

### **Out of Hours**

If you have tried to contact the surgery when it is closed (between 6.30pm – 8.00am weekdays and weekends) your call will be automatically diverted to NHS 111 service, who then divert you to the Out of Hours services if necessary.

This NHS 111 service is available for information and advice for problems not necessarily needing the help of a doctor. If deemed necessary an appointment may be made at an out of hours centre.

Our local Urgent Care Centre is located and accessible via the Emergency Department at Russells Hall Hospital, Pensnett Road, Dudley, DY1 2HQ.

Black Country ICB has the responsibility for commissioning the Out of Hours Service for our practice.

### **Patient Responsibilities**

Although we always do our best to offer you an appointment with the doctor or nurse of your choice at a time that is suitable, please realise that sometimes our appointments are limited. To help us with availability please remember to cancel your appointment if it is no longer required. This will then give us extra capacity to offer to others.

### **Abusive & Violent Patients**

We run a ZERO tolerance policy in our practice. Violent or abusive behavior towards any member of our staff will not be tolerated. Any violence or abusive action will result in you being removed from the practice list immediately.

Others who become verbally abusive will be sent a written warning about their behavior which will state that should this continue they will be removed from our list.

### **Access to Patient Information**

The treatments of all patient information both manual and electronic will adhere to the Data Protection Act 1998. No information will be passed to a third party without the written consent of patients or their representatives.

**Anchor Medical Practice**  
Halesowen Road  
Netherton  
Dudley  
West Midlands  
DY2 9PU  
Tel: 01384 884030

Website: <https://anchor-medical.co.uk/>



**Reviewed January 2026**

## Introduction

Dr Sandhu and all the staff would like to welcome you to Netherton Health Centre

We are a well-established comprehensively equipped practice, serving the communities around the Netherton area.

We are also an approved training practice for GP Registrars and medical students.

## Practice Policy

The staff members are an enthusiastic team of professionals who aim to provide the best service possible for all our patients. The practice prides itself in encouraging a positive attitude towards good health and will always try to be flexible and accommodating to patient's needs.

## The Clinical Team

### Partner

Dr Ranvir Sandhu (Male) Birmingham 2004  
M.M.B.S., M.R.C.G.P.

### GPs

Dr Jeevan Swamy  
M.M.B.S

Dr Ferin Patel  
M.M.B.S

Dr Rizwan Alidina  
M.B.C.H.B

Dr Bhawna Singh  
M.B.C.H.B

## The Management Team

**Practice Manager** - Jacqui Jones (Cert.Dip.PM)  
**Office Manager** - Jayne Parsons  
**IT Manager** - Jonathan Debney

## Useful Telephone Numbers

Dr Sandhu – Anchor Medical	01384 884030
Russells Hall Hospital (Switchboard)	01384 456111
Blood Test Bookings (for Netherton Health Centre)	01384 244330
District Nurses	01384 366521
Health Visitors	01384 366222
Brierley Hill Health & Social Care Centre	01384 321222
Dudley Social Services	0300 555 0055
NHS 111	111
Black Country ICB	0300 0120 281
Medical Exemption Certificates	0300 3301341
Aquarius Alcohol Advice	01384 261267
Warehouse Drug Project	01384 426151
Whitehouse Cancer Support Group	01384 231232
Relate (Marriage Guidance)	01902 428447
Citizens Advice Bureau	01384 816222
CRUSE (Bereavement)	01902 420055
Milans Chemist (near to surgery)	01384 254171

### Complaints, Suggestions & Comments

If you wish to make a suggestion on ways of improving services or a complaint about some aspect of your care please contact Jayne Parsons (Office Manager) here at the surgery, or equally you can address your complaint to any of the GP partners. Any complaint received will be dealt with according to NHS complaints procedure.

Comments can also be added through NHS Choices, which the surgery receives acknowledgement of. If you feel that you have an unresolved complaint then the practice management team will be happy to advise you with the next steps you will need to take.

After 1st July 2023 if you want to make a complaint about primary care services to the commissioner you will now contact the Black Country Integrated Care Board.

You can do this by:

- [Telephone: 0300 0120 281](tel:03000120281)
- [Email: bcicb.time2talk@nhs.net](mailto:bcicb.time2talk@nhs.net)
- Writing to: Time2Talk, NHS Black Country Integrated Care Board (ICB) Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH

### Data Protection & Access to Patient Information

Dr. Sandhu takes the security and safety of our patient information very seriously. No patient information is shared with or passed on to any third party without written permission from the patient concerned.

