

# High Oak Surgery

Dr A B Skilbeck and Dr N A Kiteley

Registered Office:

QOF Doc Limited  
120 High Street | Pensnett  
Brierley Hill | West Midlands | DY5 4DS



## CONTACT NO's

Switchboard: 01384 366155  
Fax: 01384 366150

## WEBSITE

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

We are also on Facebook



Providing NHS Services

**NHS**

## **INTRODUCTION**

High Oak Surgery is a comprehensively equipped practice, established to serve the population of Pensnett, Brierley Hill, Holly Hall, Russells Hall and the surrounding Dudley areas.

Dr Anthony Skilbeck and Dr Neil Kiteley are available to provide excellent service based on the health needs of the local community.

High Oak surgery is run by QOF Doc Limited a limited partnership. The Directors are: Dr A B Skilbeck and Dr N A Kiteley and Sandra Jones MA is the company secretary. They are also equal shareholders in the organisation.

## **PRACTICE POLICY**

Our staff is 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 patients needs.

## **PATIENT INFORMATION AND CONFIDENTIALITY (YOUR PRIVACY)**

We recognise that there may be times you wish to discuss sensitive matters. If you are not comfortable at the front desk we will find a private area for this discussion.

The practice uses computers in almost all aspects of its day to day activities. The computer is also used during consultations as it enables us to keep your records up to date and helps to maintain an efficient register of all our patients. It is an invaluable tool in preventative medicine, screening and education. Patients' records are held on the computer in accordance with the guidelines of the *Data Protection Act 1998*.

It is important that we keep information about you and your health to ensure that you receive the best possible care and treatment. We keep this information securely and only share details when there is a genuine need.

Sometimes the law requires us to pass on information: for example, to notify a birth. The *NHS Central Register for England and Wales* contains basic personal details of all patients registered with a GP. The Register does not contain information about your health.

The sharing of some types of very sensitive personal information is strictly controlled by law. Anyone who receives information from us is also under a legal duty to keep it confidential.

If you agree, your relatives, friends or carers may be kept up to date with progress of your treatment. Please complete a 'Consent for Release of Medical Information' form. Once this is returned we will add a message to your records.

## **TEACHING AND TRAINING**

We are involved in the training of GP Registrars as part of their ongoing training and education. You may be offered an appointment from time to time with one of these fully qualified doctors who are training to become GPs. They are fully supported by the practice GP partners. We also teach second year student nurses from the University of Wolverhampton.

Any fellow health care professional may also be invited to sit in with one of the practice doctors or nurses. If either applies to your consultation you will be informed beforehand. Please exercise your right to ask them to withdraw if you would prefer.

We occasionally video consultations but only with patient's consent. Patients will be informed of this possibility when making an appointment. Again if you wish not to be videoed please inform a member of the reception team.

## **NEW PATIENT REGISTRATION**

We are happy to take on new patients residing within our practice area.

If you would like to register at the surgery, please speak to one of our reception staff who will be happy to help and provide you with the necessary forms for completion and guidance on the registration process. You will also be offered the Patient Access service which gives patients the opportunity to book and cancel appointments on line as well as ordering repeat prescriptions. Full details will be given by the Reception staff.

Once you have registered you will be invited to attend a 'New Patient Health Check' whereby our Health Care Assistant or Practice Nurse will ask a few questions regarding your 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.

## **TEMPORARY RESIDENTS**

At times you may need to be seen by a doctor if you are away from your home such as visiting friends, family or if you are on holiday. The practice offers this service should a person require medical treatment or advice. If the level of treatment required is outside the scope of the health professional at the surgery the patient will be sent to hospital.

## **PRACTICE TEAM**

### **DOCTORS**

- Dr Anthony Skilbeck - MBChB (Birmingham 1974) D.Occ.Med
- Dr Neil Kiteley - BMBS (Nottingham 1985) BmedSci, DRCOG, MRCP

### **PRACTICE NURSING STAFF**

Our Practice Nurses are available Monday and Wednesday between the hours of 08:30am – 16:30pm, Tuesday 09:30am – 18:30pm and Friday 08:00am – 18:00pm by appointment. They will help with: long term conditions, cervical smears, childhood immunisations, travel vaccinations, dressings, removal of stitches, health checks, ear syringing, smoking cessation and contraception.

