

Keelinge House Surgery

Dr. Mona Mahfouz



176 Stourbridge Road, Holly Hall, Dudley,

West Midlands, DY1 2ER

Tel: 01384 77194

Email: keelinge.house@nhs.net

Website: <https://keelingehousesurgery.co.uk/>

Out of Hours: NHS 111 or visit 111.nhs.uk

Opening Hours

Day	Opening hours
Monday	8am to 6:30pm
Tuesday	8am to 6:30pm
Wednesday	8am to 6:30pm
Thursday	8am to 6:30pm
Friday	8am to 6:30pm
Saturday	8:30am to 13:30pm
Sunday	Closed

Extended hours pre-bookable appointments

We have a limited number of pre-bookable appointments available each week for both Nurses and Doctors.

- *Thursdays from 6.30pm to 8.00pm*
- *Fridays from 6.30pm to 8.00pm*
- *Saturday mornings 8.30am to 13.30pm*

These can only be booked via reception but occur at other surgeries locally.

Urgent appointments

If you require an urgent appointment, please call the practice on 01384 77194 from 8am. All urgent appointment requests will be reviewed and assessed by a GP at the surgery who call you back.

Out of Hours

Out of hours commissioned by the Black Country Integrated Care Board:

Postal address: Civic Centre, St Peters Square, Wolverhampton, WV1 1SH

Email: bcicb.time2talk@nhs.net

Telephone: 0300 0120 280 Option 4

Housebound

If you are housebound and need an appointment, we will do a home visit. We will phone you first to understand what you need.

Training Practice

Keelinge House is a training practice and involved in training the new GPs and Physician Assistants of the future. We have GP registrars who hold their own surgeries; they are qualified doctors who have worked previously in hospital posts and are in the final year of training.

The surgery is also a teaching practice for the University of Birmingham. At times, there may be a student sitting in on your consultation; if you do not wish the student to be present, please contact reception. On occasions, we also have students from other universities attached to the practice for their GP rotation.

As an approved training practice, your appointment may be with:

- Registrars – Fully qualified doctors who spend six months to a year with us prior to qualifying as a GP.
- Foundation doctors – Doctors who have just completed their hospital training and spend up to six months with us while receiving GP training from our doctors. You will be informed of this prior to your appointment.

Patient Volunteers

To aid in the training of students, we always need patient volunteers.

Volunteers would be required to sit with students and talk about their health problems and answer a few questions on how it affects their life in general. This is a very beneficial part of their training and your help would be most appreciated. If you would like to volunteer, please speak to one

of our Reception or Admin Team who will be happy to provide further information.

Prescriptions

The easiest ways to order repeat prescriptions are:

- Using your NHS account (through the NHS website or in the NHS App)
- Using the GP online system: Patient Access

These accounts show you all your repeat medicine and dosage and you can choose the ones you need.

You can also:

- Bring your paper slip to the surgery

We do not take repeat prescription requests over the phone or via email.

Non NHS Work

Some services provided are not covered under our contract with the NHS and therefore attract charges. Examples include the following:

- Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)
- Insurance claim forms
- Letter for taking medication abroad
- Sick notes
- Support letters
- Vaccination certificates

Please check the charge when booking your appointment or handing in your form.

Routine appointments

You can request a routine appointment with a nurse or healthcare assistant in advance.

To request a routine appointment in advance during opening times:

- use the Accurx service
- phone us on 01384 77194 between 8am and 6.30pm via option 2
- visit the surgery and speak with a receptionist
- use your NHS account (through the NHS website or NHS App) or Patient Access to book an appointment, screening test or vaccination

When you get in touch, we'll ask what you need help with.

We will use your answers to choose the most suitable doctor, nurse or healthcare professional to help you.

Your appointment

However you choose to contact us, we may offer you a consultation:

- by phone
- face to face at the surgery to be booked by the GP
- on a video call
- by text or email

Appointments by phone, video call or by text or email can be more flexible and often means you get help sooner.

Cancelling or changing an appointment

We require at least 48 hours prior notice if you wish to cancel your appointment, except in exceptional circumstances. This will enable us to offer that appointment to another patient.

