

# Sutton Road Surgery

## Patient Information Leaflet



122 Sutton Road Erdington Birmingham B23 5TJ

Appointment; 0121 373 0056

Fax; 0121 382 3212

Home Visit; 0121 373 0056



## **Sutton Road Surgery**

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July 2016**

**122 Sutton Road  
Erdington  
Birmingham  
B23 5TJ**

Appointments/Enquiries 0121 373 0056

Home Visit / Emergency 0121 373 0056

**Website:** [www.suttonroadsurgery.co.uk](http://www.suttonroadsurgery.co.uk)

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## Introduction

Sutton Road Surgery serves the Erdington and surrounding areas. This is a small family Practice with one main lead GP supported by a part-time female GP offering the choice to see female doctor; and a Practice Nurse. We also have a team of reception staff and a practice manager who oversee all aspects of the surgery.

We offer a full range of primary care general practice services and run specialist clinics including asthma / COPD clinics, diabetes clinic, Coronary Heart Disease, clinic, antenatal, well baby clinic. We also offer NHS well man/well woman Health Checks and Childhood immunisations.

In addition to this leaflet, we have an up to date website with a wealth of information and details on accessing our services. The full web address is:

## Clinical Commission Group

Sutton Road Surgery is a member of the Birmingham Cross City Clinical Commissioning Group (BCCCG). The CCG is responsible for ensuring you get all the services you need and oversee all aspects of your surgery.

Address: Birmingham Cross City Clinical Commissioning Group, Bart House, Hagley Road, Edgbaston, Birmingham B16 9PA.

Tel: 0121 255 0700 / Fax: 0121 682 0090

## How to register

If you wish to register at the practice, please check boundary on page 9 of this leaflet, ask at reception for a new patient registration form (GMS1). You will be asked to complete this and a new patient questionnaire. You may be asked to provide appropriate photographic ID and confirmation of your address. When registering at the surgery please note you will be registering with the "Practice" and not one Doctor.

At the time of registration you will be asked to book an appointment with the Practice Nurse for new patient medical check.

## Accessibility

Our surgery is accessible to patients using a wheelchair. We have car park spaces designated for the patient in the front of the Surgery. For hard of hearing patients we arrange interpreters through BILCS. We have a receptionist who can also sign language. If patient requires any help please ask our receptionists. Please note Drs also speak Urdu, Hindi and Punjabi.

## **British Pregnancy Advisory Service (BPAS)**

Think you might be pregnant and want confidential advice? You can now self refer to BPAS on their action line 08457 304030

## **Smoking**

The surgery site is a NO SMOKING area. If you smoke and would like to stop please ask for information on the services we have available to help you.

## **Dental Problems**

If you require urgent treatment, please contact your usual dental practice as they may be able to see you or direct you to an urgent care dental service. If you do not have a regular dentist, [contact NHS 111](#) for advice on where you can get urgent care.

## **Chaperone**

This practice respects the privacy, dignity and the cultural and religious beliefs of our patients. If you would like a chaperone to be present during a physical examination by a doctor or nurse at the surgery, please let us know. This chaperone may be a family member or friend or we can arrange for a trained member of staff to be present.

**Non NHS Requirements** — For Insurance Medicals, passport applications, medicals for driving licence and travel inoculations please contact the receptionists. Private fees apply.

## **Named/Accountable Doctor Scheme**

From April 1st 2015, all practices are required to allocate a named accountable GP to all patients. Therefore, all patients at Sutton Road Surgery have a named, accountable GP, Dr Bhatti, who is responsible for their overall care at the practice. If you wish to know more about your allocated GP please ask at reception. New patients will be given their named accountable GP at the point of registration by the receptionist.

**PLEASE NOTE:** You can still talk to, or make appointments to see any of our doctors or nurses, not just your named GP, and please be assured that this will not impact your experience at Sutton Road Surgery in any way.

## **Community Services supporting the Practice**

### **Midwives**

The Heart of England NHS Foundation Trust Midwifery Nurses provides a clinic on Thursday afternoon to patients at Sutton Road Surgery. The midwifery team helps provide care and support for pregnant women and their babies, before, during and after childbirth.

