



## PATIENT INFORMATION LEAFLET

### Opening Times

Monday	08:00 - 20:30
Tuesday	08:00 - 18:30
Wednesday	08:00 - 18:30
Thursday	08:00 - 20:30
Friday	08:00 - 18:30

Dementia Friendly Practice  
**DAA** Dementia Action Alliance



Dr Rasib & Partners Supporting 'Think Carers Campaign'

This practice is committed to working together to improve end of life care.



### Repeat Prescriptions

To order repeat medication please allow at least 48 working hours from when the order has been received. Repeat medication requests can be made online via Patient Access, the NHS App, eConsult or by calling the Practice. Please be advised that we currently do not accept medication requests directly from Pharmacies.

### Confidentiality & Access to Patient Records

No information from your health records is passed to a third party without your consent. However in order for us to give you the best possible care it may, at times, be necessary for us to discuss your health needs with other health professionals. In this situation we would not ask your permission beforehand.

### Patient Access & eConsult

You can now also order repeat medication online at your own convenience. Please allow 48 hours for your prescription to be issued. Repeat prescriptions can be issued by using the **Patient Access** website or the **Patient Access smartphone app** on your phone. Please submit online queries using the following link: <https://drrasibandpartners.webgp.com/> to help provide you with immediate self-help or to send an online consultation to the Practice. This can include requesting sick notes and private letters and allows you to contact the Practice without the need to the need to call.

### Complaints

If you feel the need to complain about any aspect of the practice in the first instance please contact the surgery and ask to speak to the Practice Manager. Your complaint will be dealt with in accordance with the complaints procedure we have in place

### Abusive & Violent Patients

The Practice will not tolerate anti-social behaviour and any patient acting in such a manner may be removed from the practice list and the ICB will allocate them to another practice.

### Chaperones

You are entitled to have a chaperone present during a physical examination. Please ask at the time of your appointment.



### Out of Hours

There is a doctor on call 24 hours a day. In the case of a medical emergency or for urgent medical advice please telephone the surgery on **01543 576 660**

If the surgery is closed a recorded message will give details on how to contact the doctor on call. The 'Out of Hours' service is organised by Staffordshire Urgent Care Doctors (SDUC). Alternatively call **111** for further advice.



Dr Rasib & Partners, GP Suite, Cannock Chase Hospital, Cannock, WS11 5XY

Tel: 01543 576 66 Email: [gp.suite@nhs.net](mailto:gp.suite@nhs.net)

[www.facebook.com/drrasibandpartners](http://www.facebook.com/drrasibandpartners) [www.instagram.com/drrasibandpartners/](http://www.instagram.com/drrasibandpartners/)



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We pride ourselves on being a friendly practice. We aim to give you the best possible standard of care.

Your treatment will be given after discussion and consent by yourself by the most appropriately qualified member of the team. It is important that you understand all the information offered to you so if in doubt please ask.



## Our Team



### Doctors

**Dr I Rasib** MBChB, MRCGP, DFSRH

### Practice Manager

**Sam Rasib** Managing Partner

### Advanced Clinical Practitioner

**Dave Singh** MPHARM, IPRESC

**Harbinder Kaur** MPHARM, IPRESC

### Practice Nursing Team

**Olivia Newman** Nurse Manager/  
Lead Practice Nurse

**Kayla Brogan** Nursing Associate

**Emma Holmberg Torphage** GPA/HCA

### Reception/Admin Team

**Rosie Davies** Assistant Manager

**Emma Holmberg Torphage** Reception/Admin

**Cody-Jo Pearson** Reception/Admin

**Paula Gasser** Reception/Admin

### Attached Staff

**Jayne Cushion** Midwife **01543 576 810**

**Kimberley Proctor** Patient Engagement  
Services Coordinator

**Liz Tolhurst** Carers Liaison Officer

**Kamalpreet Parvaz** Pharmacist

**Inderjeet Chana** Pharmacist

**Venetia Haycock** Pharmacy Technician

**Kuldip Kaur** Pharmacy Technician

**John Ravenscroft** Mental Health Practitioner

**Wendy Smith** Mental Health Practitioner

**Binu Mathews** First Contact Physiotherapist

**Suzanne Bailey** Social Prescriber



## Appointments

Please telephone **01543 576 660** to book an appointment. Alternatively please submit your query using the online facility **eConsult** [www.drrasibandpartners.nhs.uk/doitonline.aspx](http://www.drrasibandpartners.nhs.uk/doitonline.aspx)

### Extended Hours - 'We're here for you longer'

The extended hours surgeries are for pre-bookable appointments only. These are available on weekday evenings (6.30pm-8pm) and weekends (9am-1pm). The extended hours services are provided by the **Ascent** and the **Cannock North Primary Care Network (PCN)**



## Services

The Practice runs the following clinics:

- Long Term Disease Management e.g. high blood pressure, heart disease, asthma, COPD etc.
- Cervical Smears
- Health Promotion including regular walks
- Contraceptive Advice
- Dementia Chat Clinic
- Carer's Clinics
- Social Prescribing Clinic
- Supporting Clinical Health & Care Research
- Flu, shingles & pneumonia vaccinations
- Domestic Violence/abuse support
- Serious Mental Illness Clinics
- Travel advice & vaccinations

## Essential Services

We will work with our patients to provide high quality primary medical services required for the management of all our patients, who are, or believe themselves to be, ill in partnership with the patient or carer within our core hours.

We will also support our patients in making improvements to their health and where necessary refer to other NHS services. We will provide health care services required for the immediately necessary treatment of any person requesting treatment owing to an accident or emergency.

## Additional Services

In addition to the essential services provided by the Practice, we also offer the following additional services:

- Childhood immunisations/vaccinations
- Flu/Pneumococcal Immunisations
- Minor Surgery & Joint Injections
- Anti-coagulation monitoring
- Administration of Zoladex
- HPV vaccination



## Home Visits

These are only for patients who are unable to get to the surgery for medical reasons. Details will be requested to assess the urgency. If possible please telephone before 10.30am.