

Practice Leaflet 2025

A Guide to our services

Albrighton Medical Practice
Shaw Lane
Albrighton
Wolverhampton
WV7 3DT

Tel. 01902 372301

www.albrightonmedicalpractice.nhs.uk

WELCOME

Albrighton Medical Practice welcomes you to the Surgery and we hope that you find the enclosed information useful. More information is available on our website;

www.albrightonmedicalpractice.nhs.uk

Opening Hours:

The surgery is open 8.00 am to 6.30 pm Monday to Friday (excluding bank holidays).

Extended opening hours are provided on Monday evenings 6.30pm to 8.30 pm. These are for booked appointments only. No emergency provision is available during this time at the surgery.

The Surgery is open every fourth Saturday for pre booked appointments, no emergency provision is available on a Saturday morning.

Call 999 in a medical or mental health emergency. This is when someone is seriously ill or injured and their life is at risk.

If you need help when we are closed

If you become ill and your GP surgery is closed, there are several options available to you (Pharmacy First, NHS walk in centre, Minor injury Units, Urgent treatment centres – please look at our website for further information)

NHS 111 (please telephone 111) provides out of hours cover to our patients. NHS 111, tel. 111, or NHS Choices www.nhs.uk, provides health information 24 hours a day. You can also attend

We are a medical partnership providing services for Shropshire, Telford & Wrekin ICS, Wellington Civic Offices, Larkin Way, Tan Bank, Wellington, Telford, TF1 1LX. Email: stw.generalenquiries@nhs.net

Details of primary medical services in our area may be obtained from them.

We are additionally, a part of the [Southeast Shropshire Primary Care Network](#).

A Primary Care Network is a structure which brings together GP Practices in an area. PCNs build on existing primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care for people close to home.

The Practice Team

Practice Manager - Mrs. Bridget Laffoley

Partners

Dr Annette Quilter MBChB (Birmingham 2008), MRCGP, DRCOG, DFRSH

Dr Prabhjot Uppal MBBS (2000), DRCOG, MRCGP, DFRSH

Dr Clare Hurst BSc, MBChB, MRCGP, MSc

Dr Emily Ward MBChB, MRCGP, DRCOG

Dr Matthew Bird MBChB (Birmingham 1999), MRCGP, MRCS (Edinburgh), DCH, DRCOG, DFFP

Salaried GPs

Dr Jessica Harvey MRCGP, MBBS, BSc Hons

Dr Margaret Mascarenhas MBChB with Honours (Birmingham 2011), MRCGP, MRes, BSc with First Class Honours, DRCOG, PGCert

Dr Rupinder Bhandal MBChB, MRCGP, DRCOG

Dr. Onyinye Claire Ibekwe MBBS, MRCGP

Nursing Team

Practice Nurses Hayley Avery, Rebecca Podmore.

Nurse Associate Sue Mumford,

Health Care Assistants Meegan Webb.

Reception Team

Admin Team

Dispensers

Community Care Coordinator

ARRS staff - Physician Assistant, Clinical Pharmacists, First Contact Physiotherapist, Healthy lives advisor

Training Practice - We are proud to be a training practice, helping to develop healthcare professionals of the future. Being a training practice allows us to reflect on our knowledge, skills and performance. We have medical students from Keele University and also GP Registrars during their training. Each trainee receives appropriate levels of supervision. You may be offered an appointment with a trainee, you will always have the opportunity to decline this if you do not feel it is appropriate for you.

Appointments

We want to make the process of booking an appointment with your GP practice as easy and fair as possible. We use a system called AccuRx Total Triage

How do I contact the practice/request an appointment?

Online request - this is the preferred method, you can still contact the surgery by telephone (01902 372301) or in person and Reception will help you. Accurx Total Triage is our online consultation platform accessible via NHS App or clicking on the link on our website. It removes the need to hang on the telephone and avoids the 8 am rush.

What happens to my request?

Medical requests are triaged by a GP, who will decide on the most appropriate action and timescale, which may include, telephone or face to face appointment, advice or signposting to another service.

Medical requests we will respond to you the same day

Admin requests are viewed and directed to the most appropriate team member for action, we will respond to you within five working days.

How do I use Patient Triage?

- Open the link from our practice website
(There's no need to download an app or create an account!)
- Select either admin or medical request
- Confirm this is a non urgent request
- Write the request to the practice, giving as much information as possible
- Tell the practice how you want to be contacted
- Enter your details
- Press submit!



accuRx

Text Messages

Please be aware we may contact you by secure text message in response to your request, to remind you about appointments or provide health information (such as upcoming flu vaccinations).

Prescriptions

The easiest way to order your repeat prescription is by using the [NHS App](#), this shows you all your repeat medicine and dosages and you can choose the ones you need.

Alternatively you can request your prescriptions using the white repeat slip that you can request from your Pharmacy. Simply tick the medications needed and hand the slip in at the Practice.

Please note: we do not take repeat prescription requests over the phone, via total triage or email.

Dispensing Patient Prescriptions

We are fortunate to have a Dispensary at the practice which means we can dispense medication to some of our patients. Legislation means that we can only dispense your medication if you live more than three miles (by road) from the chemists in Albrighton or Shifnal. The dispensary opening hours are: 08.30 to 6.00 pm daily.

