

Teaching practice

The practice is a teaching practice and occasionally trainee GPs may, as part of their training, be required to sit in with their trainer GP during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee GP will not sit in on your consultation.

How to register at the practice

The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

You will also be offered a health check when you join the practice for the first time (see the practice website for a full list of your rights and responsibilities).

Dudley GP Practice Charter

Our charter is a statement of what you can expect from the practice.

Our charter has been developed in consultation with patients and general practice(s) across Dudley borough.

Our charter is endorsed and reviewed by Healthwatch Dudley; an organisation that exists to ensure that the patient voice is heard.

We ask that you value the dedication of our staff, as we do.

We ask if you are unable to attend for an appointment please let us know, so that we can offer it to someone else.

We ask that if you are unavoidably delayed you let us know as soon as possible, so that we can make alternative arrangements to meet your needs. The full charter is available on our website

Services we provide

Along with routine appointments, the practice offers the following services:

- **Family planning** – All our GPs and the practice nurse offer a full range of family planning services
- **Immunisations** – The nursing team administers vaccines for both adult and child immunisations. We hold several Vaccination clinics. If you are unable to attend these clinics, please discuss with a member of our administrative staff
- **Minor surgery** – Your GP will advise on minor operations
- **Cervical smear testing** – For women aged 25 – 65. These tests are undertaken by the nursing team.
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Other services** – Health checks for adult patients aged 40 to 74 years and especially for those who have not seen a clinician at this practice. Details are available from reception and on the practice website. If you are over 75 and not seen a GP in the last three years you may be offered an NHS health check.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

Black Country ICB commission out of hours services

Patient Information Leaflet

Northway Medical Centre is a partnership providing NHS Services under an NHS England General Medical Services Contract.

Alderwood Precinct, Northway
Sedgley DY3 3QY

Telephone No. 01902 881580

Email address:

bcicb.northway.medicalpractice@nhs.net

Website:

www.northwaymedicalcentre.nhs.uk

GP services are provided to the following areas:



Opening hours

Mon–Friday	8:00 am	6:30 pm
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Improved access/Extended hours

Tuesday 6.30 -8.45pm

GP Working Patterns

Monday, Dr Moran, Dr Hughes, Dr Balasundaram

Tuesday: Dr Moran, Dr Pritchard, Dr Hughes

Wednesday: Dr Moran, Dr Hughes, Dr Balasundaram

**Thursday: Dr Moran, Dr Hughes, Dr Cox
Dr Balasundaram,**

Friday: Dr Moran, Dr Hughes, Dr Cox

Are you using the right service?

SELF-CARE What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	PHARMACY Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	NHS 111 (24/7) Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day
GP ADVICE Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	WALK IN CENTRE Minor injury or illness Symptoms not getting better and you cannot see your GP	A&E or 999 Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke

Further information can be sought from www.nhs.uk

The practice team

This practice operates under a partnership agreement and provide services on behalf of the NHS.

DR HELEN MORAN

Partner - MRCGP 1995, MRCGP

DR STEPHEN PRITCHARD

Partner - MBBS 1987, MRCGP

DR SIMON HUGHES

Partner - MB ChB 2005

Salaried GPs

DR JESSANTHA BALASUNDARAM

Salaried GP - MBCHB 2005, MRCGP

DR GILLIAN COX

Salaried GP – BM 1979

Nurses

Suzi Sloan RCN 2006

Helen Pritchard RCN 1988

Paramedics

Holly Hambleton HCPC Paramedic 2023

William Brown BSC Hons Paramedic 2021

Other healthcare staff

Penny Sirett – Assistant Nurse Practitioner

Lucy Rattu – Healthcare Assistant

Practice Manager

Russell Gardner

Administration/Reception Teams

Amy Hancox, Ann Gill

Fouve Nicklin, Emily Taylor

Jane Pugh, Shelley Brown

Lisa Parker, Lucy Hingley

Izy Palmer, Darlene Dorkworth

Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please log on to the practice website at www.northwaymedicalcentre.nhs.uk. Should you be unable to access the website, please ring 01902 881580 and a member of our administrative staff will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

Access to the practice premises are suitable for all patients with a disability.

The practice has a lift for access to the upper floor if needed

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence

Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available online www.northwaymedicalcentre.nhs.uk

Alternatively, contact our reception who is the nominated point of contact for all PPG matters.

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

NHS England Contact

The practice provides NHS services on behalf of NHS England. Please contact:

[NHS Black Country Integrated Care Board](https://blackcountry.icb.nhs.uk)

Civic Centre, St Peter's Square,
Wolverhampton, WV1 1SH. 0300 0120281
<https://blackcountry.icb.nhs.uk>

This leaflet was produced from the Patient Information Leaflet Policy dated 28/05/2025.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located near the front entrance
- We do not accept prescription requests over the telephone

Online – Please log in and order via our website:

www.northwaymedicalcentre.nhs.uk

Please allow 48 Hours for processing (excluding weekends and bank holidays) when ordering repeat prescriptions.

NHS App

We strongly encourage signing up to the NHS App to access a range of NHS Services Online

www.nhs.uk/nhs-app/

Comments, suggestions and complaints

If you would like more information about any of the services we provide, please ask a member of staff, telephone or log into the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide. This can be online or on forms available at reception

How to make a complaint about GPs

If you would like to make a complaint about your GP, you should contact the healthcare provider in the first instance: this is the organisation where you received the NHS service, as they may be able to sort the issue out quickly.

Alternatively, you can complain to the Black Country Integrated Care Board (ICB), Time to Talk Team. Tel 0300 0120 281 email: bcicb.time2talk@nhs.net

Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please use the practice website to request one or contact reception requesting a call-back after logging a call before 11.00 am. A clinician will then telephone you to discuss your request.

Home visits are usually carried out between 12:30 pm and 3:00 pm, Monday to Friday. These times are a guide only.

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via www.nhs.uk