

## HOW TO REGISTER

Please call into the Health Centre and ask the receptionist for a new patient registration pack. Once you have completed the form please return to the centre and make an appointment for a new patient check so that one of our healthcare professionals can take care of your health check and any medication you may need. Alternatively you can now register online at [www.showellparkhealthcentre.co.uk](http://www.showellparkhealthcentre.co.uk)

## Patient Participation Group

We feel our patients are important to us and we value your thoughts, ideas and the opportunity to discuss them so if you would like to participate in the group please contact the Practice Manager.

Visit our website [www.showellpark.co.uk](http://www.showellpark.co.uk)

## Accredited Training Practice

We believe in helping the future of healthcare and for that reason from time to time we have Medical Students at the centre & help them with the development in a variety of skills. You will always be informed and asked for consent for them to be part of a consultation and you do have the right to decline.

## How to make a Complaint

If you have any comments on how we can improve the service we provide or are unhappy with any aspect of our care please ask to speak to the Practice Manager or one of the Doctors. If you wish to make an official complaint please ask for a complaints leaflet.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive they will be warned to stop their behaviour and we may exercise our right to take action to have them removed from the premises and off our list of patients. We are a zero tolerance centre

## Your Personal Information

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment and this information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. You have a right to know what information we hold about you. If you would like to see your records please ask a receptionist and an appointment will be made.

## Out Of Hours Emergencies

If you require a doctor out of our normal hours please ring **111**. Calls to the NHS 111 service are free from both landline and mobiles. If you have a medical emergency please dial **999**. Chest pains and or shortness of breath constitute an emergency.

# SHOWELL PARK HEALTH CENTRE

## GP Practice

## Also a GP Training Practice

## Opening Times

### Registered patients

08:00 - 18:30 Monday to Friday

Late surgery: Tuesday 8:00pm

Fifth Avenue, Wolverhampton

WV10 9ST

Telephone: 01902 446711

Fax: 01902 446710

Email: [WOLCCG.showellparkhc@nhs.net](mailto:WOLCCG.showellparkhc@nhs.net)

[www.showellparkhealthcentre.co.uk](http://www.showellparkhealthcentre.co.uk)

The logo for WDL (Wolverhampton District Local) is displayed in a bold, blue, sans-serif font. It is positioned above a horizontal bar that is yellow on the left and green on the right.

## Welcome to your

### Health Centre

Our team of healthcare professionals includes Doctors, Advanced Nurse Practitioners, Nurse Practitioners, Practice Nurses and Health Care Assistants complimented with an administration team who are all here to provide a first class quality of care to our patients.

### Services Available for Registered Patients

Health Promotion

Maternity Services

Weight Management

Travel Clinic

Childhood Immunisations

Smoking Cessation

Sexual Health

Heart Care/Stroke

Well Woman/Man Checks

Diabetes, Heart disease, COPD and Asthma management

Dressings

Minor Surgery

Please call us to access of these services.

## MEET OUR TEAM

### Male Doctors

Dr Chelliah Mon, Tues, Wed, Thurs & Fri

Dr H Obi Mon, Tues, Wed & Fri

Dr Ravindran Every other Thursday

Dr Mohindroo Tuesday

### Nursing Team

Sandra Christian Practice Nurse

### Health Care Assistants

Yvonne Fellows

### Practice Management

Slinder Dyal Manager

### Administration & Reception Team

Linda Lee

Hayley Cockayne

Lisa Cartwright

Natalie Roche

## Appointments

Appointments can be made for on the day or bookable in advance. A GP appointment is for 10 minutes and a nurse appointment is for 15 minutes (depending on what the appointment is for). If you require an appointment with the GP of your choice you may have to wait a little longer.

If you are late for your appointment then you may be asked to remake your appointment.

If you are unable to attend your appointment please contact us to cancel leaving availability for other patients. Thank you.

### Repeat Prescriptions

**ONLY REGISTERED** patients may order a repeat prescription. This can be done by either bringing your slip into the centre, posting it or you can order online (please ask reception for details).

Your prescription will be ready in 2 working days, not including weekends and bank holidays.

If you are housebound pharmacies operate a repeat prescription delivery service.

### Speaking to a clinician

If you would like to talk to one of our GPs please call 01902 446711 and ask for a telephone consultation.

### Visits

If patient needs a home visit from a GP they should phone the Health Centre before 10.30a.m. (please note that we will only be able to visit our registered