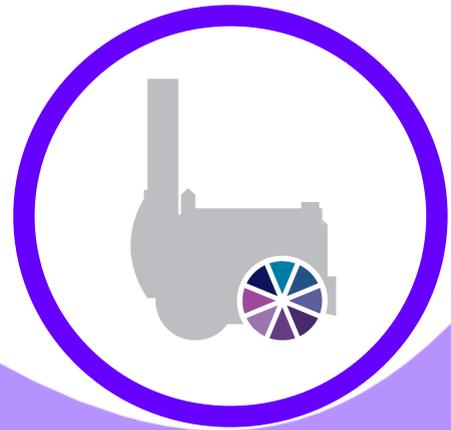


# Welcome to Lion Health



2 Lowndes Road  
Stourbridge  
West Midlands  
DY8 3SS



Appointments line - 01384 460 111 (open 8am to 6:30pm)

General Inquiries- 01384 460 999



[www.lion-health.co.uk](http://www.lion-health.co.uk)



[www.facebook.com/LionHealthGP/](https://www.facebook.com/LionHealthGP/)



Lion Health - YouTube

# About the Practice



We are a large, long established training Practice looking after approximately 28,000 patients. The Practice extends to cover Stourbridge, Wollaston, Amblecote, Pedmore, Wollescote and parts of West Hagley and Stourton; an area of which encompasses Dudley, South Staffs and Worcestershire.

We offer a wide variety of up-to-date diagnostic and therapeutic services providing safe care to the community in a modern setting and friendly environment. Lion Health is also a dedicated medical training facility for both medical students and qualified Doctors. Some of our Doctors are involved in clinical teaching.

Since 2014 Lion Health has been based in the historical Foster and Rastrick Foundry.

We hope you will find this Practice leaflet useful and informative. Please be aware that whilst there may be several advertisements shown within this booklet, the Practice does not necessarily endorse such products or services.



# Lion Health Staff

## The Partners

**Dr Simon Carvell**— Birmingham 1994— MBChB FRCGP

**Dr Heidi Kerr**— Birmingham 1997— MBChB DRCOG DFFP DCH MRCGP

**Dr Victoria Hobbs**— Birmingham 2000— MBChB MRCGP DFFP

**Dr Richard Evans**—Liverpool 2009— MBChB MRCGP

**Dr Lisa Jones**—Birmingham 2006— MBChB

**Dr Michael Wilcox**—Newcastle Upon Tyne 2011— MRCGP

## The GPs

**Dr Rashmi Varma**

**Dr Rebecca Blow**

**Dr Gemma Plant**

**Dr Claire Simpson**

**Dr Samantha Radstone**

**Dr Kate Lowe**

**Dr Lucy Verrinder**

**Dr Emily Delfosse**

**Dr Sarah Cousins**

**Dr Khadija Butt**

**Dr James Bloor-Griffiths**

## GP Education

**Dr Paul Farley**

**Dr Steve Berwick**

## Registrars

**Dr Kishori Puranik**

**Dr Daniel Onaolapo**

**Dr Simran Atwal**



# Lion Health Staff

## Allied Health Care Team

Emily Skelding—Paramedic

Munir Hussain— Paramedic

Shannon Nar— Physicians Associate

Nathalie Tchanga—Physicians Associate

Nikita Howe—Physicians Associate

At Lion Health we have a wide variety of health professionals each trained to a high standard within their respective fields.

When you experience a health problem you may feel that you need a Doctor, however our care navigators are trained to know which health professional would be able to diagnose and/or treat you health issue the most appropriately.

This may mean seeing a member of our AHT team or an ANP etc..

Please be assured that you will be triaged and treated by the most appropriate clinician.



