

### **Freedom of Information Act (FOI)**

The FOI Act 2000 obliges the practice to produce a publication Scheme. A publication scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available ask at reception.

### **Confidentiality**

You can be sure that anything you discuss with any member of staff at this practice family doctor, nurse or receptionist will stay confidential.

Even if you are under 16 years of age nothing will be said to anyone including parents, other family members, care workers or tutors without your permission. The only reason why we might have to consider passing on confidential information without your permission would be to protect you or someone else from serious harm. We would always try to discuss this with you first.

If you are being treated elsewhere it is best if you allow the doctor or nurse to inform the practice of any treatment you are receiving.

If you have any worries about confidentiality, please feel free to ask a member of staff or see our policy.

### **Complaints, Comments & Suggestions**

If you feel our service has been inadequate or have any suggestions for improvement or would like to make a comment, we invite you to discuss them with our Practice Managers (by arrangement at the reception) or in writing. We have an "in-house" patient complaint system, please voice your complaint calmly and if necessary ask for the complaints procedure at reception. We are trying our best and will listen. All complaints are dealt with in an impartial manner.

**East Park Medical  
Practice**

**Jonesfield Crescent**

**Wolverhampton**

**WV1 2LW**

**01902 455422**

**wolccg.eastparkmedical**

**practice@nhs.net**

### **Opening Times**

**Monday 08:00 - 20:00**

**Tuesday 08:00 - 18:30**

**Wednesday 08:00 - 18:30**

**Thursday 08:00 - 20:00**

**Friday 08:00 - 20:00**

**Saturday - CLOSED**

**Sunday (alt weeks)**

**09:00 - 13:30**



**EAST PARK**  
MEDICAL PRACTICE

# **East Park Medical Practice**

**Last updated: 30 July 2019**

### **Repeat Prescriptions**

Repeat prescriptions can be ordered at the surgery, online via patient access or post by enclosing a stamped self-addressed envelope if you would like us to post it back to you.

Repeat prescriptions are not taken over the phone to avoid errors.

Prescriptions can be sent electronically to your chosen chemist or can be delivered to your home by your chemist if you let them know in advance. Please allow 48 hours not including weekends and bank holidays for repeat prescriptions.

### **Health Promotion**

It is our policy to offer preventive medicine for all patients. Our Practice Nurse and HCA offers "well persons" checks and advice on disease prevention. Patients with asthma, coronary heart disease, diabetes or hypertension are advised to attend regular check ups.

### **Clinics**

Ante-natal clinic is held on a Thursday between 09:00 am and 17:00 in conjunction with our community midwives.

We are keen for all children and adults to have all the required immunisations. All vaccinations and advice are available by appointment with the Practice Nurse or HCA.

Cervical smears are carried out by our Practice Nurse. We also operate a recall system in conjunction with NHS England.

Contraception We offer a family planning service including contraceptive pill, coils, post coital and emergency contraception. We also do implants.

### **Patient Committee (PPG)**

We have our own patient committee who meet every three months. If you would like more information, please ask at reception.

### **Chaperone**

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. All staff are chaperone trained.

### **How to register as a patient**

Come in and collect a form from reception, fill in and return to reception. It takes up to 3 working days for registration to go through.

### **How to see a doctor / nurse**

All consultations are by appointment. Please try to give us as much notice as possible for routine appointments. We aim to be able to offer appointments on the same day for emergencies. If you are unable to keep the appointment for any reason please let us know, our policy states that you can see a named doctor of your request but may have to wait longer than 48 hours.

### **Home Visits**

Home visits are only for patients who are too ill to come to the surgery with genuine medical emergencies. You are only entitled to a home visit if you live within a 3-mile radius at the doctor's discretion. Visits are made at the doctor's discretion, please request visits before 12:00 pm to enable the doctor to plan his/her rounds. Requests after 12:00 pm will be considered for the following day unless urgent.

### **Out Of Hours Emergencies**

Out of hours' home visits are for GENUINE EMERGENCIES ONLY. Please telephone 01902 455 422 and follow the instructions on the tape.

### **Wolverhampton Urgent Care Centre**

Urgent and Emergency Care Centre, 1st Floor, New Cross Hospital, Wednesfield Road, Wolverhampton, West Midlands, WV10 0QP, 01902 307999

### **The Practice**

Our purpose built practice offers a comprehensive range of health care and has access for those with disabilities. The staff who work here are part of a primary care team working for your benefit. This practice leaflet will give you and your family the information you require to enable you to get the best from this practice. Our premises are suitable for disabled persons providing wheelchair access and a disabled person's toilet.

### **Our Staff**

Dr T Ravindran - (MSc (Dermatology) FRCP, MRCGP) He specialises in Dermatology and won Dermatologist of the year award in 2000.

Dr R Ravindran - (MBChB, MRCP, MRCGP)  
Special interest in Cardiology.

Dr H Wood - Salaried GP (MRCGP)

Nira Ravindran - (BA Honors), Economics  
Dip Management: - Business Practice Manager

Ryan Parkes - Practice Manager

Joshua Shaw – Assistant Practice Manager

Jane Kisly - Practice nurse

Janine White - HCA

Tammy-Jay Campbell - HCA

Karen Homfray – Senior Receptionist.

Lisa Haynes – Admin

Bev Shaw - Receptionist

Lana Podkalne - Receptionist

Chloe Evans - Receptionist

### **Languages Spoken At The Practice**

English, Tamil, Sinhalese, Punjabi, Hindi.

Translators can be made available if requested in advance.

### **Named Accountable GP**

All registered patients are allocated a named responsible GP

Patients over 75 is Dr T.S. Ravindran

Patients under 75 is Dr T.S. Ravindran