Practice Nurse: Rachel Fung (RGN)  
Claire Bayliss (RGN)

## **ADMINISTRATION**

Managing Partner: Sandra Jones MA  
Deputy Practice Manager: Katie Brown  
Senior Administrator: Samantha Hughes  
Medical Secretary: Gemma Marsh

Administration/Reception Team: Jayne Weston  
Aimee Seddon  
Paige Fincher

### **COMMUNITY HEALTH CARE TEAM**

Health Visitors: Emma Breslin (RGN, RHV)

Nursery Nurse: Jennie Cox

This team also provides support for expectant mothers and babies

### **DISTRICT NURSING TEAM**

District Nurses: Amanda Tipper (RGN)  
Michelle Webb (RGN)  
Debbie Brannon (RGN)  
Sally Grimmett-Bate (RGN)  
Christine Cumberbatch (RGN)

Health Care Assistants: Karen Lismore

Patients who require home nursing are referred to the District Nursing Team by their GP or by the hospital.

### **COMMUNITY MIDWIFES**

This service is provided by the local hospital provider: The Dudley Group NHS Foundation Trust and 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 Community Midwife (Raynor Smith) operates an antenatal clinic at the surgery on a Wednesday between 09:15 – 16:30.

### **ENHANCED PRIMARY CARE MENTAL HEALTH SERVICE TEAM**

Primary Care Mental Health Nurse: Angela Francis

Angie provides a range of therapy and deals with adults suffering from one of the more common mental health conditions such as stress, anxiety, depression, panic or phobias.

## OPENING AND SURGERY TIMES

The surgery offers a range of early morning or late evening appointments for patients who are unable to attend during the normal clinic session. Appointments are normally 15 minutes. However if you feel that you may require a longer appointment please inform our reception staff when booking.

	Building Open	Surgery Times	
		AM	PM
Monday - Friday	07:30am – 18:30pm	08:00am – 12:00pm	15:30pm – 18:30pm
Saturday	Appointments are available with the GP between 08:00am – 10:00am		

The following table gives a guide to each doctor's availability (please note that this is subject to change)

Doctor	Mon		Tues		Wed		Thurs		Fri	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Dr A B Skilbeck	✓	✓			✓	✓	✓	✓		
Dr N A Kiteley	✓		✓	✓					✓	✓

## APPOINTMENTS

The surgery offers 'same day' appointments and advanced bookings for non-urgent appointments or follow ups. If you do require a 'same day' booking we encourage our patients to contact the practice at 7:30am daily where you will be offered an appointment for a time during that day.

**Please note that in a medical emergency you will be dealt with on the 'same day'**

In addition to telephone bookings, the practice also offers an Online Booking System which can be accessed via the Internet (Patient Access). Please ask at reception for details and registration.



### Canceling Appointments

If for any reason you are unable to attend your appointment please contact the surgery on 01384 366155 at your earliest convenience. Patients using Access can also cancel electronically.

## WAITING TIMES

All effort will be made to see patients on time in surgery. However, surgeries can run late for a number of reasons. If clinics start to run 20 minutes or more late we will aim to let you know on attendance. Please bear with us.

Unfortunately, if patients are more than 10 minutes late for an appointment the healthcare professional may not be able to see you and may be asked to re-book your appointment.

## HOME VISITS / TELEPHONE ADVICE

We appreciate that sometimes it is not possible to get to the doctors and as part of the service provided at the surgery we often have to carry out Home Visits or provide information by the telephone.

Should you require advice from a Doctor, please call the surgery preferably before 11:00am or as soon as possible. All visit requests are dealt with by the duty doctor for that day who 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.

Please note that home visits are usually reserved for terminally ill and housebound patients. However any patient in genuine need of a home visit will not be refused.

The surgery also provides a telephone triage service for patients who require advice. Your message will be recorded by a member of the reception team who will then pass on to the Duty Doctor or Practice Nurse.

## REPEAT PRESCRIPTIONS

If you are taking regular medication on a long term basis you may not need to see a doctor for your repeat prescriptions. If this is the case the surgery offers a repeat prescription service.

You can make your order requests by:

- In person by bringing in the written request or right hand side of the previous prescription.
- By fax to 01384 366150
- Internet access – ask receptionist for details
- Through your nominated Pharmacist of choice who can arrange for medication to be ordered for you

Please allow 48 hours for your request to be processed. For example if you place your order on a Monday before 13:00pm your prescription will be ready for collection after 15:00pm on Wednesday.