To cancel your appointment:

- use your NHS account (through the NHS website or NHS App)
- using the GP online system: Patient Access
- phone us on 01384 77194 during opening times
- reply CANCEL to your appointment reminder text message

Appointment reminder service

The practice will remind you of any face to face appointments via text message.

If you need help when we are closed

If you need medical help now, use NHS 111 online or call 111.

NHS 111 online is for people aged 5 and over. Call 111 if you need help for a child under 5.

Call 999 in a medical or mental health emergency. This is when someone is seriously ill or injured and their life is at risk

We encourage all those with a concern to contact us at Keeling House Surgery in the first instance so that we can provide support to resolve the issue. You can do so by:-

- Telephone 01384 77194 (ideally avoiding peak hours between 8.00 a.m–10.00 a.m)

- Email: keeling.house@nhs.net

Complaints can be sent in writing to:

Practice Manager
Keeling House Surgery
176 Stourbridge Road
Dudley
West Midlands
DY1 2ER

Complaining on behalf of someone else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint but are not the patient involved, we will require the written consent of the patient. This is to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for a complaints form which includes a statement of authority that the patient can sign. Where the patient is incapable of providing consent due to illness or accident, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter. Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the above circumstances apply.

Complaints

We are continually looking to turn patient feedback into real improvements in the services we provide. We use it to focus on the things that matter most to our patients, carers and their families.

Time 2 Talk

The team will listen to concerns or complaints raised in confidence, provide information and advice to help offer a resolution and signpost to the right department where necessary.

Time2Talk offers support for:

- The public
- Local authorities
- MPs
- Healthcare professionals in the **Black Country**

Contact by:

📍 Post: Time2Talk, NHS Black Country Integrated Care Board (ICB) Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH

✉ Email: bcicb.time2talk@nhs.net

☎ Phone: 0300 0120 281

Phone lines open:

Mon–Fri, 9am–5pm (excl. bank holidays)

Voicemails left outside these hours will be returned the next working day.

More info:

<https://blackcountry.icb.nhs.uk/have-your-say/time-2-talk>

Giving feedback

To provide feedback:

- Take part in the Friends and Family Test
- Leave a review on the NHS website
- Phone us on 01384 77194 or visit the surgery

Making a complaint

We aim to provide you with the best possible medical service. At times you may feel that we have not achieved this and want to make your feelings known. Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably within writing, as soon as possible after the event and ideally within a few days as this helps us to establish what happened more easily.

The period for making a complaint is normally:

- 12 months from the date on which the event which is the subject of the complaint occurred

- 12 months from the date on which the event which is the subject of the complaint comes to the complainant's notice

If you are a registered patient, you can complain about your own care.

Services Offered

- **Sick (fit) notes**

Get a note for work or find out about self-certification.

- **Test results**

Find out how to get the results for a recent test and what to do next.

- **Vaccinations**

Find out about vaccinations, your eligibility and when to have them.

- **Referrals**

Find local self referrals, make a request to a doctor or track an existing referral.

- **Register with the surgery**

Find out about our catchment area and how to register with the surgery.

About pharmacists

As qualified healthcare professionals, pharmacists can offer advice on minor illnesses such as:

- coughs
- colds
- sore throats
- tummy trouble
- aches and pains

They can also advise on medicine that you can buy without a prescription.

Many pharmacies are open until late and at weekends. You do not need an appointment.

Most pharmacies have a private room where you can discuss issues with pharmacy staff.

Test results

If your test results show that you need more tests or treatment, we will contact you.

Once a doctor has reviewed your test results, you can view them:

- in your NHS account (through the NHS website or NHS App)
- in your Patient Access account
- phone us on 01384 77194 or visit us between 3pm and 6.30pm and we will tell you what the results are
- Questions about your results
- If you want to talk to someone about your results, use the Accurx service and someone will be in touch.

Please note blood test results can take up to 7 days and X-Ray's up to 12 days.

Your Allocated GP

As part of NHS guidelines, all patients are now allocated a **named, accountable GP** who is responsible for their overall care at the practice.

Your named GP is Dr Mahfouz.

- You **do not need to see your allocated GP exclusively**—you are still free to see any GP of your choice.
- Your allocated GP is responsible for your **overall care coordination** and may be contacted if needed.

