

**Grey Gable Surgery**  
High Street, Inkberrow  
Worcestershire, WR7 4BW

**Tel: 01386 793007**

[www.greygablesurgery.com](http://www.greygablesurgery.com)

**Opening hours: Monday to Friday 8am to 6.30pm**

This practice is within the South  
Worcestershire Clinical Commissioning Group area.



# Welcome

Grey Gable Surgery serves Inkberrow and the surrounding area. Our team includes five GPs, two Nurses, two Health Care Assistants as well as our team of dispensers, reception, secretarial and management staff.

We offer a full general practice service. Within our everyday clinics we provide longer appointments for specialist areas such as asthma and minor surgery. We also offer an on-site dispensing service (available to eligible patients—see page 5 for details).

At Grey Gable Surgery we aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important that our patients know who they are dealing with so our front-of-house staff wear a name badge and identify themselves on the telephone.

Grey Gable Surgery is a 'training practice'. Qualified doctors in their second foundation year spend four months with us in order to gain experience of a general practice setting and allow them to decide on their career path. Doctors undergoing their specialist GP training spend 6 or 12 months with us.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

If you live within our practice area and would like to register with us, please complete one of our registration forms that are available from reception or on our website.

## Named Accountable GP

All patients are assigned a named accountable GP. If you wish to know who your named GP is or to request a specific GP, please call us on 01386 793007 after 10am. Please note that your named GP will appear on hospital letters, for example, but this does not restrict which GP you may wish to see at Grey Ga-

## Our practice area

For details of our practice area, please ask at reception or visit the New Patients section of our website:

<http://www.greygablesurgery.com>

# Clinics & Services

For an appointment or further details please call 01386 793007.

## Diabetic Clinic

### **Every other Tuesday afternoon**

This clinic is by appointment and is held by our GP who has a special interest in diabetes. Ongoing nursing care for diabetic patients is provided within the Nurses' usual clinics where a longer appointment can be booked where necessary.

## Child Health Visitor Clinic

### **1st Thursday morning of each month.**

All new babies and children under five years of age are allocated a child health visitor to oversee their general well-being and development. The allocated health visitor arranges appointments directly with the parents or care givers.

## Physiotherapy Clinic

### **Thursday afternoons**

Patients may be referred by us or may self-refer to the Evesham Physiotherapy centre. After an initial triage, which may take place by telephone, following therapy sessions are carried out at the surgery.

## Seasonal Flu Clinics

### **From September**

The timing of our flu clinics depends on the delivery of vaccines.

## Asthma

Our specialist asthma and COPD nurse sees patients by appointment within normal daily clinics.

## Contraception & Women's Health

Our GP specialising in sexual health sees patients by appointment with normal daily clinics.

## Minor Surgery

Minor operations, such as joint injections or excisions, can be carried out in one of our treatment rooms. Please discuss this with your doctor who will then arrange for you to be given an appointment.

## NHS Health Checks

If you are aged between 40 and 74 you may be eligible for a free NHS Health Check. Please call the surgery for further information.

## Minor Injury

From October 2017 surgeries in South Worcestershire are no longer commissioned to provide this service. Please visit your nearest Minor Injury Unit.

# Prescriptions

Grey Gable Surgery has an on-site dispensary. To be eligible for this service, patients must not live within one mile of an independent pharmacy. The list of eligible patients is provided to the surgery by NHS England.

## **Dispensary Opening Times**

Monday to Friday 8am to 6.30pm

## **Preferred Prescription Collection Times**

Monday to Friday 8.30am to 12 noon and 2pm to 6pm

## **Repeat Prescriptions**

Please allow at least **48 hours** notice (excluding weekends) when asking for a repeat prescription. You can request a repeat prescription **Online, in person or by dropping your repeat slip in the post box**. For **Online Patient Access**, please speak to one of our dispensing team. Please note that it is our policy to prescribe one month's medication at a time in accordance with CQC guidelines. The NHS recognizes that a one month repeat prescribing interval makes the best possible balance between patient convenience, good medical practice and minimal drug wastage.

## **How to obtain medicines urgently when we are closed**

Please visit your nearest out of hours pharmacy with evidence of your current medication. There may be a charge for this service.

## **Medication Reviews**

Patients on repeat medication will be asked to see a doctor at least once a year for review. Notification of your review should appear on your repeat prescription slip. Please ensure that you book an appropriate appointment to avoid unnecessary delays to further prescriptions.

# Appointments

For a nurse or GP appointment, please call our main telephone number 01386 793007. You can also book your appointment in person or on-line, please speak to reception for more details.

We offer 10 minute appointments with doctors. If you have more than one condition that you wish to discuss with the clinician, please advise our receptionist when making your appointment.