If you are a dispensing patient you can use [NHS App](#) or [POD](#) to request your repeat prescriptions or you can contact Dispensary by phone 01902 372301.

Home delivery of medications for dispensing patients can be arranged. Please contact dispensary if this service is required.



Home Visits

If you need to be seen but are unable to get to the surgery, you may request a home visit. Please contact the surgery **before 10.30 am**. Home visits will be attended to at lunchtime.

Please Note: Home visits are for the genuinely housebound, serious and terminally ill patients. Please do not abuse this service. Should you have difficulty getting to the surgery because of lack of transport, please consider using the the Flyer 07543 869754 (Melville Club Members) or contact the Community Car driving scheme 07506 057412.

Please be aware, if you are requesting a home visit we will only visit you at the address you are registered with at the practice. On no account are we able to provide a home visiting service outside of our practice area.

We regularly use the Urgent Community Response team (previously Rapid Response Team) who may visit on our behalf, it is often more appropriate that they do. They will see conditions that may warrant a hospital admission such as chest infection, urine infection, skin infections/cellulitis and falls in the home (not exhaustive). The team will advise that you may not be visited by a GP from the surgery and this is to ensure that we see all of our genuinely housebound in a timely manner whilst being able to see those we need to in the surgery too. If you wish to have more information about the Urgent Community Response team, please ask the reception team.

Disabled Access

Disabled access is via the front entrance. All clinical areas have disabled access. If you have any special requirements please inform the reception staff. We have a hearing loop for those that need it.

Named GP

As a Practice we are required to allocate all patients with a Named GP. The named GP for newly registered patients will be the GP they are registered to. This does not prevent any patient from seeing any GP within the practice or change the GP normal

Registration

Our practice covers a semi rural population including the villages of Albrighton, Pattingham, Badger, Beckbury, Tong, Tong Norton, Worfield, Chesterton and surrounding areas. A map is available on our website that shows detail of our practice boundary.

Anyone who lives within the practice boundary is allowed to register with the practice. Including the homeless and traveler communities. Patients wishing to register must attend the surgery and complete the appropriate form and present valid proof of address (if you have one available) or in the case of a new born baby the form issued by the registrar of births and deaths.

Once registered, should you move to a location that is outside the practice boundary you will be required to register with a new surgery. You will not be permitted to remain on our list of patients.

It is the responsibility of the patient or the guardian of the patient to inform the surgery should any changes take place that could affect their medical care. In particular address and telephone number changes, also changes from maiden to married names.

Patients are registered with the practice and not individual doctors. It is fine to request an appointment with a particular doctor for continuity of care or patient choice.

As patients we would request that you consider your own rights and responsibilities to the surgery especially with regard to missing appointments.

Change of address/practice boundary

If you are thinking of moving house please check our website/speak to reception to find out if your new address is in our area. If your new address is outside of our area you will need to register with a new GP practice.

Please remember to let us know of any changes to contact details as soon as possible.

Complaints / Feedback

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. To pursue a complaint please contact the practice manager who will deal with your concerns appropriately. Our Complaints protocol is on our website.

We also welcome feedback both positive and negative. You give feedback directly, on our website or via the NHS friends and family test. More information on our website.

Services

The practice offers the following services to its patients in addition to standard GP services.

- Antenatal
- Blood tests
- Cervical Screening
- Citizens Advice Bureau
- Community Care Coordinator
- Contraception
- Ear Irrigation
- Immunisations
- Joint Injections
- Minor Surgery
- Talking therapies
- Young Persons

Non NHS Work

We will also be happy to provide non-NHS work including medicals (e.g. HGV medicals), private sick notes and holiday travel insurance forms. A fee will be charged and payment is required before the work is carried out. Reception Staff will advise you what the fee will be. The fee will be subject to VAT.

Travel Health

If you require NHS travel vaccinations, we are happy to provide these. However, we are unable to give travel advice.

If you are travelling please attend a private travel clinic and take with you a copy of your vaccination history. We can provide a list of your previous vaccinations or this can be found on your NHS App. If you then require NHS vaccinations we ask that you provide documentation from the travel clinic you have attended, we need to have this two weeks before any vaccines can be administered. The nursing team need to review the request and order in the required vaccines. Please book an appointment with the practice nurse two weeks after providing your travel clinic documentation.

Your Data

Your GP Practice is committed to operating in a way that complies fully with the provisions of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. We recognise that the personal data legitimately required in order to carry out our business must be collected, processed, stored and disposed of fairly, lawfully and with due regard to confidentiality. We fully respect your privacy.

If you have any questions about your data or how we deal with it please contact the practice and get in touch with us by clicking on the Contact Us links available on this website.

Accessible Information / Reasonable adjustment flag

We want to get better at communicating with our patients. We want to make sure you can read and understand the information we send you. If you find it hard to read our letters or if you need someone to support you at appointments, please let us know.

The Reasonable Adjustment Flag is a national record that shows a person needs accommodations and may include details about their impairments and necessary adjustments.

If you are a patient or carer of a patient who you feel may benefit from a Reasonable Adjustment Flag on your medical records please let a member of the practice team know. We will not add a Reasonable Adjustment Flag to your record without your consent.

This practice leaflet provides a brief overview of the practice only, for more detailed information please consult our website www.albrightonmedicalpractice.nhs.uk.

On the website you will find our surgery policies and procedures.

If you do not have internet access we are happy to print this information off for you.