WARD END MEDICAL CENTRE

**794A WASHWOOD HEATH ROAD**

**WARD END**

**BIRMINGHAM**

## B8 2JN

**Tele: 0121 327 0149/0131**



### GENERAL PRACTITIONER’S

|  |  |  |
| --- | --- | --- |
| Dr T.M. Zaman | (M) | MB ChB |
| Dr V. Vijaya | (M) | MB ChB |
| Dr K. Sivakumar | (F) | MB BS |
| Dr I. Sajid | (F) | MB ChB |
| Dr S .Begum | (F) | MB ChB |
| Dr K. Aziz | (M) | MB ChB |
| Dr U. Rafiq | (M) | MB ChB |

**PRACTICE NURSE**

**NAZMA BIBI TOOFANY RGN**

##### HEALTH CARE ASSISTANT

**ELAINE CREIGHTON (ELLIE)**

**ZAKYA BANO**

##### PRACTICE MANAGER

**STEPHANIE BOWSKILL**

**QUALITY AND COMPLIANCE MANAGER**

**DONNA BOWSKILL**

#### PRACTICE SECRETARY

### LISA HUDLIN

**SURGERY OPENING TIMES**

**MONDAY 8:30AM – 6.45PM**

**TUESDAY 8:30AM – 6.45PM**

**WEDNESDAY 8:30AM – 6.45PM**

**THURSDAY 8:30AM – 6:45PM**

**FRIDAY 8:30AM – 6.45PM**

###### BOOKING APPOINTMENTS

All patients are seen by appointment. Our booking system includes a number of pre-bookable appointments and “same day appointments”. The majority of the pre-bookable appointments are early morning appointments and can be booked up to two weeks in advance. Bookings for the “same day appointments” can be made by ringing 0121 327 1049/0131 (Four lines) from 8.30AM each day.

Please be patient with staff, they are answering the calls as quickly as possible. Appointments are available from 8.30AM until 6.00PM. Please note appointment hours vary for each GP. Please advise the receptionist at least 12 working hours before, if you cannot keep your appointment, in order that we may cancel and allow this appointment slot to be given to another patient.

Before 8.30AM and after 6.30PM each day and 13:00pm on Thursdays the phone lines are redirected to the BADGER out of hour’s centre who will not be able to offer you an appointment or cancel one.

###### TELEPHONE TRIAGE

TELEPHONE TRIAGE WILL BE OFFERED TO PATIENTS ENQUIRING ABOUT THE AVAILABILITY OF SAME DAY APPOINTMENTS.

THIS WILL INVOLVE PATIENT DETAILS BEING TAKEN AND PLACED ON THE TRIAGE LIST. THE ON CALL DOCTOR THEN RETURNS YOUR CALL, AND HELPS TO RESOLVE ANY CONCERNS THAT YOU MAY HAVE.

SHOULD YOU NEED TO BE SEEN BY DOCTOR, IT WILL BE AT THE TRIAGE DOCTOR’S DISCRETION, AND AN APPOINTMENT TIME MAYBE GIVEN.

**HOME VISITS**

### Home visits are made at the discretion of the doctor and are only for patients who are housebound. If a visit is necessary please telephone the surgery before 10:30am each day.

##### OUT OF HOURS SERVICE

If an urgent consultation is required after the surgery is closed, please telephone the BADGER Emergency GP service on 0121 766 2100. BADGER is an emergency out-of-hours service staffed by GPs and nurses. A doctor or nurse will be there to talk to you. Depending on your condition, the doctor will make arrangements for you to be seen.

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| --- | --- | --- |
| **Urgent Care Centres:****Warren Farm**  **Washwood Heath** | **Walk-in opening hours:**8:30am – 7pm  09:00am – 6:30pm | **Address:**Warren Farm Road, Kingstanding, B44 0PU  Clodeshall Road, Saltley, B8 3SN |

**ATTENDING THE SURGERY**

When you arrive at the surgery report to Reception where you will be booked in. The Receptionist is your first link with the surgery and will give you any help you need with non-medical problems.

REPEAT PRESCRIPTIONS

Patients on regular medication will be issued with a repeat prescription slip. This slip should be handed to the receptionist at least 48 working hours before the medication is required, having marked the items you require. If you provide a stamped addressed envelope we will post your prescription to you. Please allow adequate time for it to reach you by post. Repeat prescriptions are issued at the GP’s discretion.

TEST RESULTS

Test Results will be given only to the person who has had the test (or the parent of a child under 16 years of age). **Please ring after 1.30pm to find out if the result is back**. You should be prepared to identify yourself, saying which test or tests were carried out and when. If you had several tests done then it is important that you check when all of them are back.

Tests take the following times to return to the Doctor:

Most Blood tests 3 Working Days X Rays 3-4 Weeks

Urine tests 4 Working Days Smears 4-6 Weeks

**CHILDREN’S IMMUNISATIONS**

Immunisations are normally carried out by our Practice Nurse by appointment at our immunisation clinic or during normal surgery hours, if preferred.

MATERNITY SERVICES/Post Natal Examinations.

Ante-natal and post-natal care is provided by the Midwife and the GP’s. An ante-natal clinic is held each Wednesday afternoon by our midwife.

Baby clinics for 6 week checks will be carried out on alternate Tuesday Mornings by the Practice Nurse and Doctor.

