

Prescriptions -The easiest way to order your repeat prescription is by using the [NHS App](#), this shows you all your repeat medicine and dosages and you can choose the ones you need. Alternatively you can request your prescriptions using the white repeat prescription slip that you can request from your Pharmacist, simply tick the medications you need and drop it off at the practice. You can use the letterbox if we are closed.

Please note: we do not take repeat prescription requests over the phone, via total triage or email.

Dispensing Patient Prescriptions - We are fortunate to have a Dispensary at the practice which means we can dispense medication to some of our patients. Legislation means that we can only dispense your medication if you live more than three miles (by road) from the chemists in Albrighton or Shifnal. The dispensary opening hours are: 08.30 to 6.00 pm daily.

If you are a dispensing patient you can use [NHS App](#) to request your repeat prescriptions or you can contact Dispensary by phone 01902 372301.

Home delivery of medications for dispensing patients can be arranged. Please contact dispensary if this service is required.

Your Data - We are committed to operating in a way that complies fully with the provisions of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. We recognise that the personal data legitimately required in order to carry out our business must be collected, processed, stored and disposed of fairly, lawfully and with due regard to confidentiality. We fully respect your privacy.

If you have any questions about your data or how we deal with it please contact the practice and get in touch with us by clicking on the Contact Us links available on this website.

Accessible Information / Reasonable adjustment flag

We want to get better at communicating with our patients. We want to make sure you can read and understand the information we send you. If you find it hard to read our letters or if you need someone to support you at appointments, please let us know.

The Reasonable Adjustment Flag is a national record that shows a person needs accommodations and may include details about their impairments and necessary adjustments. If you are a patient or carer of a patient who you feel may benefit from a Reasonable Adjustment Flag on your medical records please let a member of the practice team know. We will not add a Reasonable Adjustment Flag to your record without your consent.

Non NHS Work - We are happy to provide non-NHS work including medicals (e.g. HGV medicals), private sick notes and holiday travel insurance forms. A fee will be charged and payment is required before the work is carried out. Reception Staff will advise you what the fee will be. The fee will be subject to VAT.

Travel Health - If you require NHS travel vaccinations, we are happy to provide these. However, we are unable to give travel advice.

This practice leaflet provides a brief overview of the practice only, for more detailed information please consult our website www.albrightonmedicalpractice.nhs.uk.

On the website you will find our surgery policies and procedures.

If you do not have internet access we are happy to print this information off for you.

Albrighton Medical Practice

A Guide to our services



Albrighton Medical Practice
Shaw Lane
Albrighton
Wolverhampton
WV7 3DT
Tel. 01902 372301
www.albrightonmedicalpractice.nhs.uk

WELCOME Albrighton Medical Practice welcomes you to the Surgery and we hope that you find the enclosed information useful. More information is available on our website;

Opening Hours: The surgery is open 8.00 am to 6.30 pm Monday to Friday (excluding bank holidays). Extended opening hours are provided on Monday evenings 6.30pm to 8.30 pm and every fourth Saturday. These are for booked appointments only. No emergency provision is available during this time at the surgery.

Call 999 in a medical or mental health emergency. This is when someone is seriously ill or injured and their life is at risk.

If you need help when we are closed If you become ill and your GP surgery is closed, please call NHS 111 (please telephone 111) provides out of hours cover to our patients. NHS 111, tel. 111, or NHS Choices www.nhs.uk, provides health information 24 hours a day.

