

NHS

Holyhead Primary Healthcare Centre 

Patient is the most important person in our practice



**Department
of Health**



**when it's less
urgent than 999**

Holyhead Primary Healthcare Centre

We welcome YOU to the practice

"A patient is the most important person in our practice. He/she is not an interruption to our work. He/she is the purpose of it. He/she is not an outsider in our practice, is a part of it. We are not doing a favour by serving him/her, is doing us a favour by giving us an opportunity to do so."

Dr. B. C. CHAPARALA

MBBS, D.Obs, LRCSE, LRCPE, LRCS & PG

Holyhead Primary Healthcare Centre

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Birmingham B21 OHL

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FAX: 0121 523 5306

Website: <http://www.holyheadprimaryhealthcarecentre.co.uk/>

No smoking policy in the surgery

*Please switch off mobile phones before
your consultation*

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- The Name of the Contractor:
 - Dr. B C Chaparala
- Contract:
 - Single Handed GP
 - Not a teaching Practice
- Map:



Holyhead Primary Healthcare Centre Our aim is to be a successful modern family practice working as a team with well-trained and motivated staff to achieve a high standard of care for all our patients.

We offer a personal and friendly service and encourage our patients to take an active interest in their health care. We manage your illnesses and help to keep you fit by offering a range of preventive services.

The practice wishes to provide primary care service that is sensitive to patients and carers. Every part of the work is lead by clinicians who have listened to the views of their patients and know what is needed.

The practice is committed to improving the healthcare experience for its patients and staff alike through a process and vision of 'Keep improving The Experience'.

Surgery Facilities

- Unfortunately, we are unable to provide onsite parking. There is off road parking but can become very busy during morning surgery.
- Baby changing facility
- There is a pram park in the reception lobby.
- If you require confidential advice or one to one consultation at the reception there is a private room adjacent

Disabled Facilities

We do have disabled access into the building;

- A ramp can be used at the front of the building.
- There is a hearing aid induction loop in reception.
- Disabled toilets.
- Consultation room with disabled access.



Practice Members

Practice Manager

Our practice manager is responsible for day to day running of the practice. She is happy to help with non-clinical problems or general questions about the practice. If you have any complaint, criticism, suggestion or even praise let her know.

Reception Staff

The practice has a team of full time and part-time receptionists without whom the practice could not function. They have a very difficult and often stressful job attempting to balance the needs and wants of the patients with the availability of appointments services. Their main responsibilities include booking appointments, telephone answering, filling in forms, and preparing repeat prescriptions, sometimes all at once. If you are in doubt, about anything please ask and if the receptionist does not know the

answer, she/he will find out for you. A brief explanation of your problem may enable them to suggest the right person for advice, or offer the most suitable appointment.

Their job is very demanding, so please be patient. Remember, it is not the receptionist's fault if appointments are fully booked or if the doctor is running late, so please do not blame staff for matters that are out of their control.

Practice Nurse

Our practice nurse is available by appointment. She can help with childhood immunizations, minor injuries, dressings, stitch removal, ear syringing, blood tests, smears and chronic disease monitoring etc. She can also offer family planning advice.

Nurse Practitioner/Prescriber

A Nurse Practitioner is a highly skilled nurse who has undergone training and education usually at degree or Masters Level.

The Nurse Prescriber also does the following

- Undertakes assessments and clinical management of patients with health problems or illness;
- Takes a health history;
- Performs clinical examinations;
- Diagnoses and treat many illnesses and conditions;

- Arranges blood tests, x-rays and referral to hospital doctors;

Give advices and guidance on other health related issues.

If she is unable to help you she will arrange for one of our doctors to see you.

Healthcare Worker

The Practice has a health care worker who works under the supervision of the doctor, she does health promoting clinics like stop smoking, weight management, well woman and well man checkups for those aged between 40 to 74 years. From the age of 75 patients will have annual checkups. The healthcare worker also performs new registrations checkups (height, weight, blood pressure and urine checks). She also under take simple dressings, ECG takings, peak flow checks for asthma patients. She also runs flu vaccination clinics.