### **Health Visitors**

The practice has a health visitors team which provides health visiting services to patients at Sutton Road Surgery. Health Visitors are Registered General Nurses with additional qualifications to advise on health matters for the whole community with an emphasis on health advice for the Under 5s.

### **Community Mental Health Team (CMHT)**

The CMHT provides services to patients registered with Sutton Road Surgery. The role of the CMHT practitioner is directed towards providing care and support for those experiencing a wide range of psychiatric disorders and psychological problems. Separate sections of the CMHT look after patients under and over 65 years of age.

### **Pharmacy**

Please contact your local Pharmacy for self-help advice with common conditions.

### **Family & Friends Test**

Patients who have had contact with the practice have the opportunity to answer the following question to leave feedback about their care:

“How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”

If you would like to leave feedback, please go to [www.suttonoadsurgery.co.uk](http://www.suttonoadsurgery.co.uk) and click the friend and family link or complete the paper copy found at the reception desk. Feedback is anonymous.

## **The Doctors** (These doctors practice together as a non-limited partnership)

**Dr Mehboob Elahi Bhatti (male) MBBS;MSC**

**Dr Nuzhat Latif (female) MBChB, MRCGP**

## **Practice Nurses**

**Sr Sheila Lockley RGN, Dip. Of Nursing, ENB901**

## **Practince Manager**

**Shama Sharif ; Cert Ed. B. Ed.: PG Dip. H ED; MA**

## **Reception Team**

The team provides an important link for patients 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 query.

**Cathy Notron—Senior Receptionist**  
**Dorothy Goodwin– Receptionist**  
**Anila Maqbool– Receptioist**

## Opening Times

<b>Monday</b>	09.00 –1300 & 1600-18.30
<b>Tuesday</b>	09:00 - 13:00 & 1500–
<b>Wednesday</b>	09:0 0–1245
<b>Thursday</b>	09:00 - 19:45
<b>Friday</b>	09:00 –1300 & 16:00–
<b>Weekends</b>	<i>Closed</i>

Phone lines are open every morning from 09:00. Doors open to patients from 09:00 every morning. Please note we are open one late evening per week (Thursday) from 18:30 - 19:45 which is for pre-booked appointments only.

Surgery is closed on Wednesday afternoon.

## Appointments

**Routine Appointments** — We offer the majority of appointments as 'Book on the Day'. A normal appointment is for 10 minutes, please tell the receptionist if you feel you may need longer. To make a morning appointment phone the day before after 4 pm and to make an afternoon appointment phone please ring after 9 am the same day.

**Book in Advance** — Sutton Road Surgery takes bookings for up to two weeks in advance for some appointments. Please ask the receptionist if you need more information.

**Emergency Appointments** — If you feel that you have an emergency that cannot wait for a routine appointment please tell the receptionist. You may have to wait to be seen in an emergency, the Doctor will always try to see you as soon as possible. The receptionist may need you to give them some additional information when booking.

**Need to speak to a Doctor or Nurse?** — Please ring the surgery, leave a message and ask to arrange a mutually convenient time.

