

VISITING OUR PRACTICE

Making an appointment

Appointments can be made with the GP and Practice Nurse by telephone or in person. We aim to offer you a 10 minute appointment within two working days. If you have an urgent problem you will always be seen on the same day. If you are unable to keep an appointment, please let us know. If you think you may have something infectious (Measles, chicken pox, etc) please inform the receptionist.

Telephone Consultations

The doctor is happy to consult over the telephone. Please ask reception for a telephone consultation.

Opening Hours

The surgery is open every weekday from
8:30 a.m. to 6:00 p.m.
Early Extended Surgery held:-
Tuesday morning - 7:00-8:00 a.m.

Requests For Visit's

Home visits are reserved for the terminally ill and genuinely house bound. If you need a home visit please try to contact the surgery before 10:00 a.m. and help the receptionist by giving details of your symptoms when you telephone.

When The Practice Is Closed

For **urgent** advice outside normal hours please telephone 892809 and your call will automatically be diverted to the Out Of Hours Service who will give you medical advice.

ALL EMERGENCIES RING:- 999

The practice has zero tolerance policy regarding violence, abuse or threatening behaviour towards staff or other patients.

VISITING OUR PRACTICE

Practice Website Address:--
drkharemedicalpractice.co.uk

Useful Contact Information

Health Visitors	01827 250805
Midwife's Office	
Booking appointments	01827 288495
Advice (Burton Hosp)	01283 566333 (Extension 4351)

Hospitals	
George Elliot Hospital	01203 351351
Good Hope Hospital	0121 424 2000
Queens Hospital Burton	01283 566333
Sir Robert Peel Hospital	01827 263800
Minor Injuries	01827 263806

NHS Direct	111
Online: www.nhs.direct.nhs.uk	

South East Staffs & Seisdon Peninsula CCG
Merlin House
Etchell Road
Bitterscote
Tamworth B78 3HF
Tel: 01827 306132

Please note your registered GP will be Dr K Khare

Complaints:

If you have any comments, queries or complaints on the provision of services we provide, we do have a complaints procedure, as part of the NHS system, please contact:-

Practice Manager: Mrs J Barber Tele: 01827 892809



Dr Khare Medical Practice

Practice Leaflet

**Stonydelph Health Centre
Ellerbeck, Stonydelph
Tamworth, Staffs B77 4JA**

**Tele: 01827 892809
Fax: 01827 331922**

ABOUT THE PRACTICE

Caring for your health

Since the local community was developed some years ago Stonydelph Medical Practice has three independent Doctors practising in the health centre and patients have the choice to select which doctor they would like to register with.

Computer aided record keeping helps our busy Practice to operate more efficiently and expert staff help to make our service more effective.

Any comment you may have will be gladly received by the Practice Manager and Staff.

Application to register as a patient may be made at the practice during opening hours. Upon registering, new patients will be invited to attend for a registration health check.

Meet the staff

Our single handed practice employs a team of trained staff. When you visit or telephone to make an appointment you will be speaking to our experienced **Practice Supervisor** or one of our **Receptionists**. All staff are bound by the same rules of confidentiality as your doctor. As a patient you may meet our Practice Nurse who runs various clinics, deals with immunisations and can give advice on a range of healthcare matters.

If you have any comments, suggestions or complaints relating to the practice please contact our **Practice Manager (Julia Barber)**

The building is carefully planned to make everyone's visit easier. You will notice wider doors, no steps, and that all consulting rooms are on the ground floor. We also have toilet facilities designed to help patients with disabilities.

Access to Patient Information

There is controlled access to patient information. Written request to Dr Khare and the payment of £10.00 access fee.

CLINICS & SERVICES

Well Woman

It makes sense to receive family planning from the doctor who provides your general healthcare. We also advise all eligible female patients to have a cervical smear every 3 years.

Contraceptive Service

The practice can provide a range of contraceptive service. Please contact reception for details.

Antenatal & Postnatal Clinics

Our clinics provide comprehensive support in conjunction with the midwife and hospital consultant. Please contact reception for details.

Child Immunisation Clinic—Tuesday 9:30-11:30

We provide all necessary early years healthcare in association with the health visitors. Your child will receive regular checks during the first 5 years and we will notify you when an examination or immunisation is due.

Healthy Living

Naturally we are always pleased to offer advice regarding diet, exercise, smoking and immunisations. The practice can offer all necessary health screening, for example: blood pressure checks.

Asthma, Diabetes, Chronic Heart Disease Etc.,

The doctor and Practice Nurse provide comprehensive healthcare and clinics for diagnosed patients.

75+ Clinic

Patients are invited to attend annually for a health screening.

Medicals

HGV, Insurance companies and employment medical examinations are made by special appointment. Fees are charged at current rates.

CLINICS & SERVICES

Dentist

Dental facilities at the Health Centre are available. For further information please telephone **893386**.

Health Visitors

Based at the Wilnecote Health Centre, the Health Visitors can offer advice particularly to expectant mothers and parents with young children. Telephone **250757**

District Nurses

The nurses provide a service at home mainly for housebound and chronically sick patients. Please contact reception for further information.

Repeat Prescriptions

Patients who have been given a repeat prescription facility by the doctor can request a repeat prescription either by sending their computer slip in by post (If you require us to post the prescription to you, please enclose stamped addressed envelope) or by handing it in at reception.

We do not accept requests for prescriptions over the telephone.

Please allow 48 hours for your prescription to be processed.

The surgery will notify you when a medication review is due. Please note no medication will be issued until you have booked an appointment to see the doctor for your review.

Blood Test—(appointment with the Phlebotomist)

Wednesday 8:30—10:00 a.m.

Urgent blood test: book appointment with Practice Nurse, telephone the surgery

Travel Clinic

Please speak to the practice nurse about overseas visits you are intending to make. They will help you with queries on any special immunisations, which may be required.