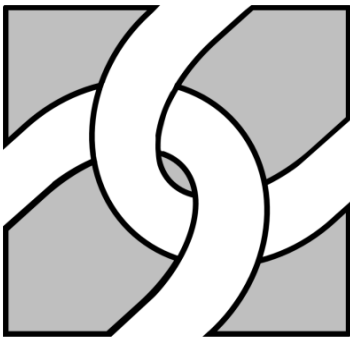




# Links Medical Practice

*You matter. We care*



Dr JN Reynolds & Dr S Fung  
Netherton Health Centre  
Halesowen Road, Netherton, Dudley, DY2 9PU  
T: 01384 239657 & 01384 259758  
E: [bcicb.links.medicalpractice@nhs.net](mailto:bcicb.links.medicalpractice@nhs.net)  
[www.linksmedical.co.uk](http://www.linksmedical.co.uk)

## **Meet the Team**

### **Doctors**

***Dr J Reynolds MBBCh*** graduated from Cardiff University Medical School via a Modern History degree at St Andrews, and completed his foundation years in Bridgend and Cardiff in 2016. He subsequently moved to the West Midlands and completed his GP training in 2020. He is now a trainer for new GPs.

***Dr S Fung MBChB, MRCP*** graduated from Birmingham University and completed her GP training in the Black Country in 2017. She holds a Diploma in Improving Diabetes Care and was the COVID Vaccination Lead for Dudley & Netherton in 2021-22. She is the Clinical Director for Dudley & Netherton Primary Care Network.

***Dr O Sturman (nee Salam) MBChB, PGCert (Education for Health Professionals), MRCP, DRCOG*** graduated from Birmingham University in 2015. She completed her foundation training and GP training in the Black Country and fully qualified as a GP in April 2022. She holds a diploma in Obstetrics and Gynaecology and a postgraduate certificate in Medical Education.

***Dr F Anees***, completed her GP training in 2024, she previously was a registrar at the practice before joining the team in late 2024.

***Dr H Wootton*** graduated from Southampton University in 2011 and finished his GP training in 2016. Dr Wootton joined the practice in 2023 to cover maternity leave at first before he moved in to a permanent position in November 2024.

## Nursing team

*Jackie Robinson*  
*Kathie Gould*  
*Alison Griffiths*

Practice Nurse  
Long-term Conditions Nurse  
Health Care Assistant

## Management

*Gemma Massey*  
*Beth McTighe*

Practice Manager  
Office Manager

## Reception team & administration team

*Sana*  
*Becci*  
*Kiya*  
*Joanne*  
*Jayden*  
*Michelle*  
*Laurie*  
*Louise*

Receptionist  
Receptionist  
Receptionist  
Receptionist  
Receptionist  
Receptionist  
Senior Administrator  
Administrator

## ***We have additional clinics from:***

*Wesley Van Zyl*  
*Rita Devi, Usman Khan*  
*Kayleigh Daly*  
*Tor Baraks*  
*Rhianne Pomfret*  
*Rajesh Gilla*

PCN Physician Assistant  
Practice Based Pharmacists  
Community Midwife  
First Contact Physiotherapist  
PCN Paramedic  
PCN first contact physiotherapist  
PCN health & wellbeing coaches

*Janet Major & Jazdeep Sandhu*  
*Anna Baker Barnes, Thomas Davies & Susanne Abraham*

PCN listening and guidance

*Debbie Gardner*  
*Morag Poole*  
*Grace Namwanje*

PCN occupational therapies  
PCN dietician  
PCN social prescriber

### **Opening Times**

|           |                                                   |
|-----------|---------------------------------------------------|
| Monday    | 08.00 – 19.00 (extended access 18.30pm – 19.00pm) |
| Tuesday   | 08.00 – 19.00 (extended access 18.30pm – 19.00pm) |
| Wednesday | 08.00 – 19.00 (extended access 18.30pm – 19.00pm) |
| Thursday  | 08.00 – 18.30                                     |
| Friday    | 08.00 – 19.00 (extended access 18.30pm – 19.00pm) |

## Practice catchment area

We are happy to register all patients whose home address is in a DY1 or DY2 postcode. We cannot register patients who live more than 1.5 miles from either surgery.

## Disabled Access

There is disabled parking at the front of building, hearing loop in reception and disabled facilities.

## How to register with us

Anyone wishing to register with the Practice will need to complete our mandatory registration form which is a NHS health questionnaire. This is available from Reception or the Practice website. Adults and children over the age of 5 will then be offered a New Patient Medical with the health care assistant or practice nurse. It does help our registrations lead if the patient provides their NHS number. We aim to complete all of our registrations within a 2 week period.

## Booking an Appointment

On registering with the Practice, every patient is allocated a named GP. However, patients can request an appointment with any clinician at the Practice. Appointments can be booked by telephone, in person or online. Patients who have a preference for a particular clinician should make this known at the time of booking. We will always try to meet your request, but you may have to wait longer to see a specific doctor.