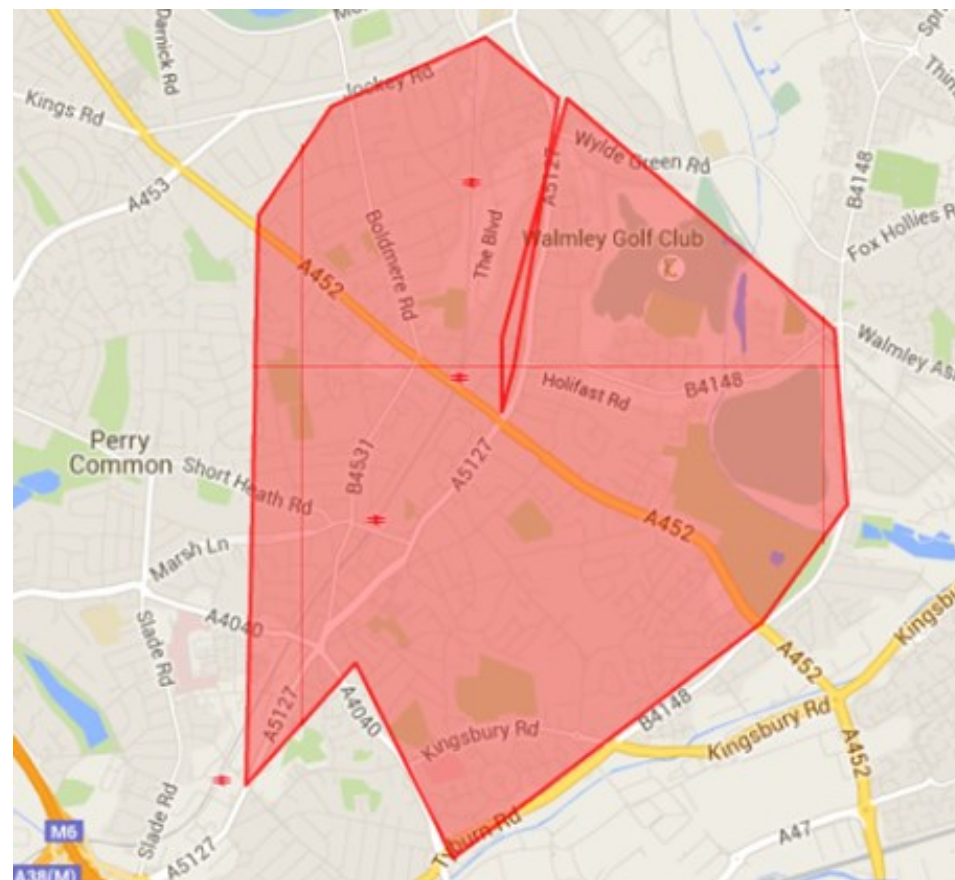
**Test Results** —you will be asked to contact Surgery regarding any test results but please allow enough time for the test to be processed. Please telephone between 11.30 am to 1230 pm when possible.

## Practice Catchment Area

Please see below the catchment area for patients registering at Sutton Road Surgery. If you reside within the following postcodes; B23, B24, B72, B74 and B76 or within the black line detailed below you can apply to join the patient register at Sutton Road.

Patients moving out of the Practice area are advised to register with a new GP Surgery immediately.

If you are unsure where your location falls, please contact our reception staff who will be happy to help you.



## Complaints

Sutton Road Surgery aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. All our team will be happy to help. In the majority of cases, concerns are resolved quite easily. However, if you feel we have not dealt with the issues you have raised, you can speak, in the first instance to our Senior Receptionist Cathy Norton or Practice Manager Shama Sharif.

## Access to Patient Information / Patient Confidentiality

You have a right to expect all your personal health information to be kept confidential. All our staff are trained in information security and confidentiality. There are strict codes of conduct in place to ensure your information is safe, whether it is on paper or computer.

Where data is stored electronically we comply with the Data Protection Act 1998. Any information shared with other specific NHS organisations is also bound by strict regulations of confidentiality. Whenever we can we will remove details which identify you. Medical information requested by other sources, eg employers, insurance companies & solicitors are only provided with your written consent. Your medical details will not be disclosed to your family, friends or colleagues unless we have your written consent to do so.

Under the Data Protection Act 1998, you are legally entitled to access your clinical records. If you wish to access your records, please contact the Practice Manager. All requests to view medical records should be made in writing to the surgery. The Practice is allowed, by law, to charge a fee to cover our administration costs.

## Patient Group

The practice has a Patient Participation Group which encourages patients to give their views about how the practice is doing. We are always seeking new members to join our patient Participation Group. If you would like to be part of this group, know what is happening and have a say in your practice please enquire at reception or have a look at the PPG section on the practice website. Please send your contact details to or see the Practice Manager Shama Sharif on 0121 373 0056. Your contact details will only be used for this purpose and will be kept safe.

**Patient Online Services** —The practice offers its patients a range of services which include online booking of appointments, ordering repeat prescriptions and access to medical records. To register with 'on-line services' please enquire at reception for a form.