Post Natal Examinations can be carried out at 8 weeks by the Practice Nurse, together with baby’s first immunisation.

MINOR SURGERY

Doctors perform surgical procedures such as minor skin operations, wart and skin tag removals and joint injections.

CHRONIC DISEASE MANAGEMENT

Our nurses run asthma, diabetes, hypertension, coronary artery disease, obesity clinics. Please ask at reception for further details.

FAMILY PLANNING

A wide range of family planning advice is offered by the practice.

CERVICAL SMEARS

The practice nurse holds smear clinics during the week. This is a most important test, which helps detect cancer of the cervix.

PRIVATE SERVICES

Some Services are not available on the NHS, e.g. private sick notes, endorsement of private insurance claims, private medical examinations, passport endorsements etc. Travel Vaccines. There is a **Charge** for these services please ask a receptionist for details.

**DISABLED ACCESS**

All practice services take place on the ground floor which is easily accessible by wheelchair.

NEW PATIENTS

Please be informed that when joining Ward End Medical Practice new patients are asked to complete a lifestyle questionnaire. All new patients must have a health check with the Health Care Assistant when joining our practice.

You will be given an appointment date and time for your health check; we are an extremely busy practice and cannot afford to lose appointments due to non-attendance. If you are unable to keep this appointment, please notify Reception in advance so that your appointment can be offered to another patient.

If you are late or fail to keep your appointment we will reluctantly be unable to register you with the practice, and would ask that you arrange to register elsewhere.

CHANGE OF ADDRESS AND TELEPHONE NUMBER

Please inform us immediately if you move or change your telephone number. We look after several thousand patients and our list is still increasing. In order to provide the level of service required, and to stop our list from increasing too much, we have had to draw up a practice boundary, which will limit the distance that we can travel for home visits. In some cases, when you move house this will take you outside our practice area. In these circumstances we will unfortunately have to ask you to register with another practice closer to your new home.

PARKING

Please do **NOT** park on the surgery forecourt; it might stop the Doctor getting to an emergency when seconds count. There is plenty of parking in the nearby streets. Parking on the forecourt is for surgery staff only or registered disabled patients.

**THE PRACTICE TEAM**

Along with the Doctor’s, the following staff are here to help you:

**RECEPTIONIST’S**: they will always do their best to provide you with an appointment as soon as possible and to solve any other problems you may have. However, they are often very busy so please try to be patient.

**PRACTICE NURSES**: are available by appointment during surgery hours for chronic disease management clinics, dressings, immunisations, cervical smears, ear syringes etc. Urgent cases can usually be fitted in at short notice.

**HEALTH CARE ASSISTANTS**: are available by appointment for blood tests, basic health checks, new patient medicals, blood pressure checks etc. Please ask the receptionist if you are unsure whether you should see a Nurse or the HCA.

**ADMINISTRATION TEAM** Look after the day-to-day running of the practice. If you have any problems which the receptionists cannot deal with, or have any suggestions to make, then they may be able to help.

**DISTRICT NURSES**: attend patients at home and at the local clinic.

**HEALTH VISITOR**: gives advice and monitors the health and development of children. The Health Visitor is based at Hodge Hill Family Practice and the drop in centre at Sladefield Road on Wednesdays 9.30am-11.15am.

**COMMUNITY MIDWIFE**: provides care during pregnancy and childbirth. The ante-natal clinic is run each Wednesday afternoon.

**OVER 75 MEDICAL EXAMINATIONS**: we offer an annual health check, on request, to all our patients aged 75 and over.

**WELL PERSON CLINICS**: we offer a 3-yearly health check to all our patients, on request.

PRACTICE CHARTER

Our Practice Charter is a statement of your rights and responsibilities as a patient at this surgery. We are keen to work with you in providing the best possible care available:

Your rights are as follows:

* To be registered with a family doctor
* To change your doctor easily and quickly
* To receive a health check when joining the practice and at 3 yearly intervals, on request
* An annual check if you are aged more than 75 years, on request
* To receive emergency care when necessary through a clinician/Out of Hours.
* To have all appropriate medicines prescribed
* To be referred to a consultant acceptable by you when your GP thinks it necessary and to be referred for a second opinion if you and your GP agree this is desirable.
* To have access to your medical records, subject to any limitation in law
* To know those working in the NHS are under a legal duty to keep the contents of your medical records confidential.
* To choose whether or not to take part in medical research or medical student training.
* To receive a copy of the Practice Leaflet outlining the services provided.
* To receive a full and prompt reply to any complaint you make about the NHS Services.

Your responsibilities are:

* To treat staff politely and with courtesy, as you would wish to be treated
* Ask about anything you do not understand
* Tell the surgery immediately of any change of name, address or phone number.
* Understand that results of tests can only be given to the person who had the tests, or for children the parent or guardian.
* Telephone the surgery for help and advice about anyone you think is too ill or too disabled to go to the surgery
* Have a pen and paper ready, as you may be given another number to ring.
* Take up the offer of immunisations, cervical smears etc.

**COMPLAINTS PROCEDURE**

The practice offers a Complaints procedure to deal with comments, suggestions and complaints about the service provided. Our Administration Team will give you further information.

Our aim is to give you the highest possible standard of service and we try to deal with any problems that may occur.