The Practice Team

Practice Manager - Mrs. Bridget Laffoley

Partners

Dr Annette Quilter MBChB (Birmingham 2008),
MRCGP, DRCOG, DFRSH

Dr Prabhjot Uppal MBBS (2000), DRCOG, MRCGP,
DFSRH

Dr Clare Hurst BSc, MBChB, MRCGP, MSc

Dr Emily Ward MBChB, MRCGP, DRCOG

Dr Matthew Bird MBChB (Birmingham 1999),

MRCGP, MRCS (Edinburgh), DCH, DRCOG, DFFP

Salaried GPs

Dr Jessica Harvey MRCGP, MBBS, BSc Hons

Dr Margaret Mascarenhas MBChB with Honours
(Birmingham 2011), MRCGP, MRes, BSc with First
Class Honours, DRCOG, PGCert

Dr Rupinder Bhandal MBChB, MRCGP, DRCOG

Dr. Onyinye Claire Ibekwe MBBS, MRCGP

Nursing Team

Practice Nurses Hayley Avery, Rebecca Podmore.

Nurse Associate Sue Mumford,

Health Care Assistants Meegan Webb.

Reception Team

Admin Team

Dispensers

Community Care Coordinator

ARRS staff - Physician Assistant, Clinical
Pharmacists, First Contact Physiotherapist, Healthy
lives advisor

Training Practice - We are proud to be a training
practice, helping to develop healthcare professionals
of the future. Being a training practice allows us to
reflect on our knowledge, skills and
performance. We have medical students from Keele
University and also GP Registrars during their
training. Each trainee receives appropriate levels of
supervision. You may be offered an appointment
with a trainee, you will always have the opportunity

to decline this if you do not feel it is appropriate for
you.

Appointments - We want to make the process of
booking an appointment with your GP practice as
easy and fair as possible. We use a system called
AccuRx Total Triage

How do I contact the practice/request an
appointment? **Online request** - is the preferred
method, you can still contact the surgery by
telephone (01902 372301) or in person and
reception will help you.

Accurx Total Triage is our online consultation
platform accessible via NHS App or clicking on the
link on our website. It removes the need to hang on
the telephone and avoids the 8 am rush.

What happens to my request? Medical requests are
triaged by a GP, who will decide on the most
appropriate action and timescale, which may
include, telephone or face to face appointment,
advice or signposting to another service. We will
respond to medical requests on the same day,
admin requests are viewed and directed to the most
appropriate team member for action, we will respond
to these within five working days.

Home Visits - If you need to be seen but are unable
to get to the surgery, you may request a home visit.
Please contact the surgery before 10.30 am. Home
visits will be attended to at lunchtime.
Please Note: Home visits are for the genuinely
housebound, serious and terminally ill patients.
Please do not abuse this service.

Text Messages - Please be aware we may contact
you by secure text message in response to your
request, to remind you about appointments or
provide health information (such as upcoming flu
vaccinations).

Registration - Our practice covers a semi rural
population including the villages of Albrighton,

Pattingham, Badger, Beckbury, Tong, Tong Norton,
Worfield, Chesterton and surrounding areas. A map
is available on our website that shows detail of our
practice boundary. Anyone who lives within the
practice boundary is allowed to register with the
practice, including the homeless and traveller
communities. Patients wishing to register must
attend the surgery and complete the appropriate
form and present valid proof of address (if available)
or in the case of a new born baby the form issued by
the registrar of births and deaths.

Named GP - As a Practice we are required to
allocate all patients with a Named GP (Registered
GP). This does not prevent any patient from seeing
any GP within the practice or change the GP normal

Services - The practice offers the following services
to its patients in addition to standard GP services.

Antenatal, Blood tests, Cervical Screening, Citizens
Advice Bureau, Community Care Coordinator,
Contraception, Ear Irrigation, Immunisations, Joint
Injections, Minor Surgery, Talking therapies

Young People - There is specific information for
young people available on our website.

Complaints - We make every effort to give the best
service possible to everyone who attends our
practice. However, we are aware that things can go
wrong resulting in a patient feeling that they have a
genuine cause for complaint. To pursue a complaint
please contact the practice manager who will deal
with your concerns appropriately. Our complaints
protocol is available on our website.

Disabled Access - Disabled access is via the front
entrance. All clinical areas have disabled access. If
you have any special requirements please inform
the reception staff. We have a hearing loop for those
that need it.