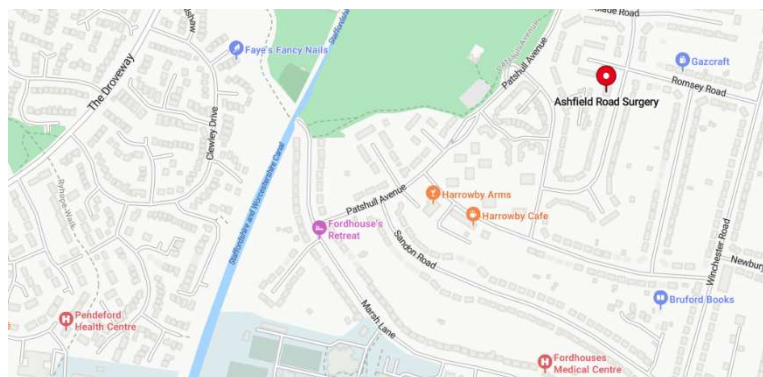
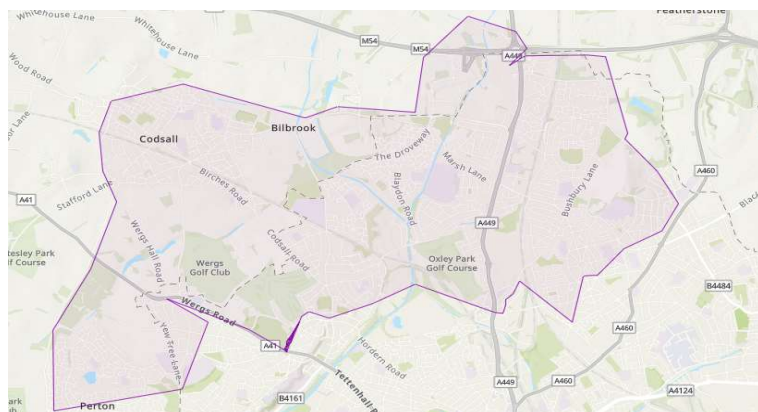


### Map Directions to the Surgery



### Catchment Area



Commissioning for Wolverhampton:

People Commissioning  
City of Wolverhampton Council  
Civic Centre  
St Peter's Square  
Wolverhampton  
WV1 1SH

: 01902 444878

 [people.commissioning@wolverhampton.gov.uk](mailto:people.commissioning@wolverhampton.gov.uk)

 [www.wolverhampton.gov.uk/health-and-social-care/adult-social-care/commissioning](http://www.wolverhampton.gov.uk/health-and-social-care/adult-social-care/commissioning)

Further information about local services can be found by visiting the NHS Choices website

## Dr Nandanavanam


### Ashfield Road Surgery and Pendeford Branch



39 Ashfield Rd  
Fordhouses  
Wolverhampton  
WV10 6QX



Pendeford Health Centre  
Whitburn Close  
Pendeford  
Wolverhampton

 : 01902 783372

 : [ashfieldroadsurgery.co.uk](http://ashfieldroadsurgery.co.uk)

 : [M92609wolverhampton@nhs.net](mailto:M92609wolverhampton@nhs.net)

 : [bcicb.ashfieldrdscripts@nhs.net](mailto:bcicb.ashfieldrdscripts@nhs.net)

 : Patient Access - please register

### Surgery Opening Hours

#### Ashfield Road Surgery

Monday

8am – 8pm

Tuesday – Friday

8am – 6.30pm

#### Pendeford Site

Monday – Wednesday &

Friday

8am – 6pm

Thursday

8am – 1pm

Monday evening 6:30pm to 8pm (Extended Hours)

Pre-booked appointments only

## Practice Staff

### The Doctors

Dr. Archana Nandanavanam MBBS, MRCGP

### Practice Managers

Mrs Sharon Harris

Mrs Sandra Hawkes

### Advanced Nurse Practitioner

Surinder Chand RGN, ANP

### Advanced Clinical Pharmacist

Adeola Allinson

### Practice Nurse

Angelique Jackson RN Dip HE – adult nursing, BSc – fundamentals in general practice nursing

