

Beechdale Health Centre
Edison Road,
Beechdale,
Walsall,
West Midlands,
WS2 7EZ
www.beechdalesurgery.org.uk

Tel: 01922 60 52 60
Fax: 01922 60 52 64

OPENING TIMES

Mon: 8:00am - 6:30pm
Tue: 8:00am - 6:30pm
Wed: 8:00am - 1:00pm
Thu: 8:00am - 6:30pm
Fri: 8:00am - 6:30pm

Urgent GP appointments are available at Darlaston Health Centre, Fintold Health Centre and Broadway Medical Practice during the following times:
Weekday evenings: 6.30pm - 9pm
Weekends: 10am - 3pm
Bank Holidays: 11am - 1pm
Patients will only be seen if they have booked an appointment by calling 01922 501999.

TELEPHONE NUMBERS

Prescriptions

Can be ordered online via Patient Access
Via the Chemist
Written request posted in the box at reception

Enquiries and Results

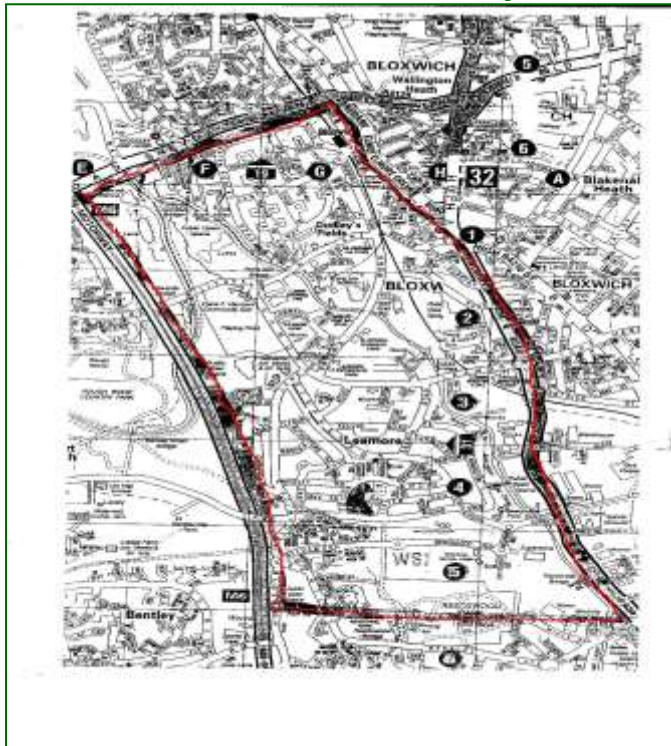
01922 60 52 60
Please ring after 2pm

PRACTICE Team

Beechdale Surgery Team

Accountable GP	– Dr Gian Singh B.Sc(Hons),MB.BS,LMSSA
Locum GP	- Dr Jaswinder Bal nMRCGP,DRCOG,DFSRH
Practice Nurse	– Mrs Maxine Clansey
Practice Manager	– Arun Venugopal
Phlebotomist	– Pushpinder Kaur
Pharmacist	-- Pradeep Prabu
Pharmacist	– Anmber Sabir
Snr Receptionist	– Debbie Ferguson
Receptionist	– Lisa Morley
Receptionist	– Nicky Corbett
Receptionist	– Freya Turney

PRACTICE Boundary



Beechdale Health Centre

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's a good reason, the organisation must provide the information within 20 working days.

Dr Gian Singh



APPOINTMENTS

All surgeries are by appointment, and can be made in person or by telephone. We offer online booking of appointments, and we reserve appointments each day for patient access.

If you are unable to attend for your appointment please let us know so that we can offer this to another patient.

You can book appointments in advance, Monday, Tuesday, Wednesday, and Thursdays in advance, Friday's appointments are bookable only on the day.

ACCESS SLOT APPOINTMENTS

(Access slot appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms).

NURSE PRACTITIONER

We have an experienced Nurse Practitioner available every day, morning and afternoon who can deal with all minor ailments.

Phlebotomist

Appointments are available on Monday, Wednesday and Thursday for blood tests.

HOW TO REGISTER AS A PATIENT

If you are new to the area and are requiring registering with our Practice please ask at our Reception. If you have your Medical Card then please bring this along with you. Following your registration you will be required to have a new patient check to enable your registration to be fully complete. An appointment will be offered with our practice nurse

HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested by 10:00am if at all possible.

Whenever possible we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room we can make alternative arrangements

TELEPHONE ADVICE

The Doctor / Practice nurse is available to give telephone advice after morning surgery. Patients are advised to telephone reception before 11:00 am.

PRESCRIPTIONS

ROUTINE - requests for repeat prescriptions will be dealt with within 48 hours. This can be done by filling the ordering forms out on the counter, or a pharmacy of your choice can order on your behalf.

URGENT-requests for urgent prescriptions will be ready to be collected by 3:00pm the same day, but please try to request these by telephone on 01922 605 261 or in person.

CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP

INTERPRETERS

If English is not your primary language, an interpreter will be booked however we need at least 24 hours

OUT OF HOURS

PLEASE RING NHS Direct on 111

On Wednesday between 1pm and 6pm please ring Waldoc on **01922 501 999** thereafter NHS 111

DISABLED ACCESS

Automatic Front Door Access suitable for wheelchairs. Disabled toilets are available.

Online Booking and viewing records

Online booking of appointments and viewing your own record or that of your child or care is available. Please contact the practice request details for online access to receive user id and password to create online access to EMIS clinical records system

DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the GDPR Protection Act 2018. This Act protects data held on the computer system.

OUR SERVICES

Your practice provides, Baby Clinic (Thursday), BP Check, Medication Reviews(Pharmacist), Pill Check, Contraception advice, COPD check, Spirometry, ECG taking, Diabetes checks, NHS Health Checks, Asthma review, Alcohol

Walsall CCG

To obtain details of all primary medical services available within the Walsall CCG please contact:

Walsall Clinical Commissioning Group

Jubilee House, Bloxwich Lane, Walsall, WS2 7JL

Telephone us: 01922 618388

E-mail us: getinvolved@walsall.nhs.uk

Patient Advice & Liaison Services (PALS)

Manor Hospital, Tel: 01922 656463, Moat Road Walsall, WS2 9PS

Complaints about the practice

All complaints should be addressed to the practice manager who will respond within 48 hours. If you still want to complain about your practice please contact

NHS England, PO Box 16738, Redditch, and Worcestershire, B97 6PT Tel: 0300 311 2233, Email: england.contactus@nhs.net



Tel: 0345 015 4033

NHS Choices for complaints to other NHS organisations

Website www.nhs.uk/nhsengland/complaints

(Revised 25.02.2019)