- **Urgent** cases are seen on the day.
- If your condition is **non-urgent** you can expect to see a GP within 3 working days although you may have to wait longer if you want to see a particular GP.
- You can book to have a **telephone consultation** with a doctor. He or she will ring you at an agreed time.
- We provide a **chaperone** service should you wish to be accompanied during your consultation.
- We provide a **private room** to discuss any matters with the administrative staff.

How you can help us:

- Please be on time for your appointment.
- Give us as much notice as possible if you need to cancel an appointment.
- Call for test results after 2pm.

## Open Access GP Clinics

**Our 'open access' clinic is now by telephone, the GP will arrange to see you in person if necessary. Please ensure you call us before 10am for a call back from the duty GP. Please note this is for urgent matters only, for routine appointments please utilise our bookable appointments. *If you are hearing impaired please let us know so we can arrange for you to be seen face to face.***

# Home visits

Our doctors typically see four patients in the surgery in the time it takes to do a single home visit. For this reason, we ask our patients to come to the surgery if at all possible. However, we can visit you at home if your condition means that you cannot attend the surgery. Please call before 10 am to arrange a visit and let us know if your condition is urgent.

# Evenings and Weekends

- For medical advice please call 111.
- For all life-threatening injuries or emergencies please dial 999 or visit A&E.
- For urgent medications, please visit your nearest out of hours pharmacy with evidence of your current medication. There may be a charge for this service.
- **Extended Access in South Worcestershire** Patients across South Worcestershire can now benefit from an enhanced range of extended hours GP services from as early as 7am to 9pm weekdays and weekends. Please call the surgery to arrange an appointment in Droitwich, Worcester or Evesham.

(Please note that the South Worcestershire Clinical Commissioning Group is responsible for commissioning the out of hours primary care services. See page 10 for details.)

# Specialist and hospital care

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will ask you where and when you would like to go. They can then book your appointment electronically while you wait.

If you would prefer to have some time to think before deciding where and when to have treatment, you will be offered the option of calling the practice later and we will be able to book your appointment then.

# Our team

## **Dr R Unnikrishnan (male)** MBBS, MRCGP

Dr Unnikrishnan has been our full time Lead GP since April 2015. He offers a full range of general practice care to his patients and is our lead for respiratory conditions and all safeguarding matters.

## **Dr D Montford (female)** MBChB, MRCGP, DFSRH

Dr Montford has been with the surgery for over ten years. As well as a full general practice service, she has a special interest in women's health and contraception. Dr Montford also carries out some minor surgery procedures.

## **Dr J Chhina (male)** MBBS, MRCP, MRCGP

Dr Chhina is our former lead GP now working part time. Dr Chhina is our lead for diabetic conditions. He also undertakes some minor surgery procedures as well as providing all general practice services.

## **Dr T Ciucias (male)** MBBS, MRCGP

Dr Ciucias joined returned to us in June 2022 having been with us in 2017 during his GP specialist training.

## **Dr A Omosule (female)** MBChB, MRCGP

Dr Omosule joined our experienced GP team in February 2023 having successfully completed her GP training.

## **Dr S-J Lowe (female)** MBChB, MRCGP

Dr Lowe joined us in 2023, brining a wealth of experience and a special interest in Diabetes and joint injections.

## **GP Trainees**

As a training practice we host doctors for 4, 6 and 12 month rotations throughout their 3 years of GP specialty training.



## **Pharmacists**

Mr Sahaj Uppal is our practice pharmacist supporting the doctors and dispensers.

## **Paramedic**

Mr Mike Dodson works alongside our GPs helping with acute problems.

## **Nurses**

### **S Januszewski (RGN)**

A very experienced nurse providing care for a broad range of conditions and carrying out Asthma and COPD reviews.

### **A Keeley (RGN)**

A very experienced nurse with special interest in Diabetes and Respiratory.

## **Health Care Assistants**

Our Health Care Assistants, H Brown, C Syner and L Hill , provide Phlebotomy, INR testing, NHS health checks, new patient checks, minor dressings and suture removals.

## **Care Co-ordinator**

Mrs A Owen is our very experienced Care Co-ordinator dealing with patients who require help with organising health and care issues.

## **Management**

Mrs E Sullivan (Business Manager), Mrs T Dodgson (Admin Manager) and Mrs A Allen (Dispensary Manager).

## **Reception and Administration**

Mrs K Rose, Mrs K Austin, , Mrs V Walker, Mrs N Neale, Mrs S Lewis, Mrs K Holland and Miss G Pajak are our excellent front of house team dealing with telephone and in person patient contacts.

## **Dispensing**

Mrs A Page, Mrs S Spiers, Ms L Taverner & Mrs K Perry form our very busy dispensing team. From the very experienced to the newly qualified, our dispensing team work well together to support each other and ensure timely and safe dispensing for all.

