

Times are changing

Evening and weekend appointments are available from mid-September 2018 at **Lordswood House Medical Practice** for patients who are registered with the following GP practices:

- Bartley Green Medical Centre
- Dovecote Surgery
- Jiggins Lane Medical Centre
- Ridgacre House Surgery
- University Medical Practice
- Woodgate Valley Health Centre
- Lordswood House Medical Practice
 - Lordswood House
 - Quinton Family Practice
 - Quinborne Medical Practice

Appointments must be booked in advance through your own GP practice and are available with a range of clinicians including GPs, nurses and health care assistants.

Appointments will be available:

Monday	6.30pm - 8pm
Tuesday	6.30pm - 8pm
Wednesday	6.30pm - 8pm
Thursday	6.30pm - 8pm
Friday	6.30pm - 8pm
Saturday	9.00am - 1pm
Sunday	10.00am - 2pm



Lordswood House Medical Practice

54 Lordswood Road, Harborne, B17 9DB

Parking: Available on-site Plan your journey by visiting: birmingham.gov.uk/transport
Bus: nxbus.co.uk/routes/west-midlands/

BARTLEY GREEN MEDICAL PRACTICE



Drs Cheel, Watkins, Perry and Mohammedbhai
71 Romsley Road, Bartley Green B32 3PR

Telephone - Enquiries And Emergencies - 0121 477 4300

Fax - 0121 476 6056

Website - <https://bgmp.digipractice.org/>

WELCOME TO THE SURGERY



We hope that this booklet provides a comprehensive guide to the services offered by our practice. If you need additional information our receptionists will be only too happy to help you. Our aim is to provide a high standard of care in a friendly and efficient manner. We hope to achieve this aim by working together as a team of health care professionals.

The Partners operate as a non-limited partnership.

PRACTICE PROFILE

Bartley Green Medical Practice has its origins in a modest health centre opened in 1977. This stood where our current car park is, and was demolished to make way for our new practice building in 1999. The present building was opened by the Lord Mayor in July 2000.

It offers us more consulting rooms, more clinical areas, better accommodation for our health visitors and school nurses, more administration space and enhanced facilities for teaching. Since the introduction of the new General Medical Services contract for practices, the practice provides core services and a range of direct and national enhanced services for patients.

Bartley Green Medical Practice is now part of Our Health Partnership (OHP). Along with a number of GP practices in and around Birmingham and Solihull, we have joined together to create a Partnership to provide a better health service for our patients. We are a non limited partnership. If you want to know more about Our Health Practice as an organisation please go to our website www.ourhealthpartnership.com or email us at:

info@ourhealthpartnership.com or you can write to us at: Our Health Practice, C/O Lordswood House Medical Practice, 54 Lordswood House, Birmingham B17 9DB.

