

History of the practice

The practice at 1022-1024 Pershore Road, Selly Park was established in the 1900's.

Dr V. Rao took over this single handed practice in 1971. In 1988 he moved to new premises at Riverbrook Medical Centre.

Dr R. Ramachandram joined the practice in 1990 and the old practice was re-opened again to enable both doctors to work.

In June 1993 we moved to our new premises at Moor Green Lane. The new Medical Centre has suitable access for all disabled patients. The surgery was further extended in 2006 to accommodate new services. There is a patient's car park at the rear of the building.

We are a small well organised friendly practice committed to provide excellence in primary care. Emphasis is on high standards of personal care.

We are a training practice and undertake regular training and teaching of medical students & GP registrar's. We would appreciate and welcome any help that you can offer with our training programme.

Surgery Hours



| | |
|-----------|--------------------------------------|
| Monday | : 9.30am – 11.30pm & 4.00pm - 6.30pm |
| Tuesday | : 9.30am – 11.30pm & 4.00pm – 6.30pm |
| Wednesday | : 9.30am – 11.30pm & 4.00pm – 8.00pm |
| Thursday | : 9.30am – 11.30pm & 4.00pm – 6.30pm |
| Friday | : 9.30am – 11.30pm & 4.00pm – 6.30pm |
| Saturday | : CLOSED |
| Sunday | : CLOSED |

The practice is open Monday - **Friday between 8.00am and 7.00pm except Wednesday with extended evening surgery until 8.00pm.**

The surgery may be closed ad hoc in the afternoon for Staff Professional Development and Training usually once very quarter.

Appointments



For appointments please call: 0121 411 0393 between 8.00am – 6.45pm.

The earliest available appointment will be made but URGENT cases can be seen on the same day. If you cannot keep your appointment

PLEASE let us know as soon as possible.

PLEASE ARRIVE ON TIME FOR YOUR APPOINTMENT

Our survey consistently shows that well over 98% of our patients are seen within 48 hours but we need your help to maintain this standard!!

PLEASE REMEMBER TO CANCEL YOUR APPOINTMENT IF YOU NO LONGER NEED IT.

Mobile Text Messaging



We need your mobile telephone numbers! We are piloting a service which sends text message appointment reminders to your mobile phone. If you have a mobile number please give your up to date number to reception. If you cannot keep your appointment please cancel in advance, preferably by telephone. Last minute cancellations by text are not always received in time.

Telephone Consultation



You may wish to consider a telephone consultation if no appointments are available. A GP will be available to give telephone advice between 12.30pm – 2.00pm and 3.30pm - 4.30pm weekdays. The GP will be able to discuss your problem with you and also advise whether a surgery appointment is required.

If you request a telephone consultation or advice please make sure your phone is switched on and you are available to take the doctors call.

Emergencies and Out Of Hours



Out of Hours Service is between 6.30pm - 8.00am weekdays and 8.00am – 8.00am weekends.

Emergencies have a priority at all times. You can contact us at any time **24 hours a day. Always call your GP surgery first when you are ill**, if the surgery is open we can offer you appointments or telephone consultations, **when the surgery is closed your call will be put through to the out of hours doctors service that can help and advise you.** The out of hour's doctors will be able to advise you if you need to go to A&E or use another service.

Please ring 111 or 0121 411 0393 during out of hours your call will be automatically transferred to out of hours service.

Patients are reminded that the out of hour's emergency service is for genuine medical emergencies only. By this we mean serious medical problems that cannot wait until the next morning or the next available surgery.

Please remember you should only call the doctor for urgent problems as the out of hour's service may be busy dealing with patients who require immediate and urgent care. This service is likely to be extremely busy over holiday periods and during weekends.

Alternatively please attend the walk in service if the surgery is closed. The nearest walk in centre is at Katie Road in Selly Oak. For self-limiting and minor illness look in the self help section of the web-site.

Accident and Emergency Department

Your GP doctor is an expert in general medicine and has the benefit of knowing your medical history. A&E doctors are specialists in accident and emergency medicine. You should attend this clinic only if you require emergency medical attention i.e. severe breathing difficulties, stroke, loss of consciousness, heart attack, broken bones etc.

Walk –In Clinics.



Local Walk-In Centres are generally open 8am-8pm. If your GP surgery is **closed** it is better to attend a walk in centre than A&E for an issue you consider urgent but is not a medical emergency e.g minor cuts and wounds. Unlike your GP at the practice however, doctors at a walk in centre do not have the benefit of seeing you on a regular

basis, or have access to your medical records. You are more likely to be assured of continuity of care, effective treatment of ongoing or long term conditions, and personal doctoring at your GP surgery.

It is wise therefore to always contact your GP surgery, at all times, with your health needs before going to a walk in

centre or A&E. Doctors at the surgery will be able to advise you if you do need to attend the A&E department.

Home Visits



Home visits should only be requested if you are housebound or too ill to come to the surgery. Please telephone the surgery before 10.30am giving details of your problem. This will help the doctor to know how urgent the visit is.

Please help us by attending the surgery whenever possible as we can provide a prompt and more efficient service in our fully equipped surgery.

Here is a quick guide to which service you can use:

| | | |
|---|--|----------------|
|  | Hangover. Grazed knee. Sore throat. Cough. | Selfcare |
|  | Unwell? Unsure? Confused? Need help? | NHS 111 |
|  | Diarrhoea. Runny nose. Painful cough. Headache. | Pharmacy |
|  | Cuts. Strains. Itches. Sprains. | Walk in Centre |
|  | Choking. Chest pain. Blacking out. Blood loss. | 999 A&E |

How to Register As a New Patient with this Practice

To register at as a new patient at the practice will require you to provide some documentation for proof of ID and residency. We need to make sure you are in our practice area and currently entitled to NHS services. For children we will need to see their red book to check immunisations.

Following this there are some registration forms to complete including our practice charter and patient contract. Patients are requested to read the practice charter and patient contract before signing up to join our practice. The patient contract outlines both the practice and patient responsibilities towards running an efficient service and a system that is fair to all patients registered at Moor Green Lane Medical Centre. Generally, patients are registered with the practice rather than with a specific doctor.

All new patients over five years of age will be offered a new patient health check with the health care assistant. Patients are encouraged to attend this appointment. After this appointment, all your details will be on our system and you will be fully registered as a patient.

If you have a spouse who has recently arrived from another country to live with you, you will require bring your marriage certificate as well as proof of ID for NHS registration. An interpreter service is available for those who cannot speak English if required

Registering a new baby.

To register your new baby you will need to complete a purple GMA1 registration for available from reception. We must have the full official name of the baby and their NHS number in order to register them on the system.

Temporary registration

If you are ill while away from home or if you are not registered with a doctor but need to see one you can receive emergency treatment from the local GP practice for 14 days. After 14 days, you will need to register as a temporary (for up to 3 months) or permanent patient.

Alternatively, you can go to any walk in centre in the area you live.

Repeat Prescriptions



Ordering Repeat Prescriptions

You can obtain a repeat prescription by leaving your repeat prescription counterfoil at reception.

Alternatively, you may post your repeat prescription slip with a stamped self-

addressed envelope and we will return your prescription, or you can E-mail us requesting for repeat prescription via our e-mail address:

m85733.ramachandramr@nhs.net

Please remember to give full details of medication requested otherwise we will be unable to process your request through the E-mail system. You can also order online via our website www.moorgreenlanemc.nhs.uk.

Please note we do not accept request for repeat prescription via pharmacist or companies that supply appliances

Repeat prescription requests will normally be ready for collection after 48 hours (2 working days) notice.

