

## **Patients' rights and responsibilities**

Patients have the right to:

- A named accountable GP upon registration
- Change doctor if desired
- Be offered a health check on joining the practice
- Receive emergency care at any time from the practice
- Receive appropriate drugs and medicines
- Be referred for specialist or second opinion if they and the GP agrees
- To view their medical records, subject to the Acts and to know that those working for the NHS are under legal obligation to keep the contents confidential

Patients aged 16-75 who have not attended the practice in the last 3 years and patients aged 75 and over not seen for more than 12 months will be allocated appointments as would any other patients in these age groups.

Patients have the right to request an appointment with a specific doctor of their choice and where possible the practice will do their best to accommodate all requests.

### **Patients also have a responsibility to:**

- Be courteous to the staff at all times - remember they are working under doctors' orders
- Respond in a positive way to questions asked by the reception staff
- Attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment!
- An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made and the medical record be made available
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience
- Patients are asked to give 48 hours notice for repeat prescriptions to allow us to process your request correctly
- Out-of-hours calls (e.g. evenings; nights and weekends) should only be requested if they are felt to be truly necessary

### **Violence/abuse**

In line with NHS guidance, we operate a zero tolerance policy. Any abusive language or behaviour may result in removal from the Practice List. Serious incidents will result in the police being called. Less serious incidents may result in a warning being given.

## Who works at the Practice

**Doctors** (Salaried GPS; M = Male, F = Female)

Clinical Lead - Dr Souad Hamdy (F)

MBchB (Egypt), MRCOG, MRCGP, DFFP

Dr Shahista Rajabali (F)

MBchB, MRCGP

Dr Shabana Alam (F)

MBchB

Dr Ambreen Sheriff (F)

MBchB

Dr Ida Allison (M)

MBchB

**Practice Nurse**

HCA

**Practice Manager**

**Reception Supervisor**

Stella Wilson RGN

Melanie Bates

Jane Mason

Adam Seeney

**Medical Secretary**

Crystal Channer-Ferron

**Receptionists**

Demi Edwards

Ikra Haider

Karen Satchwell

Kim Evans

Allison Richards

## Practice premises

The practice premises has disabled access and complies with the Disability Discrimination Act.

## The car park

The car park is fitted with access barriers. You can enter the car park and park if visiting the Centre. Before leaving you should obtain the car parking code to release the "out" barrier from the Receptionist which should be pressed into the barrier box. This will then enable you to release the "out" barrier and allows you to leave the site.

## Bus routes

Number 61, 62, 63, 11, 29 and 21 come close to the Health Centre.

The practice forms part of the NHS Birmingham and Solihull Integrated Care Board, First Floor, Wesleyan, Colmore Circus, Birmingham B4 6AR

Tel: 0121 203 3300

email: [communications.bsolicb@nhs.net](mailto:communications.bsolicb@nhs.net)



**University Hospitals Birmingham**

NHS Foundation Trust



# Selly Oak Health Centre Information Leaflet

 [Sellyoak.healthcentre@nhs.net](mailto:Sellyoak.healthcentre@nhs.net)

 [www.sellyoakhealthcentre.nhs.uk](http://www.sellyoakhealthcentre.nhs.uk)

15 Katie Road, Selly Oak, Birmingham B29 6JG

 **0121 472 0016**

## **OPENING TIMES**

Monday- Friday 08.00-18.30

Saturday and Sunday – CLOSED

## **Registration**

You can register with us if you live within 3 miles of the practice. Please see a detailed map on our website. If you move outside of the practice area you should register with a new practice. If you would like to register please come into the surgery and complete the relevant registration forms and also you can register on line, please visit our website.

## **Routine appointments**

The practice operate the appointment system in line with Covid -19 regulation which is telephone triage of the patient before being seen face to face.

You can book an appointment either by telephone after 10.30 am or online. Routine appointments (Pre-bookable) can be booked up to two weeks in advance. Please remember, appointments are 10 minutes long, and it is unrealistic to manage multiple problems in one appointment. If you have multiple issues to discuss, you may need to book a further review. Please note that if you arrive more than 5 minutes late for an appointment, you will be asked to re-book for another day.