Data Protection

The General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA 2018) became law on 25th May 2018. The GDPR is a single EU-wide regulation on the protection of confidential and sensitive (special) information, the DPA 2018 deals with elements of UK law that differ from the European Regulation, both came into force in the UK on the 25th May 2018, repealing the previous Data Protection Act (2018).

For the purpose of applicable data protection legislation (including but not limited to the General Data Protection Regulation (Regulation (EU) 2016/679) (the “GDPR”), and the Data Protection Act 2018 the practice responsible for your personal data is Keeling House Surgery.

Confidentiality

The practice manages the confidentiality of your medical records in accordance with the Data Protection Act 2018. Our Primary Care Trust may require some of this data for auditing and research purposes. You may request that your data is excluded from these audits and research at any time.

Zero tolerance

This practice operates under the PCSE guidance for zero tolerance of aggressive behaviour (both physical and verbal), all incidences will be reported to the PCSE and in some instances after review patients may be removed from the practice list, and their names will be placed on the Zero Tolerance Register.

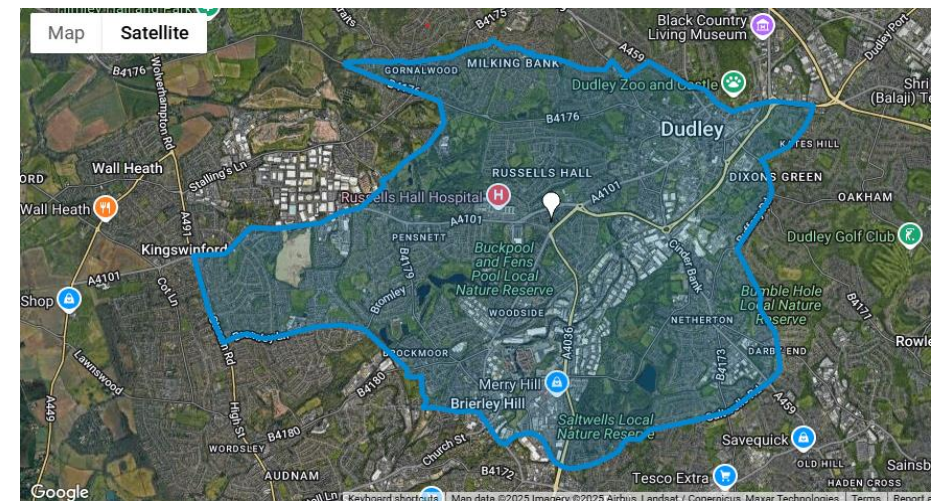
Accessibility & Facilities

- Disabled parking and step-free access
- Wheelchair-friendly facilities
- Hearing loop available
- Register vehicle at reception to avoid parking fines

Contact & Registration

New patients welcome, see map below of our catchment area.

To register call 01384 77194, go to our website or visit in person.



Surgery Clinics

We offer a range of clinics and services at the surgery. There are some tasks you can do, such as health reviews, using the Accurx service.

There are nursing clinics every day and appointments can be made by visiting our Consulting Room. The nurses are happy to discuss any aspect of your care, or any concerns you may have about your health and are available for the following:

- Advice on cholesterol lowering diets
- Antenatal clinic
- Asthma assessments and follow-up care
- Cervical cytology screening (smear tests)
- Child development
- COPD
- Counselling
- Diabetic and IHD clinic
- Dressings and suture removal
- Family planning clinic
- Heart disease screening
- Immunisations / vaccinations
- Medication reviews
- New patient checks
- NHS health check
- Post-operative care

Health Checks

It is important to receive a health check to ensure you are looking after your health. Please make an appointment with our nursing team, who will assist you in making sure you are managing your health in the appropriate way.

Patients not seen within 3 years

Keelinge House Surgery is happy to carry out general medical examinations for any of their registered patients aged between 16 and 75 years of age, if they have not had any medical consultation within the last three years.

Patients aged 75 years and over

Where a registered patient has reached the age of 75 years and has not participated in a medical consultation within the last 12 months, Keelinge House Surgery is happy to carry out a general medical examination. This consultation can take place in the patient's home, if it is the opinion of the doctor that it would be inappropriate, as a result of the patient's medical condition for him/her to attend an appointment at the practice premises.