Attached Staff

The Practice works closely with Community Matrons, District Nurses, Health Visitors, Midwives, Dieticians, Community Psychiatric Nurse, Drug Counselor, Mental Health Support worker, Physiotherapy and Chiropody.

Counselor

Counseling offers you the opportunity to talk about things that are troubling you in a private and confidential setting. She/he helps patients through assessment and triage of individual cases using, anxiety management, cognitive behavior therapy and problem-solving treatment.

Access to the service is via referral from the doctors. Please ask at reception for days, time and further information.

Staff Working at Holyhead Primary Health Care Centre:

Dr. B C Chaparala (MBBS, D.Obs, LRCSE, LRCPE, LRCS & PG)	Lead GP
Benitta Elliman	Nurse Prescriber
Mizanur Choudhury	Pharmacy Prescriber
Gurvir Sohal	Pharmacy Prescriber
Laith Kamel	Pharmacy Prescriber
Victoria Ikwele	Practice Nurse
Mandeep Bhat	Health Care Assistant
Amandeep Soni	Health Care Assistant

Janet Hemming	Health Trainer
Iqbal Birdi	Counsellor
Pallavi Uppalapati	Practice Manager
Gurpret Batchu	Medical Receptionist
Navdeep Kour	Medical Receptionist
Gurjeet Lal	Medical Receptionist

Surgery Opening Hours



Monday	8:00 am to 6:30 pm 6:30 pm to 8:00 pm (Extended Hours)
Tuesday	8:00 am to 6:30 pm 6:30 pm to 7:30 pm (Extended Hours)
Wednesday	8:00 am to 6:30 pm 6:30 pm to 7:00 pm (Extended Hours)
Thursday	8:00 am to 6:30 pm 6:30 pm to 7:00 pm (Extended Hours)
Friday	8:00 am to 6:30 pm 6:30 pm to 8:00 pm (Extended Hours)
Saturday	Closed
Sunday	Closed

All Patients to Have Named GP

From 1st April 2015, all practices are required to allocate a named accountable GP to all patients.

Our patients have, therefore, been assigned a named GP, you can be advised of this at your next contact with the practice.

This will not impact on your experience at the surgery, the provision of appointments at Holyhead Primary Healthcare Centre Surgery, your treatment or which GP you can see.

You may wonder why your allocated GP is not necessarily the one you see most regularly. Please be assured that you can still access all of our medical team in exactly the same way as before. Having been advised of your named accountable GP, should you have any concerns please raise at your next contact with the surgery.

Question and Answers:

What does Accountable Mean:

Your named accountable Clinician will oversee the co-ordination of your care amongst the other health professionals.

Does this mean that my named accountable Clinician will take 24 hr responsibility for my care:

NO, the named accountable Clinician will not take on 24 hr responsibility for your care, your named Clinician will purely oversee the care that you receive

Does this mean that I have the right to see my named Clinician every time I book an appointment:

NO, a patient can express who they would like to see, however, this may not always be possible due to appointment availability with that GP.

Can patients still see any Clinician they wish:

YES, a patient can continue to see any Clinician they wish as they currently do.

Will I be informed in writing who my accountable named Clinician is:

NO, we do not have to inform you in writing. If you would like to know who your named Clinician is then please contact us.

Appointment System

How to see your doctor

Appointments may vary depending on holidays etc but we generally aim to meet the following standards:

- Urgent cases seen on the same day
- If your condition is non - urgent, you can expect to see a GP within 2 working days, although you may have to wait longer (up to 14 days) if you want to see a particular GP. If you do not need an appointment within 2 working days, you also have an option to book up to 2 weeks in advance if this is more convenient for you.

Thus, appointments are in 2 categories, either 'pre-bookable' up to 2 weeks ahead or 'available on the day'. The latter are reserved for urgent cases on the day. 'Available on the day' appointments cannot be released by the receptionist as this would prevent urgent cases from gaining access services available.

Preferred GP

Patients can choose to see preferred GP or nurse or healthcare assistants on prior request while booking an appointment.

