***Dr Rajinder Kumar (male) MD Universitat Innsbruc & Dr Davinia Taunk (Female)***

***Brace Street Health Centre***

***63 Brace Street***

***Walsall***

***WS1 3PS***

***Tel: 01922 632421***

[www.drkumarbracest.nhs.uk](http://www.drkumarbracest.nhs.uk)

(Leaflet updated 03.06.2021)

**Wheelchair access to the building and disabled parking facilities are available at the centre.**



**OPENING TIMES**

**Monday 8am - 6.30pm Tuesday 8am- 6:30pm**

**Wednesday 8am-1pm, On Wednesday’s between 1pm -6.30pm for appointments or access to a GP please call 01922 501999 (Ournet)**

**Thursday 8am-6.30pm**

**Friday 8am - 6:30pm**

**CAN YOU REGISTER AS A PATIENT WITH US?**

**We have been given a selected area of Walsall to register patients from. A copy of this area can be seen in the waiting area and on our website above Postcodes include WS1 and WS5 – patients who reside in our “outer boundary” can register - this includes some of WS2 postcodes**

[**http://www.drkumarbracest.nhs.uk/the-practice/new-patients**](http://www.drkumarbracest.nhs.uk/the-practice/new-patients)

If you live within this area we can register you as a patient. You will then be asked to complete a registration form (GMS1) and you will be offered an appointment for a ‘General Health Check’ with our Practice Nurse.

Any patient that we cannot register will be given written explanation with the reasons as to why they were refused. We do not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical conditions.

**DATA PROTECTION & CONFIDENTIALITY**

At the practice we comply with “The Data Protection Act 1998”.This means anything you tell us, even if you are under the age of 16, will be kept confidential. We may share this information if you are referred to the hospital as the consultant will need to know your medical history to decide the best treatment for you. Before we disclose any information to the hospital we will obtain your consent. If you do not wish us to share information please let us know. You have the right to decline the sharing of information.

**SAFEGUARDING ADULTS & CHILDREN**

It is everyone’s responsibility to report suspected abuse. At the Practice if we suspect a person is being abused or is at risk of being abused we will contact the safeguarding team. In these circumstances we may obtain consent from the patient/parent/guardian/carer but if we feel by doing so this may increase the risk to that adult or child, consent will not be obtained.

**APPOINTMENTS**

Please ring the practice at 9am as appointments can go very fast. If you feel it is an emergency please inform the receptionist of your symptoms. Dr Kumar operates a triage system; he will ring you back and decide if you need an appointment to see him the same day. If you are unable to keep an appointment, please ring to cancel so it can be given to another patient. If you need to see a GP when we are closed you can ring Ournet on 01922 501999 or attend the Urgent Care, which is located in Walsall Manor Hospital. For advice you can also call NHS Direct on 111 (free-phone). You can now book an appointment on line and view your medical records – please ask the receptionist for details – you will need to have a log in created to access this service. Extra appointments are available after 6.30pm – 9pm by ringing 01922 501999 these will be at Broadway Medical Centre, Darlaston Health Centre or Bloxwich Health Centre. Also appointments will be available at Little London Surgery on Saturdays – please check with practice for times ( by appt only)

**Chaperones**

Please note all patients can request a Chaperone if needed, please inform the receptionist if you wish to have a Chaperone during your consultation

**HOME VISITS & EMERGENCIES**

If you are too ill to attend the practice, please call us before 10:00am and request a home visit. If you are experiencing left sided, sharp chest pains call 999 as soon as possible.

**When the practice is closed, please ring OURNET on 01922 501999, if you need to see a Doctor they will arrange this for you. Please ring this number on Wednesday’s between 1pm -6.30pm**

NHS Direct is also available for medical advice

24 hours a day Tel: 111 (this is a free -phone Number)

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

**REPEAT PRESCRIPTIONS**

**You can now order your repeat prescriptions on line – please ask the receptionist to print out your log in details.**

All repeat prescriptions require 48 hours (2 days) notice. Please return the right hand side of your previous prescription to the practice either by hand or post (there is a post box for prescriptions outside our door in the main reception) You can also ask a chemist to order the prescription on your behalf if you wish. Please note if you want your medicine delivered please inform the chemist

**SERVICES WE PROVIDE**

**Midwife Clinics (**every Thursday afternoon),

**Travel advice and vaccinations, Cervical Smear** **Testing,**

**Baby Clinic (**every Thursday 10.30-11.30am),

**Joint injections (by appt only)**

**Sexual Health** – We offer free Chlamydia testing and general information on Sexually Transmitted Infections. All advice is confidential, even if you are under the age of 16.

**Chronic Disease Reviews** – Such as Diabetes, Asthma, COPD, Dementia, Cancer

**Hypertension Monitoring** (High Blood Pressure),

**Asthma checks** by our Nurse

**Dementia Screening & Learning Disability Health Checks**

All our patients aged 16 – 74 years are entitled to a general health check, if you have not had a health check in the last 3 years; please make an appointment with the practice nurse. All our patients aged over 75 years will be requested to have a health review. All patients will have a named accountable GP – this will be Dr R Kumar or Dr D Taunk

**PRACTICE STAFF**

**GP: Dr Rajinder Kumar (Male)**

 **GP: Dr Davinia Taunk (Female)**

**Practice Manager:** Barbara Severn (AMSPAR dip.)

**Office Manager:** Gurnam Kumar,

**Practice Nurse**: Rahila Bibi (Diploma in Adult Nursing, Qualified at University of Wolverhampton),

**Receptionists:** Rajinder Kaur, Parminder Kaur, Sharon Duckhouse

**Practice Pharmacist:** Bilal Shah

All staff have access to patient’s medical records. They each have an individual log in and password, which is limited to their job role. All patients have the right to restrict the use of your medical information but this may cause an impact on your care.

**ZERO TOLERANCE**

We operate a **zero tolerance** policy against violent or abusive behaviour at the practice. Anyone who is abusive or violent to a member of staff or another patient will be removed from the practice’s list and the Police will be informed if necessary

**KEEP US UPDATED/SPECIAL REQUIREMENTS**

It is important to inform us if you change your name, telephone number or address. We often need to speak to you and will contact you by phone before sending a letter. If you move out of our catchment area you may be asked to register with a GP closer to your home. Please let us know your preference on how you would like us to communicate with you. Any special requirements e.g. interpreters, sign language, larger print or braille

**SUGGESTIONS AND COMPLAINTS**

If you have any suggestions that may help us to improve the practice, please note this on a piece of paper and post this into our suggestion box located on the information desk under the television.

If you have a complaint please ask to speak to the practice manager who will take appropriate action. A copy of our patient complaint procedure may be requested. If you are not satisfied with the outcome of your complaint you can contact NHS England or the Ombudsman

**PATIENT PARTICIPATION GROUP**

We hold a “Patient Participation Group” every 3 months; this is a meeting with the practice staff and our patients. We discuss improvements for the practice and hold special health events for different health issues. If you would like to join this group, please leave your details with a member of staff. All age groups are welcome to join this Group.

**PALS ADVICE & LIASON SERVICE** Pals is a confidential service to help you with any concerns you may have with any part of the NHS 01922 656463