

CAUSEWAY GREEN SURGERY
158 CAUSEWAY GREEN ROAD
OLDBURY B68 8LJ
TEL: 0121 552 1968

Email Address:
causewaygreenroad.surgery@nhs.net

OPENING TIMES

Mon: 8.00 – 6.30
Tue: 8.00 – 6.30
Wed: 8.00 – 6.30
Thurs: 8.00 – 6.30
Fri: 8.00 – 6.30
Sat: Closed
Sun: Closed

SURGERY TELEPHONE NUMBER

APPOINTMENTS 0121 552 1968

OUT OF HOURS TELEPHONE NUMBER

111 This Number is FREE from all Landline and Mobile Telephones

Safeguarding Children/Adults Lead for the Practice:

Dr Bodapati – Principal GP

Enquiries and Results
0121 552 1968

PRACTICE STAFF

Dr R Bodapati (M) – Principal GP - MRCGP	
Dr S Shan (M)	MRCGP
Dr S Hussain (M)	MRCGP
Dr T Grewal (F)	MRCGP
Julie Braham	Practice Nurse
Manisha Jain	Healthcare Assistant
Suresh Atluri	Business Manager
Christine Gillen	Practice Manager
Pamela Smith	Secretary/Admin
Gopi Potluri	Secretary/Admin
Sakthy Thayanandhasivam	Receptionist/Admin
Kosy Gini	Receptionist/Admin
Hadeeqa Resalat	Receptionist/Admin

Prescriptions Requests:

The surgery requires 48 hours notice for all prescriptions.

NO PRESCRIPTION REQUESTS WILL BE TAKEN VIA THE TELEPHONE UNLESS YOU ARE A HOUSEBOUND PATIENT.
PLEASE INFORM RECEPTION STAFF IF YOU ARE HOUSEBOUND.

Please remember to inform us if any of your contact details change.

CAUSEWAY GREEN SURGERY

PRACTICE Leaflet

Information for Patients

Reviewed: 04/2023
Review Due: 04/2024

APPOINTMENTS

All appointments can be made in person or by telephone. We use a scheme called Advanced Access where we can offer same day Dr's appointments-therefore there is no need to book your appointments in advance. We do still offer pre-booked appointments if needed. If you are unable to attend for your appointment, please let us know so that we can offer this to another patient.

URGENT APPOINTMENTS

We have urgent appointments each day for the Doctor. (Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms).

CLINICS AND SERVICES PROVIDED AT THE PRACTICE

Asthma/COPD/Respiratory Clinic

Diabetic Clinic

Antenatal Clinic

Mother and Baby Clinic

Well Female Clinic

Well Male Clinic

Child Health Surveillance

Childhood Immunisations Clinic

Family Planning Clinic

Healthy Heart Clinic

Hypertension Clinic

Obesity/Weight Management Clinic

NHS Health Checks (CVD)

Cytology (Smears) Clinic

EMERGENCY AND PRE-BOOKABLE APPOINTMENTS

All clinics are by appointment and can be made in person or via telephone. You can Pre-Book appointments in advance. We also offer Same Day Emergency Appointments, and routine appointments within 48 hours, there is also a Triage System in place whereby a member of our Clinical Team will call you to carry out a telephone consultation. If you are unable to attend for your appointment, please let us know so that we can offer this to another patient.

HOW TO REGISTER AS A PATIENT

If you are new to the area and wish to register with our Practice, then please ask a member of our Reception Team. During your registration you will be required to have a new patient check which will enable your registration to be fully complete.

HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before 10.00am, if possible.

Whenever possible we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room, we can make alternative arrangements.

Patient Reference Group (PRG)

The practice has an established PRG, however we are always.

Look for new recruits. If you are aged over 16yrs and can spend a few hours per year, then please ask at reception for further details.

ROUTINE REPEAT PRESCRIPTIONS

Requests for repeats prescriptions will be dealt with within 48 hours.

CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking your appointment

OUT OF HOURS

If you have an urgent problem when the surgery is closed; please ring NHS 111 your call will be FREE from all Landline and Mobile phones; this will be answered by NHS DIRECT who cover out of hours. Please note that when contacting them, your telephone conversation may be recorded.

DATA PROTECTION (GDPR) 2018

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 2018. This Act protects data held on the computer system.

OTHER LEAFLETS

You will find a wide variety of Practice Leaflets which will inform you of all the services that we provide for our patients.

Complaints.

The surgery has a complaints procedure. Please ask for details at the reception.

Online facilities

We now offer the facility to book appointments and order repeat prescriptions online. As well as other online facilities. For more information, please ask at reception.

Before you can use this service, you will need to come into reception with valid I.D to obtain your individual username and password.

IMPORTANT INFORMATION FOR ALL OUR PATIENTS

Any Patients who have not been seen within Three Years!

If you have not been seen at the surgery for Three Years (OR One Year for patients over 75yrs), you can request a Check-Up Appointment by contacting the Practice.

Zero Tolerance: Aggressive, Abusive OR Violent Conduct

This Practice considers Aggressive behaviour to be any personal, abusive, and aggressive comments, cursing and/or Swearing, Physical contact and Aggressive Gestures.

Abuse to any Staff Members in anyway will NOT be acceptable OR tolerated. All abuse will be reported to the Practice Manager who will report to NHS England and the Police. The Practice Manager will send a Formal 'Warning Letter'. A copy of the letter will be kept in the Patients Electronic Medical Records, and any response to the letter will be recorded.

NHS Black Country Integrated Care Board - (ICB)

This Practice is part of the ICB, their address, Contact Details and Email details are as follows:

**NHS Black Country Integrated Care Board (ICB), Civic Centre, St Peter's Square, Wolverhampton WB1 1SH.
Telephone: 0121 612 4110.
Email: bcicb.time2talk@nhs.net**

Causeway Green Surgery – Practice Boundary Area. The below map shows the boundary of our practice area (**highlighted in red**). If you are an existing patient & you move to a new house on either a temporary or permanent basis, please let us know of your new address details. If you move to an address outside of our practice boundary, you will need to contact reception & enquire about remaining with the practice as an out of area patient.

