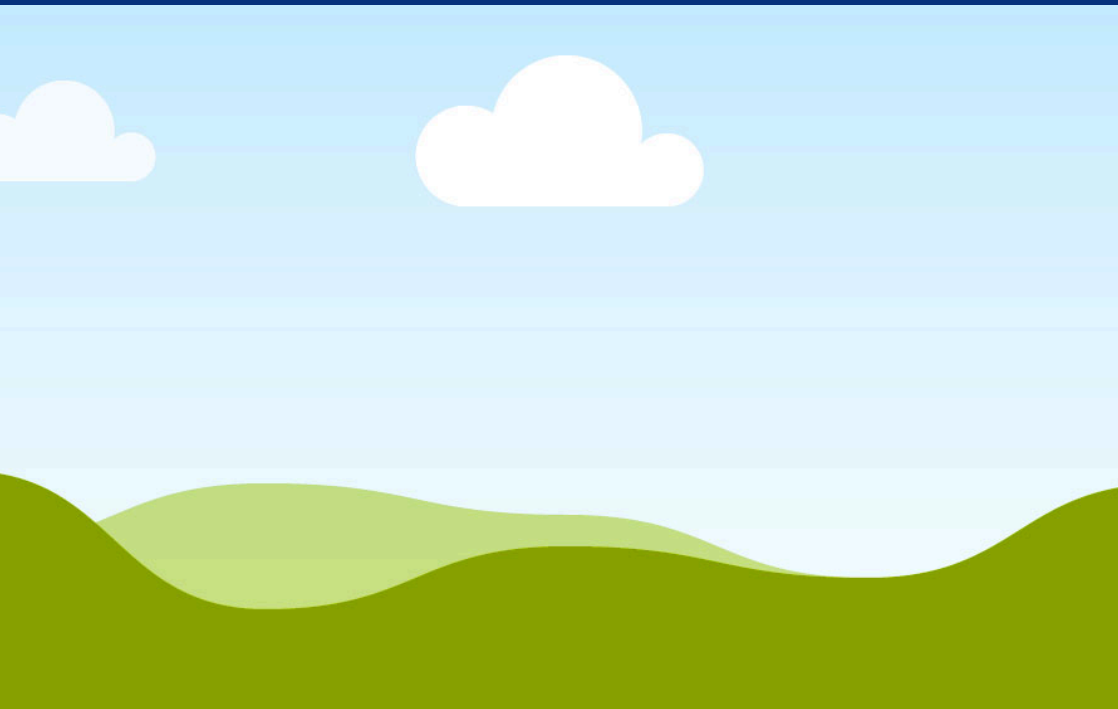




The Dudley Group
NHS Foundation Trust

High Oak Surgery



**Part of Dudley Group NHS Foundation
Trust**

Out of Hours GP Service Call 111

About Us

High Oak Surgery is a comprehensively equipped practice, established to serve the population of Dudley. We provide excellent service based on the health needs of the local and wider Dudley community.

Our staff are an enthusiastic team of professionals who aim to provide the best service possible for all our patients. The practice prides itself in encouraging a positive attitude towards good health and will always try to be flexible and accommodating to patients' needs.

Opening Times

Monday

7:30am - 6:30pm

Tuesday

7:30am - 6:30pm

Wednesday

7:30am - 6:30pm

Thursday

7:30am - 6:30pm

Thursday

Extended Hours
6:30pm - 8:00pm

Friday

7:30am - 6:30pm

Saturday

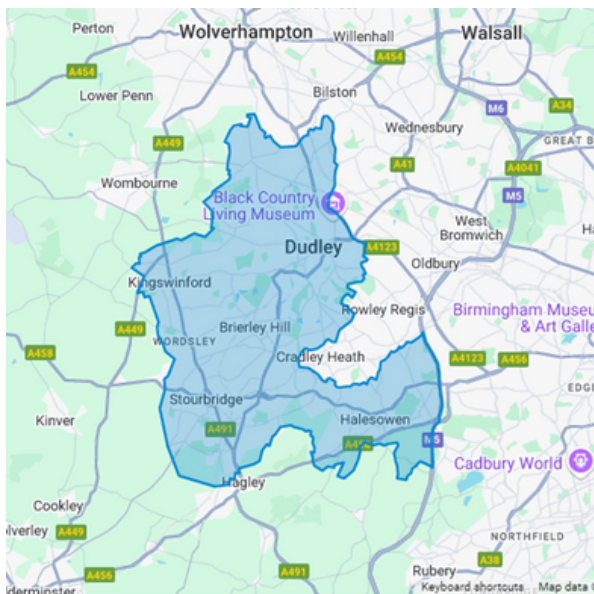
8:00am - 10:00am

Sunday

Closed

(Please note that Saturday clinics are pre-bookable only & we DO NOT have the phone line on).

Practice Area



How to register a patient

The easiest way to register with us is via our website

www.higoaksurgery.nhs.uk



Alternatively pop into the surgery and complete a registration form at reception. We assign all patients with a named accountable GP to oversee their care. Your registration is with the practice and you may see any doctor of your choice when contacting us to make an appointment.

Our Services

NHS health checks (40-75 years)	Baby clinic for immunisation and child health surveillance	
Minor Surgery	Postnatal clinic for mothers	Antenatal clinic
Joint Injections	Vaccinations	Cervical smears
	Pharmacy Services	Family Planning

Named GP

We assign all new and existing patients with a named accountable GP to oversee their case.

For patients aged 75 and over, the named accountable GP is responsible for:

- working with health and social care professionals to deliver a care package that meets the needs of the patients
- ensuring that these patients have access to a health check

Patients can still choose to see any GP in the surgery. We will make reasonable efforts to accommodate their preference.