### Health Care Assistant

Mrs Lynn Fellows

### General Practitioner Assistant

Mrs Phyllis Haddock

### Reception/Admin Staff

Mrs Jenna Raybone

Miss Megan Fern

Miss Rachel Collins

Mrs Sulinder Dhanda

Mrs Dianne Harris-Jebb

Mrs Reema Danganavar

### Midwives

The community midwife is provided by the Royal Wolverhampton Hospital. Patients can self-refer to their services.

### Health Visitors

The Health Visitors are based at the Dove Centre Pendeford, they can be contacted on 01902 444927

### Violence and Abuse - Zero Tolerance

Violent, aggressive, or abusive behaviour towards staff or property will not be tolerated. Patients displaying such behaviour will be removed from the practice list, and a written notice will be sent to the patient and CCG. We expect all patients, relatives, and friends to behave reasonably and treat our staff with respect and courtesy.

## Services Provided

### Health Promotion and Disease Management

Our Practice carries out Asthma, COPD, Diabetes, CHD & stroke reviews on an annual basis. We also carry out NHS Lifestyle checks to prevent coronary heart disease or strokes. If you are aged between 40-74, please ask for details. We also offer health checks to those aged 75 and over.

### Chronic Disease Management

Patients with heart disease, diabetes, stroke/TIA, hypertension, asthma, COPD, hyperthyroidism, epilepsy, cancer, or mental health conditions should have annual reviews to monitor their health.

### Child Health and Immunisation

The Practice Nurse administers child immunisations according to the national immunisation programme. All immunisations are recorded in the patient's medical records and logged in the child's 'red book.' To ensure your child's health, please ensure immunisations are completed on time. Child Health surveillance clinics are held every Wednesday morning at Ashfield Road Surgery.

### Ante Natal and Post Natal Check

Antenatal clinics are held on Wednesday mornings at Pendeford Health Centre. Deliveries are booked at New Cross Hospital. Post Natal examinations are carried out eight weeks after delivery together with the baby health check and baby immunisations at Ashfield Road Surgery. It is very important not to miss this appointment as contraception, physical and mental wellbeing is reviewed during this appointment.

### Contraception and Family Planning

The contraceptive pill, Implant injection, Depot injection, and Emergency contraception (morning after pill) are provided by the Doctor and Nurse. Consultations can be made to discuss the best suited contraception for the individual.

Cervical smears are carried out by the Practice Nurse.

### Adult Vaccinations

We administer booster vaccinations when required and travel vaccinations.

### Repeat prescription

Repeat prescriptions will take 48 working hours before it is ready for collection.

It is advised to order your repeat medication using the patient access app or by using the following email address:

[bcicb.ashfieldrdscripts@nhs.net](mailto:bcicb.ashfieldrdscripts@nhs.net)

Alternatively, if you do not use online applications, you could still come in person, or get a family member, to make your request at the surgery by filling a repeat medication slip and putting it through the prescription request box. To avoid confusion, it is best to bring a copy of the repeat medication required.

Patients are requested to nominate a pharmacy of their choice for electronic transfer of prescriptions. It is the responsibility of the patient to arrange collection and delivery of the prescription.

### Complaints

In this practice we operate a practice complaint procedure as part of the NHS system. Our aim is to provide you with a high standard of care, and we will try to deal swiftly with any problem that may occur. If there is a problem, please contact the Practice Managers:

Mrs S Harris

| Mrs S Hawkes

If for any reason you do not want to speak to a member of our staff, then you can request that the Integrated Care Board (ICB) investigates your complaint. They will contact us on your behalf:

Black Country Integrated Care Board – Time2Talk  
Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH  
0300 0120 281