If you have your prescriptions collected by a local Pharmacy please inform the staff when ordering your requests so that they can place your prescription in the relevant chemist box.

## RESULTS

Patients can contact the surgery on our dedicated results line 01384 366685 between the hours of 09:00 – 12:00 (Mon – Fri) for all test results.

## CHAPERONES (Your Dignity)

If you wish for a chaperone to be present during your consultation, please advise our reception team, clinician or manager who will arrange this for you.

## OUT OF HOURS

If you have tried to contact the surgery when it is closed 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. This service is available on line:



<http://www.nhs.uk/NHSDirect/pages/symptoms.aspx?sat=InitialAssessment>



A trained operator will take details from you and action will be taken accordingly. You may receive advice over the telephone via a trained paramedic or, if where necessary by a doctor.

If deemed necessary an appointment may be made at an out of hours centre or a home visit be offered for seriously ill and bed-bound patients.

### *Urgent Care Centre*

The Urgent Care Centre is located and accessible via the Emergency Department at Russells Hall Hospital, Pensnett Road, Dudley, DY1 2HQ. The service is provided by GP led, Malling Health who will continue to offer 'walk-in' appointments for patients in need of **urgent** advice or treatment.

## **PATIENTS RIGHTS AND 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.

## **DISABILITY ACCESS**

Disability access and facilities are available at the surgery. The practice has designated parking spaces for cars displaying blue badges. There is easy access to the building and wheelchair access to most rooms. Designated toilet facilities are available.

## **ABUSIVE AND VIOLENT PATIENTS**

This Practice operates a Zero Tolerance policy towards violence. Any patient who demonstrates violent behaviour towards doctors, nurses, other staff members or any other person within the Practice premises will be immediately removed from our patient list. Others who become verbally abusive will be sent a written warning about their behaviour 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 as well as to strict practice guidelines under Caldicott2 protocols. No information will be passed to a third party without the written consent of patients or their representatives.

## **FREEDOM OF INFORMATION ACT 2000**

The practice holds a publication list which is a complete guide to the information routinely made available to the public. This will be reviewed at regular intervals and its effectiveness monitored. The publications are all free unless otherwise indicated. In these instances an administration fee will be charged.

No information covered by the Data Protection Act 1998 will be divulged under the Freedom of Information Act.

## **PATIENT PARTICIPATION GROUP**

We currently have an active Patient Participation Group working with the doctors and the management on behalf of all patients. If there are any issues you wish included in our meetings or if you wish to join the panel yourself then please ask one of the reception staff for details.

## SERVICES AVAILABLE TO PATIENTS

We offer the whole range of medical and health promotion services to our registered patients. Patients will be offered examination, treatment and medication as well as advice on the further management of their condition. If patients require further investigations outside the scope of the Practice, then they are referred on to specialists within secondary care.

## KEEPING HEALTHY

You can have a free health check by making an appointment with our nurse. Have your blood pressure checked regularly. Advice given on diet, smoking, alcohol and lifestyle. We also offer regular Diabetic, Asthma and COPD clinics to help educate and improve the health of our patients.

## MINOR SURGERY

Our GP's provide a minor surgery service to patients such as joint injections and skin tag removal. If we can help, please book an appointment with a GP who will be able to provide you with the relevant information.

## SMOKING CESSATION

Our Practice Nurses and Health Care Assistant are available to provide you with the necessary help and guidance for those patients wishing to stop smoking. Please speak to our Reception Staff who will be able to book an appointment.



## FAMILY PLANNING

We provide a full range of services including the fitting of caps and coils. You can discuss these with a male or female doctor.

## 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 Tuesday morning and Thursday afternoon.

## CHILD HEALTH

Our doctors and our health visitors run clinics on Wednesday morning, where your children may have their routine assessments and immunisations.

Your baby or child will be offered these immunisations at the relevant ages. An appointment will be sent through the post from the Child Health team, but if not please telephone the surgery.

## OTHER SERVICES

Blood tests taken by the Phlebotomist are held on Tuesday morning between 09:00am and 12:50pm.

Medical Examinations: For insurance or employment purposes etc.

Travel immunisations: Contact the surgery at least six weeks in advance of date of travel.

## COUNSELLING

We currently have counsellors based at the practice who volunteer their services **'free of charge'**. The services they provide help patients with general problems and worries such as bereavement counselling. All referrals to this service are made by the doctor following an initial consultation with the patient.