# Lion Health Staff

## Practice Nursing Team

**Jenny Costello**—RN and Clinical Governance Manager

**Joanne Hawkins**—ANP

**Paula Middleton**— Home Visiting ANP

**Rachel Higley**—Home Visiting ANP

**Alison Harvey**— Home Visiting ANP

**Andy Caddick**— ANP

**Michelle Holland**—ANP

**Sara Fellows**—ANP



**Julie Evans**—Specialist Nurse

**Helen Hanson**—Registered Nurse

**Joanne Gubbins**—Registered Nurse

**Fiona Crimmons**—Registered Nurse

**Jennie Sandford**—Registered Nurse

**Jenny Hayden**—Registered Nurse

**Charlotte Hall**—Nursing Associate

**Amy Harrison**—Nursing Associate



**Anna Mierlak**—HCA

**Leanne Holden**—HCA

**Heather Floyd**—HCA

**Alison Shaw**— HCA

**Laura Hudson**—Home Visiting HCA

**Rachel Parry**—General Practice Assistant

# Lion Health Staff

## Practice Management

**Wayne Gardner– Practice Manager**

**Beth Gumbley—Operations Manager**

**Helen Fryzer—Support Services Manager**

**Jürgen Versluis– Finance and Data Manager**

**Kerry Morgan—Patient Services Manager**

**Jenny Costello– Nursing and CG Manager**

## Reception Team Leaders

**Suzanne Fotinos**

**Johanna Jones**



# New Patient Registrations

The Practice welcomes new patients who reside within the Practice boundary area. You can check whether you fall within our catchment area through our website page via this link: [Catchment area – Lion Health \(lion-health.co.uk\)](https://lion-health.co.uk). All patients are registered with a named GP but you are free to consult with any of the GPs or Practice Nurses. You can also register with the Practice through our website using the ‘Register with a GP Surgery’ online form : [Register with a GP surgery \(gp-registration.nhs.uk\)](https://gp-registration.nhs.uk)

When registering with the surgery you will be asked to complete a medical questionnaire to enable us to gain some basic lifestyle information.

The Practice will register children even if there is no one registered that has parental responsibility. When registering new born babies it is important to supply the child’s NHS Number at the time of registration and bring their red book along.

Each patient will be registered the same day and medical records requested in due course. Each patient over 16 years of age will be given online access paperwork in order to register to book appointments and order prescriptions online.

Should patients wish to undergo a New Patient Health Check; this can be booked with the nurses within 6 months of the registration date on request. Patients will be required to arrange an initial appointment with the Doctor before any medication can be issued by the Practice.



# Accessible Information



**The Practice endeavours to ensure all of our patients regardless of disability, impairment or sensory loss has access to information which can be easily understood.**

**Please inform our reception team of any such impairment or alternative access needs are required so we can just our communication methods.**

**In order to maintain our digital inclusion we also ask that patients provide us with feedback on their experiences with digital communication platforms so that we may improve our services further to ensure all patients can access the information they require.**



## Facilities and Access

Our site has access facilities for patients with disabilities which include access ramps, disabled toilets, lifts and disabled parking bays which are only to be used by blue badge holders.

We also have interpretation services available for those who require translation support. Should you require this, please speak to a member of the reception team.

Should you require further reasonable adjustments or access requirements from our facilities please speak with the reception team.





## Surgery Opening Times



**Day**

**Opening hours**

**Monday**

**8.30am to 6.30pm**

**Tuesday**

**8.30am to 6.30pm**

**Wednesday**

**8.30am to 6.30pm**

**Thursday**

**8.30am to 6.30pm**

**Friday**

**8.30am to 6.30pm**

**Saturday**

**Closed**

**Sunday**

**Closed**

### **Extended Hours**

**Monday, Tuesday , Thursday—6.30pm to 8.00pm**

**Friday—7am to 8:30am**

There will be **no counter service before 8.30am or after 6.30pm** during extended hours.

# Appointments

**On the phone:** Phone from **8.00am– 6.30pm** via the Appointments Line: **01384460111** for on the day appointments.

**Please note** that volumes are highest between **8.00am-8.30am** so you may experience a wait. **Mondays are our busiest day.**

Once you enter the call queue you call will be answered, please avoid having two people from your household calling at the same time as this increases wait time for others.

**Lion Health Website:** Request a non-urgent appointment through our ‘**Get Help form**’ available on the Lion Health website under the ‘**Appointments**’ heading and then under ‘**Routine Appointments**’. *Please see the form opening times below...*

Monday	7.30am-8.00am	7.30pm-8.00pm
Tuesday	7.30am-8.00am	7.30pm-8.00pm
Wednesday	7.30am-8.00am	7.30pm-8.00pm
Thursday	7.30am-8.00am	7.30pm-8.00pm
Friday	7.30am-8.00am	CLOSED
Saturday	CLOSED	CLOSED
Sunday	CLOSED	7.30pm-8.00pm

**NHS App and Patient Access:** You can book appointments through the NHS app as well as Patient Access.

These appointments are available to book from **7:30 am**. Please be aware that the appointments go quick. Appointments for the following day up to 7 days in advance are available to book from 7pm.

Please ensure if you cannot attend your appointment you cancel as soon as possible– not attending your appointment without cancelling can cost valuable time and resources.



## Other Services

### Home Visits



If you fulfil the required criteria to be considered housebound please call our appointment line **01384 460111** and select **option 2**.

Please call **before 11am** as this will help our Home Visiting ANPs plan their visits for the day. The District Nurses are available in the community for home nursing when necessary and for general advice.

### Out of Hours



If you call the Surgery between 6.30pm and 8.00am, you will hear our out of hours message. This message will provide you with the contact number for the out-of-hours service. If in any doubt out of hours, **please call NHS 111 if it is not an emergency**.

**In a life threatening emergency please call 999.**

### Repeat Prescriptions



Repeat prescriptions take **72 hours** to be processed from receipt of your prescription request.