### Booking an appointment with a Doctor, ANP or Practice Nurse

The quickest way to contact your surgery with medical or administrative queries is by submitting an online request on our website or through the link sent to your phone when registering with the practice. If you do not have a smart phone or cannot fill the form in for any reason, the surgery can complete it on your behalf. The receptionist will ask you questions about your request to fill out the form on your behalf. The clinical team will then assess your request with a receptionist contacting you with the next steps. If an appointment is required, they may send you an appointment booking link via text message, or arrange this over the phone. If there is a faster or more appropriate route to care, you may be offered this, such as being asked to attend your local pharmacy or being referred to another service. All requests for a GP appointment will be assessed as soon as possible and in the same way, regardless of how you contacted the surgery. A standard GP appointment lasts 10 minutes. Similar to the appointment process before we launched Total Triage where you would book one appointment per health concern, if you have multiple health concerns, we advise that you fill in one triage form per concern. This is so that the GP can make an accurate assessment of each individual concern. Appointment requests will receive a response within 2 working days. If you need to be seen on the same day, you will receive a call from the practice. If you need to book a routine appointment, you will receive a text message with a link for you to book. Please don't re-submit the same form. If you haven't received a response within the relevant timeframes mentioned above, please call the practice directly.

Children under 16 should be accompanied by a responsible adult, and a chaperone is available upon request.

If you arrive late, we will try to accommodate you, but you may need to wait until the end of the surgery. Please notify us if you need to cancel your appointment.

### Home visits

A request for a home visit should only be made if the patient is too ill to attend the surgery, please request this between 9.00-10.00 am. The Doctor will visit after midday. A clinician may telephone you to discuss your request to ensure that we prioritise the most urgent.

### Access for disabled patients

The entrance to Ashfield Surgery is made via a ramp and the entrance is level at Pendeford surgery.

Patients who use a wheelchair can be seen at either surgery, but Pendeford is more 'wheelchair friendly'.

### Patients' Rights and Responsibilities

You have a right to:

- Be treated with respect and courtesy
- Receive clear understandable information about your care and treatment
- You have a right to refuse treatment

We expect reasonable behaviour from patients, relatives and friends; we expect to be treated with respect and courtesy

### Data Protection and Confidentiality

Your medical records are confidential.

All members of staff within the practice have access to medical records.

We may have to share information with medical bodies, e.g. Social Services, Registrations, and Births, Deaths or other health professionals as well as other services only with written permission of the patient.

Please notify the practice of changes of address or telephone number.

### Patient Participation Group

The practice has a patient participation group who meet quarterly. We are constantly looking for new members to be involved in making improvements for the practice. If you feel you would like to be involved in this – please contact Sharon Harris or Sandra Hawkes.

### New Patient Registration

The practice is happy to accept new patients, those who are living within the practice area, including households.

As a single-handed, teaching practice, Dr. Nandanavanam is the 'named' accountable GP for all patients, including those over 75. You may also see a trainee doctor under Dr. Nandanavanam's supervision.

New patients are required to see the Practice Nurse for a check-up and to get familiar with the practice setup.

We are also 'veteran' friendly, offering support to ex-service men, women, and their families, ensuring they receive dedicated care when needed.

Application forms can be completed online through the surgery website or by collecting a paper copy from either of the sites. If you have any questions about registration, please speak to a staff member who will be happy to assist.

### Out of Hours Service

When the surgery is closed at night, Weekends or public holidays, if you think you need a doctor, and it is too serious to wait for the next surgery please telephone:

1-1-1

Walk In Clinic (Local) is Urgent Care Centre at New Cross Hospital  
This responsibility for this service belongs to the commissioner

In a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency. The Accident and Emergency Department is at New Cross Hospital, Wolverhampton.  
Telephone 307 999

Our practice, in collaboration with six others, offers access to appointments from 6:30 PM to 8:00 PM on weekdays and during daytime hours on weekends. These same-day appointments can be booked by contacting the surgery to arrange them. Coverage is provided by each surgery on designated days—please visit our website for more details.