Prescriptions can be requested to be sent to pharmacist electronically. Patient will need to register for EPS.

Pharmacist cannot request meds via EPS on behalf of the patient. You can organise for your pharmacy to collect and deliver your medication for you. This is an arrangement between yourself and the pharmacy and the practice is **not responsible** for organising delivery.

Telephone requests for repeat prescriptions will not normally be accepted as it may lead to serious errors

Hospital Prescriptions

We will require a **minimum of 3 working days** before we can issue a prescription that has been issued by a hospital doctor. Any medication that is urgently required should be requested from the hospital pharmacy. With some hospital prescriptions you may need to first make an appointment to see the doctor before the prescription can be issued. If this

is the case you will be advised by the reception staff accordingly. Please check hospital prescriptions before bringing them to the surgery as **some hospital prescriptions can only be issued at the hospital pharmacy**. This will be stated on the prescription.

Medication Reviews

All patients on repeat medication should be reviewed by the doctor at least twice a year. The date of your medication review is at the bottom of your repeat script counterfoil. If your medication review is due you may not be able to receive your medication until you have seen the doctor, please bear this in mind when ordering your repeat medication. **Please make sure you bring all your medication with you to your medication review.**

Acute/ Current Medication

This refers to medication that is being given to you on a trial basis, -for example an increased dose of an existing medication, a course of antibiotics etc. This medication will not appear on your repeat prescription counterfoil, it may take longer than 2 working days to be issued, and you may need to be reassessed by the doctor again before it can be re-issued.

Past Medication:

Medication that has been issued previously but is no longer being issued on a regular basis or being monitored as an acute prescription will be recorded on a patient's past medication record.

If you request medication that you have not had for a long time the doctor will generally need to see you again before re-issuing this medication.

Indication Labelling

All our repeat prescriptions will have indication labelling, which means you not only know how and when to take your medication but also what the medication is for. This helps to identify the different medicines the doctor has prescribed for your medical problems.

Staff



The Doctors

Dr. Raj Ramachandram (GP Principle) Male
MBBCh MSc (Resp) MRCGP DRCOG

Dr. Geeti Raj - Female
MBBCh MRCGP DRCOG MSc (Salaried GP)

Dr. Shanta Naipaul – Female
MBBS MRCGP DCH DRCOG (GP)

Dr Saima Salim - Female
MBBS MRCGP (GP)

Dr. Sunny Bahia - Male
MBBch (GP)

Role of a GP

A General Practitioner (GP) is your family doctor and is the main point of contact for general healthcare for NHS patients. GPs are highly skilled doctors who support patients throughout their lives. They help you to manage your health and prevent illness and are trained in all aspects of general medicine. GPs assess, diagnose, treat and manage illness.

They carry out screening for some cancers and promote general health and wellbeing. GPs also provide the link to further health services and work closely with other healthcare colleagues. They generally operate their practices as small independent businesses, employ and manage staff and oversee budgets. Some GPs are salaried in practices where their employers are other GPs. Some GPs work as locum doctors offering their time to several different practices.

GP Specialist Interests

Did you know whilst each doctor at the surgery is trained in General Practice they also have their own areas of special interests.

Dr Ramachandram: Respiratory and Education & training
GP Respiratory Lead & GP commissioning

Dr Geeti Raj: Paediatrics and Women's Health

Dr Salim: Gynaecology and Women's Health

Dr Naipaul: Gynaecology, Women's Health and Sexual Health

Dr.Sunny Bahia: Men's health & palliative care

GP Availability

| Day | mon | | tue | | Wed | | thur | | fri | |
|-----------|-----|----|-----|----|-----|----|------|----|-----|----------|
| Time | am | pm | am | pm | am | pm | am | pm | am | pm |
| RAJ | X | | | X | | | | | X | X ALT |
| GEETI | X | X | X | X | X | X | | | | |
| SALIM | | | | | | | X | X | X | X ALT |
| NAIPAUL | | | X | | | | X | | X | |
| BAHIA | X | X | X | | X | X | | X | | X ALT |
| REGISTRAR | X | X | X | X | X | X | X | | | X |
| FY2 | X | X | X | | X | X | X | X | X | |

GP consultation

The appointment time given for a GP consultation is usually **10-15 minutes**, although it can be longer for more complicated reviews and procedures. If you have a significant problem and think you will need more time with your GP you may be asked to book a double appointment next time. As well as giving your GP, more time to work through your health issue this will also help your fellow patients by making sure the GP does not run late for their appointments. **However double appointment slots are unlikely to be available on busy days or as urgent appointments.**

Be prepared to help you get the most out of your consultation:

- Write down the key questions you wish to ask before you visit the practice.
- If you are already receiving medication, write down the medicines and pills or take them with you.
- Make a note of when you started to feel unwell, your symptoms and any other contributing factors such as a recent holiday or injury.
- Ask a friend or family member to come with you if it would help you.
- Make sure you share all information with your GP. Sometimes it is the small details that help inform the doctor about your possible condition.
- Be as open and honest as you can and do not be embarrassed. GPs are trained to deal with the intimate and uncomfortable and will understand your embarrassment so should support you.
- **Remember one appointment is for one patient** and if you would like other family members seen, you need to make individual appointments for them to see the doctor.
- You can have a chaperone for any consultation, examination or procedure if you would like one. A chaperone can be a friend, family member or a trained healthcare professional such as a practice nurse. You do not have to accept a particular person who is offered to you as a chaperone. If you have asked for a chaperone but there is no-one immediately available you can reschedule your appointment

GP Registrar

GP registrars are fully qualified doctors who are undergoing specialist training to become general practitioners. To become a fully qualified GP they have to undergo a 3 year vocational training programme where they are required to spend at least 12 months in a training general practice.

GP Foundation Year 2 (FY2)

FY2 doctors are doctors who have qualified and are now continuing their training in various areas of medicine, which includes 4 months GP practice training.

Practice Team

**Senior Practice Nurse
Sister Phil Ward S.R.N.**

**Practice Nurse
Specialist Interests**

Phil Ward: Diabetes, Asthma, Spirometry



The Nurses at the surgery can help you with travel vaccinations, dressings, ear syringing, cervical smears, blood pressure and health checks. They run various clinics that may be of interest to you. The Practice Nurses have a role in preventing ill health and managing disease by supporting & educating patients & carrying out regular reviews. Practice nurses usually run clinics for long-term health conditions and holds regular clinics, which include health promotion, travel health, family planning, women's health, child immunisation, diabetes, heart disease, asthma/respiratory & hypertension. Other duties are blood-taking, dressings, removal of sutures, assisting GP in minor surgery, supporting people to make life style changes, smoking cessation, the list is endless. The role has expanded over the years & continues to develop to meet the diverse health needs of the practice population. Their role today is more focused on how they can better inform individuals to make their own informed choices about their

own life & health. By changing attitudes towards health in general we hope to prevent disease & reduce suffering.

How you can help your nurse?

- # Cancel appointments if not needed (Almost 1 in 3 patients do not turn up for their nurse appointments!!)
- # Arrive on time for appointments
- # Book for your travel vaccines well in time before you travel.
- # If you have a long term condition e.g. Diabetes or Asthma please book to see the nurse for a regular check up at least twice a year.

