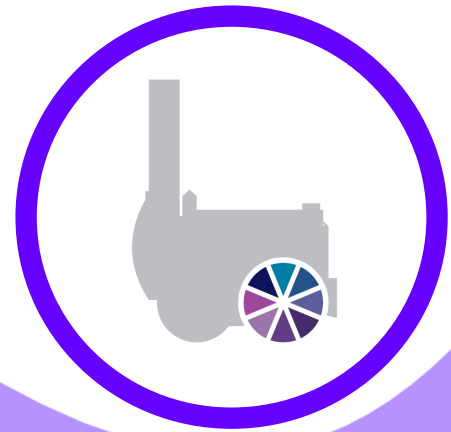


Welcome to Lion Health



**2 Lowndes Road
Stourbridge
West Midlands**



Appointments and General Enquiries

Request an appointment between 08:00—18:30 by using our online request system, visiting the practice or calling 01384 460 111



www.lion-health.co.uk



www.facebook.com/LionHealthGP/



[Lion Health - YouTube](#)

About the Practice

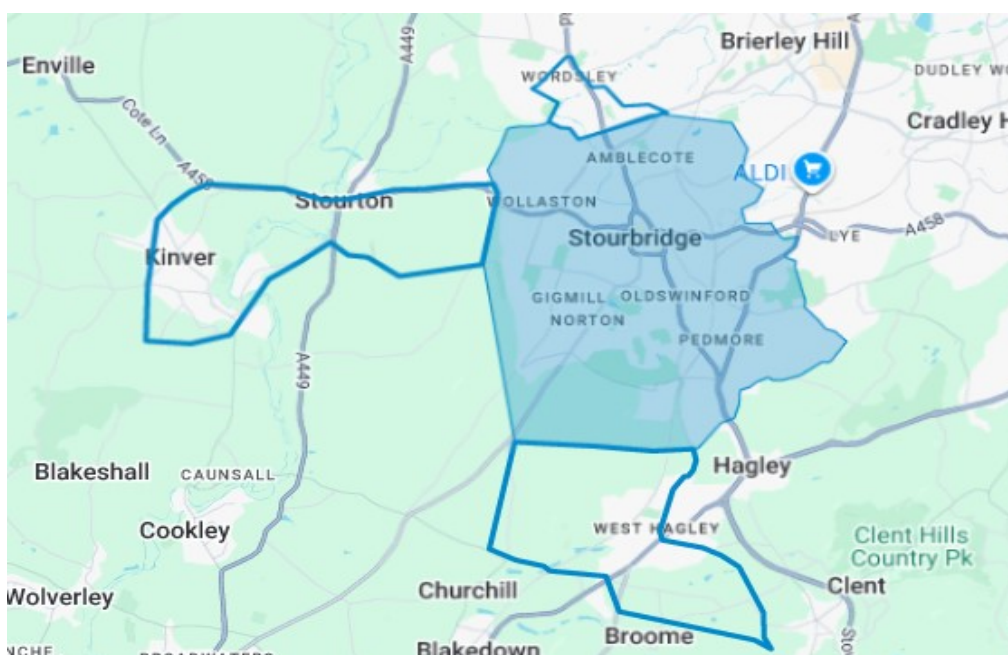


We are a large, long established general partnership and training Practice looking after approximately 27,500 patients. The practice extends to cover Stourbridge, Wollaston, Amblecote, Pedmore, Wollescote and parts of West Hagley and Stourton; an area of which encompasses Dudley, South Staffs and Worcestershire.

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 Ras-trick Foundry.

At our surgery, we genuinely care about your health and wellbeing, treating everyone with kindness and respect. We embrace new ideas and technology to make your care as effective and convenient as possible, while keeping in mind our responsibility to the environment. We strive for the highest quality in everything we do and work together as a friendly, dedicated team – including you – to ensure the best possible care and support.