Cancellation

Please inform at reception as soon as possible if you cannot keep your appointment so that we can offer it to someone else. If you were unable to obtain appointment that you requested then this was mainly due to the fact that appointments were not kept by patients at practice. Please help us to help yourselves by keeping your appointments or informing us beforehand of cancellation.

Patient Online Services

We have a new facility to book appointments, order repeat medication online and view their medical records to our patients. To sign up for online facility, please speak to our reception staff, we will assist you for online facility.

How to register in the Practice

To register as a patient with the practice you are required to fill in a Patient Registration Form which can be obtained from the reception.

If you are not sure that you live within the practice boundaries, please telephone the Surgery.

Additionally, we would be grateful if you could complete a patient questionnaire for each member of the family. This is useful for the doctors or nurses as your records may take some time to be transferred from your previous practice.

Once registered you have the right to see any of our doctors, but you may prefer one particular doctor so that you can receive a more personal service. We would encourage you to see your usual doctor for ongoing problems.

The practice may refuse an application to join its list if you do not reside in our area. We will not refuse to accept you on the grounds of race, gender, social class, age, religion, sexual orientation.

Removal of patients from the practice If the patients move out the designated practice area, patients are advised to change the doctor nearer to their home.

Patients are removed if they have left the country for a period of 3 months or more. Practice will inform the Shared Care Services of removal.

Telephone Advice



We have two lines for incoming calls, so if you hear the ringing tone, please wait for the staff to answer. Sometimes you may be asked to hold while you are transferred to another extension or another call is answered.

The busiest time for the telephone is between 09.00 and 11:00, so if you are calling for test results and non-urgent matters, please call after these timings.

Our practice also offers telephone consultations. Please give as much information as possible regarding your problem and your contact number.

Home Visits

It is not customary for doctors to provide routine home visits. Patients too ill or infirm to come to the surgery can be visited at the doctor's discretion.

Home Visits



If you are genuinely unable to visit the surgery, please telephone before 11:00 am. Try to give the receptionist some idea of the problem. Please do not request an immediate visit unless you feel there is a real emergency because of the disruption this causes to surgery. In the time, it takes to visit you at home the doctor can see several patients in surgery.

Specimens



If the doctor or nurse asks you to bring in a specimen to be sent to the hospital laboratory, please ensure that it arrives before 12 noon.

The container should not leak and should be labeled with your name, date of birth and date of sample. Specimen containers are available at reception

Test Results

Please allow 3 days for blood/urine results and 2 weeks for X-ray results to come from the hospital. Some results may take longer. Test results can only be given out on the doctor's approval. The receptionist is only able to give you the message attached to the result but would not be able to discuss it with you.

You have any questions about the results; please speak to the doctor either on the telephone or by making an appointment.

You will be asked for your date of birth to assist in identification.

Always check on your results as further action may be required.

Repeat prescriptions



Requests should be made in writing or by using the computerized counterfoil slip. Please allow two full working days.

You may send a stamped addressed envelope or ask for your prescription to go to one of the Pharmacies who will collect from the surgery. Please allow at least three working days before collecting your prescription from the pharmacy. If you are requesting medication that is not on your repeat prescription, this will have to be checked with your Doctor and may cause delay in issuing your

prescription. Because of the risk of errors, we are not able to take repeat prescription requests by telephone.

What if I lose my request slip? There is a form available at the reception desk. Please ensure you complete all the requested information otherwise a delay may occur in producing your prescription. You may also ask the receptionist to print off another copy of your request slip.

What if the medication I want is not on the request slip? You will need to request the item in writing by either adding to your normal request slip or by filling in the request form available in the entrance foyer. This request will be passed to the doctor for authorization. The doctor may issue the prescription or ask you to book an appointment to discuss your request. Please allow at least **3 working days** before collecting your prescription.

How do I get new medication recommended by a hospital doctor?

If a hospital doctor wishes you to start a new medication or makes changes to your current regime, a letter will be sent to your GP. Details of the changes will be made on your medical record when the letter is received. You will need to request your new medication in the normal way, allowing enough time for receipt of the letter. The hospital doctor may prescribe you a small supply of medication if you are required to start straight away.