Practice Manager Miss Jenny Briscoe



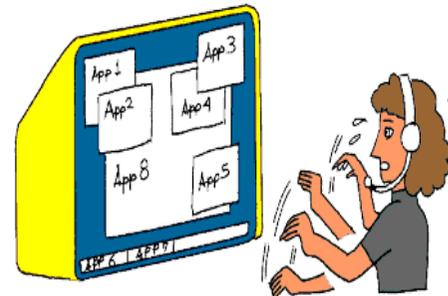
She will be able to help you with any non-medical aspects of your health. They are responsible for the smooth & efficient running of the practice. Generally, practice managers are involved in managing all of the business aspects of the practice such as making sure that the right systems are in place to provide a high quality of patient care, human resources, finance, patient safety, premises and equipment and information technology. They support GPs and other medical professionals with delivering patient services and also help to develop extended services to enhance patient care. The Practice manager's role is diverse which includes reception duties, staff training & development; dealing with complaints, devising & implementing practice policies & procedures, organizing practice meeting, training sessions & courses, ordering stock & even the odd DIY! The list is endless. The practice manager is usually the first port of call for receiving written complaints.

Reception Team

Our team of receptionists have been specially trained to help you.

What do they do?

Receptionists provide an important link for patients with the practice and are your initial contact point for general enquiries. They can provide basic information on services and results and direct you to the right person depending on your health issue or query. They are highly trained & skilled communicators, the 'people person' pleasant, friendly, & multi-tasked. Receptionists book patient appointments with the GPs and nurses. They also perform other important tasks such as preparing repeat prescriptions and dealing with prescription enquiries, dealing with financial claims, dealing with patient records and carrying out searches and practice audits.

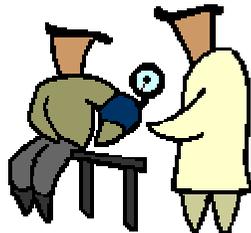


A specialist in organization and management & yet tact & diplomacy are their most valued qualities.

Can you help?

- # **Please cancel your appointment if you feel you know longer need it**
- # **Please arrive on time**
- # **Please inform reception when you arrive.**
- # **Please ring surgery after 10.30 a.m. for non-urgent matters.**
- # **Please be patient when reception seems very busy.**

Health Care Assistant Miss Danielle Beilby



Our Health Care Assistant (HCA) provides clinical support in general practice by carrying out a range of routine tasks delegated by the practice nurse or GP such as phlebotomy (blood taking), new patient health checks and health promotion.

The healthcare assistant role is rapidly expanding and is continuing to evolve in order to meet the increasing demands on the healthcare system. HCA's take on less complex, but important clinical tasks allowing the GP's and Practice Nurse to concentrate on providing a wider range of services to patients.

Changes in government legislation mean that many hospital services are to be provided within the community. This has dramatically increased the workload on general practice staff, but by working in more diverse teams surgeries have been able to meet the growing demands of patients and the National Health Service.

Examples of what our healthcare assistant does for patients at the surgery include:

Taking blood samples, ECG recording, smoking cessation advice, diet/nutrition advice, new patient registration, blood pressure checks, height/weight/BMI, elderly/routine health checks, helping with long term conditions such as diabetes/asthma/coronary heart disease and generally supporting the practice nurse in preventing ill-health and managing disease.

Health Visitor



They are trained to care for, families and children. They can offer advice and support and have information on various issues. They attend the surgery on Wednesday mornings. Please ask the staff for more details. The health visitor is

your friendly, non- interfering, objective, non- judgemental health visitor. They can advise on: feeding, weaning, sleeping, behaviour problems, toddler taming, toilet training, speech, hearing family planning, bereavement, growth & development, relationships, play, safeguarding, accidents.... The list goes on.

Many people ask what do health Visitors do?

They do not just work with babies their skills extend from cradle to grave. However, organisational restraints invariably mean that they do tend to work with families with young children. Health visitors work in 3 main areas:

- ✦ **Primary prevention.** Preventing the occurrence of diseases mainly through anticipatory guidance. This would include immunisation advice, health education & health promotion activities.
- ✦ **Secondary prevention.** This involves screening e.g. developmental assessments.
- ✦ **Tertiary prevention.** Supporting individuals and families where there is known problems, be it physical, mental or social etc. E.g. would include supporting families with child protection issues & learning disabilities.
- ✦ The health visitor role is continually evolving. Specialist support staff such as nursery nurses and link workers will now help deliver some of the care.



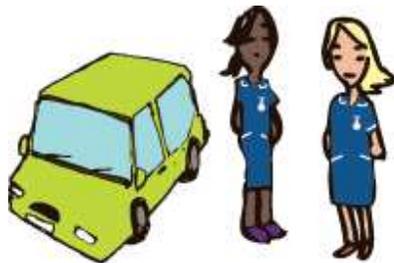
Midwife

A trained Community Midwife will be available at the surgery on Wednesdays for antenatal care. The team of local community midwives look after around 550 women during their pregnancy

from confirmed conception to 4 weeks after the birth of the baby.

They provide antenatal care, described above, but also intra-partum care (labour & birth of the baby) & postnatal care (after the baby is born).

The Midwives work closely with other health professionals like GP's, obstetricians, health visitors & link workers. are here to give advice & support on a wide range of topics, including emotional & physical changes during pregnancy & how to manage them, antenatal care choices, exercise & diet, maternity clothes, medical tests & scans, infant feeding advice, birth plan, maternity benefits, childbirth options parent craft classes, & much more - apart from delivering babies, which of course is a 'memorable part of our work!



Community Matron

If you have a serious long term condition or a complex range of conditions a community matron can provide support and co-ordinate ways of meeting your health and social care needs. Community matron will ensure you understand the importance of your medicines and how they work. This can be achieved by providing you with education about your disease and work with you to ensure you are in control of your health and care needs.

People with long term conditions are often admitted unnecessarily to hospital as an emergency when symptoms worsen. A community matron can help prevent these emergencies by being aware of you and your health needs and noticing difficulties as they arise, and making sure you have the right care and medication available to deal with these situations. This will mean fewer unnecessary visits to your G.P and hospital.

If you feel you would benefit from a community matron please let your doctor know.

District Nurses



We have District Nurses employed by the Primary Care Trust attached to the surgery. If you need a District Nurse to visit please contact the surgery.

The district nurses provide 7 days a week, 52 weeks of the year, a service to those patients with an identified

nursing need, which includes:

- ✦ Wound management
- ✦ Leg ulcer management
- ✦ Terminal & palliative care
- ✦ Diabetic care
- ✦ Continence assessment
- ✦ Prevention of complications associated with immobility
- ✦ Teaching self care procedures to enable people to manage their health needs
- ✦ Long term management of & support of patients with chronic degenerative conditions

The district nursing service have traditionally visited housebound patients but should ambulant patients require our service there is a clinic at Balsall Heath Health Centre they can attend on an agreed appointment basis

The district nurse team is managed by Birmingham Community Health PCT and regularly have student nurses on clinical placements with the team who often accompany us on our visits.



Physiotherapists

This service is now available from Balsall Heath health centre. Physiotherapists use physical approaches to promote, maintain and restore physical, psychological and

social well being, taking account of variation in health status. Physiotherapy can help to keep the joints mobile (able to move) and strengthen the surrounding muscles. The aim of physiotherapy is to restore proper functioning to the body. The doctor will refer patients to the physiotherapist for assessment if they think this is appropriate treatment for the patient's condition.

Podiatrist



We have in-house weekly clinics on a Tuesday with a visiting podiatrist who can help with any feet problems including nail care. Please book an appointment with your doctor if you wish to be referred to the podiatrist.

**Psychological well being practitioners
Cognitive Behavioural Therapist (CBT Practitioner)**



If you're feeling stressed, anxious, experiencing low mood or any common mental health issues, then we are on-hand here in the medical centre to offer support and advice on how to manage these issues.