CONFIDENTIALITY

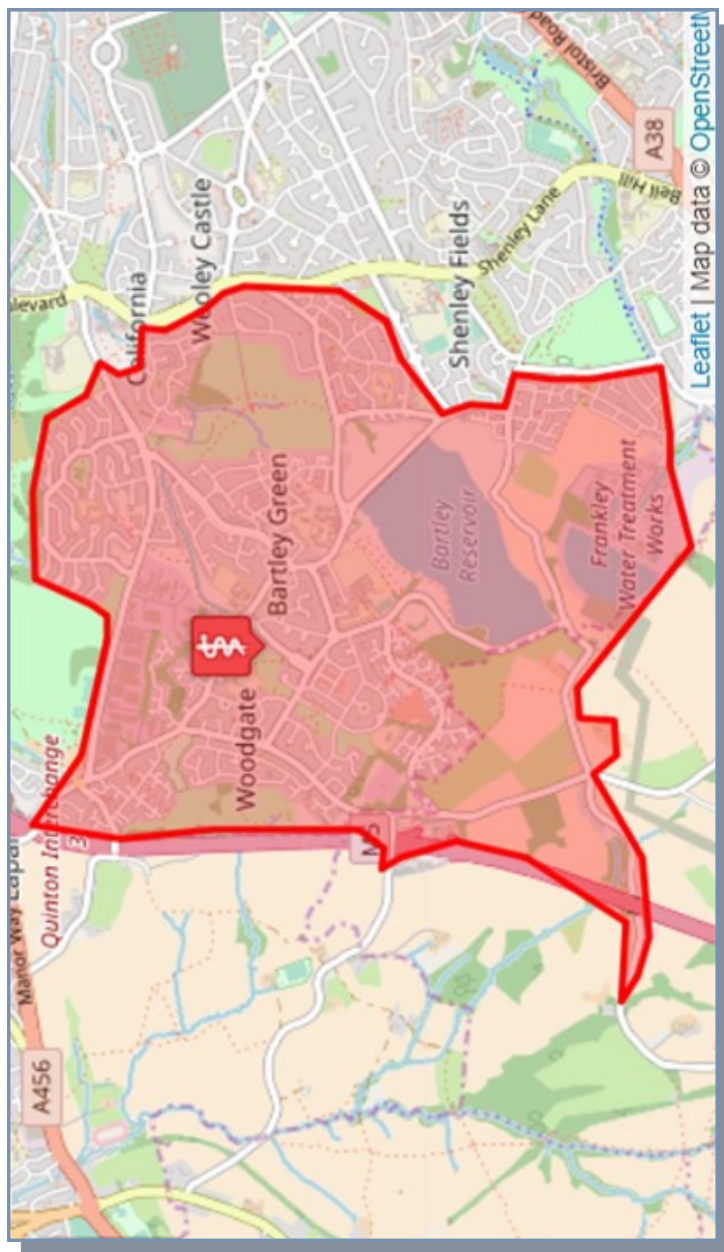
It is important that patients can feel secure in the knowledge that information about them is held confidentially. No information will be shared with anyone outside the medical profession unless written consent is obtained from the patient. From time to time patients will be referred elsewhere within the NHS for medical treatment. Patients will be notified in person or in writing by the practice that they are being referred and where they are being referred for treatment. This is in order for the patient to be aware that information will be shared on a "need to know" basis with other healthcare professionals.

The practice will not divulge any information about you, the patient, unless it is with your written consent. If you have a named carer that you would like us to liaise with on your behalf, the details of this person will need to be supplied to the practice and a signed consent to release information document registered onto our computer system. Please contact reception for further details.

To check if your postcode is in our area, please ask reception or go to our website and use the postcode checker on the practice area page.



OUR PRACTICE AREA



TEAM

Dr Christine Cheel

MB ChB DFFP DRCOG

Qualified from Birmingham University in 1980. She has responsibility for family planning and women's health. She is an approved trainer in general practice and is our senior partner.

Dr Stephen Watkins

BSc (Hons) MB BS FP Cert MRCGP

Qualified at Guy's in London in 1988. He has an interest in diabetes, heart disease and mental health. He introduced undergraduate teaching to the practice and is an approved trainer in general practice.

Dr Louise Perry

BSc MB ChB DFFP DRCOG MRCGP

Qualified at Birmingham in 1993. She shares responsibility for women's health and family planning. She also runs the baby clinic alongside the health visitor.

Dr Aliakbhar Mohamedbhai

Qualified in Birmingham in 2010. Dr Mohamedbhai has an interest in minor surgery.



GP REGISTRARS/DOCTORS IN TRAINING

Our practice is a recognised training practice. This is considered a mark of quality. The doctors in training at the practice are fully qualified doctors who, after a great deal of hospital experience, decide to work in general practice. They are with us for between four months and a year. They are at all times encouraged to seek advice from the practice partners. From time to time the doctor in training will undertake joint surgeries with the partners and you may be asked to give your consent to another doctor being present during your consultation.

The doctors in training are also required to video some of their surgery consultations in order that they can perfect their consultation style. You may be asked if you would be willing for your consultation to be recorded for training purposes only.