This does not take into account a pharmacy's individual processing times.

You can order your repeat prescriptions via coming into the surgery with your prescription **OR**

You can order repeat prescriptions online via our Lion Health website **OR** you can order them via the NHS app or Patient Access.

# Clinics

## Phlebotomy

The appointments must be pre-booked and the patient must bring a blood form from their Doctor. We offer phlebotomy clinics to **patients with Long Term Conditions such as CKD and Diabetes etc.**

We do not offer blood tests for children under 10; these need to be done at Corbett or Russell's Hall Hospital. Patients can also go to Russell's Hall or Corbett Hospital for their blood tests.

Both are open **Monday to Friday 8.00 am– 6.00pm**. Russell's Hall is also open **08.00-13.00 on Saturdays**.

## Antenatal Care

Patients are encouraged to arrange an appointment to see the midwife in their first Appointment Clinic around 6-8 weeks gestation. The Midwife will arrange scans, blood tests, information books and leaflets about you and your baby's health. The Midwife will advise you when to book your follow-up appointment as you will be seen by the midwife at various stages during your pregnancy.

**The Community Midwives** are based at Russell's Hall but sometimes provide antenatal care at the Surgery. Appointments can be booked via the phone lines, and the community midwives can be contacted on **01384 244358** for queries.

## Postnatal appointments

The Doctor will see you for your postnatal check at approximately 6 weeks following the birth of your baby, for which you will receive a written appointment. During this appointment the Doctor will examine your baby for their first development check.

Please bring baby's 'red book' which you will have been given by a Health Visitor.



# Clinics

## Chronic disease Management

- Asthma Clinic
- Blood Pressure Clinics
- COPD Clinics
- Diabetes Clinics
- Heart management clinics
- Stroke management clinics



## Healthy Living

- Alcohol
- Contraception pill and pill checks
- Child immunisation
- Flu Vaccination
- Smoking
- Health coaching
- NHS Health Checks
- Physio
- Travel Clinics



## Women's Health

- Cervical Smears
- Hormone replacement therapy and the menopause
- Management of heavy periods
- Pill clinic
- Urinary Problems
- Vaginal prolapse



# Sick Notes

## Sick Notes

- It is not always necessary to see a doctor when requesting a sick note
- Sick notes will be available for collection after 2 working days.
- If you are requesting a note for time off resulting from an operation or hospital stay, then provided we have a hospital letter or your doctor is aware of the problem– we should be able to sort you a sick note without needing an appointment.
  
- If you have been off sick for more than 7 days you can request a sick note.
- Please either fill out a sick note request form via our website
- Phone us on 01384 460111 or visit the surgery from 10am—6pm.
- You will need to speak to a clinician for a first note.

If you have been off for 7 days or less, your employer should not ask for medical evidence that you have been ill. Instead, they can ask you to confirm that you've been ill. You can do this by filling in a form yourself when you return to work. We call this self-certification.



## Updating your contact details

**If you move, change your name, email address or telephone number; please provide us with new details as soon as possible.**

**It is important that we have your current contact numbers and where possible would encourage you to provide your mobile number in order to use the text messaging service.**

**You can submit new contact information via the Practice website.**



## **Patient Feedback: Compliments/ Complaints**

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

To provide feedback you can fill out a form on our website, take part in the Friends and Family Test, leave a review on NHS choices website or fill out a feedback form in the practice.

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

Where you are not able to resolve your complain in this way and wish to make a formal complaint you should do so, preferably in writing and sent to the practice address, as soon as possible after the event so we can establish what happened more easily.

The period of making a complaint is normally : 12months from the date of the event which is subject of the complaint, 12 months from the date on which the event which is subject of the complaint comes to the complainant's notice.

**All complaints must be treated with the strictest confidence.**

The surgery has an annual review of complaints received within the year and the learning issues or changes to procedures which have arisen are documented.

You can also make a formal complaint to the Black Country Integrated Care Board if you are still unsatisfied via: [Layout 1 \(blackcountryics.org.uk\)](#)

## Patient Participation Group

The PPG is a group of volunteer patients, carers and surgery staff who meet every quarter to discuss and support with the running of the Surgery.

The PPG looks at the services offered, patient experience and how improvements can be made for the benefit of everyone.

Each PPG is different but they all aim to ensure that the surgery puts the patient, improving health, at the heart of everything it does.

We aim for our members as far as is possible, be representative of the surgery population.

Membership is open to all patients; interested parties should fill out a Patient Participation Group Form which you can access via our website : [Patient Participation Group – Lion Health \(lion-health.co.uk\)](http://Patient Participation Group – Lion Health (lion-health.co.uk) .) .