Other things we may be able to help with are:
Low mood/depression/stress/anxiety/panic attacks/bereavement/relationship issues/ drug/alcohol abuse/domestic violence/carer's issues/phobias/sleep problems/family issues/ social issues/eating problems/disability issues.

We offer 45 minute sessions to allow you to think about and explore your problems and think about ways to actively manage them. We can offer a non-judgemental listening ear, access to information on mental health issues, guided self help and signposting to other appropriate services. You can see us for up to six sessions subject to your needs. To get to see one of us ask your GP, or Nurse to refer you.

Clinics

Well Baby / Immunisation

Wednesdays 9.30am – 11.00am

By Appointment



Why Immunise?

In the UK immunisation is offered to children at a very young age because infectious diseases are real threats to small babies. The childhood immunisation programme ensures that children are protected from infancy on to adulthood.

Diphtheria, tetanus, whooping cough, polio and Hib, meningitis C (Men C), pneumococcal, measles, mumps and rubella are all serious diseases and infections that can kill or cause lasting damage to health. Fortunately, thanks to immunisations, many diseases are now extremely rare. Immunisation is the safest and most effective way of protection against these diseases. Once we are immunised our bodies are more able to fight those diseases should we come in contact with them.



Immunisation schedules summer 2016

MenB vaccination has been added to schedule for infants born after 1/5/16

| Age Due | Diseases protected against | Number of injections |
|---------|----------------------------|----------------------|
|---------|----------------------------|----------------------|

| | | |
|-----------|---|--|
| 2 months | 5 in 1: Diphtheria, tetanus, whooping cough, polio, haemophilus influenza type b (hib) Pneumococcal (PCV) Meningococcal group B (MenB) Rotavirus gastroenteritis | 1 injection 1 injection 1 injection By mouth |
| 3 months | 5 in 1: Diphtheria, tetanus, whooping cough, polio, haemophilus influenzae type b (hib) Rotavirus gastroenteritis | 1 injection By mouth |
| 4 months | 5 in 1: Diphtheria, tetanus, whooping cough, polio, haemophilus influenzae type b (hib) Pneumococcal (PCV) Meningococcal group B (MenB) | 1 injection 1 injection 1 injection |
| 12 months | Hib and MenC booster Measles, mumps, rubella (mmr) Pneumococcal (PCV) Meningococcal group B (MenB) | 1 injection 1 injection 1 injection 1 injection |
| 2-8 years | Influenza live vaccine (from September each year) | Both nostrils |
| 3.5 years | 4 in 1: diphtheria, tetanus, whooping cough, polio Measles, mumps, rubella (mmr) | 1 injection 1 injection |
| | | |
| | | |

Why give boosters?

Immunity against some diseases can fade over time. Immunity to measles, mumps and rubella may not develop after a single dose of MMR vaccine. Booster immunisations will top up the child's level of antibodies and help to keep them protected.



GP services- Child Health surveillance

What we offer is a comprehensive programme of monitoring your Child's growth & development over the early years of

life. It begins even before conception! We can provide pre conceptual advice to parents & advice on how best to start a family. This continues throughout the pregnancy with our maternity care programme, which will be featured in our next newsletter. When the baby is born, the health visitor will visit mum & baby, providing timely advice & support to parents. Mum & baby will be then invited for their 6 weeks check. A thorough physical examination including weight & growth assessment will be undertaken. Baby will be reassessed at 8 months for hearing, with further developmental checks at 24 & 36 months or sooner if there are any problems.



Antenatal Clinic

Wednesdays 12.30pm – 2.30pm

By Appointment – Once pregnancy is confirmed please book an appointment for our antenatal clinic. We offer full maternity care. The midwife will contact you to arrange your first appointment, and can come to visit you at your home. Following this all other appointments will be here at the practice

We offer a wide range of services to our patients throughout their pregnancy.

Preconception advice– where couples planning a family can obtain useful advice on how to plan their pregnancy, i.e. what sensible precautions to take; and advice on diet.

Antenatal care - Once pregnancy is confirmed by a pregnancy test, patients are seen by our community midwife & doctor for regular checks to ensure that mother remains healthy & their baby is growing normally

throughout the pregnancy. They would be offered screening tests including an ultrasound scan of the baby at 12-14 weeks & blood tests to ensure that there are no foetal abnormalities. Advice on diet, breast-feeding, exercise, maternal nutrition and on maternity benefits is also offered. Normally, between 7-10 visits to the practice is required during this time. Regular checks on blood pressure, urine & babies growth will be monitored during this period. Expectant mothers will be given their own pregnancy notes to carry. They will be encouraged to attend antenatal classes & prepare for the birth of the baby. After the baby is born, the midwife will visit mum & baby at home. She will be followed up by the Health Visitor who will weigh & keep an eye on the newborn.

Postnatal check: Six weeks after the baby is born Mum & baby are invited for a routine postnatal check at the surgery. Advice on immunisation, breast feeding & contraception will be offered.



Combined Diabetic/Hypertension / Heart Disease Prevention Clinic
Fridays 9.30am – 12.30 pm

The Practice Nurse will see patients for their routine checks. All our diabetic /high blood pressure and heart disease patients are encouraged to attend this clinic on a regular basis.

Asthma / Respiratory Clinic

Tuesdays 9.30am – 12.30pm
Our Practice Nurse and Dr Ramachandram have a special interest in respiratory illness and will see children and adults with asthma, COPD and other chest conditions in the clinic by appointment.



Minor surgery Clinics

(Clinics by referral and appointment only please see Dr.Ramachandram)
What do we mean by minor surgery?
We mean minor operations such as removal of small lumps & bumps under the skin, cysts, moles & warts.



What methods are used?

- ✦ Incision: a cut is made to expose or open abscess or wound under local anaesthetic.
- ✦ Excision: skin lesions are removed by cutting them out followed by stitches to close the wound.
- ✦ Cautery: this method burns off warts, verrucas or skin tags using an electrical probe.
- ✦ Cryotherapy: liquid nitrogen is used to freeze skin lesions.
- ✦ *Where is it carried out?* We have a fully equipped treatment room to undertake these procedures under strict sterile conditions
- ✦ *Do I need a special appointment?* Yes. The doctor will discuss the operation with you and you will be put on the waiting list. You will usually be informed of the operation date a week in advance.
- ✦ *What is local anaesthetic?* This involves giving you a small injection (lignocaine), which will numb the area, requiring treatment.
- ✦ Wear loose clothing when you attend for surgery
All patients need to sign a consent form before their operation. A guardian must accompany Under16's.
More info in pre & post op patient leaflet.



Walk in Blood Test Clinics

We operate an open access walk in clinic for blood tests every weekday *except Wednesdays*. Pick up a leaflet for more details. There is no need to book an appointment as long as you arrive strictly between the times stated above. We receive the results of blood tests four to six days after the test. Please phone on the day you plan to attend to check the nurse is available.

It is our practice policy not to give results of any kind including blood tests over the phone. Please make an appointment with your doctor or nurse to receive your results.

Other GP Services available at the surgery



We provide a number of specialist services within the practice, some of which we briefly outline below. Our aim is to offer choice and provide services as near to the patient as possible so that they do not have to go to the hospital or elsewhere for their care. We would like our patients to have a better understanding on how these services work and the best way to assess them.

GP Local Enhanced Services

All GP surgeries undertake what is described as core general practice activities, such as routine and emergency care for

acute and chronic illnesses, prescribing medicines, maternity care, childhood vaccinations, health promotion and preventative medicine and referral to hospital or other health and social services when required.