## **OCCUPATIONAL THERAPY**

Assessments for disabled/impaired patients can be arranged after consultation with your doctor.

## **NON-NHS EXAMINATIONS**

The surgery is able to provide medical examinations, such as insurance purposes, HGV medicals and adoption medicals.

However, these examinations cannot be carried out during a regular clinic. Please inform our reception staff what kind of examination you require and the appropriate appointment will be booked for you.

A fee will be payable at the time of examination, the surgery accepts cash or cheque. All cheques should be accompanied by a cheque guarantee card.

## **OVERSEAS VISITORS**

From time to time we may deal with patients who are visiting from overseas and are therefore dealt with on a temporary basis if the visit is less than 3 months.

If there are no appointments on the day of request then patients may use the Urgent Care Centre if appropriate.

## **COMMENTS, COMPLAINTS AND SUGGESTIONS**

We are keen to provide a high standard service and welcome all comments, complaints and suggestions on any aspect of the practice. These can be sent directly to the practice for the attention of Sandra Jones or Katie Brown.

[sandra.jones@dudleyccg.nhs.uk](mailto:sandra.jones@dudleyccg.nhs.uk)

[katie.brown@dudleyccg.nhs.uk](mailto:katie.brown@dudleyccg.nhs.uk)

Comments can also be added to our site through NHS Choices

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.

## **DATA PROTECTION AND ACCESS TO PATIENT INFORMATION**

High Oak Surgery takes the security and safety of our patient information very seriously. The surgery is covered under the Information Commissioners Office for Data Protection purposes. No patient information is shared with or passed on to any third party without written permission from the patient concerned. Occasionally we may have to share your information with other health professionals but this will only happen when deemed by one of the practice clinicians to be necessary for the health and well-being of the patient.

Dr Neil Kiteley is the practice clinical lead for Information Governance and this is updated on an annual basis and all practice staff also have annual training.

## NON NHS CHARGEABLE SERVICES – FEES

Description	Charge
Certificates <ul style="list-style-type: none"> <li>• Fitness to fly/join gym</li> <li>• Accident</li> <li>• Claims on mortgages, loans &amp; credit cards</li> </ul>	£15.00 £20.00 £10.00 per page
College/work entrance medical forms	£70.00
Extract from notes	£15.00 - £30.00
Gun Licence	£20.00
Holiday cancellation	£20.00
Injections <ul style="list-style-type: none"> <li>• Rabies</li> <li>• Japanese encephalitis</li> </ul>	Individual cost of injection +15% +£15.00 administration fee
Letters to the council/housing offices	£20.00
Medicals for HGV/PSV/Life Insurance (requiring a full medical)	£85.00
Note to be excluded from exams/jury service	£20.00
Overseas patients	£15.00 consultation + <i>charge for private prescription</i>
Photocopied records	£25.00-£50.00
Pregnancy tests (same day)	£5.00
Private consultation (non-registered patient)	£30.00
Private Sick Note (first 7 days absence from work)	£10.00
Short medicals, for example: <ul style="list-style-type: none"> <li>• Fitness to Work</li> <li>• Job applications</li> </ul>	£40.00
To Whom It May Concern	£10.00

## USEFUL TELEPHONE NUMBERS

---

Dudley Group NHS Foundation Trust	01384 456111
Royal Wolverhampton NHS Trust	01902 307999
NHS 111	111
Dudley Social Services Department	0300 555 0055

## ATTACHED SERVICES



District Nurse Team	01384 271241, Option 5
Community Midwife	01384 459500
Dudley & Walsall Mental Health	
Service Experience Desk	0330 555 0535
Family Nurse Partnership	01384 366158
Health Visitor Team	01384 321222

## SELF HELP GROUPS

Age Concern	01384 354508
Aquarius Alcohol Advice	01384 261267
Warehouse Drug Project	01384 426151
White House Dudley Cancer Support Group	01384 231232
Rape Counselling Service	01384 366273
Relate (Marriage Guidance)	01902 428447
Citizens Advice Bureau	01384 816222
Samaritans	01384 78111



Brierley Hill Health & Social Care Centre  
Venture Way  
Brierley Hill  
West Midlands  
DY5 1RU

 01384 322777  
Minicom: 01384 243187  
 01384 366110

 [contact@dudleyccg.nhs.uk](mailto:contact@dudleyccg.nhs.uk)