Your medication review date: On your request slip you will notice a review date. This is to ensure your doctor regularly reviews your medication. You should arrange to see your usual doctor around the review date, if you do not, you will receive a reminder on your next request slip. If you are housebound your doctor will review your medication around that date and a review visit may be arranged if necessary.

Patients can order their repeat prescriptions online by using our new Patient Online Services. Please speak to our reception to register for online services.

Electronic Prescription Service (EPS)

The Electronic Prescription Service (EPS) is an NHS service.

If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time.

You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.

You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

Change of details If your personal details change e.g. home telephone number, mobile telephone number or address, please let us know as soon as Possible. Please note that when you move to a new house, you may fall outside of our practice boundary and registration at another practice maybe necessary.

Out of Hours (What to do when the surgery is closed)

If you need to see the doctor out of surgery hours, the BADGER OUT OF HOURS service is available. The service should only be used in an urgent medical problem which cannot wait until the next morning in surgery time. This service cannot be used for coughs and colds and other minor problems.

For an emergency visit, contact

Badger Out of Hours on: 0300 5559999

Summerfield GP and Urgent Care Centre: This **nearest NHS walk-in centre** is located at Summerfield Primary Care Centre, 134 Heath Street, Winson Green, Birmingham, West Midlands B18 7AL, TEL: **0345 245 0769**

Birmingham NHS Walk In Centre: This NHS walk- in centre is located at Lower Ground Floor, 65 High St, Boots The Chemists Ltd, Birmingham, B4 7TB TEL: **0121 255 4500**

Call 111 (When it's less urgent than 999)

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.



when it's less
urgent than 999

For immediate, life-threatening emergencies, continue to call 999.

NHS 111 is available 24 hours a day; 365 days a year. Calls to NHS 111 are free from landlines and mobile phones.

The NHS 111 service is staffed by a team of fully trained advisers, supported by experienced nurses. They will ask you questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best.

Accident & Emergency/999



Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to the nearest accident and emergency

department or call 999. Accident and emergency departments are open 24 hours a day, 365 days a year and can access serious injuries and provide emergency treatment.

Emergencies when you should attend hospital:

1. Heart attacks presenting as severe tightness or pain across the chest, sweating and breathlessness
2. Collapse or other sudden illness
3. Overdose of tablets
4. Choking
5. Sudden severe bleeding
6. Accidents involving unconsciousness, possible fractures or blows to the head

Complaints



If you are unhappy about the level of care given to you by the doctor or nurse or any other member of staff, please do not hesitate to let us know.

We have a complaints policy that allows you to express your grievance either in writing to the practice manager or contact her by telephone.

Every grievance is handled with utmost importance. Once you have made a complaint, the practice manager will contact you again within a week's time once he has spoken to the staff member involved.

Zero Tolerance

The surgery will not tolerate violence or abusive behavior on the practice premises. Patients, who are violent or abusive to any member of the practice team, or its visitors, will be removed from the practice list with immediate effect.



The incident will also be reported to the police.

Data Protection

The practice is fully computerized and all information held on the computer is held in accordance with the Data Protection Act. We have robust systems in place to protect your confidentiality.

Occasionally anonymous health information is sent to the Shared Care to monitor quality standards and for post-payment verification purposes. You have the right to see computerised data by written request and the payment of the standard fee.

Confidentiality

The doctors, nurses and all other members of staff are trained in confidentiality and operate strict policy of patient confidentiality. You should therefore feel comfortable in disclosing



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any information you think is important in the knowledge that all information is protected and will not be released to anyone without your consent.

If you need to discuss anything of a confidential nature, please tell the receptionist and arrangements will be made to see you privately.

Occasionally, practice approved research workers will have access to patients' records. They will observe the same rules of confidentiality as members of staff. If you object to your medical records being used in this way, please inform the practice manager and your notes will be marked accordingly.

In some circumstances, it is necessary for us to share information about you. We will only do this if it is in your interest or that of public health. Whenever practical, we will remove details which will identify you and will seek your permission first. The sharing of all personal information is strictly controlled by law. Anyone who receives information from us is under legal duty to keep it confidential.