## GP Registrars and Junior Doctors

Links Medical Practice is a **Training Practice**. We usually have two trainees, who are qualified doctors and who are completing their training with us. Trainees are closely supervised and provide a high quality of care. You are free to choose to see a trainee or another clinician.

## Home Visits

Please come into the practice whenever possible. We have to be fair with our time and we are able to see five patients in the practice in the same time as one home visit. If you absolutely feel you need a home visit and are coded as housebound on your patient record, please call 01384 239657 **before 11am**.

## Out of Hours

Before 08:00, after 19:00 (18:30 on Thursdays) and at weekends please call NHS 111. The out of hour's service is commissioned by the NHS Black Country Integrated Care Board.

## Urgent Care

Most issues can wait until we are open. We can nearly always offer routine appointments within 2 weeks and we will see urgent cases on the same day by arrangement. We can also reply to non-urgent online forms and telephone queries, usually within 48 hours. If a medical issue cannot wait until we are next open then please call **111** for urgent advice. If you are experiencing a true medical emergency then call **999**.

## **Patient Participation Group**

We welcome feedback from our patients. All patients are invited to join our Patient Participation Group which meets regularly to discuss ways of improving our services. Please leave your details with a member of the Reception team if you would like to join.

## **Compliments, Complaints and Suggestions**

Feedback helps us to improve our service. If we have done something really well, please tell us so that we carry on doing it. We welcome suggestions in person, in writing or via our website. If you have a complaint of any kind please speak to any member of staff who will be pleased to assist you. We have a complaints policy and a complaints form is available on request you can also provide feedback on our website.

## **The Patient / Doctor Relationship**

Links Medical Practice is regularly among the best performing practices in the borough. We achieve this by maintaining strong relationships with our patients. It is usually a good idea to try to see the same doctor for all of your care.

We will do our best to be polite and kind to all our patients. If something goes wrong we will do our best to explain this honestly and sort things out quickly. In return we expect patients to be polite to all our staff. Any patient that is abusive or violent towards any member of staff, or any other person present on the Practice premises, will receive a warning and may be removed from the Practice list.

## **Health Promotion**

Prevention is better than cure. Health promotion clinics are provided to prevent disease before it happens. Please come when invited.

Examples include:

- New Patient Medicals
- Annual reviews of asthma, diabetes and other long-term conditions.
- Vaccinations for children and adults.
- NHS health checks offered for patients aged over 40 years (there are exclusions)
- Cervical smears for women aged 24-64 years

## **Repeat Prescriptions**

Please download the **NHS APP** or **Patient Access**, to request your medication online.

Patients can also bring prescription requests into the Practice in person or order online (see below). Elderly and Housebound patients can call 01384 259758 between 11am – 12pm Monday to Friday to order repeat prescriptions. **All repeat prescriptions take 3**

**working days to process. Please ensure that you order any medication in good time.**

## **Online Access**

Patient Access and the NHS app is a 24 hour online service which allows you to book appointments or order repeat prescriptions at a time convenient to you. Go to

<https://patient.emisaccess.co.uk> or download the Patient Access app from your app store (available for Android and iPhone). You will need a registration letter, obtainable from the Practice, which contains the codes you will need to create an account.

## **Family Planning / Sexual Health**

Reception may ask you to speak with your local pharmacist as they now offer oral contraception. We offer oral and injectable contraception on prescription once you have had an appointment with one of the GP's. IUD's and coils are offered with a family planning clinic called Brook. Please ask at reception for further information.

## **Minor Surgery**

Steroid joint injections (knees & shoulders only) are given in normal surgery hours. Our clinics currently run on a Tuesday morning between 9:30-12:30pm and it is a double appointment with Dr Reynolds.

## **How is my data used?**

We take care to keep all patient records secure. Information about you and the care you receive is shared, in a secure system, by healthcare staff to support your treatment and care. It is important that we, the NHS, can use this information to plan and improve services for all patients. We would like to link information from all the different places where you receive care, such as your GP, hospital and community service, to help us provide a full picture. Information such as your postcode and NHS number, but not your name, will be used to link your records in a secure system, so your identity is protected. Information which does not reveal your identity can then be used by others, such as researchers and those planning health services, to make sure we provide the best care possible for everyone.

**You have a choice.** If you are happy for your information to be used in this way you do not have to do anything. If you have any concerns or wish to prevent this from happening, please speak to Practice staff and complete the relevant form.

## **Rights & Responsibilities of the Patient**

*We ask that all our patients agree to:*

- Keep appointments and arrive on time
- Let reception know if you can no longer make your appointment more than 1 hour in advance
- Only use A&E for severe emergencies
- Be polite to all Practice staff
- Request repeat medicines at least 3 working days before they are needed

## **BCWB CCG**

Our services are commissioned for the NHS by NHS Black Country ICB, Civic Centre, St Peters Square, Wolverhampton, WV1 1SH. Telephone: 0121 612 4110. Email: bcicb.time2talk@nhs.net