MEDICAL STUDENTS

We are pleased to be associated with Birmingham University Medical School. All of the doctors at the practice are involved in teaching undergraduate medical students. Medical students owe you the same duty of confidentiality as your regular doctor. If you do not wish to have a medical student present at your consultation, please let our receptionists know in advance. Your care in no way will be affected. Different doctors teach on different days, but all may have students sitting in on any day. Occasionally, a video recorder may be used during a consultation. You may of course refuse to be videotaped, but it is important for our teaching purposes. Tapes made are completely confidential and are erased as soon as they have been used.

PRACTICE NURSES



The practice has a full complement of practice nursing staff who are highly qualified and provide nurse-led care in all aspects of chronic disease management and also health care assistants who are qualified to take blood and carry out simple nursing tasks.

Gemma Clarke RGN

Sophie O'Sullivan HCA

Samantha Sanders HCA

PRACTICE BUSINESS MANAGER

The business manager is responsible for managing the practice business and leading the practice administration team assisted by our office manager.

ADMINISTRATION STAFF

Individual reception and administrative staff members have both specific and overlapping areas of responsibility.

The Community Trust also employ a range of health care professionals who are based at the practice.

HEALTH VISITORS

A team of health visitors are based at, but not employed by, the practice. Health visitors are particularly involved in children's health care and can be contacted by telephone on 0121 466 4770.

COMMUNITY/DISTRICT NURSES

A number of community-based nurses work closely with us and can be contacted through the practice. They offer a home visiting service for the housebound. From time to time they may work from the practice.

MIDWIVES

Antenatal clinics are held every Wednesday between 9.30am - 12.15pm. The midwives should be contacted directly on 0121 466 3500, between 9.00 - 10.00am and 4.00 - 5.00pm, to answer queries and give advice.

OTHER STAFF

An orthoptist (for children's eye tests), dietician, nursery nurse and other community doctors are available at certain times. They can be contacted via the health visitors telephone 0121 466 4770.

USEFUL TELEPHONE NUMBERS

PALs (Patient Advice and Liaison Service)	0800 917 2855
Alcoholics Anonymous	0845 769 7555
Citizens Advice Bureau	0844 477 1010
CRUSE (Bereavement Counselling)	687 8010
Drugline	632 6363
Homecare Services	411 2256
Pregnancy Counselling/Vasectomy.....	433 4949
Social Services (Neighbourhood Office).....	303 3335

Hospitals

Birmingham Chest Clinic	236 8791
Birmingham Children's	333 9999
Birmingham Women's	472 1377
City Hospital (Dudley Road)	554 3801
University Hospital of Birmingham	371 2000
St Mary's Hospice	472 1191

COMPLAINTS AND SUGGESTIONS

Although we always try to offer our patients the best care, despite the increasingly heavy demands made of us, we accept that there may be times when you have comments or complaints to make.

If you are unhappy about any aspect of our service or have constructive suggestions for improvement, then please contact our practice business manager. We would ask that you let us know of any problems as soon as possible. We hope that most problems can be sorted out easily and quickly, preferably at the time they occur. Information is obtainable from reception.

If you feel you cannot raise your complaint with us, you can contact PALS, Adams Hill Centre 190 Adams Hill, Bartley Green Birmingham B32 3PJ.

If you remain unhappy after everything has been done to try to resolve your concern or complaint you have the right to approach the Ombudsman. Tel: 0345 015 4033 Email: phso.enquiries@ombudsman.org.uk Write: Millbank Tower, Millbank, London SW1P 4QP.

NHS Complaints. members of the public, patients and their representatives can also contact NHS England. Customer contact centre, NHS England, PO Box 16738, Redditch B97 9PT telephone: 0330 311 22 33 email: england.contactus@nhs.net. British Sign Language (BSL): if you use BSL, you can talk to NHS England via a video call to a BSL interpreter. Visit NHS England's BSL Service NHS England opening hours are: 8am to 6pm Monday to Friday, except Wednesdays when they open at the later time of 9.30am.