Patient information is accessed by all members of the practice staff after suitable training and by members of the BCICB team involved in the care of the patient. Dr R. Sandhu is the practices' Clinical Lead for Information Governance and this is updated on an annual basis and all practice staff also has annual training.

Disclosure of information could be restricted if requested by the patient.

### Practice Nurses

Alison Powell – Rn.RM

Asthma/Diabetes  
Family Planning  
Diplomas

Mandy Gillam – BSc.(hons)

Adult Nurse  
Asthma Diploma  
Student Nurse Mentor

Our Practice Nurses hold Surgeries by appointment each day between the hours of 08.30am-18.00pm. They can help with reviews of long term conditions, cervical smears, childhood, immunisations, travel advice and vaccinations, dressings, removal of stitches, health checks, ear syringing, smoking cessation and family planning.

### Healthcare Assistant

Marie Shaw

### Nurse Associate

Ellie-Mae Upton

### Receptionists

Our receptionists are your first point of contact with our Practice. They will try and meet all your requirements and are available to make appointments to see the doctors and nurses. Please remember that if you are kept waiting or are asked some seemingly awkward questions, it is because of our policy aimed at navigating you to the correct clinician for the most appropriate care.

### Administration Staff

Our Administration staff consists of a Practice Administrator and Administration. Their role is to ensure referrals and recalls.

## **Our Wider Team**

### **Community Pharmacists**

Our pharmacy team work alongside the GP's in reviewing and advising on appropriate medication.

### **Community Midwives**

This service is provided by the local hospital provider: The Dudley Group NHS Foundation Trust. They can be contacted on 01384 456111

The Midwife provides care for mothers before and after delivery and care for the baby for their first 10 days of their life. The midwife team operates an antenatal clinic at the surgery on Wednesdays between 9.00am – 4.00pm

### **District Nurses**

Our District Nurses team are based at Brierley Hill Health and Social Care Centre and can be contacted by telephoning 01384 366521.

Patients who require home nursing are referred to this team by their GP or the hospital.

### **Community Healthcare Team**

Health Visitors provide support to expectant mothers and babies. A clinic is provided outside of the practice. They can be contacted on 01384 322666.

The surgery is set up for Electronic Prescription Service (EPS) – This is where you nominate a particular chemist that you use all the time, then rather than coming to the surgery after the 48 hours to collect the prescription it will get sent straight to nominated chemist, ready for your collection.

### **Test Results**

If you require any test results i.e. bloods / urine / etc. – We politely ask patients to phone the surgery after 11.00am, this is due to the volume of calls received between 8-11am. As a rule we tend to say results can take up to 3-5 days to return to surgery, where they will be actioned & commented on by the requesting GP.

### **Referrals**

To help us provide the most efficient service, it is the intention of the practice to ensure that all hospital referrals (where possible) will be put through via the e-bookings system. For more information on the e-bookings system, please contact us and we will answer your questions.

### **Chaperones**

If you wish for a chaperone to be present during your consultation, please either advise reception of this prior to your appointment, or to the clinician whilst in the consultation. All clinicians at the practice are chaperone trained along with reception staff.

### **Health Checks**

Patients between the ages of 16 and 75 who have not been seen by a doctor or nurse during the last three years will be offered a consultation if requested by the patient.

Patients who are 75 years and over and who have not been seen in the last 12 months by a doctor or nurse are eligible for an annual health check.

This is to assess your physical and mental health, mobility, medication use, and social environment to identify potential risks and needs.

## Patient Participation Group

The practice runs a patient participation group (PPG). These meetings give patients the opportunity to air their views and to suggest ideas to the practice on how to help us improve the ways the practice runs. Present at these meetings is our Practice Manager alongside normally one of our GP's. If you are interested in joining our PPG panel or would like to find out more information regarding PPG's and how they run then please contact the surgery.

## Keeping Healthy

You can have a free health check by making an appointment with our Health Care assistant. This will include; Blood pressure check, advice on diet / smoking / alcohol and your lifestyle.

We also offer regular Asthma / COPD / Diabetic clinics – these are booked with our Practice Nurses.

## Minor Surgery

As a practice we offer certain minor surgery procedures. These include;

- Elbow/Knee Injections
- Cryotherapy (e.g. wart removals)
- Skin Tag removals (not for cosmetic reasons)
- Cysts

If we can help, please book an appointment with a GP who will be able to provide you with the relevant information.