Enhanced services are additional services that practices may choose to provide and are optional. Not all practices will therefore offer the service and special training and resources may be required before the practice is approved to provide the enhanced service by the primary care trust.

Our aim is to provide care closer to home and not have to travel to a bigger health centre or hospital for this care. The attraction of being in the small practice is the personal care that is provided but equally not missing out on the range of services that might be more easily delivered in a larger practice.

As part of our local enhanced services at the practice we offer services for diabetes, ECG, flu vaccinations, flu vaccinations for chronic liver disease and carers, glucose tolerance, insulin initiation, breast screening, mental health, minor injuries, minor surgery, near patient testing (rheumatoid monitoring), phlebotomy, childhood pneumococcal vaccinations, smoking cessation, wound management, zoladex injections, extended evening sessions, HPV vaccine, Spirometry, alcohol, CVD (cardiovascular screening).

Contraception / Family Planning / Sexual Health/ Menopause

✚ Worried about getting pregnant? We provide a totally confidential & comprehensive family planning service.

✚ We can advise you on all methods of contraception including coil fitting.

✚ We also provide pre-conceptual advice (how to start a family) and advice on safe sexual health what ever your age.

✚ You have the choice of seeing a nurse or doctor for your family planning advice. There is also access to a female doctor if you so prefer.

✚ We can provide a wide variety of advice leaflets on sexual health & carry out tests for Chlamydia and other infections

✚ If you are on the pill, it is our practice policy to see all women twice a year for routine checks. For your own safety, we do not repeat prescriptions without such checks.

✚ Those who have a coil fitted should have annual checks

✚ Unfortunately we cannot provide free condoms at present or undertake coil fitting any more.

Advice on all forms of contraception including coil fitting. All patients are reassured that this is a completely confidential service which is also available during normal surgery times. Pre-pregnancy advice and Hormone Replacement Therapy for menopausal women



Well Woman / Well Man Health Checks

Ideally, in order to remain healthy, all adults should have at least one health assessment and be aware of their personal needs. Our health is determined by many factors, e.g. family background, ethnic origin. However, lifestyles have a major impact on health, whilst simple changes can reduce health problems. An unhealthy lifestyle can lead to unnecessary suffering and ultimately, premature death. The clinic provides an opportunity for individuals to identify personal risk factors that may lead to ill health and disability. Education and support is provided for those 'at risk' of developing health problems. Individuals who are

informed can make their own informed choices about their own life and health.

By changing attitude towards health in general, we hope to prevent disease and reduce suffering. Patients' often say "I never had a day's illness until I came to the doctors" or "I never needed tablets before I visited the doctor".

Don't wait until you have a problem to change your lifestyle; it may be too late.

Have **you** had your MOT?

If the answer is no, why not book an appointment!

What does a health check involve?

The nurse/health care worker will

- ✚ Check your blood pressure
- ✚ Check weight / height
- ✚ Calculate your body mass index (BMI) to see if your weight is within normal limits
- ✚ Test urine to rule out infection, diabetes and kidney disease
- ✚ Ask your about significant family history
- ✚ Check blood cholesterol for those at risk
- ✚ Screen for Diabetes if indicated
- ✚ Take heart tracing (ECG) if indicated
- ✚ Offer support for people who what to lose weight, stop smoking, eat healthier and be more active
- ✚ Arrange support for those who request advice e.g. contraception, foreign travel
- ✚ Discuss cancer avoidance through screening e.g. breast, prostate

We can offer advice on general health/weight/diet as well as checks on blood pressure, ECG / Hearing / Urine and Cholesterol levels.

Please ask at reception for an appointment with the nurse.

Cardiovascular Disease Risk Assessment (CVD RISK)

This check is similar to a health check but focusing on identifying if you have any risks of developing cardiovascular disease in the future (illness to do with heart and vessels) The CVD risk assessment is offered to patients

40 years and over who do not have other chronic diseases such as diabetes, stroke, kidney or heart disease. The check involves various tests including blood test, blood pressure test, ECG, weight measurement and a discussion on life style.



Blood Pressure Monitoring

If you are age 15 or over it is sensible to have your blood pressure checked every 5 years. High blood pressure is rarely accompanied by symptoms and can go unnoticed for many years. Left untreated it can lead to heart disease, strokes and other life threatening conditions

We also have facilities to carry out 24 hour blood pressure monitoring for patients.



ECG (Electrocardiogram)

Our health care assistant can perform this test, here at the surgery rather than having to refer patients elsewhere. Using pads attached to the skin this simple examination allows a patients heart rhythm to be traced, it can then be assessed by a doctor.

Travel & Adult Vaccinations

We provide a full range of vaccinations and travel advice. Plan well ahead before travel and speak to the practice nurse. We stock most of the common travel vaccines. We provide a comprehensive travel health service. This is an additional service that we provide our patients and there will be a charge for this service. Most of the vaccines are usually given free of charge but there will be an administrative fee.



Plan ahead

- # Most vaccines need to be given a month or more before departure
- # Some vaccines need follow up doses
- # Malaria tablets should be commenced at least 1 week before travel and continued for 4 weeks following your return home
- # Most malarial tablets CAN be bought from your local pharmacist without a prescription



Are you fit to fly?

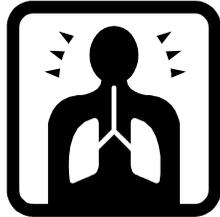
- # For most people with chronic stable conditions, air travel is possible
- # Ensure you take adequate supplies of your regular medication & discuss with your GP on what quantities are normally allowed.
- # Check with both airlines & travel insurers as both will have their own fitness to fly guidelines

Remember! For most destinations, with the exception of Europe, North America, Australia & New Zealand vaccination is recommended.

We appreciate your co-operation when booking appointments; it is not always possible to accommodate your request at short notice and the vaccine given will not always protect you.

Please book your appointments well in advance.

Alternatively, you can attend a designated travel clinic but you will be fully charged for this service.



Spirometry

Our practice nurse performs this test which uses a Spirometer to measure how your lungs work, recording how much air you breath out and how quickly you can do so this helps the clinician identify if there are any blockages or problems this can help to diagnose COPD and other lung problems which can then be treated.

Smoking Cessation Service

If you are committed and willing to give up the weed in the next two weeks then we can help you. Counselling, support and prescription for nicotine products available at the surgery through our practice nurse/Health Care Assistant.



For a number of years we have tried to help our patients who smoke to give up their cigarettes with varying success. Our audit shows that 80% stopped smoking at 6 weeks & over 70% remain non smokers at 12 weeks. The figure fell to 42% at 6 months and only 21% kick the habit at 12 months! (Nationally the figure is only 10-12%). Clinical support & intensive counselling has shown to improve the quit rate in smokers.

We are pleased to announce that we can now offer an even better opportunity for smokers to quit the weed! With our

expert team who run weekly clinic at the surgery. Those who attend the clinic will be provided all the necessary nicotine replacement treatment for 12 weeks and full support to get you through this rough patch!

We know at least 22% of our practice population are smokers! & heart disease is the 2nd most common cause of death in the practice after cancer. So all smokers out there why wait till you get a heart attack or lung damage before you quit. Book in to see our experts and have a go!

For an appointment for this clinic please ring the surgery

Diet and Weight Advice

Our health care assistant can give you information help and advice, check your weight regularly and prepare personalised meal plans to assist you with your diet and weight control.



