Dr. R. Rajcholan
Ashmore Park Medical Centre
Griffiths Drive
Wednesfield
Wolverhampton
WV11 2LH

Telephone: 01902 732442 Fax: 01902 729048
www.ashmoreparkmedicalcentre.nhs.uk

Practice Nurse Penny Liversage
Practice Manager Elizabeth Sconce
Secretary Karen Whitehouse
Receptionists Sarah Pugh
Pamela Colbourn
Karen Dearn
Health Care Assistant Wendy Read
Health Visitor Isabel Wilkinson
For all enquiries please telephone 01902 732442

THE PARTNERSHIP

Dr. Rajshree Rajcholan (Female)
M.B.B.S (Chennai, India)
D.F.F.P
M.R.C.G.P.

Dr. Rajcholan has a special interest in Diabetes, Dermatology and Women’s health.

PRACTICE NURSE
Penny Liversage

The Practice Nurse’s Clinic consists of help with:
- Minor Injuries, immunisations, travel advice and general health.
- Advice on oral contraception, coil fitting and long acting reversible contraception.
- Advice on Health Promotion, heart disease prevention and smoking cessation.
- Advice on asthma.
- The carrying out of cervical smears.
- All females in the appropriate age range are encouraged to have regular smears.
- Immunisation against childhood illnesses as well as other vaccinations for travel are given.
- She is also responsible for training our Healthcare Assistant who from time to time may sit consultations with the Nurse (with patient’s consent).

HEALTH CARE ASSISTANT

The Health Care Assistant carries out new patient checks, blood pressure checks, minor dressings and general health checks.
PRACTICE MANAGER

If you have any queries regarding the administration of any non-medical issues, the Practice Manager is available to help you. The Practice operates an in-house complaints procedure. All complaints should be addressed in the first instance to the Practice Manager.

ADMINISTRATION/RECEPTION

There are three reception staff. Their main duties include telephone enquiries, booking appointments, generating repeat prescriptions and day to day administration work.

The Secretary deals with all hospital referrals and referrals to Consultants in the private sector.

ABUSIVE PATIENTS

The practice will not tolerate any violence or abusive behaviour to any of it’s staff. Violent or abusive patients will be removed from the Practice list.

APPOINTMENTS

Consultation is by appointment, and this can be made by contacting the receptionist. We always try to offer the earliest appointment available, but you may need to wait if you request to see a specific doctor. It is the responsibility of all patients to notify us if you are unable to attend enabling appointments to be given to other patients.

URGENT APPOINTMENTS

If you have a problem that will not wait for a routine appointment, please tell the receptionist. Sick children will always be seen as soon as possible, if brought to the surgery. (This is often quicker than a home visit). If in doubt about bringing the child out, please telephone the surgery and the doctor will give you advice.

FULL MEDICAL EXAMINATIONS
For insurance purposes, HGV, PSV Employment etc. These are carried out by appointment only and are charged for according to current British Medical Association rates.

PRIVATE NOTES

These are issued when requested but are charged for according to the current British Medical Association rates.

SUGGESTIONS

If you have any suggestions for improvement of our services, or any criticisms, please place them in the boxed provided in the clinic.

COMPLAINTS

The Practice operates an in-house complaints procedure. All complaints should be addressed in the first instance to the Practice Manager. Complaints can also be raised directly with NHS England at http://www.england.nhs.uk/contact-us/complaint.

By post to: NHS England. PO Box 16738. Redditch. B97 9PT.
By email to: england.contactus@nhs.net stating ‘For the attention of the complaints team’
By telephone: 0300 311 22 33 (Monday-Friday 8am-6pm, excluding Bank Holidays)

ACCESS FOR THE DISABLED

The Practice premises occupy ground floor accommodation within a short distance of dropping off points or car park. Toilet facilities for the disabled are available.

PATIENT INFORMATION
Patient information will only be shared with other healthcare professionals or organisations if it is in the patient’s interests (e.g. hospital referrals). Any requests for information from other organisations must be requested in writing and be accompanied by the patient’s written consent (Data protection Act).

**GENERAL SURGERY TIMES**

**FOR ROUTINE APPOINTMENTS**

**MONDAY**  
9.30 – 11.30am  
3.30 - 6.00pm  

**TUESDAY**  
9.30 – 11.30am  
4.00 - 6.00pm  

**WEDNESDAY**  
9.30 – 11.30am  

**THURSDAY**  
9.30 – 11.30am  
4.00 - 6.00pm  

**FRIDAY**  
9.30 – 11.30am  
4.00 - 6.00pm

The doctors are available outside general surgery hours for urgent appointments and emergencies.