If you have a preference or want to know who your named GP is, you can contact us for more information.

Our service providers

Salaried GP's

Dr Vivek Nair, Male – MB ChB DRCOG MRCGP

Dr Mayowa Durotola, Male – MBBS, MRCGP

Dr Divya Mathew, Female – BSc, MbChB

Dr Oyin Ikuomola, Female – BSC Education, MBBS

Nursing Team

Deb Smith, Female – Advanced Nurse Practitioner

Claire Bayliss, Female – Practice Nurse – RGN

Sherly Nobi, Female – Practice Nurse – RGN

Paige Fincher, Female – Healthcare Assistant

Lisa Plant, Female – Healthcare Assistant

The Practice does not currently undertake teaching or training of GP's or other Healthcare Professionals.

Online Patient Services

The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the Google play or App store. You can also access the same services in a web browser by logging in through the NHS website.

You must be aged 13 or over to use the NHS App. You also need to be registered with a GP surgery in England.

What you can do with the NHS App

- order repeat prescriptions and nominate a pharmacy where you would like to collect them
- book and manage appointments
- view your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- view your NHS number (
- use NHS 111 online to answer questions and get instant advice or medical help near you



We also offer online access via Patient Access, please ask at Reception for more details.

Appointments

The easiest way to book a routine appointment is to visit the website and click on the Appointments and complete the simple online form.

For urgent or routine appointments you can also call 01384 366155 or come in to the surgery.

Cancelling Appointments

If you are unable to attend your appointment, we would appreciate you cancelling it at your earliest convenience so that it can be offered to another patient. You can do this on the NHS App, by calling the Reception team or by replying to your confirmation text with the word CANCEL.

Home Visits

You may only request a home visit if you are housebound or are too ill to visit the practice.

Whilst we encourage our patients to come to the surgery, where we have the equipment and facilities available, we do appreciate this is not always possible.

Your GP will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed. If you do need a home visit, you can help us by calling reception before 10:30am on 01384 366155.

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 366155 after 11:00am

Repeat Prescriptions

If you are taking regular medication on a long term basis you may not need to see a Doctor for your repeat prescriptions. If this is the case the surgery offers a repeat prescription service.

The easiest way to order repeat prescriptions is using your NHS account (NHS App) or via Patient Access.

You can also fill out a Repeat Prescriptions Form on our website or bring in a written form to Reception.

PLEASE NOTE THAT WE NO LONGER TAKE PRESCRIPTION REQUEST OVER THE TELEPHONE

Please allow 48 hours for your request to be processed. For example if you place an order on a Monday before 11:00am your prescription will be ready for collection after 15:00pm on Wednesday.

GP – Out of Hours Services

If you need urgent medical advice and the surgery is closed please contact NHS Direct by dialling 111. NHS Black Country ICB are responsible for commissioning the service.

Pharmacy First Service

The Pharmacy First service enables patients to be referred into community pharmacy for a minor illness or an urgent repeat medicine supply.

The following shows the 7 conditions pharmacists can manage across various age ranges.

Acute otitis media* – 1 to 17 years

Impetigo – 1 year and over

Infected insect bites – 1 year and over

Shingles – 18 years and over

Sinusitis – 12 years and over

Sore throat – 5 years and over

Uncomplicated urinary tract infections – Women 16-64 years

* Distance selling pharmacies will not complete consultations for acute otitis media.

You can access this service by self referral or a referral from referring organisations including general practice, urgent and emergency care settings, and NHS 111 (online and via telephone).

Find your local participating pharmacy today
www.digital.nhs.uk/services/nhs-service-finder

Violent or Abusive Patients

The practice will not tolerate ANY violence, abusive language or abusive behaviour by patients. Any incidences will be reported to the police and patients will likely be struck-off the practice list and referred to the Special Allocation Scheme for Violent and Abusive patients.

Access to Patient Information

All our staff have access to patient information via computer records, which is governed by the Data Protection Laws and is kept confidential within the practice. No information will be passed to third parties without a completed 3rd party form in place. Patients have the right to access their records; please ask at reception for a form to access their medical records via on line services.

Medical Research

We are a research active practice.

How to make a complaint

We hope you are happy with the service you've received and we welcome any comments about your recent experience with the surgery. These comments help us to identify what we are doing right and what we can improve on for future patients.

Staff at the surgery may help resolve any initial complaints you may have. If we are unable to resolve the concerns that have been brought to our attention, patients can make a complaint by contacting Dudley Group of Hospitals Patient Advice & Liaison Services (PALS) to see if they can assist with the concerns raised :

- In writing to the complaints department or the chief executive at:
- Russells Hall Hospital, Dudley, West Midlands, DY1 2HQ
- Via email to the complaint department on dgft.complaints@nhs.net
- Via telephone: 01384 321035 (internal ext 1035)

Making a complaint to the NHS Commissioner

If you want to make a complaint about primary care services to the commissioner, you may contact the Black Country Integrated Care Board .

You can do this by:

- Telephone [0300 0120 281](tel:03000120281)
- Email bcicb.time2talk@nhs.net
- Writing to us at: Time2Talk, NHS Black Country Integrated Care Board (ICB) Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH

Visit Us



01384 366155



dgft.higoaksurgery@nhs.net



www.higoaksurgery.nhs.uk



Main site

Ground Floor, Brierley Hill health & Social Care
Centre

Venture Way

Brierley Hill

West Midlands

DY5 1RU

We are accessible to wheelchair users



Pensnett Branch

120 High St, Pensnett,

Brierley Hill, West Midlands,

DY5 4DS

We currently offer GP appointments on Tuesday
and Thursday afternoons at our Pensnett Branch,
please notify the Reception team if you would
prefer to be seen here.

Out of Hours GP Service Call 111