# Administration Fees

## Certificates & Forms

- Signatures Price: £23.33 VAT: £4.67 **Total: £28.00**
- Private Sick Note Price: £23.33 VAT: £4.67 **Total: £28.00**
- 'To Whom it May Concern' Letter Price: £23.33 VAT: £4.67 **Total: £28.00**
- Sickness Accident Benefit Form Price: £33.33 VAT: £6.67 **Total: £40.00**
  - Camp America Forms Price: £55.00 VAT: £11.00 **Total: £66.00**
    - Ofsted Forms Price: £80.83 VAT: £16.17 **Total: £97.00**
    - Drug Research Unit Price: £14.17 VAT: £2.83 **Total: £17.00**
    - Firearms Questionnaire Price: £36.67 VAT: £7.33 **Total: £44.00**
    - Seafarers Medical (1st) Price: £110.00 VAT: £22.00 **Total: £132.00**
    - Seafarers Medical (Follow-up) Price: £50.83 VAT: £10.17 **Total: £61.00**

## Medical Examinations

- HGV Drivers Medical Examination Price: £110.00 VAT: £22.00 **Total: £132.00**
- Taxi/LGV/PSV/Seafarer Medical Examination Price: £110.00 VAT: £22.00 **Total: £132.00**

## Medical Report

- Form AH2 Update Report on Parent/Carer Price: £26.67 VAT: £5.33 **Total: £32.00**
  - Full Report/Fostering Update Price: £86.67 VAT: £17.33 **Total: £104.00**
- Court of Protection/ Power of Attorney Price: £86.67 VAT: £17.33 **Total: £104.00**
  - DVLA Fitness to Drive Price: £40.00 VAT: £8.00 **Total: £48.00**
  - Foster Carers Short Breaks Price: £14.17 VAT: £2.83 **Total: £17.00**
  - Assessment of Capacity Price: £86.67 VAT: 17.33 **Total: £104.00**
    - Clinical Trials Price: £45.83 VAT: £9.17 **Total: £55.00**

## Administration Fees

### Reports for Insurance Companies

- GPR Price: £115.00 VAT: £23.00 **Total: £138.00**
  - GPR with Examination Price: £153.33 VAT: £30.67 **Total: £184.00**
  - Additional Information (Supplement to Original Report) Price: £36.67 VAT: £7.33 **Total: £44.00**
  - Insurance Questionnaires Price: £36.67 VAT: £7.33 **Total: £44.00**
    - Targeted Report Price: £85.83 VAT: £17.17 **Total: £103.00**
- Private Medical Examination for Reports Price: £38.33 VAT: £7.67 **Total: £46.00**

### Copies of Records

- On Request

### Travel Abroad

- Travel Cancellation Forms Price: £36.67 VAT: £7.33 **Total: £44.00**
  - Fitness to Travel Price: £23.33 VAT: £3.67 **Total: £28.00**
- Vaccination Certificate Price: £18.33 VAT: 3.67 **Total: £22.00**

### Private Consultation

- Routine Consultation (Overseas Visitors Not Eligible for NHS Treatment) Price: £55.00 VAT: Exempt **Total: £55.00**
  - Private Prescription Price: £22.00 VAT: Exempt **Total: £22.00**



## Confidentiality and Data



### Confidentiality:

All patient information is considered to be confidential and we comply fully with the Data Protection Act and Access to Medical Records legislation. Identifiable information about you may be shared with others in the following circumstances:

- To provide further medical treatment for you, e.g. from district nurses and hospital services.
- To help you get other services, e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases.

Anonymised patient information will also be used at local and national level to help the local Clinical Commissioning Group and The Department of Health plan medical services.

### Processing your data:

Protecting, and appropriately processing, our patient's data is of the utmost importance to Lion Health.

The General Data Protection Regulation (GDPR) became law on 24th May 2016. This is a single EU-wide regulation on the protection of confidential and sensitive information.

It entered into force in the UK on the 25th May 2018, repealing the Data Protection Act (1998).

Our website includes detailed information explaining exactly how we protect, process, and use your data. <https://www.lion-health.co.uk/practice-information/privacy-notice/>

## Useful Contact Information

Health Visitors	<b>01384 323755</b>
District Nursing Team	<b>01384 323799</b>
Social Services Dept.	<b>01384 813150</b>
Samaritans	<b>01384 781118</b>
Citizens Advice	<b>01384 816222</b>
Dudley Women's Refuge	<b>01902 677158</b>
Peak Pharmacy (Lion Health)	<b>01384 442138</b>
Lloyds Pharmacy (Worcester St)	<b>01384 377123</b>
Boots (Stourbridge)	<b>01384 394157</b>
Broadway Pharmacy	<b>01384 394856</b>
Swinford Pharmacy	<b>01384 440030</b>
Stourbridge hearing centre	<b>01384 476306</b>
Dudley Group	<b>01384 456111</b>

