

## **PRACTICE CHARTER**

Your rights: To be registered with a family doctor and change your doctor easily and quickly

To receive a health check when joining the practice and at 3 yearly intervals, on re-quest, an annual check if you are aged more than 75 years,

To receive emergency care when necessary through a clinician/Out of Hours, to have all appropriate medicines prescribed. 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, know those working in the NHS are under a legal duty to keep the contents of your medical records confidential. Choose whether or not to take part in medical research or medical student training.

To receive a full and prompt reply to any complaint you make about the NHS Services.

Your responsibilities: To treat staff politely and with courtesy, as you would wish to be treated. Ask about anything you do not under-stand, 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.

## **SURGERY OPENING TIMES**

Monday	8:30AM — 6:30PM
Tuesday	8:30AM — 6:30PM
Wednesday	8:30AM — 6:30PM
Thursday	8:30AM — 6:30PM
Friday	8:30AM — 6:30PM

**TEL:** 0121 327 0131/0121 327 1049

**FAX:** 0121 327 0964

**Website:** wardendmedicalcentre.co.uk

### **WARD END MEDICAL CENTRE**

**794A WASHWOOD HEATH ROAD**

**WARD END**

**BIRMINGHAM**

**B8 2JN**

## **Ward End Medical Centre**

### **Information leaflet**

#### **GENERAL PRACTITIONERS**

DR T.M. ZAMAN MB ChB (M)

DR V. VIJAYA MB ChB (M)

DR K . SIVAKUMAR MB BS (F)

DR I.SAJID MB ChB (F)

DR S .BEGUM MB ChB (F)

DR K .AZIZ MB ChB (M)

DR U .RAFIQ MB ChB (M)

#### **PHYSICIAN ASSISTANT**

AMRITPAL 'SONYA' RAYET

#### **ADVANCED CLINICAL PRACTITIONER**

VANESSA SCOTT DIP HE Bsc Hons MSc

#### **NURSE PRACTITIONER**

EMILY PHILLIPS

#### **HEALTH CARE ASSISTANT**

ELAINE CREIGHTON (ELLIE)

ZAKYA BANO

#### **PRACTICE MANAGERS**

STEPHANIE BOWSKILL

JULIE NOKES

#### **PRACTICE SECRETARY**

LISA HUDLIN

### **Booking appointments**

All patients are seen by appointment. Appointments are available to book either on line, or via telephone, and can be booked up to two weeks in advance.

Appointments are available from 8.30AM until 6.00PM. Please note appointment hours vary for each GP.

if you cannot keep your appointment, please cancel by ringing the practice on 0121 327 0131 or 1049 in order that the appointment can be offered to another patient.

### **Out of Hours**

Before 8.30AM and after 6.30PM each day the phone lines are redirected to the BADGER out of hours.

Advice and support can also be obtained via the NHS 111 service.

### **Telephone triage**

Telephone triage will be offered to patients enquiring about the availability of some day appointment. 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 the doctor, it will be the triage doctor's discretion and an appointment times may be 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 10am each day.

### **Carers**

If you would like to be registered with us as a carer, or a patient with a carer, please let the reception team know or complete a referral form.

### **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.

### **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

### **Minor surgery**

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

### **Cervical smears**

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

### **Family planning**

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

### **Private services**

Some Services are not available on the NHS, e.g. private sick notes, endorsement of private insurance claims, private medical examinations, 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.

### **Nursing Services**

- Family planning
- Phlebotomy
- ECG's
- Infant and Adult Immunisations
- Cervical Smears
- Dressings & removal of clips/stitches
- Chronic Disease reviews such as asthma, hypertension, Diabetes and hypothyroid
- Lifestyle checks
- Travel Immunisations

### **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.

Please telephone the surgery after 11am to request repeat medications.

### **Maternity services**

Ante-natal and post-natal care is provided by the Mid-wife 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 by the Practice Nurse and Doctor.