## Sexual Health Clinic

We provide clinics for patients to be able to have coil/implant insertion and removals. Please let us know if you would like to book in for this as there is usually a waiting list.

## Pregnancy

We provide complete antenatal care to keep you well during your pregnancy and as your pregnancy progresses we will share your care with the community midwife. Our clinics are run on a Wednesday here at the surgery.

## Opening and Surgery Times:-

GP appointments are normally 10 minutes. However, if you feel that you may require a longer appointment please inform our reception staff when booking.

	<b>Building Open</b>	<b>Surgery am</b>	<b>Surgery PM</b>
<b>Monday-</b>	08:00am – 18:30pm	9:00am – 12:00am	15:00pm – 18:00pm
<b>Tuesday</b>	08:00am – 20:00pm	9:00am – 12:00am	15:00pm – 20:00pm
<b>Wednesday</b>	08:00am – 18:30pm	9:00am – 12:00am	15:00pm – 18:00pm
<b>Thursday</b>	08:00am – 18:30pm	9:00am – 12:00am	15:00pm – 18:00pm
<b>Friday</b>	08:00am – 18:30pm	9:00am – 12:00am	15:00pm – 18:00pm
<b>Saturday</b>	CLOSED	CLOSED	CLOSED
<b>Sunday</b>	CLOSED	CLOSED	CLOSED

## Patient's Rights and Responsibilities

Your registration is with the Practice and you may see any doctor or nurse of your choice. Although we always do our best to offer you an appointment with your chosen doctor or nurse, at a time that is suitable, please realise that sometimes our appointments are limited. To help us with availability, please remember to cancel your appointment if it is no longer required. This will then give us extra capacity to offer to others. Please help us by keeping us informed of any changes to your personal details e.g. a new address or more importantly a new telephone number.

## Named Accountable GP

Every patient registered at the Practice will be allocated a named GP. The Purpose of this is that the GP will be responsible for your 'overall care at the practice'. If you wish to know who this is, and if you have a preference as to which GP that is, then the practice will make reasonable efforts to accommodate this request.

## Appointments

The surgery offers 'same day' appointments and advanced bookings for non-urgent appointments or follow-ups. If you require a 'same day' booking we encourage our patients to contact the practice at 8.00am daily, where you will be offered an appointment for a time during that day. There are always appointments available on the 'same day' but they are booked on a 'first come, first served' basis.

In addition to telephone bookings, the practice also offers an Online Booking System which can be accessed via 'Patient Access'. Please ask at reception for details for signing up online, to enable you to register for the Patient Access facility. When booking an appointment the reception staff will ask what the appointment is for.

For GP appointments this means the GP will have an idea of what you're attending with, so can prepare prior to the appointment – Or sometimes things can be sorted without the need to see the GP.

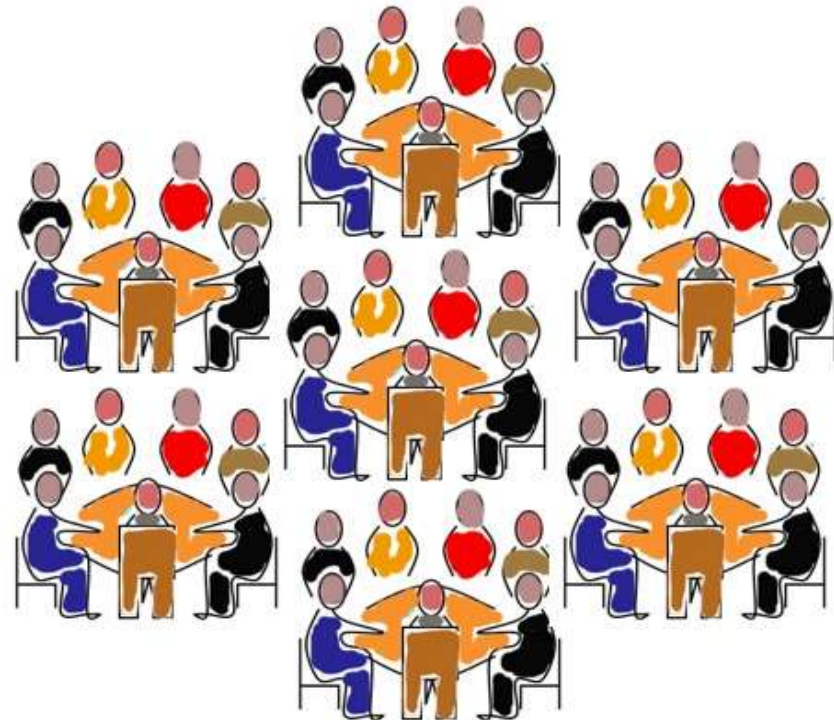
For Nurse/HCA appointments the reason we ask is because certain appointments are allocated longer times. (Some are 10/20/30 minutes) – Some of the things our nurses/HCA see are: Long term conditions patients (asthma/COPD/Diabetes etc.) along with vaccinations / travel advice / ear syringing / NHS Health checks / contraception / dressing / wound care / weight management / smoking cessation etc. If you do not wish to disclose what the issue is, then state that the reason is personal.

