

The following GP surgeries offer extended hours (correct at the time of printing). For further details of GP surgeries offering extended hours, please call the number below or visit us online.

Moss Grove

Cross Street Health Centre

Summerhill Surgery

Grange Road

Chapel Street

The Limes

Castle Meadows

Brierley Hill Health Centre

Bath Street Medical Centre

Thorn's Road

Bilston Street

Kingswinford Medical Practice

Eve Hill Medical Practice

The Greens Health Centre

Worcester Street

Steppingstones Medical Practice

Grange Road

Wychbury Medical Centre

## Questions you may have

### When will the new services be available?

We hope to have the new services available by the end of April/May 2009.

### Will I have to register with the health centre to use it?

No. You will be able to get an appointment by walking in.

### Will it deal with emergencies?

No, but it will have the facility to give primary care treatment such as treating minor injuries and illnesses.

### Can I register as a patient at the health centre?

The health centre is open to all members of the public. Patients living in the area that the walk in centre will serve will be able to register at the centre. To do this, a patient would need to switch from their current GP surgery.

### Will the health centre offer home visits?

If you are registered at the health centre, home visits will be provided. If you are not registered at the health centre, your registered doctor is responsible for home visits.



### Will the health centre have access to my medical records?

Yes, but staff cannot access the records of patients registered elsewhere without agreement. Medical records can be requested for patient care and safety.

### Can I see my doctor in the evening and at weekends?

Many surgeries are now open for longer. Contact your current GP surgery to ask about opening hours. For details of GP surgeries that offer appointments in the early morning, in the evening, or at weekends, please see the list provided, or call the number below or visit us online.

### Choose your hospital

The NHS is giving you more choice over your healthcare. Now you can choose the hospital where you would like to be treated, in the NHS or independent sector. Choose a hospital that you are familiar with, one that is close to your family, or one that can treat you more quickly. You may be able to choose a hospital that offers faster diagnostic tests.

Ask your GP about the choices available.

If you are not satisfied with the GP or NHS service you have received, or you feel that standards have not been met, please contact our Clinical Governance Department on 01384 366474.

# Dudley **NHS**

## GP services

### in Dudley are improving

We are making it easier to see your doctor and get the services you need



Call us on 01384 366065

Visit [www.dudley.nhs.uk](http://www.dudley.nhs.uk)

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## Healthcare when and where you need it

Patients tell us that they want more convenience and choice from the service they receive from doctors in Dudley – for instance, to be able to see a doctor in the evening, at weekends and when you are away from home. You want doctors and GP surgeries to be able to offer a greater range of services for your healthcare which are truly suitable for your particular needs.

### Extended opening hours

We have been working with local GP surgeries to get agreement for them to stay open for longer, giving you the opportunity to see a doctor early in the morning or during the evening, or at the weekend.

More than half of the GP surgeries in Dudley now offer appointments outside normal working hours. You can easily check who offers this service in the list provided, or please call the number below or visit us online. If you need to see a doctor urgently when your local surgery is shut, you should contact 0845 1451800

### Fast, easy access to your doctor

When you need to see a doctor quickly, you should be offered an appointment within two working days. All GP surgeries should also allow you to book an appointment more than two days in advance, if you prefer.

## Extra GP services coming to your area

### New health centre

We are working to give you new GP services for more choice and convenience. In April / May 2009 a new health service will open in Dudley, operating 7 days a week from 8am to 8pm.

The new health centre will offer the following services:

- A walk in facility for primary care needs
- Minor Surgery
- More specialised services for people with Heart Failure, Learning Disabilities, Alcohol and Diabetes



### New Surgeries

There will soon be a new GP surgery in Pensnett and we are exploring the option of a new GP surgery in the St Thomas's area. To find out more and if you are interested in registering, please call the number below or visit us online.

## Registering with or changing GPs

If you are not registered with any doctor, you can find out about GP surgeries in your area, the services they offer and opening times by calling 0845 4647 or visiting the NHS Choices website at [www.nhs.uk](http://www.nhs.uk).

### Helpful information

For more information about the range of local health services available, including GP services in your area and their opening times, please go to the NHS Choices website at [www.nhs.uk](http://www.nhs.uk).



The following GP surgeries offer extended hours (correct at the time of printing). For further details of GP surgeries offering extended hours, please call the number below or visit us online.

**Woodsetton Medical Centre**

**Coseley Health Centre**

**Rangeways Road**

**Central Clinic**

**Albion House**

**Keelinge House**

**Netherton Health Centre**

**Lower Gornal Health Centre**

**Netherton Surgery**

**The Northway Health Centre**

**Quarry Road**

**The Ridgeway**

**Three Villages Medical Practice**

**Masefield Road**

**Quarry Bank**

**Pedmore Road**

**Crestfield**

**Wordsley Green Health Centre**

**Coseley Medical Centre**

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