## Home Visits

Phone 0121 373 8842

Home Visits are for the seriously ill or housebound patients who cannot travel to surgery. If you require a home visit please ring the surgery with your request before 11.30am. The Doctor may phone you to see if there is a more appropriate way to deal with your request for a home visit, please ensure we have your correct contact details including your telephone no.

## Out of Hours Service

BADGER — Phone 0300 555 9999

Sutton Road Surgery commissions BADGER Medical to provide it's out of hour doctor's emergency cover. This service offers all patients registered with the surgery a full GP service when our practice is closed. For urgent advice/treatment outside surgery hours please call BADGER medical, the out of hours GP provider 0300 555 9999.

**Local NHS services** - As well as Sutton Road Surgery, there are a number of other local NHS services you can contact for health advice, information or treatment.

**Erdington walk in centre** - There are a number of walk in centres covering the Birmingham area and your local centre is: Erdington Walk In Centre, High Street, Erdington 0121 686 8010. Also Warren farm Walk in Centre, Warren farm road, Kingstanding, B44 0PU. 0121 465 5613. You do not need an appointment; it is a sit and wait service. These centre are open Monday - Sunday 08:00 - 20:00

**The NHS 111 service** — is a free and confidential phone line which will record and assess the needs of patients. They will either give patient advice or will refer the patient to Badger medical. Dial 111 to access this service.

**Accident and emergency (A&E)** - Whatever time or day, if you or someone else experiences severe chest pains, severe shortness of breath, loss of blood or suspected broken bones, please go to your nearest A&E department or call 999. A&E departments are open 24 hours a day, 365 days a year and can assess serious injury and provide emergency treatment.

Your local A&E will be Good Hope Hospital, Rectory Road Sutton Coldfield B75 7RR

**Repeat Prescriptions**

Please allow 48 hours for your prescription to be processed. Please ensure you clearly mark the items you require when ordering. We do not accept Prescription requests by telephone.

You may also order your repeat prescriptions on-line once you have registered for 'on-line services'. We may be becoming an Electronic Prescription Service (EPS) practice in the near future so if you nominate a pharmacy who is also engaged in this process your prescription can be sent

**Help us to Help You .....**

- Please be on time for your appointment and call us if you are running late.
- If you cannot attend your appointment please let us know at least 30 mins before your appointment time so we are able to offer the appointment to someone else.
- Please ring for test results after 11:30 when the surgery will be quieter.
- Please tell the reception team if you have moved house or changed your phone number.

\*If you regularly miss your appointment we may write to you, if you continue to miss appointments we may ask you to register with another Practice

**Specialist & Hospital Care (Choose & Book/E-referrals)**

If a member of the clinical team believes you need to be referred for more specialist advice/care elsewhere, they will ask you where and when you would like to go. They can then book your appointment electronically while you wait or if you prefer to call back with a suitable date you can do so. If you are having problems with your booking? Ask our receptionists for help.

**Hospital Appointments**

If you have not received notification of your appointment within two months of referral please ask our reception team for further help, guidance and support.

**Zero Tolerance**

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take very seriously any threatening, abusive or violent behaviour against all of our staff or patients. If a patient is abusive or violent, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action and to have them removed, immediately from our list of patients or if appropriate involve other authorities such as the police.

**In the interest of safety and security the practice uses CCTV systems.**

**Surgery Clinics**

The practice performs all services as specified under its General Medical Services contract. We hold a number of specialised clinics including:

Asthma/COPD, Diabetes, Ante-natal, Well baby, Smoking Cessation, contraceptive services, Cervical Cytology.

Ask at reception for more details.

**Blood Test Clinic**

We have phlebotomy contract with Heart of England NHS Foundation Trust Two Clinics are run in a week. One on Tuesday afternoon between 1500—1600 and one on Thursday morning between 0900—1100. You will be asked to book an appointment..

**Text Messaging Service**

For the benefits of its patients Sutton Road Surgery uses a CCG approved text messaging service for a number of uses including appointment, other reminders and health messages. If you wish to opt out of this service please inform the reception team who can facilitate this.