



Repeat Prescriptions

When you first join the practice, if you are on repeat medication, it is important to make an appointment with the doctor before your current supply runs out. Please bring either all of your medication or the repeat slip from your previous doctor. This will enable us to input the information accurately onto the computer. When this is done you will be able to order your prescription as detailed.

To order repeat medication please allow at least 48 hours. Please note that it is our policy not to accept telephone requests under any circumstances.



Patient Access

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. You can also book and cancel appointments through Patient Access, send non-urgent messages to the GP and view some of your records. **Electronic prescribing** is now also available allowing prescriptions to be sent directly to the pharmacy of your choice in a paper-free format. Please ask receptionist for details.



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.



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 CCG 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.



PATIENT INFORMATION LEAFLET

Opening Times

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

Dr Rasib & Partners Supporting 'Think Carers Campaign'



Dementia Friendly Practice



Email: gp.suite@nhs.net

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

Tel: 01543 576 660



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
Dr B Sarwar MBBS, MRCGP, DFSRH
Dr Dave Saunders BM BS, MRCGP, DCH

Practice Manager

Sam Rasib Managing Partner

Advanced Pharmacist Practitioner

Dave Singh MPHARM, IPRESC

Practice Nursing Team

Olivia Bryant Practice Nurse
Hannah Tranter Nurse Practitioner
Julie Fury HCA

Reception/Admin Team

Laura Cadman Reception/Admin Lead
Stephanie Macey Reception/Admin
Julia Grundy Reception/Admin
Rosie Davies Reception/Admin
Grace Pike Apprentice Reception
Charlotte Cattell Apprentice Reception
Paris Street Apprentice Reception

Attached Community Staff

Jayne Cushion Midwife **01543 576 810**
Kimberley Proctor Patient Engagement Services Coordinator
Liz Tolhurst Carers Liaison Officer
Sharon Wright Social Prescriber
Belinda Wood Mental Wellbeing Worker



Appointments

Please telephone **01543 576 660** to book an appointment. Alternatively please use the online facility via **Patient Access** to book any online appointments

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 **Cannock Chase Clinical Alliance** and the **Cannock South 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
- Ear Care
- Health Promotion including regular walks
- Contraceptive Advice
- Dementia Chat Clinic
- Carer's Clinics
- Mental Wellbeing Chat Clinic
- Work Support Clinic
- Social Prescribing Clinic
- Chronic Disease Chat Clinic

- Live Well Cafes
- Serious Mental Illness Clinics

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.