Lion Health Staff

The Partners

Dr Simon Carvell	MBChB FRCGP
Dr Heidi Kerr	MBChB DRCOG DFFP DCH MRCGP
Dr Victoria Hobbs	MBChB MRCGP DFFP
Dr Richard Evans	MBChB MRCGP
Dr Lisa Jones	MBChB
Dr Michael Wilcox	MRCGP

Dr James Bloor-Griffiths	MB ChB
Dr Rebecca Blow	MB ChB
Dr Khadija Butt	MB ChB
Dr Sarah Cousins	MB ChB
Dr Emily Delfosse	MB ChB
Dr Kate Lowe	MB ChB
Dr Gemma Plant	MB ChB
Dr Samantha Radstone	MB ChB
Dr Claire Simpson	MB ChB
Dr Rashmi Varma	MB ChB
Dr Lucy Verrinder	MB ChB
Dr Vijay Gogna	MBBs

Student

Education

Dr Steven Berwick
MB ChB



Lion Health Staff

Allied Health Care Team

Munir Hussain— Paramedic

Nathalie Tchanga—Physicians Assistant

Nikita Howe—Physicians Assistant

Majiri Manzino—Physicians Assistant

Chris Farmer—ACP

Sara Fellows—ANP

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 Allied Health care team which includes those staff above, as well as nurses, physiotherapists, pharmacists, care coordinators and social prescribers.



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— ANP

Rachel Higley—ANP

Alison Harvey— ANP

Andy Caddick— ANP

Michelle Holland—ANP

Sara Fellows—ANP



Jenny Kennedy—Nurse Team Leader + Registered Nurse

Julie Evans—Specialist Nurse

Helen Hanson—Registered Nurse

Joanne Gubbins—Registered Nurse

Fiona Crimmons—Registered Nurse

Jennie Sandford—Registered Nurse

Charlotte Hall—Registered Nurse

Amy Harrison—Nursing Associate



Anna Mierlak—HCA

Leanne Holden—HCA

Heather Floyd—HCA

Alison Shaw— HCA

Laura Hudson—HCA

Rachel Parry—General Practice Assistant

Lion Health Staff

Practice Management

Beth Gumbley—Practice Manager

Jürgen Versluis— Finance & Appointments Manager

Kerry Morgan—Patient Services Manager

Jenny Costello— Nursing and CG Manager

Anne Candlin— HR Manager

Suzanna Ball—Deputy PCN Operations Manager

Team Leaders

Suzanne Fotinos (Reception)

Kate Preece (Reception)

Johanna Jones (Reception)

Sally Nock (Clinical administration)

Jenny Hayden (Nursing)

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, AHT team 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.

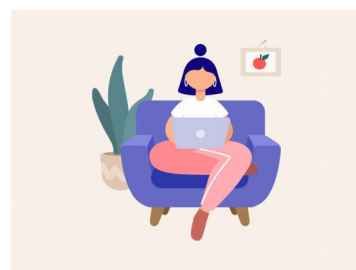
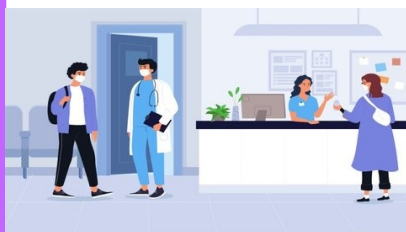
The Practice will register children even if there is no one registered that has parental responsibility. When registering new born babies it is important to supply the child's NHS Number at the time of registration and bring their red book along.

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 to their paperwork in order to register to book appointments and order prescriptions online.

Patients will be required to arrange an initial appointment with the Doctor before any medication can be issued by the Practice.

Upon registration patients will be assigned an accountable GP (this does not mean that the patient will always be seen by this GP during consultations)

As a patient you are within your right to request care from a particular clinician, however please be advised you could be waiting longer for medical care in doing such. Clinicians may also refuse to perform care if they have reasonable grounds to do so or do not routinely perform the service in question.



Accessibility 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

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

09:00 to 17:00pm

Appointments only, no counter service

Sunday

Closed

Extended Hours

Monday, Tuesday , Thursday—6.30pm to 8pm

Friday—7am to 8:30am

Saturday—9am to 5pm

There will be **no counter service before 8.30am or after 6.30pm** during extended hours. There is also no counter service on a Saturday.