Minor Injuries Service

We provide a minor injury & wound management service at the practice. We have recently revised & extended our service. We are happy to see all patients with minor injuries e.g. minor cuts, grazes, burns, bruises, sprains, and non bony injuries. We will provide first aid and suturing & dressing of wounds if required. This service will operate during normal surgery hours only. We also provide Postoperative wound care and dressings for leg ulcers & other wounds as long as the patient is mobile and able to attend the surgery for their treatment.

We have well equipped treatment room facilities but unable to provide equipment like crutches and splints. Those who need these or further assessment for e.g. x-rays to rule out bony injuries or other serious injuries should still attend the local Accident & Emergency Unit. Patients are reminded that this is not a "walk in service". Please ring the surgery for an appointment. The doctor or nurse will undertake a telephone assessment to ensure that your condition is suitable for treatment at the surgery.

Advanced Diabetic Care

Are you one of the 1.5 million people with diabetes living in the UK? There is probably nearly as many again who have not been diagnosed yet. We in this practice take diabetes very seriously. Both Practice Nurse Phil Ward and Dr. Raj have undergone further advanced specialist training in Diabetic Care.



Currently our 160 diabetics have a minimum of two diabetic check ups per year at the surgery. During check ups we take bloods to test for HBA1C sugar levels and also kidney, urine & liver tests. We also check your feet for poor circulation or nerve damage and also monitor your heart and blood pressure. You will be reminded to have an annual eye test with the optician. We test for diabetes in all patients having routine blood tests.

We would recommend you have your blood tested annually if there is a family history of diabetes, if you are overweight or if you are Asian and over 40 years old as these groups have the highest occurrence of diabetes.

As part of this advanced service we are now able to start patients on insulin at the surgery and provide ongoing

expert care, that you would normally go to hospital to have treatment in the past.

So if you are worried about diabetes pick up our patient information leaflet or speak to our practice nurse.

GP services – Specialist drug monitoring

GP practices are increasing involved in the monitoring and prescribing of specialist drugs for arthritis, cancer and other chronic conditions. These drugs were previously only prescribed by specialist in hospitals and often patient had to be admitted for their treatment.

In recent years the practice has taken increasing responsibility in monitoring and adjusting the dose of these new and powerful drugs which can be life saving but also have dangerous and life threatening side effects or complications that need to be carefully observed and monitored.

Most so called "2nd line arthritis drugs" for example in the treatment of Rheumatoid Arthritis need frequent bloods tests monitoring, initially on a weekly basis to ensure that they do not cause any harm or side effects to the patients.

These drugs are usually initiated by the specialist in hospital and once stable the practice would take over the day to day management of these patients and their treatment. Patients also find it rather convenient to come to the surgery for their monitoring than going to the hospital.

However GP practices may not be able to take responsibility for some specialist drugs for e.g. if they are very new or unlicensed use. Currently we offer support to patient on drugs which include Gold injections, Methotrexate, Zoladex injection and many others.

In house counselling, wellbeing & CBT sessions

held twice weekly to support people who suffer low mood, anxiety/depression. CBT trained psychologist and low intensity mental health worker (graduate clinical psychologist). This service enables this specific group of patients to receive care close to home.

Practice based ultrasound service

Practice has successfully negotiated a practice based ultrasound service commissioned by the CCG. The service is offered to registered patients and also to other practices within the CCG. Weekly clinic held and waiting time is usually within 7 days. Patients who require this investigation will be referred by the GP

Housebound patient health reviews are offered on a twice yearly basis to improve quality of care to housebound patients especially those with long term conditions. This service is for patients who have poor mobility and do not go out of their house. We provide a holistic assessment of housebound patients undertaken by doctors and nurses and the wider multidisciplinary team and clinical review will take place at their home.

Other Surgery Information

Training Practice



Moor Green Lane Medical Centre is approved as a training practice, we have medical students, Foundation year 2 doctors and GP Registrars training with us throughout the year.

GP Registrar

We are approved for training Registrar's (doctors training to be GP's). Registrars are fully qualified doctors who will be attached to the practice for between 6 and 12 months as part of their training to become General Practitioners.

GP REGISTRAR TRAINING: VIDEO RECORDING & JOINT SURGERY

For training purposes some of the consultations between patients and GP Registrar doctors may be recorded on video. The videos are part of an assessment procedure for doctors who are seeking membership of the Royal College of General Practitioners.

Please remember you do not have to agree to your consultation with the doctor being recorded but any help you can provide is much appreciated.

We also undertake joint surgery where you will see your usual doctor & our GP registrar sitting in together during your consultation. Please be reassured that this will not affect your care in any way but we will be extremely grateful for your help in training good doctors. Improving the assessment of GPs should lead to a better service to patients.

Please note that by agreeing to take part in video recording or joint surgery you will not have to wait longer to see the doctor or have less time with the doctor.



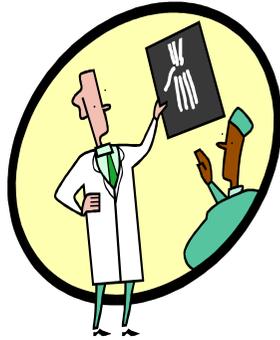
Foundation Year Two Doctors (FY2)

As part of their training these qualified doctors have to undertake training in various areas of the medical service before they undertake their specialist registrar training. This includes a four month period of training in a general practice surgery.

Student Surgeries

Patients are reminded that we have medical students from time to time at the surgery. You may be asked to see the medical student first before you see the doctor. We are always very grateful for any help you can provide with the training of these young student doctors. However you have a choice on whether you wish to see the medical student. Whatever choice you make please be assured that your medical care will not be affected in anyway whatsoever.

Patient referrals



When you come to see your GP, often they will be able to deal with your problem and provide treatment without the need for further investigations or specialist opinion outside the practice. **Sometimes however, your doctor may decide it would be best for you to see a specialist for their expert opinion or assessment.**

Sometimes your GP may refer you to another doctor within the surgery for a second opinion or more specialist treatment. This will help to stop unnecessary referrals to hospitals and means you will be seen and treated more quickly at the surgery.

We have a number of in house services and clinics that you can attend without the need to go to hospital and we can undertake a number of investigations within the practice.

If you need to be referred for an assessment or an exam there are an increasing number of services now available within the community patients can now be referred locally for gynecological assessments, orthopedic and cardiology specialist opinions, and soon for eye and rheumatology conditions.

If you need to be referred to a specialist doctor they will only see you with a letter of referral from your doctor, (if you wish to see a specialist privately it is still advisable to get a referral letter from your GP). Patients can then book to see a consultant at the hospital.

Please make sure you attend your specialist appointments, missed appointments lengthen waiting lists and delay treatment. If you cannot keep your hospital appointment please phone the hospital to cancel.

Choose and Book Service

If you need to see a specialist, the new Choose and Book service provides an electronic booking system to choose the time, date and place of your first outpatient appointment. It will mean that you can fit your hospital appointment with your life not the other way round. You will have a choice of where and when you want to be treated with Choose & Book.



Patient INFORMATION

PATIENT HEALTH INFORMATION (PHILS)

We have produced a series of simple and easy to understand patient health information leaflets. These provide condensed form of essential information you need to know on a wide range of topics on many aspects of health. We also have a variety of leaflets on the health service and the different services you can access through your GP and here at your GP surgery. You will find a sample of these leaflets available at reception or on our website.

Confidentiality

Confidentiality is the cornerstone of health care and central to the work of everyone working in general practice.

All information about patients is confidential: from the most sensitive diagnosis, to the fact of having visited the surgery or being registered at the practice.

All patients can expect that their personal information will not be disclosed without their permission except in the most exceptional of circumstances, when somebody is at grave risk of serious harm.