Appointments/consultations are by appointment only. If you feel you require an urgent appointment please inform the receptionist who will then speak with the GP on-call and arrange an appointment or treatment if required.

## PPG (PATIENT Participation Group)

**We need your Help.....**

**In order for us to provide you with the best possible NHS service the practice work alongside a patients participation group (PPG). If you wish to join this group please contact the Practice Manager (Jacqui Jones) for further details- 01384 884030.**



## Home Visits / Telephone Advice

Any patient that requires a home visit they are asked to call the surgery before 10.00am, or as soon as possible after this time. All visit requests are passed through to the doctors to be dealt with, please note that if a patient can attend the surgery they will be asked to do so.

The doctors will determine the urgency or necessity of a home visit. Please realise that if a patient can attend surgery there is specialised equipment plus a full support service. This would obviously not be available in the home environment. Home visits are reserved for terminally ill and housebound patients. We expect parents to bring their children to the surgery for appointments, home visits will not be offered unless the child is seriously ill.

The surgery also offers a telephone advice service for patients who can't get to the surgery for any reason. Your details will be taken along with contact number and brief message and passed through to the on-call doctor. Who will then reply with advice or call and speak directly with the patient.

## Repeat Prescriptions

If you are taking regular medication on a long term basis, with each prescription you receive you will also get a re-order form.

Repeat prescriptions can be ordered a number of ways:

- Ticking off the items required on the re-order form – bring into surgery
- Handwriting a request (Name / DOB / Items Required) – bring into surgery
- Via Patient Access - (Ask reception for details)
- Via a Chemist – (If you use a regular chemist, they will take orders for your prescription requests – Delivery of prescriptions are available from certain chemists)

There is a collection/post box in reception for you to place your repeat requests, this will save time queuing at the reception – unless you have a query with your medication.

Please allow 48 hours for the preparation of a repeat prescription, however the prescription is ordered.

If you make an appointment and are unable to keep it, please let the reception staff know at the earliest opportunity. Patients using 'Patient Access' can also cancel electronically.

For pre-booked appointments, if the surgery has a correct mobile telephone number for you will, we will automatically send a confirmation text 7 days prior to the appointment, and a reminder text 1 day prior to the appt. The aim of these is to cut down on missed appointments, the texts give an option to reply to them if the appointment needs to be cancelled.