If you require support outside of these hours you can: attend your local pharmacy, call 111, attend urgent care or in an emergency call 999. Out of hours provision is commissioned by BCICB.

Appointments

Routine and Urgent Appointments

You can request an appointment or advice from a doctor or other healthcare professional online (Monday to Friday) during opening times.

**Submit an Anima form online between the hours of
08:00 – 18:30**

Alternatively you can phone us on 01384 460111 or attend the front desk where we will submit an appointment request form on your behalf. You can do this during our opening hours, every working day.

You can use our tablet within the waiting room within the surgery to submit an Anima form. Staff will be on hand to assist should you require support.

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



Other Services

Home Visits



Housebound patients can request an appointment by using our online appointment request system, Anima. When prompted, simply select that you are housebound. You can also request an appointment by calling 01384 460111 where a form will be submitted on your behalf.

All requests are then triaged by our GP led triage team and you will be contacted with the outcome of your request on the same day.

Please submit your request **before 11am** as this will help our Home Visiting ANPs plan their visits for the day.

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 can 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 by submitting your request using our online request system Anima.

You can also order them via the NHS app or Patient Access.

Clinics

Phlebotomy

We offer phlebotomy clinics to **patients with Long Term Conditions such as CKD and Diabetes etc.** These appointments must be pre-booked.

For all other routine blood tests, you can book at a variety of locations within the Dudley area.

To book a blood test you can call 01384 365155 or visit

www.dudleygroupnhs.simplybook.cc/v2/

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

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, arrange check ups and provide leaflets about you and your baby's health.

Please contact the surgery on 01384 460 111 to inform us of your pregnancy, or submit an online form via the Lion Health website. You will then be referred to the community midwife team who will be in contact with you to book your first midwife appointment.

For all midwifery appointment queries, please call the community midwife team on 01384 244358

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 an 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



Fit Notes

Fit Notes

- You might need a fit note if you're unwell and cannot work for more than 7 days, including weekends and bank holidays.
- You do not need a fit note if you cannot work for 7 days or less.
- A fit note can support you to return to work or stay in work. You can also use your fit note to help you claim benefits or statutory sick pay (SSP).
- To request a fit note please visit our website lion-health.co.uk and submit an online form
- Alternatively, you can call us on 01384 460 111 and a form will be submitted on your behalf
- You will usually need to speak to a clinician for a first note.
- If you need a fit note following surgery or a procedure, the care provider or hospital you have attended should provide this

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.



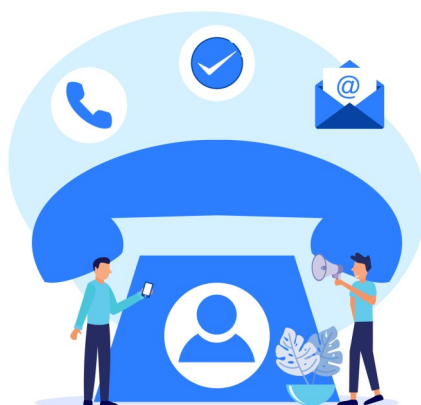
Updating your contact details

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

You can update your contact detail with us by submitting an administration request on the Lion Health Website.

Alternatively, you can call 01384 460 111 and update your details over phone.

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.



Patient Responsibilities

Adhering to our Zero Tolerance Policy

The practice is committed to do everything within its power to protect staff, patients and visitors from unacceptable behaviour and will not tolerate any incident that causes hurt, alarm, damage or distress. This includes verbal abuse in the form of shouting and swearing and physical violence.

Our practice staff are here to help and will aim to be as polite and helpful as possible to all patients.

In the event of serious physical and verbal abuse patients will be removed from the practice list. The police will be informed of all instances of physical abuse.

Attending Appointments

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



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, or email us at bcicb.lionhealthcomms@nhs.net

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 complaint 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: bcicb.time2talk@nhs.net

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 contact the surgery on 01384 460 111 or visit the surgery.

For more information visit:

<https://lion-health.co.uk/surgery-information/patient-group/>



Administration Fees

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

