECTION

All information held about patients is completely confidential. The practice is registered under the Data Protection Act 1984 and complies with GDPR Regulations 2018. For further information on how your information is used, who we share your information with and your rights to access your health record please see our practice website.

## DISABLED ACCESS

Access to the surgery is via a ramp to enable wheelchair access and there are disabled toilets located in the waiting area. We have a hearing loop facility for patients who wear hearing aids, please request use of this equipment at the reception desk.

## PRESCRIPTIONS

Routine requests for repeat prescriptions handed in directly to the reception desk will be dealt with within 48 hours. Requests can be made in person, on the NHS app/patient access or by telephoning 0121 526 2233 (only if you are housebound). You can also make your request via your usual pharmacy. URGENT—the practice will aim to process urgent requests on the same day as the request is made. These requests must be collected in person if the patient is not signed up for the EPS system.

## INTERPRETER/TRANSLATION SERVICE

We are able to arrange an interpreter to be present during your consultation if this is necessary. Please ensure you inform reception staff when booking your appointment but please note the service provider require 48 hours notice so this service may not be available for emergency appointments.

## HOME VISITS

Home visits should only be requested for those who are unable to come to the surgery because of serious illness and infirmity. The visit should be requested before 10.30am if at all possible and ALL information given to the Receptionist who will then pass the request to the duty GP. Wherever possible, we prefer to see a patient at the surgery, if you do not feel well enough to sit in the waiting room we can make alternative arrangements and provide a more private area.

## SERVICES PROVIDED

Services provided by Rough Hay Surgery are provided under GMS contract. Apart from the GP appointments, the following services are provided:

Antenatal clinics—Every Monday 9.00-13.00

Immunisations clinics

Travel Vaccinations (some vaccines are chargeable)

Chronic Disease Management Clinics

Healthy Lifestyle clinics

Phlebotomy

Ear irrigation

Wound Care Clinics

## NHS CONSTITUTION/PATIENT CHARTER

The constitution sets out rights for patients, public and staff. It outlines NHS commitments to patients and staff, and the responsibilities that the public, patients and staff owe to one another to ensure that the NHS operates fairly and effectively. For further information please see NHS Constitution as displayed in main waiting area of the surgery or alternatively visit [www.gov.uk/government/publications/the-nhs-constitution-for-england](http://www.gov.uk/government/publications/the-nhs-constitution-for-england)

## COMPLAINTS/COMPLIMENTS

Rough Hay Surgery strive to deliver an excellent service to our patients but we do understand that at times patients may be dissatisfied with the service that they receive. The surgery operates a complaints procedure in line with NHS criteria. A complaint can be made directly to the practice or to Black Country ICB, any unresolved issues can be directed to the Ombudsman. We also welcome any comments or ideas on how our service can be improved as well as encourage patients to share their compliments with us. Further information can be found in our "Complaints & Comments" leaflet or by arranging an appointment with the Practice Manager.

## ZERO TOLERANCE

Rough Hay Surgery staff will treat patients with courtesy and respect and in return expect our staff to carry out their duties without fear of being attacked or abused. Anyone phoning or attending the practice who abuses any staff member or visitor, be it verbally, physically or generally behaving in a threatening manner will risk removal from the practice list and be reallocated with the assistance of Black Country ICB. In extreme cases we may summon the police to remove offenders.

## OTHER LEAFLETS

You will find a wide variety of Practice leaflets, some of which are contained in the new patient registration pack, these leaflets will inform you of all services that we provide to our patients. They also include a patient charter leaflet and a comments and complaints leaflet.

## USEFUL CONTACT DETAILS

NHS 111—Tel: 111

NHS Choices—[www.nhs.uk](http://www.nhs.uk)

Black Country ICB—0300 0120 281

NHS England—Tel: 0300 311 22 33

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Care Quality Commission—Tel: 03000 616161

Website: [www.cqc.org.uk](http://www.cqc.org.uk)

For more detailed/further information please see our Practice booklet.