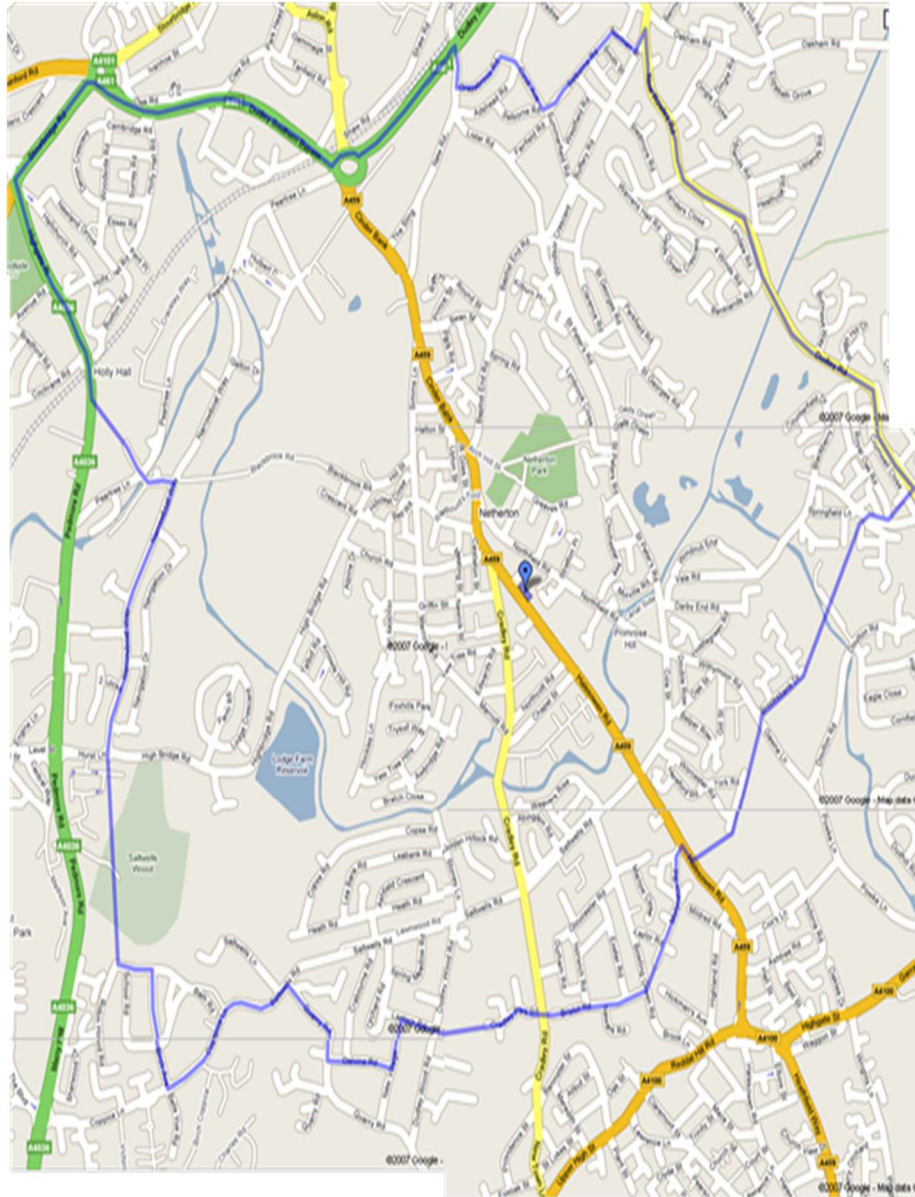
If you fail to attend two appointments you will be sent a letter informing you that you have missed two appointment. If you do not attend on a third separate occasion you may be asked to leave the practice.

This is a group practice. Being a group practice our receptionists will offer the first available appointment regardless of which doctor it is with. If you wish to see a specific doctor you may be required to wait for that doctor's first available appt. Patients between the ages of 16 and 75 who have not been seen by a doctor or nurse during the last three years will be offered a consultation if requested by the patient. Patients who are 75 years and over and who have not been seen in the last 12 months by a Doctor or Nurse will be offered a health check, this may take place at patients home address, if unable to get to surgery.

## Waiting Times:

Unfortunately, if patients are more than 15 minutes late for an appointment the healthcare professional may not be able to see you and you may be asked to re-book your appt.

## PRACTICE BOUNDARY



## New Patient Registration

We are happy to take on new patients that are living within our practice catchment area. (See map). If you would like to register here with us, please visit/contact the surgery within opening hours and ask a member of the reception team for more details.

We will require your NHS number to register you, (NHS card / Hospital letters / Repeat Prescriptions) with proof of address (bank statement / utility bill / tenants agreement) – Something that contains your name and the current address. We will ask to see this for everyone over the age of 16. Patients under the age of 16 that are being registered will need an adult/guardian to be registering at the same time.

When we've seen NHS number, preferably alongside proof of address we will provide relevant registration forms that will need to be filled in and signed. We will then proceed to book you a 'New Patient Check' with our Health Care Assistant - which will include a few questions on current and past medical history. Upon registration all patients regardless of age are allocated an accountable GP but patients still have the option to see any available GP of their choice when possible.

Note - To ensure that our practice provides you with the best and most convenient service, the surgery has a designated practice area. If you do not live in the practice area we will not be able to accept you onto our practice list. The practice area has been provided for us by Black Country ICB and said practice area is stated in the BCICB contract.

### Contact details for BCICB are:-

**NHS Black Country ICB,  
Civic Centre,  
St Peter's Square,  
Wolverhampton,  
WV1 1SH**

## Disabled Access

Our premises are single-story and have suitable access to all areas for disabled patients including toilets and disabled parking bays at the front of the building. We kindly ask that patients respect that these parking bays are for the use of Blue Badge holders only.