## **Urgent appointments**

If you feel your problem is urgent, and you need to be seen on the same day, please let the receptionist know when you call. Emergency appointments are dealt with each morning, so please phone before 10:30am.

If you need an appointment on the day, the receptionist will ask some basic information about your problem, so the doctor can see the most urgent cases first. You will be given a range of time e.g. between 9-12 or 3-6 to be called by the doctor.

If you feel unwell and need to be seen the same day, please let reception know and we will either try to accommodate you or advise on more appropriate alternatives.

## **Pharmacist appointment**

If you have queries regarding your medications please ask for an appointment with the pharmacist.

## **Home visits**

Home visits are reserved only for the very elderly, frail and housebound patients, and are based on clinical need at the discretion of the doctor. If you feel you need a home visit please contact reception as soon as possible during morning surgery. The doctor may telephone you back to obtain more information. We expect children to be brought to the surgery where

they can be seen quickly and examined in the most appropriate surroundings. Lack of transport or other inconvenience is not a valid reason for a house call. In such cases, you may be offered a review at the surgery at short notice, if appropriate.

### **Test results**

For test results please telephone between 10.00am and 11.00am or between 3.00pm and 4.00pm. Please be aware that you will be asked for some personal details in order to verify your identity.

### **How to make a complaint**

We are always pleased to receive patients' compliments and suggestions for improving our services. We hope you will never have cause for a serious complaint but if you do, we have a Complaints Procedure to try to resolve your problem quickly. The practice will strive to deal with complaints in a methodical and efficient manner. You can download a copy of the full Complaints Procedure on our website, or obtain one from reception. This document lays out the steps involved in making a formal complaint. If you would like to discuss any of the above please make an appointment to see the Practice Manager.

### **Clinics and services available:**

Contraceptive Services, Childhood Immunisations, Childhood Health Surveillance, Vaccinations and Immunisations, Minor Illness, Minor Surgery, ECG, Phlebotomy, Case Management For Patients With Long-Term Conditions, e.g. Asthma, Diabetes, Hypertension, Epilepsy, Heart Disease And COPD, Ante-Natal Clinic, Practice Counsellor, Cytology (Smear) Clinic, Travel Vaccine Advice, and chargeable Non NHS Services e.g. HGV Medicals/insurance reports etc. (see website for more details).

The practice does not currently function as a teaching practice.

### **Prescription request**

Please ensure that you mark the items you require clearly by ticking the appropriate medication on the repeat request form, or order online. In order for us to process the large amount of requests each day, please note that 48 hours' notice is needed for repeat prescription orders. Please ensure that prescriptions needed over the weekend are ordered by Wednesday professionals involved in patient care will need access to the notes, but this will only be done with the express permission of the doctor. We fully abide by GDPR/DPA and Caldicott Principles in the use of information.

Repeat Prescriptions - patients can call through to the practice to request repeat prescriptions after 11pm. Repeat prescriptions will be processed within 24-48 hours and can be collected from your nominated pharmacist.

### **Accessing out of hours services**

The practice does not offer an out of hours service. The local ICB offer a number of clinical services which can be accessed by our patients.

There is extended access to appointments between 18:30 and 20:00 at Riverbrook Surgery.

For medical emergency outside of practice opening times (18:30-08:00) patients are advised to call NHS 111 for advice. In a clinical emergency patients should attend A&E or call 999

### **Patient confidentiality**

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care.

All patient information will be treated in strict confidence. Access to all records will be limited to the people caring for the patient, including medical secretaries.

### **Use of Information Act 2000**

Information about patients is requested for a wide variety of purposes including education, research, monitoring, epidemiology, public health surveillance, clinical audit and planning. Only where it is essential for the purpose will identifiable records be disclosed. Such disclosure will be kept to a minimum. You have the right to object to any such disclosure and your objection will be respected.

### **Equality and diversity**

Selly Oak Health Centre strives to provide equality and fairness for all our patients and staff and not to discriminate on grounds of gender, gender reassignment, marital status (including civil partnerships), race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. All patients and staff will be treated fairly and with respect. Please contact the Practice Manager if you have any concerns that Equality and Diversity issues have not been respected.