Patients are assured that all matters relating to them will be treated with the utmost confidentiality.



Under the Data Protection Act 1998 and the Human Rights Act 1998, all of the information given in your GP consultation is held in confidence. There are a few exceptions to this, such as if you give your GP information that reveals you are a danger to others



Patient Comments

Any useful suggestions for improving the services we offer would be very welcome. GP practices are like any other organisation – we welcome all feedback, both positive and negative, and really do want to work through any problems you are experiencing. You may wish to give feedback about the care you receive.

Positive comments can reassure the GPs and practice staff they are doing a good job. Feedback about your experiences can also help the practice change or enhance its systems and services to benefit all of its patients. You can also use our website to feedback or in person.

Negative feedback can be used constructively by the practice, particularly if you provide suggestions on how to improve or avoid similar situations in the future. If problems arise, you should find that the practice would wish to resolve the problem with you as a priority.

Patient Surveys

PLEASE HELP!

We periodically undertake patient satisfaction surveys and ethnic monitoring to find out how we can improve and target our services. We would be very grateful if you could fill in the form/questionnaire while you wait to see the doctor or nurse. It would be done under the strictest confidence and patient identity would not be required for the patient satisfaction questionnaire. We consult our patient participation group for their comments and feedback from the service on a regular basis. We are also required to undertake the Friends and family test survey and submit results on a monthly basis. All survey results will be

published on our website and in the practice newsletter. We will consult our patient participation group members and decide on the actions we will take in response to the surveys

Complaints Procedure (patient leaflet available)

We endeavour to give the best possible service at all times but there may be occasions when you feel you wish to express dissatisfaction. We offer an informal in-house procedure to deal with your complaints.

This procedure does not deal with matters of legal liability or compensation but we hope you will use it to give us an opportunity to look into, and if necessary, correct any problems or mistakes that have been made. If you want to make a complaint, please contact our practice manager directly, either by telephone, or by letter if you prefer. You can also contact NHS England Provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, before the matter becomes a complaint, guiding you through the different services available from the NHS. **Tel 0300 311 22 33**

Email: england.contactus@nhs.net NHS England
PO Box 16738 Redditch B97 9PT. Please Note: You must either complain or raise their concerns to the practice or NHS Customer Contact Centre telephone 0300 311 1133. You cannot contact both the practice and CCC with the same complaint. Finally, once you have used all the stages above, you have the right to ask the parliamentary health service ombudsman to review your case.

Office of the Parliamentary and Health Service Ombudsman Millbank Tower, Millbank London SW1P 4QP Tel: 0345 015 4033 Fax: 0300 061 4000



Health records

A health record is created and held by a health professional, normally your GP, and contains important information about your physical or mental welfare. Under the Data Protection Act 1998 and the Human Rights Act 1998, all information received about you is held in confidence, including after your death. Only NHS healthcare staff involved in supporting or providing your care can access your record. Under the Data Protection Act 1998 you have the right to request access to your medical files. If you would like access to your health record you need to request this by writing to the person who holds your records, which is typically your GP. This request can be submitted on a form, by letter or by email. Fees will be charged by the practice for sharing the records in accordance to BMA recommendations. The practice is obliged to go through your record first to remove any reference to other parties, which might breach their confidentiality and take out any information, which might be harmful to you



Surgery Car Park

Please use the surgery car park at the rear of the building. There is ample car parking space and is secure and well lit with disabled access. A disabled parking space is available in the car park. The entrance to the surgery is level with no steps. There is a disabled toilet and baby changing facilities on the premises. There is room for prams, pushchairs and a wheelchair shelter. Reception staff will be pleased to give any assistance required.

DO NOT PARK IN FRONT OF THE SURGERY. THIS CAN BE DANGEROUS AND WILL OBSTRUCT THE NORMAL TRAFFIC ON MOOR GREEN LANE. THANK YOU

Non N.H S. work

We carry out private medical examinations for example insurance, pre-employment, fitness to undertake sports/travel medicals. These medical examinations are by appointment and a fee is payable in accordance with the B.M.A. rate, a copy of which is available in reception. We are happy treat visitors to the UK. Current charges and our overseas visitor's treatment policy please enquire at reception.

Patient Information & Call System

Look out for the electronic patient information screen and call system when you next attend the surgery. When it is your turn to see the doctor or nurse your name will appear on screen along with the clinician you are seeing and the consultation room you should attend. The system has also been installed in the waiting room to entertain our patients with health information and surgery news while you wait along with various patient information notice boards. Tell us what information you would like on display!



Moor Green Lane Patient Newsletter

We publish a quarterly practice newsletter for our patients. Our newsletters are packed with useful information and news about the surgery and NHS. Patient contributions are most welcome. See our website to download a copy.

Website:

For more information about the surgery, to see newsletters online,



to find out useful information about your health and to learn more about what services we offer at the surgery go to www.nhschoices and enter your postcode or search Ramachandram to find us.

Our email address is: m85733.ramachandramr@nhs.net

Security and CCTV monitoring



We would like to inform all visitors to the surgery that 24hours CCTV security surveillance cameras protect the premises. Cameras are located within and outside the building but not in the consulting rooms to protect and safeguard both patient & staff safety at all times.



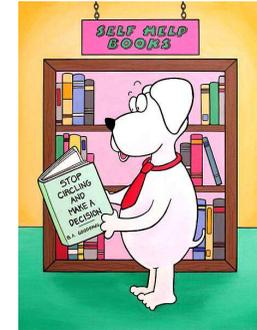
Moor Green Lane Patient Participation Group

The patient participation group (PPG) was originally established in June 2003, the group is made up of volunteer patients whose aim is to help patients access services and understand their healthcare. The group now meets every 8 weeks on a Monday evening at the surgery, and some of our members also attend a regional meeting for PPG groups across the area where they learn more about local projects and services.

New members are always welcome, if you would like any more information on the PPG please ask at reception or pick up a leaflet.

Self Help

Here is some simple health advice on managing self limiting illnesses. We are keen to help patients develop self reliance and take responsibility for their health. We have produced a large number of patient health information leaflets on various medical conditions and general information on how best to access good health. A folder of these sample leaflets is available in the waiting room or alternatively a selection is available on our surgery website by clicking the patient leaflet icon.



Nose Bleeds

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. If the symptoms persist, please consult you A & E Department.

Minor Cuts & Grazes

Wash the wound thoroughly with a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about 5 minutes. Cover with a clean dry dressing.

Child with High Temperature

Remove all clothing and cool the skin by sponging tepid water. Give small amounts of water or diluted juice to drink often. Give calpol, paracetamol or disol syrup. If a temperature remains high consult your doctor.

Sunburn

Treat as with other burns with cold water to remove heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid over-exposure to the harmful effects of the sun.

Insect bites and Bee Stings

Anithestimine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms.

NOTE: Bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

Cold & Flu-like Symptoms

Even in this day and age there is no magic cure for the common cold. Go to bed. Take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Antibiotics do not have any effect.

Diarrhoea or Gastroenteritis

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because of the lining of the stomach is likely to be inflamed, food and medicines are often vomited up. These should therefore be avoided. Instead, sip large quantities of water, cordials or squashes but not milk. Consult your doctor if symptoms persist for more than 48 hours. In the case of young children or babies use oral rehydration fluids which are available from the chemist (such as Rehydrate or Dioralyte) and consult your doctor if the symptoms last for more than a day or are particularly severe.

Measles

This usually causes high temperature, cough and sore eyes before the rash appears until about 10 days after that date. The rash is blotchy and red and appears on the face and body. It is contagious from 2 or 3 days before the rash appears until about 10 days after that date. MMR can prevent this.

