

## PRACTICE STAFF

Practice Manager	Anne-marie Palmer
Business Manager	Minakshi Pathak
Practice Nurse	Carol Wallace
Healthcare Assistants	Anna, Elaine
Receptionists	Wendy, Anna, Elaine, Katie and Upendar
Midwife	Debbie Evans

## Our Health Partnership

**OHP** A healthy future for patients and practices

Kingsbury Road Surgery is a member of the Our Health Partnership for more information please visit the website

[www.ourhealthpartnership.com](http://www.ourhealthpartnership.com)

**Birmingham & Solihull Integrated Care Board (BSOL ICB)**

First Floor, Wesleyan, Colmore Circus Queensway, B'ham, B4 6AR

Tel: 0121 203 3300

Website: <https://www.birminghamsolihull.icb.nhs.uk/>

## DATA PROTECTION

The Practice is registered with the Information Commissioner's Office and is committed to keep your data safe. For information on how we meet the requirements of the GDPR, your rights, how we handle your information, privacy and fair processing, please see our 'How we Use Your Health Records /Privacy Notice ' or visit our website.

Our Data Protection Officer (DPO) is: Umar Sabat

## CCTV / Call Recording

The practice operates a CCTV system for the security of its patients and staff. Calls are recorded for the benefit of both patients and staff. Further information can be obtained from the Practice Manager

## DISABLED ACCESS

Ground floor door access suitable for wheelchairs. Disabled toilets & parking available.

## ZERO TOLERANCE POLICY

WE OPERATE A ZERO TOLERANCE POLICY. ABUSIVE BEHAVIOUR AGAINST ANY MEMBER OF OUR TEAM WILL NOT BE TOLERATED AND MAY RESULT IN YOUR REMOVAL FROM THE PRACTICE LIST

## COMMENTS & COMPLAINTS

While we constantly strive to provide an excellent service we realise that occasionally things do not go as smoothly as we would like. Comments on any aspect of the practice are always welcome. If you have any suggestions or are unhappy about any aspect of our service, write them down and drop them in our suggestion box in the reception. If you wish to make a formal complaint against us, we operate the NHS complaints procedure: any letters of complaint should be addressed to the Practice Manager. A leaflet outlining the procedure in more detail is available from reception.

## Patient Participation Group (PPG)

We have a Patient Participation Group. This is a group of patients that meets throughout the year & works with the practice to: Contribute to the continued improvement of our services, Improve communication between the surgery and our patients, help patients take responsibility for their own health and provide help and support to implement change.

If you would like to join the PPG please give your name and email address/ telephone number to reception. Your details will be passed to our PPG chair who will then make contact.

## REGISTERING AT THE PRACTICE

Currently we are only able to accept registrations from patients living in the B24 postcode area. If you would like to register with the practice registration forms can be obtained by visiting surgery and completing the new patient registration forms. Alternatively you can register online via our website.

All new patients over 18 are offered a new patient check. For under 5's we require sight of the red book and immunisation history.

Please note, incomplete registration forms or registrations from outside of B24 will not be processed.



The surgery operates a no smoking policy in the building and on the grounds



Only guide dogs allowed in the surgery



## Kingsbury Road Surgery

273 Kingsbury Road, Erdington, B24 8RD

Telephone: 0121 382 7539

## PRACTICE LEAFLET

## Information for Patients

## PARTNERS

**Dr. R. Jha** MRCGP MBBS DRCOG DFSRH Dip BSLM  
Male - Full Time

## SALARIED GPs

**Dr. H. Bashir** MRCGP MBBS  
Female - Part time

**Dr. M. Miguras** MRCGP MB ChB  
Female - Part time

## Practice Opening Hours

Reception is open 08.00—18.30 pm Monday to Friday  
(Telephones open 08.00 - 12.00 & 14.00 - 18.30 Mon - Fri)

## SURGERY TIMES

Mon: 08.30 am - 12.00pm	14.00pm - 18.00pm
Tue: 08.30 am - 12.00pm	14.00pm - 19.15pm
Wed: 08.30 am - 12.00pm	14.00pm - 18.00pm
Thu: 08.30 am - 12.00pm	14.00pm - 18.00pm
Fri: 08.30 am - 12.00pm	14.00pm - 18.00pm