Our website is quick and easy to use, and can be particularly useful during those times when the practice is closed or telephone lines are busy.

OPENING HOURS

The practice building is open Monday to Friday from 8.15am - 6.15pm. We will occasionally close at lunchtimes for staff training and practice meetings.

We do offer extended hours on a Tuesday evening.

EMERGENCIES (WHEN THE PRACTICE IS CLOSED)

If you need to speak to a doctor when the surgery is closed, then phone 0121 477 4300 and your call will be automatically diverted to the service that currently deals with urgent out-of-hours patient care.

South doc Services (contracted by practice) 8am-9am 6pm-6.30pm Mon to Friday, except Wednesday 1.15pm - 6.30pm

Primecare Services.. (Contracted by Birmingham Cross City CCG). 6.30pm - 8am weekdays and 24hours at weekends and bank holidays.

WALK-IN CENTRE (NHS)

South Birmingham GP walk-in centre is based at Selly Oak Health Centre, 15 Katie Road, Selly Oak B29 6JG. Telephone 0121 415 2095. The walk-in centre is open seven days per week 8am - 8pm and is a GP-led service offering advice and treatment for minor illnesses and injuries.

ONLINE ACCESS

Our website is quick and easy to use, updated regularly and can be particularly useful during those times when the practice is closed or telephone lines are busy.

The surgery uses SystmOnline for online appointments and prescriptions.

SystmOnline is also available as an app, which can be used on Apple devices (iPhones and iPads) and on Android devices (mobile phones and tablets). The app can be downloaded for free from the Apple App Store and from the Google Play Store. Simply click the relevant logo on the SystmOnline Login page. SystmOnline is only available from within the UK.

To register for our online services, please complete an application form from Reception and please make sure you bring a **form of ID, without this we are unable to register you for online access.**



MOBILE PHONE/SMS USAGE

The surgery uses SMS (text messaging) to remind patients of upcoming appointments, any recalls that are due soon and practice alerts and services, this is a very quick way of receiving information so it is vital that we keep your most up to date mobile number on the system, if you wish to opt out of receiving any SMS from us, please inform reception who can update your records.

PATIENT PARTICIPATION GROUP

We have a small proactive patient participation group who meet at regular intervals. If you would like to join our PPG or have more information, please contact the practice manager.

NAMED ACCOUNTABLE GP

In accordance with the current government and our NHS contract all patients who were on the practice list prior to 1st April 2015 have been given a named accountable GP. Newly registered patients will be allocated a named GP on completion of their registration with the practice.

All patients have been allocated a named accountable GP who will be responsible for your overall care; however you are free to see any of the clinicians here at the practice. If you wish to know which GP has been allocated to you, please ask at reception.

If you are 75 and over you will have already been allocated a GP and are entitled to an Over 75 health check.

HEALTH SERVICES PROVIDED

Childhood Immunisations & Check-ups

As part of our child health surveillance programme we strongly recommend all parents to bring all their children for their immunisations. The health authority will send out reminders of when these are due at appropriate times. Please contact reception for an appointment.

Child development clinics are run by the health visitors on Thursday afternoons between 2.00 - 3.00pm. Children's immunisations are offered Thursday afternoon 2.30 - 3.30pm. Please ask the practice nurse for a detailed schedule of which vaccinations your child should have. We, in co-operation with our health visitors, offer a regular development check on the under fives. You will be notified of your appointments at the appropriate times.

Influenza And Pneumovax

We recommend all our older (over 65) patients and other 'at risk' patients (diabetes, lung or heart disease etc) to be immunised against flu in the autumn. Please enquire at reception.

Travel



Please see our practice nurses who can provide up-to-date information about all aspects of travel-related health issues including malaria prevention and vaccination. Allow several months before you travel and a minimum of two months, where possible.

Family Planning

All doctors will deal with most forms of contraception in any routine surgery. However, Dr Cheel and Dr Perry specialise in coil fitting and Implanon insertion. Please book an appointment with the doctor to discuss this in the first instance. The doctor will then book an appointment for you to have it done.

