

**Dr Sharma's Surgery, Bilston Health Centre,**  
**Prouds Lane, Bilston, WV14 6PW**

**www.drsharmaspractice.co.uk**

**WELCOME TO THE PRACTICE**

**Reception times**

Monday	Tuesday	Wednesday	Thursday	Friday
8.00am – 18.30pm	8.00am – 18.30pm	8.00am – 18.30pm	8.00am – 13.00pm	8.00am – 18.30pm

The Practice offers an extended hours surgery on Friday evenings from 18.30pm – 20.00pm

**How to make an appointment**

The Practice is committed to making it easier for patient to book an appointment to see a doctor or nurse.

Please call our main switchboard number **01902 405200** to book an appointment . If you have access to the internet you can book appointments online using PATIENT ACCESS at [www.patient.co.uk](http://www.patient.co.uk)

You will need to register for this service before you can use this service. If you are interested please speak to a member of our reception staff.

Urgent appointments can be booked on the day. If your condition is non-urgent, you can expect to see a GP within two working days, though you may have to wait longer if you want to see a particular GP.

As part of our on-going plan of improvements you can now generally book appointments up to 6 weeks in advance. If you know that you need a non-urgent or review appointment we encourage you to book it well in advance to ensure you can see the doctor or nurse at a date and time that is convenient to you. Please don't wait until the last moment to book appointment.

Our Practice Nurse treats patients for a wide range of common conditions. You can expect to see a nurse within one working day. You can book up to a month ahead for clinics – please see the 'services and clinics' section. If you are unable to attend for a booked appointment please contact the reception. This will allow us to re-arrange your appointment for an appropriate time and enable us to offer your cancelled appointment to another patient.

### **Difficulties Getting an Appointment**

The surgery is particularly busy on Mondays and Tuesdays especially during the winter months. If your appointment is not urgent, try to book on a less busy day after 10.30am. You can request a TELEPHONE CONSULTATION with a doctor or nurse if you wish. He or she will ring you within 4 hours on the telephone number you have given. Telephone consultations are handled by the Duty Doctor or Nurse. If you wish to have a telephone consultation with a named Doctor or Nurse we will request additional information relating to your request.

### **Home Visits**

The Practice is happy to undertake home visits for patients who are physically incapacitated and unable to leave their home. Requests for a Home Visit should be made by contacting the Practice Reception. A doctor will assess the request and decide whether a Home Visit is required. If it is decided that a Home Visit is not necessary the Practice will contact the requested and advice what action should be taken.

### **Out of Hours**

Outside Practice working hours services are provided by Primecare. The telephone number Primecare 0300 555 0277

### **How to get a prescription**

If you think you may need a prescription please make an appointment with the doctor. If you have previously been given a prescription for a straightforward condition, such as hay fever, we may be able to issue a prescription after a telephone consultation. Please ask the receptionist. Your local pharmacist should be able to give you advice for non-prescription medication.

### **How to get a repeat prescription**

We have a computerised repeat prescription service. Repeat prescriptions are normally for patients with long-term conditions who receive regular treatment. Your doctor will decide who can have a repeat prescription. From time to time we will ask you to see your doctor to review your medication. We do this to monitor your illness and medication. If you repeatedly fail to attend for a medication review the Practice may consider reducing the amount of medication it is willing to prescribe on a repeat basis until such time as you have had a medication review.

You can order repeat prescriptions online using the PATIENT ACCESS system, by visiting the Practice during normal working hours, or by post (please include a stamped addressed envelope with your request). Please only request the medication you require and, wherever possible and give the exact drug names when ordering. If you collect your prescription please allow at 48 hours before coming to the Practice.

**How to get your test results**

On average please allow 7 to 10 working days for your test results to come back from the hospital unless your doctor has advised otherwise. Please note that X-ray results take a little longer. For your test results please telephone the surgery on 0845 072 4608. Sometimes, we cannot always give full results over the phone. If the result is complicated, or if the doctor wants to see you about the result, we will offer you an appointment. We will only give results to the person who has had the test.