Out of hours appointments are available via our PCN HUB

**TELEPHONE NUMBER 0121 382 7539**

\*\*Please note on evenings & weekends your call will be transferred to our Out of Hours Service \*\*

Visit our website at: [www.kingsburyrdsurgery.nhs.uk](http://www.kingsburyrdsurgery.nhs.uk)

## APPOINTMENTS

We operate an appointment system. Appointments can be made either for a specific GP or for the next available appointment - please telephone or call into the surgery to make an appointment. If you are registered for online services you can also book routine appointments online. Please remember to cancel all unwanted appointments. We can also arrange appointments on the evenings and weekends in our extended access HUB located at Poplars Surgery.

**URGENT APPOINTMENTS:** The practice has a number of urgent appointments each day for the Doctors. Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms.

**HOME VISITS:** Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before 10.30 if at all possible.

Out of hours, the surgery number (0121 3827539) is diverted to the 111 answering service. The emergency GP service is provided by BADGER on behalf of the practice.

## SERVICES AVAILABLE

The practice offers the following services:

- Childhood immunisations/ child surveillance
- Routine Travel vaccinations
- Cervical Screening
- Minor Surgery
- Family planning
- Maternity services
- NHS Health checks
- Chronic Disease Management Checks
- Weight management / Lifestyle Support
- Social Prescriber - via COMPASS

**CHAPERONES:** All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP

Please let us know if more than one person in the family needs to be seen as appointments are for one person only.

**NAMED/ALLOCATED GP:** Your named GP is Dr Jha. You can however see any GP of your choice at the practice.

## PRESCRIPTIONS

Requests for medication can be submitted:

- Over the phone - after 11am.
- On line
- By hand to the reception -please use the reordering slip attached to your repeat prescription. Remember to tick the boxes for the items required.
- Dropped off either in our outside post-box or in our repeat script post box by reception

***Please allow up to 48 hours for your prescription request to be processed. Items not on repeat are issued at the discretion of the GP and are not guaranteed.***

Where possible we encourage all our patients to sign up to online services to order their prescriptions. Simply give your email address to reception and they will send you details to set up your account. You can also nominate your pharmacy to electronically receive your script.

## TEST RESULTS

We give out all test results after 2pm Mon -Fri. We have a strict policy regarding confidentiality and results will only be given to the person they relate to unless we have prior consent to release information to another named person.

When you attend for your test you will be told how long you should expect to wait for the results. Please only call the surgery after sufficient time has elapsed.

- **Blood & Urine results - please allow 3-5 days**
- **X-rays - please allow 14 days**
- **Scans, MRI's , ECG recordings & Ambulatory BP recordings done at the hospital - please allow 4 weeks**

Our reception staff are not qualified to comment on results and are only able to you that the doctor has marked them as 'OK. If you require further follow up you an appointment will be arranged.

**It is your responsibility to contact the surgery after sufficient time and ask for your results.**

Please note if your test was requested by the hospital / a consultant you will need to contact their secretary for the results.

## TRAINING PRACTICE

Kingsbury Road Surgery is proud to be an approved training practice. We regularly have GP registrars working here. GP Registrars are registered doctors who have had extensive hospital training and who have chosen to further their career as a GP. They join the practice for 6 months to 1 year. They are fully trained, capable doctors and are under our supervision. Please accept them as one of us.

We also offer training to - medical students, Physicians Assistants & Trainee Paramedics

## YOUR RIGHTS & RESPONSIBILITIES

Your rights and responsibilities as a patient are set out in the NHS Constitution.

Your rights include:

- Access to health services
- Good quality of care
- Being treated by appropriately qualified and experienced staff
- Being protected from abuse and neglect
- Respect and confidentiality
- Right to complain if you are unhappy

Your responsibilities :

- To make a significant contribution to your own health and well being, and take some personal responsibility for it.
- To treat NHS staff and other patients with respect
- To provide accurate information about your health, condition and status.
- To keep appointments, or cancel appointments within a reasonable time.
- To follow the course of treatment which you have agreed, and talk to your clinician if they find this difficult.
- To participate in important public health programmes such as vaccinations.