

# COMPLAINTS

Every patient has the right to make a complaint about the treatment or care they have received at Clement Road Medical Practice.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

## Who to talk to ?

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a concern and they will assist you where possible.

Alternatively, ask to speak to the Complaints Manager, **(Practice Manager- Kal Dhaliwal)** but note this may need to be a booked appointment.

If for any reason you do not want to speak to a member of our staff, then you can request that the Integrated Care Board (ICB) investigate your complaint. They will contact us on your behalf:

Time2Talk, NHS Black Country ICB  
Civic Centre  
St Peters Square  
Wolverhampton, WV1 1SH  
0300 0120 281-Select Option 4  
E: bcicb.time2talk@nhs.net

·POhWER support centre can be contacted via  
0300 456 2370

·Advocacy People gives advocacy support on 0330  
440 9000

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email too

**We are a zero-tolerance practice.**

The Practice takes it very seriously if a member of staff or one of the doctors or nursing team is treated in an abusive or violent way



## Surgery Opening Hours

Monday	8.00am—8.30pm
Tuesday	8.00am—6.30pm
Wednesday	8.00am—8.30pm
Thursday	8.00am—6.30pm
Friday	8.00am—6.30pm
Saturday & Sunday closed	
Closed on all Public bank holidays	

## Contact Us

4A Clement Road  
Halesowen  
B62 9LR

Telephone No: 0121 559 2044

Fax No. 0121 602 0555

Bcicb.admin.clementroad@nhs.net

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

## “Out of hour” emergencies

NHS England is responsible for providing care outside normal surgery hours. During surgery hours Doctors may be unavailable doing home visits.

If you urgently need medical help or advice and it is life-threatening, dial 999.  
If not threatening, dial 111.

## Patient clinical triage:

**For medical requests & Admin requests:**

<https://accurx.nhs.uk/patient-initiated/m87034>

Note: the medical requests link will close once capacity is reached per daily request. If it is closed, try again the next morning.

Please cancel an appointment you no longer can attend through the NHS app or by filling in an admin query.

# INFORMATION LEAFLET FOR PATIENTS



*Welcome to*



CLEMENT ROAD MEDICAL CENTRE  
YOUR HEALTH, OUR PASSION

*Est. Since 2002*

## Our policy

We provide family-friendly primary medical care with compassionate doctors who work as a team. Patients can see either of the doctors in the partnership or an associate GP promptly, and you can request a specific doctor if you prefer. Our dedicated team offers health promotion, disease prevention, treatment for illnesses, and management of long-term conditions. We involve you in decisions about your care with honesty and integrity in a supportive environment for all. All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP. The surgery has policies in place to ensure no discrimination against any of the protected characteristics occurs.

We strive to deliver high quality holistic care, supporting the best interest of your health and keeping you informed about your health options so that you can make informed decisions.



## Disabled patients

We have excellent access for all disabled patients. Approved under the Disability Discrimination Act. Access can be gained to the surgery via a ramp located at the front of the building. There is also a ramp at the rear should it be required. As well as, disabled toilets in the waiting area.

## Home visits

Home visits are available for patients who are housebound or too ill to visit the surgery. Please submit an online query before 10 a.m.

## How to register?

The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website. If you're unable to use the website, please visit the practice fill out a registration form.

## Our services

- Dermatology specialised clinics and minor surgery.
- Annual long-term reviews; Cardiac conditions; Diabetes; Asthma; CKD.. etc.
- New patient/ NHS Health Checks
- Joints injections.
- Smear tests.
- Seasonal vaccinations clinics
- Child health and immunisation.
- Blood tests (Phlebotomy at surgery)
- Antenatal and maternity checkups.
- Musculoskeletal (Physiotherapy)
- NOTE: \*\*We do not offer contraception removal or insertions. Visit [www.nhs.uk](http://www.nhs.uk) to find the nearest clinic.

## Access the services

At Clement Road GP Surgery, we offer appointments through a simple process called clinical triage. All you have to do is fill out a form online about your medical issue and it will be sent directly to our doctors. No login is required.

If you are a patient with visual impairment or an elderly patient and don't have internet access or a mobile device, don't worry. You can simply call us during our morning opening hours and our call centre will help you fill out the form over the phone.

After the doctor evaluates your form, they will respond to you via text message if you have internet access. They will then offer you advice, ask you to complete tests, suggest an appointment for an examination, or schedule a telephone call appointment. Rest assured that our doctors will provide the necessary care and support for your medical needs.

## Medical records access

The Freedom of Information Act gives you the right to request information held by a public sector organisation. If you require access to your medical information. Please visit the surgery to fill in a form, it can take up to 30 days. Your online medical records will then be enabled and you can access it by the "NHS app" or "Patient Access".

## Non-NHS medical services

A list of non-NHS medical services and the applicable fees is available at Reception. Should you require a special examination or report for insurance/driving/employment purposes/some foreign travel services or for any other reason, this can be arranged through the Reception Team.

## Our team

### Partners

**Dr.Keith Chan (male)**

MBCHB, LLMRCS, BA, Dip, Practical Dermatology.

**Dr Royce Chan (male):**

MRCGP MBBS BScSEM PG DipClinderm

Dr Matthew Chan (male)

MRCGP MBChB BSc Pharm

### Associate GPs

**Dr Claire Andres (Female)**

MRCGP MBBS BSc

**Dr Ruheela Ashraf (Female)**

MRCGP

### Practice Nurse

Miss Shannon Biundo

### GP Pharmacist

Mahroof Muammed

## Allied health care professionals

Mental Health Nurse Jonathan Clarke

Healthcare Assistant Steven

Midwife Alice

Phlebotomist Lisa

Social Care Prescriber Poppy

GP Assistant Razan

Physiotherapy Specialist Tom

Paramedic Kellie

Paramedic Gerorgia

### Practice manager

Kal Dhaliwal

### Administration team

Charmaine Dermatology secretary/ Admin

Cheryl Receptionist/ Admin

Tam Receptionist/ Admin

Simone Receptionist/ Admin

Karen Receptionist

Victoria receptionist

Lisa Receptionist

Stewart Clinical coder