Smoking cessation

Smoking cessation is now done externally. Please request a telephone consultation with our health care assistant and she can arrange a referral for you.

If you have been advised by the surgery to submit a review on a regular basis, please use our smoking review form.

Travel advice and immunisations

If you are travelling abroad, please make sure you contact us in plenty of time to arrange any vaccinations that may be necessary. To help the travel nurses assess your travel needs, it is important that they are in receipt of the travel risk assessment before your appointment.

You can also obtain travel advice from our leaflet library in reception.

Thomas Ward
Deputy Clinical Manager

Administration Team

Diane Brookes
Medical Secretary and Senior Education Administrator

Julie Clarke
PA/Medical Secretary

Karen Bennett
Administrator

Sarah Gilkes
Administrator

Megan Clarke
QOF Coordinator

Owen Redding
QOF/admin support

Reception Team

Natalie Buka
Senior Receptionist

Ian Jones
Deputy Receptionist, IT Lead, Scanning Clerk

Claire King

Deputy Receptionist

Receptionists

Jodie Lane Janet Hines
Julie Bradley Jill Newey

Rajesh Gilla – First Contact Physiotherapist

Sue Hickman - Midwife

Nurses

Louise Newman, female
RNDIP HE

Ann Bennett, female
RNDIP HE

Tracy Palmer, female
RNDIP HE

Melissa Nash, female
RNDIP HE

Georgina Bahrami, female
RNDIP HE

Health Care Assistant

Diane Thompson, female

Diane provides support for our nursing team and our practice nurses and runs her own clinics on an appointment basis only.

Practice Management Team

Joanne Flavell
Practice Manager

Online Services

Managing your health online

There are many things you can do online at our surgery, for example, booking appointments.

Accessing your health record

Your GP record includes information like any conditions or allergies you have and any medicine you're taking.

Accessing someone else's information

As a parent, family member or carer, you may be able to access services for someone else.

Changing your contact details

It's important to tell us if you change your name, address or contact details.

Wellbeing

Find local and national help and advice for your wellbeing.

Alternatives to Emergency Department

Information on alternative services to Emergency Department.

Mission Statement

We aim to provide our patients with the best possible care.

We will treat all patients equally. We will not discriminate on the grounds of gender, gender identity, race, disability, sexual orientation, religion or age.

We will listen and involve our patients in providing services that respond to their needs

Patient Participation Group (PPG)

A group of volunteer patients, carers and surgery staff who meet regularly to discuss and support the running of the surgery.

Patient Participation Groups look at the services offered, patient experience and how improvements can be made for the benefit of everyone.

Each Patient Participation Group is different, but they all have the aim of making sure that the surgery puts the patient, and improving health, at the heart of everything it does.

Join our Patient Participation Group

All registered patients are able to join our Patient Participation Group. People of all genders, ages, ethnicities, and those with health conditions and disabilities are encouraged to join.

Members should as far as possible, be representative of the surgery population.

To join, use the Accurx service and submit an admin query, phone us on 01384 77194 or visit the surgery

Primary Care Network Patient Participation Group

In the Dudley and Netherton area, practices are working collaboratively to bring together the views of their individual Patient Participation Groups.

Nominated members of our Patient Participation Groups from across our PCN will soon be meeting to share their experiences, work collaboratively and feedback to their individual practice Patient Participation Groups.

Meet the Team

Partner

Dr Mona Mahfouz, female
MB ChB, DRCOG

Salaried GPs

Dr. Doris Wong, female
MB ChB, MRCP

Dr. Syed Ali, male
MB ChB, GP Trainer, Training Programme Director, CBM Tutor

Dr. Khaled Latif, male
MB ChB, BmedSci (Neuro), MSc(Sports Med), MRCP, CBM Tutor

Dr. Samuel Adaramola, male
MB ChB

Physician Assistants

Thomas Ward, male
BSC, PG DIPLOMA, CPT Lead, LD Practice Lead

Lulu Mwangulukulu, female
BSC, PG DIPLOMA

External Staff

Vik Sharma – Pharmacist

Usman Khan – Pharmacist

Sukhveer Dhillon – Pharmacist