Emergency (morning after) contraception is also available at any time from the nurse or the doctor.

Breast Screening

As part of the national breast-screening programme, ladies aged 50-64 may be asked to attend. Self-examination is encouraged, to detect any lumps. If you are concerned make an appointment with a doctor or nurse. Never ignore a lump!

Cervical Smears

We recommend smear tests every three years for all women between 20 and 49 years old and every five years for women aged between 49-65 years of age, unless advised otherwise. The test can be carried out during surgery times by one of our practice nurses, or any of the lady doctors. You can also have a smear taken at the six week postnatal examination.

TEMPORARY PATIENTS / IMMEDIATELY NECESSARY PATIENTS

You are entitled to see a doctor anywhere in the UK if you are away from home. To be seen as a temporary patient simply ask the nearest doctor to see you. If your friends or relatives are staying with you and need medical attention, we will provide them with the necessary treatment. If you are staying in the area and need to be seen on an immediately necessary basis, if we have the available appointments you can be seen, please ask as reception for more information.

ZERO TOLERANCE

The practice will not accept violent or abusive behaviour from any patient. Such behaviour will result in immediate removal from the practice list and referral to the CCG for violent or aggressive patients.

INVESTIGATION RESULTS



Results on average come back to the surgery within five to ten days but may take longer depending on the test.

Please phone for results between 11.00am - 12 noon or 2.00 - 3.00pm.

FREEDOM OF INFORMATION - PUBLICATION SCHEME & GDPR

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the classes of information the practice intends to routinely make available.

A copy is available by written request.

Please see our website for the full OHP Privacy Notice

PRIVATE FEES

Some of the work doctors are asked to do is not covered by the NHS and you may have to be charged a fee. These fees, based on British Medical Association scales, are chargeable for some insurance forms, letters to lawyers, private letters, etc. Our receptionists will advise you if fees will be due when you complete a subject access request.

DISABLED ACCESS



The building is accessible for wheelchair-bound patients. There are specified car bays in the car park.

ADVANCED ACCESS

The practice is part of the national project for advanced access. Patients are offered same day appointments provided that they do not mind which doctor they see and they can attend the morning or the afternoon that they request to be seen. If all the appointments are taken for that day then patients will be offered a triage telephone consultation with one of the doctors or a nurse practitioner.

Patients are able to book an appointment with a doctor of their choice for up to 4 weeks in advance.

It is also possible to book an appointment online. Please speak to reception about registering for this service.

Although you are registered with a specific doctor, you are free to consult any of the doctors or nurses within the practice.

Appointments are for one patient per consultation. If more than one person needs to be seen then book separate appointments for each person. If you feel you need more than the regular 10 minutes with the doctor then book a double appointment. The doctors and nurses always try to run on time. However, unforeseeable circumstances and emergencies mean that they will sometimes run late, for which we apologise. We expect patients to arrive on time for their appointments and to inform us in good time if they are unable to keep them. This allows another patient to be seen and keeps the waiting time for an appointment down to a minimum.

Patients over the age of 75 registered with the practice will be given annual health reviews upon request.

REPEAT PRESCRIPTIONS



For patients needing regular long-term medication we have a computerised system of repeat prescriptions. Please request these items by ticking what you require on the computer printout which is produced with every repeat prescription. If you tick no boxes you will receive no medication. Please provide full details of prescriptions required and always allow two working days for the prescription to be issued. Telephone requests will only be accepted from housebound patients.

You may collect your prescription from the practice or ask a local chemist to collect it from us, or sign up with a chemist of your choice and once it is signed it can be sent their electronically (ETP). If you require a prescription to be posted you must enclose a stamped, addressed envelope. It is important that treatment is regularly monitored and from time to time you will be asked to see a doctor to have your case reviewed.

Prescriptions can be ordered electronically via the internet. Patients need to speak to reception about registering for this service.