Chickenpox

Rash appears as small red patches with small blisters in the centre. During the next 3 or 4 days, further patches will appear and the earlier ones will turn crusty and fall off. The rash is itchy and fever may occur. Calamine lotion and paracetamol give relief.

Mumps

Painful swelling of the gland in front of one or both ears occurs. The patient is infectious from 2 or 3 days before swelling appears until about 8 – 10 days after that date.

German Measles (Rubella)

The rash appears during the first day and usually covers the body, arms and legs in pink patches 2 – 4 mm. It is infectious from 2 days before the rash appears and up to about 7 days afterwards. It can be harmful to the unborn child, therefore it is important to inform all contacts in order that anyone who maybe pregnant can contact their doctor. All children should be immunised by the MMR vaccine at about 18 months.

Head Lice

These creatures prefer clean hair and are therefore not a sign of poor hygiene. Medicated head lotions are available from the chemist.

A Healthy Diet

Steps to a healthier diet: Eat plenty of fresh fruit and vegetables. Cut down on your fat intake by eating lean meats and using low fat spreads or cooking oils. Choose wholemeal bread instead of white. Try nuts and dried fruit instead of sweets and chocolate. Drink at least 2 pints of water a day. Cut down your salt intake and try not to over cook vegetables as it causes a massive loss of minerals and vitamins.

Smoking

Every cigarette you smoke can shorten your life by an average of five and a half minutes. Giving up smoking is all about motivation. Set a date in the future when you are going to be stop and tell all of your friends so that they can support you in your decision. When the big day comes plan carefully to keep yourself busy and try to avoid situations which may tempt you into having a cigarette.

PRACTICE CHARTER

All members of the surgery primary health care team are dedicated to a quality policy to achieve health care and services, which meet our patients' requirements. In particular

- 1) Patients will be treated with dignity and respect and have a right to be greeted courteously and made to feel welcomed to the practice.
- 2) The practice does not discriminate on the grounds of race, gender, disability, social class, age, sexual orientation or medical condition.
- 3) Patients have a right to absolute confidentiality.
- 4) Patients have the right to information about their own health including
 - ❖ the illness and its treatment
 - ❖ other forms of treatment available
 - ❖ the likely outcome of this illness / disease
- 5) Access to health records subject to any limitation in law compiled after 1991.
- 6) Doctors and Nurses will endeavour to begin surgeries at the appointment time. Any delay will be due to medical necessity. Where there is a delay in excess of 25 minutes, patients have a right to be informed the reason for the delay and to make an alternative appointment if necessary.
- 7) The practice will offer advice and seek to inform patients of:
- 8) Steps they can take to promote good health and avoid illness exercise diet smoking, immunisation etc.
- 9) Advise on self-help which can be undertaken without having to see the doctor or nurse in cases of minor

ailments as outlined in our practice leaflet & on our website.

- 10) The practice will inform patients of services available by means of practice leaflets/ notice board in the waiting room/newsletter and on our website.
- 11) Patients may choose whether or not to take part in research or training.
- 12) All new patients will be offered an appointment with the nurse or doctor.
- 13) Patients shall be referred to a consultant specialist acceptable to them if their doctor thinks this is necessary.
- 14) On weekdays, patients with a non-urgent complaint should be able to consult a GP or nurse within 3 days.
- 15) Patients who wish to consult a named doctor or nurse should be able to see them within 3 working days except when that doctor or nurse is on sick, study or holiday leave.
- 16) Patients with urgent medical conditions will be given priority and will be seen as soon as possible, even when this may cause delay to booked appointments.
- 17) A GP will be available to give telephone advice from 12.30 to 1pm weekdays and to discuss whether a surgery appointment or home visit is required.
- 18) Acute prescriptions will be issued with minimum delay.
- 19) Repeat prescriptions will be available 2 working days following the request unless patient has not attended for review as requested.

- 20) Any suggestions to improve service will be considered by the practice and a response will be given.
- 21) A full and prompt reply to a written complaint will be made by a senior member of staff within seven days.
- 22) Patients will be able to speak to the doctor on call with the maximum of two telephone calls during out of hours.
- 23) We have the right to remove patients from our list if they repeatedly and persistently ignore their responsibilities to us and other patients.

PATIENTS ARE REMINDED THAT WITH THESE RIGHTS COMES RESPONSIBILITIES FOR ALL PATIENTS AND THIS MEANS:

1. Treating your doctor and their staff as you would expect to be treated by them –with respect and politeness.
2. To attend appointments on time or to give the practice adequate notice that they wish to cancel (minimum 48 hours) - lateness or non-attendance inconveniences other people and wastes appointment time.
3. If you arrive more than 20 minutes late, you will have to wait until the end of surgery or reschedule the appointment.
4. If you have missed your appointments 3 times or more, your next appointment can only be booked with the discretion of the Practice Manager or the doctor, you will not be able to automatically receive an appointment. You may also be liable to be removed from the practice list.
5. An appointment is for one person only, where another member of the family needs to be seen or discussed, another appointment should be made.
6. Patients should make every effort to consult at the surgery to make the best use of nursing and medical time. Home visits should be medically justifiable and not requested for social convenience. Facilities for examination are better at the surgery and less time the doctor spends travelling the more time is available for patients.
7. Repeat prescriptions must be requested in good time using the slip provided by handing it at reception or posting it. When patients are advised that they're repeat prescription is due for renewal i.e make appointment note. On their repeat slip please make an appointment within the next 14 days.
8. Patients should not expect a prescription every time they visit the surgery. Good advice is often the best treatment.
9. Out of hour's calls, e.g. Evening, night and weekends, should only be requested for genuine emergencies. Please bear in mind that the duty doctor will be working the following day. The practice incurs charges for all out of hour's calls.
10. Please try and call outside peak surgery hours for non-urgent matters.

11. Please remember doctors are only human – they cannot solve all your problems and some illnesses cannot be cured.

Thank you for helping your surgery provide a better service.

Practice Statement

We would like to work in partnership with our patients. Being partners’ means that we have a responsibility towards each other. This can only be achieved if we work together.

Useful Telephone Numbers



| | |
|-------------------------------------|---------------|
| Birmingham Shared Care services | 0845 111 1200 |
| Birmingham South Central CCG | 0121 255 0700 |
| New Queen Elizabeth Hospital | 0121 627 1627 |
| Birmingham Women’s Hospital | 0121 472 1377 |
| City Hospital | 0121 554 3801 |
| Birmingham Children’s Hospital | 0121 333 9999 |
| Birmingham Heartlands Hospital | 0121 424 2000 |
| Royal Orthopaedic Hospital | 0121 685 4000 |
| Solihull Hospital | 0121 711 4555 |
| Citizen’s Advice Bureau | 0121 683 5893 |
| Neighbourhood Office – Selly Oak | 0121 472 4828 |
| Neighbourhood Office – Kings Heath | 0121 444 5009 |
| Bourneville Police | 0121 626 4135 |
| | 0121 626 4000 |
| Samaritans | 0121 666 6644 |
| Open Door (Counselling 16 – 25y) | 0121 472 2071 |
| Cruse Bereavement | 0121 687 8010 |
| Relate (Marital Counselling) | 0121 643 1638 |
| Age Concern | 0121 236 1464 |
| Information Services on Disability | 0121 414 1495 |
| Aquarius (Alcohol advice) | 0121 632 4727 |
| Mary Street Clinic (Drug addiction) | 0121 440 4444 |
| Asian Advisory Centre | 0121 440 3444 |

Notes