## Other information

### Complaints

Grey Gable Surgery aims to give a friendly and professional service at all times to all of our patients. However, if you have any concerns about any aspect of our service, please let us know.

Speak to whomever you feel most comfortable—your GP or nurse, the reception team or any of the managers. In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised you can make a formal complaint to us in writing. We will acknowledge the complaint within 2 working days and to respond fully and following any investigation within 10 working days and as quickly as possible.

If you feel that your formal complaint has not been dealt with appropriately you can contact NHS England (tel: 0300 3112233, email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net), write: NHS England, PO Box 16738, Redditch, B97 9PT).

For further help and advice you may contact Healthwatch Worcestershire, Civic Centre, Queen Elizabeth Drive, Pershore, WR10 1PT, telephone 01386 550264, [www.healthwatchworcestershire.co.uk](http://www.healthwatchworcestershire.co.uk)

### Comments

There are various methods available for feeding back comments you may have about the provision of service at Grey Gable Surgery. These include:

- In person
- By email ([grey.gable@nhs.net](mailto:grey.gable@nhs.net))
- NHS Choices (on-line)
- Friends & Family Test
- Patient Surveys

Your comments help us to improve our services. Positive comments ensure staff receive the praise and recognition deserved.

### Your local ICB (formerly CCG)

The area served by Grey Gable Surgery is in the district covered by Herefordshire and Worcestershire Integrated Care Board. The HWICB is responsible for ensuring you get all the services you need. For details of all primary care services in the area, please look at the guide to Primary Care Services via NHS Choices at <http://www.nhs.uk/Pages/HomePage.aspx>

HWICB  
The Coach House, John Comyn Drive,  
Perdiswell, Worcester, WR3 7NS  
01905 681999  
<https://www.hwics.org.uk/>

## Online Services

By visiting the Patient Access website, or using the NHS App, you may **Order Prescriptions, Book GP Appointments** and view your **Medications, Allergies, Immunisation History** and **detailed coded information**. Please ask reception for your log-in to Patient Access or sign up to the NHS App independently. Please note that to activate access to your records we will need to see photo ID and current proof of address. We will also require you to complete an 'online access to my medical records' form in order to ensure that you are fully aware of the need to protect your own medical records.

## Patients with particular needs

Our surgery is accessible to wheelchair users. We also have parking spaces close to the entrance reserved for patients displaying a disabled sticker.

For patients with hearing problems we have a hearing loop in the reception area.

We can arrange interpretation and translation services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment.

## Patient confidentiality and Data Protection

We respect your right to privacy and keep all your health information confidential and secure.

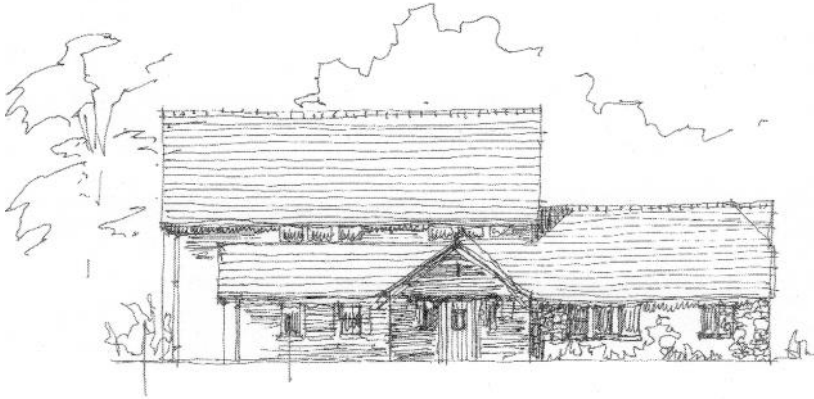
It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. Please visit our website or ask at reception for a copy of our 'Data Protection Privacy Notice for Patients' and our patient leaflet 'How we use your information'.

For further information on how the NHS uses health and care information and how you can opt out please see the 'Your Data Matters to the NHS' leaflet available at the surgery and on our website.

## Expectations of Staff and Patient Behaviour

We aim to treat our patients with courtesy at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.



## Grey Gable Surgery

If you require this leaflet or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know.

You can call us on 01386 793007 or email [grey.gable@nhs.net](mailto:grey.gable@nhs.net)

Grey Gable Surgery is run on behalf of NHS England by Elgar Healthcare Ltd. Company No. 06586193.

Registered address: Grey Gable Surgery, High St, Inkberrow, Worcestershire, WR7 4BW.

Directors: Dr D Montford, Dr R Unnikrishnan & Mrs E Sullivan. Shareholders: Dr D Montford, Dr R Unnikrishnan & Mrs E Sullivan.