**SURGERY OPENING HOURS**
MONDAY 8.00am - 6.00pm  
TUESDAY 8.00am - 6.00pm  
WEDNESDAY 8.00am - 1.00pm  
THURSDAY 8.00am - 6.00pm  
FRIDAY 8.00am - 6.00pm  

NURSE’S CLINIC  
MONDAY 9.00am – 11.00am  
3.30pm – 6.00pm  
TUESDAY 9.00am - 11.30am  
3.00pm - 6.00pm  
WEDNESDAY 9.00am - 11.30am  
THURSDAY 9.00am - 11.00am  
3.30pm - 6.00pm  
FRIDAY 9.00am - 11.30am  
3.30pm - 6.00pm  

HEALTH CARE CLINICS  
MONDAY 9.00am - 11.00am  
3.00pm - 6.00pm  
TUESDAY 9.00am - 12 noon
WEDNESDAY  9.00am – 12 noon

THURSDAY  9.00am – 12 noon
            3.00pm  6.00pm

ANTENATAL CLINICS

Thursday mornings by appointment, starting at 9.00am

DIABETIC CLINIC

Monday afternoons by appointment with Dr Rajcholan and the Practice Nurse.

CHILD DEVELOPMENT CLINICS

THURSDAY  2.00pm – 3.00pm

These checks are carried out by the Doctor, in conjunction with our Health Visitor and Practice Nurse, and are usually done at 6 weeks and 3 years of age.
PATIENTS NOT SEEN WITHIN THREE YEARS

Patients between the ages of 16 years and 75 years requesting a consultation, who have not attended for consultation at the surgery or a clinic provided by the Practice for three years previously, will be offered examination and any tests deemed appropriate.

PATIENTS AGED 75 YEARS AND OVER

Patients aged 75 years and over requesting a consultation, who have not participated in a consultation or clinic provided by the Practice in the previous twelve months, will be offered examination and any tests deemed appropriate. Consultations will be carried out in the home where, in the reasonable opinion of the Practitioner, it would be inappropriate, as a result of the patient’s medical condition, for him to attend at the practice premises. All patient aged 75 and above are to have a named GP

CHANGE OF PERSONAL DETAILS

If you change your name, address or telephone number please notify us at your earliest convenience. If you have moved outside our Practice Area then you will be advised to find a new doctor.

COMMUNITY NURSES
Community Nurses employed by the Primary Care Trust are regularly in touch with the Practice. Their duties include providing nursing and advice to the housebound and also to patients recently discharged from hospital.

HEALTH VISITORS

The Practice attached Health Visitor employed by the Primary Care Trust runs baby clinics and child surveillance clinics. They also visit families and children under the age of five at home, as well as providing information, health advice and support at all age groups.

COMMUNITY MIDWIVES

Community Midwives employed by the Royal Wolverhampton Hospitals NHS Trust work with the doctors to provide care for mothers before and after delivery, and for the baby’s first ten days.

SOCIAL SERVICES

Social Services help with all kinds of social problems. The team includes Home Care Organisers, Social Workers and Occupational Therapists.

COMMUNITY PSYCHIATRIC NURSES

Community Psychiatric Nurses employed by the Primary Care Trust can help with elderly and confused and also with any mental health problems.

EMERGENCY CONTRACEPTION

The ‘morning after pill’ is available from the doctors and is effective up to 72 hours. Please contact reception and an early appointment will be arranged.
HOME VISITS

If a home visit is necessary, please try to telephone the surgery before 10am. This will avoid unnecessary delay. You will often be seen more quickly if you can attend the surgery, so only request a home visit if you are genuinely unable to attend the surgery. The doctor may telephone you to assess whether it would be more suitable for you to attend the surgery. For urgent home visits telephone the surgery, if the surgery is closed listen carefully to the recorded message.

OUT OF HOURS EMERGENCIES

If you have a genuine medical emergency which cannot wait until surgery re-opens, please telephone 01902 732442 and listen carefully to the recorded message. You may be invited to attend Primecare at the Phoenix Centre. On Wednesday afternoons cover will be provided by Wolverhampton Doctors on Call at the Showell Park walk-in centre. You can also call NHS111

REPEAT PRESCRIPTIONS

If you are receiving a repeat prescription you will be given a computerised slip. You will need to bring this slip to the surgery at least 48 hours before you need it or post it to us, together with a stamped and addressed envelope if you need it returned, ticking the items that are required. You can also order on-line via the Practice website www.ashmoreparkmedicalcentre.nhs.uk

NEW PATIENTS

The Practice will accept new patients. Contact reception for the appropriate application form. Please note that you are registered with the practice, not a particular doctor. However all new patients have the right to express a preference of practitioner and should let the receptionist know of any preference. All newly registered patients over the age of five years will be given an appointment with the nurse for a health check and advice. The practice does not discriminate on the grounds of race, gender, social class, age religion, sexual orientation, appearance, disability or medical condition

TEMPORARY PATIENTS
Should medical advice be required the Doctors will be happy to see patients who are temporarily residing within the Practice Area.

**PRACTICE AREA**

Ashmore Park, parts of Wednesfield and Essington as indicated on the map below.
To see all the details that are visible on the screen, use the Print link next to the map.
All details of Primary Medical Services in the area may be obtained from

Wolverhampton City Primary Care Trust

Coniston House

Chapel Ash

Wolverhampton

WV3 0XE

01902 444888