How to Make an Appointment

You can book a routine appointment either in person at Reception or by telephoning the Practice. You can also book online via patient Access (you will need to register with us first).

Appointments are generally available 4-6 weeks in advance. We advise you to book in advance to ensure you can see the Doctor or Nurse at a date and time that is convenient to you.

Urgent Appointments

We offer urgent appointments that can be booked on the day. Our reception team are trained to ask about your condition to enable them to navigate you to the most appropriate clinician or service. Please disclose the nature of your problem with them to enable them to help you.

Arriving Late/Cancelling an appointment

Please ensure you arrive on time for your appointment. If you are late for your appointment the clinician may not be able to see you and you may have to rebook.

Please notify us as soon as possible if you cannot make your appointment this is so we can offer it to another patient.

Interpreters

If you require an interpreter for your appointment please let the reception team know at time of booking. If you are booking online please book a double appointment to allow for this.

Home Visits

If you require a home visit please call us before 10.30am. Requests should only be made if the patient is bed bound, too ill to attend the surgery or only to be moved by ambulance.

Outside of surgery opening hours

If you become unwell outside of our opening times please call the NHS Out Of Hours Service on 111. Alternatively, you could visit your local Urgent Care Centre located above A&E at New Cross Hospital, Wolverhampton Road, Heath Town, WV10 0QP.

Enhanced Access

We offer extended access to appointments through our Unity Hub based at Pennfields Medical Centre, Upper Zoar St, Wolverhampton, WV3 0JH.

Appointments are available weekday evenings 6.30-8pm and weekends 8-2pm. These can be booked by our reception team or by calling directly on 01902 446688 during their opening hours.

Repeat Prescriptions

You can order repeat prescriptions in person at the surgery, via patient access or by contacting your normal chemist. Please allow 48 hours for repeat prescriptions to be issued.

We DO NOT take prescriptions over the telephone.

Call Recording

Patients should be aware that **ALL** calls in to and made from the practice are recorded.

Removal of Patients

The surgery operates a **zero tolerance** policy on verbal and physical abuse towards any member of our team. Any patient who commits an act of violence or behaves in an aggressive or threatening manner to staff will be removed from the practice list.

If you book an appointment and fail to attend and you have not contacted us to cancel the appointment this will be marked as a DNA (did not attend).

If you fail to attend 3 appointments in a 12-month period we reserve the right to remove you from our practice list, following appropriate warnings.

Feedback

We, as a surgery, always aim for high standards and strive for continual improvement. If you have any feedback about the service that you received please put this in writing marked for the attention of the practice manager.

Chaperone Service

Chaperones are available to support you during intimate examinations. Please ask the Doctor/Nurse for this service

Services offered in Surgery

Ante-Natal Services

Cervical Cytology

Child Health Surveillance and Childhood Vaccinations

NHS Health Checks

Palliative Care

Travel Vaccinations

Health Promotion

Long term condition monitoring

Patient Participation Group

We run a patient participation group this helps to improve communication between patient and practice. It helps us to ensure that the services we offer meets the need of our patients. We are always looking for new patients to join our group, share ideas on how things could be changed or improved. If you are interested in becoming a member please ask at Reception for further details.

Reasonable Adjustments

We are committed to ensuring that all our patients can access our services comfortably and equally. If you have any specific needs or require reasonable adjustments to use our services, please let us know and we will do our best to accommodate your needs.

Clinical Team

Dr A Sharma (GP Partner)

Dr L Harvey (GP Partner)

Dr N Turner

Dr N Dhillon

Nurse Bonnie Butler

HCA Carol Mace

Practice Staff

Practice Manager

Jenna Biddulph

Secretary

Lisa Dugmore

Admin

Hema Sharma-Lewis

Senior Receptionist

Wendy Smith

Receptionists

Sue Storr

Amy Hill

Rebecca Deakin



Bilston Family Practice



Bilston Health Centre

Prouds Lane, Bilston, WV14 6PW

Telephone: 01902 405200

PRACTICE OPENING TIMES

Monday, Tuesday, Wednesday & Friday 8.30am – 6.30pm

Thursday 8.30am – 1.00pm