Post Natal Examinations can be carried out at 8 weeks by the Doctor together with baby's first immunisation.

### **The practice teams**

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

Receptionists: 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, 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.

Admin 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: is based at Hodge Hill Primary Care centre.

Community midwife: the ante-natal clinics are held at the Practice.

### **DNA Appointments**

Can you please make sure you attend booked appointments. A DNA (Did not Attend) letter will be sent if you fail to attend. Please note your name may be removed if you DNA on more than 3 occasions.

### **Allocated Named GP**

All patients have an allocated named GP who is responsible for patients overall care at the practice. If you wish to know who your named GP is, or have a preference, please contact the practice who will make reasonable efforts to accommodate this request.

### **Freedom of Information**

Information about your personal treatment and care will normally be something you will discuss with the healthcare professionals with whom you come into contact. However, there may be other issues about which you would like further information. In order to comply with the Freedom of Information Act 2000 public sector organisations such as ours have to routinely publish information whenever possible. For further information please refer to our website [www.wardendmedicalcentre.co.uk](http://www.wardendmedicalcentre.co.uk)

### **Patient Information and Confidentiality**

We recognise that there may be times you wish to discuss sensitive matters. If you are not comfortable at the front desk we will find a private area for this discussion.

The practice uses computers in almost all aspects of its day-to-day activities. The computer is also used during consultations as it enables us to keep our records up to date and helps to maintain an efficient register of all our patients. It is an invaluable tool in preventative medicine, screening and education. Patients' records are held on the computer in accordance with the guidelines of the DATA PROTECTION ACT.

The practice complies with the Data Protection and Access to Medical Records legislation and holds both written and electronic medical records for patients, neither of which is disclosed to a third party without the patient's written permission. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you
- To help you get other services—this requires your consent
- When there is a duty to others—where anonymised patient information will be used at local and national level to help Public Health and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

### **ZERO TOLERANCE**

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way.

We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If patients are violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary.

### **On Line Services**

Ward End Medical Centre now offer on line services this includes appointment booking and prescription requests. Patients can also request to view their medical record summary on line. This will include allergies, prescription history. Please ask reception staff if you wish to sign up for this service.

### **Registering with the Practice**

Ward End Medical Centre covers certain boundaries with the area, please inform the receptionist of your address and post code details and they will confirm if you are within area. If you are not within the core practice area, we will explain our reasons for not accepting registration.

When registering with the practice you will be asked to complete a New Patient Medical Form. Once this has been completed an appointment will be made with a Healthcare Assistant for a new patient medical check.

### **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.

### **Complaints**

If you need to make a complaint, please put in writing for the attention of the Administration Team. If you would like to speak to someone in person please ask for a member of the Administration team.

Full Information of how to make a complaint including contact names can be found in the Ward End Medical Centre complaints leaflet, please ask a receptionist for a copy, if required.

You may also approach NHS England for help or advice using the attached link or address details:

<http://www.nhs.uk/choiceintheNHS/Rightsandpledges/Pages/NHScomplaints.aspx>

#### **NHS England**

P O Box 16738

Redditch

B96 6PT

Telephone 0300 311 2233

[eng-land.contactus@nhs.net](mailto:eng-land.contactus@nhs.net)

### **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. The Practice commissions this service for its patients.

### **OUT OF HOURS NHS 111**

NHS Walk-In Centre: No appointment is needed. For Nurse treatment visit the walk-in centre at Boots, High Street, Birmingham City Centre. Open 7 days per week. Contact Telephone Number 0121 236 1533/0121 255 4500

Monday - Friday 8:00am – 19:00pm

Saturday 9:00am – 18:00pm

Sunday 11:00am – 16:00pm

### **BSOL CCG**

First Floor

Wesleyan

Colmore Circus Birmingham

B4 6AR

Telephone: 0121 203 3300

Email: [bsol.comms@nhs.net](mailto:bsol.comms@nhs.net)