Confidentiality for under 16's

Teenagers are entitled to the same confidentiality as adults; this includes children over thirteen years of age providing the doctor or nurse feels they are capable of making decisions about their own health.

Patients over the age of 14 are entitled to visit any doctors who are willing to provide contraceptive services without having to register with that practice.

All practice staff including receptionists following strict guidelines to ensure patient confidentiality.

PATIENT SATISFACTION SURVEY



Every year we undertake a Patient Satisfaction Survey; this is a questionnaire that should provide us with feedback on our strengths and weaknesses.

Chaperones

During your appointment with a doctor or a nurse, you are welcome to ask for a chaperone. This will usually be one of the nursing team, however if a nurse is unavailable another staff member can chaperone with your agreement. Please let our receptionists know if you would like to have a chaperone.

We can give you the following choices:

- We can rearrange your appointment so that you can be seen by a doctor of the same sex.
- You may bring a friend or relative of your choice with you.

- We can arrange for another nurse or doctor to be present during your examination.
- One of the receptionists can be present, inside the screen, in the consulting room

Sickness Certificates

Patients may request Sick Notes from their Doctor looking after their condition. Please note that it is not necessary for a Doctor to issue a National Health Medical Certificate unless you have been off work because of illness for more than seven working days. A patient must be seen by a Doctor on the day the sick note is issued or the day previously, as a legal requirement.

Patients who are off work for less than seven days should obtain a Self-Certification forms which are available either from your employer or the surgery. Some companies may ask for a Medical Certificate for periods of less than one week.

Patients may require Medical Sick Notes on a private basis for short periods of time, but these may attract a fee for the Doctor. If you have been discharged from the hospital and require a sick note, please supply a copy of the hospital discharge note. A sick note can be made on the basis of information on the discharge letter.

Non NHS examinations and private services

Medical examinations for HGV, PSV, Insurance, Employment, etc. can be arranged by appointment. These examinations are not part of your doctor's NHS duties and therefore a fee (in the range recommended by the BMA) is payable. Similarly, claim forms for holiday cancellation, medical insurance, sport, school or university or employment passport applications etc. are subject to charges; details are available at reception.

If your first language is not English Some of our staff speaks additional languages to English. If English is not your preferred language, you can choose to use a confidential translation service.

The practice is able to book the services of an interpreter to help during consultations - this service needs to be booked 2 days before your appointment. **Please indicate to a receptionist if you need this sort of assistance**

Health & Safety



Fire: Each room has a notice displayed that gives you clear instructions on the actions to be taken in the event of fire.

Safety: To ensure the safety of other patients, please avoid blocking the corridors with push-chairs and prams.

Copies of referral letters

If you would like copy of any referral letter that we sent to the hospital about you, please let the doctor or reception know about it.

Access to your Medical Record



All patients have the right to see what is kept on their medical record. If you want to view your record, please make a request with the Practice Manager. You are also entitled to receive a copy of the information you have seen, please note there won't be a charge according to GDPR guidelines.

Should your doctor decide that seeing your records might put your health at risk, you may only be shown part of your records or your request may be declined.

Equal Sharing your Medical Record

In some instances, you may be receiving care from other people as well as the NHS. We may need to share some information about you with them, so that we can all work together for your benefit. Anyone who receives confidential information about you from us is under a legal duty of confidence. Unless there are exceptional circumstances, for example, when the health or safety

of others is at risk, we will not disclose your information to third parties without your permission.

We will only give your relatives, friends and carer's information with your consent. You may ask us to share your health record with agencies e.g. solicitors, insurance companies, we will only do this with your written consent, and you may ask to view this information before it is provided.

Opportunities

All patients will be treated fairly on the basis of need and not discriminated against on the basis of age, sex, race, religion, disability, or sexual orientation. All complaints about the standards of service will be investigated and no one will be victimized because of their complaint.

A Touch Screen



A touch-screen in the waiting room allows patients to check them in. Three simple questions to identify you quick, easy to use and confidential.

Comments and Suggestions, We always welcome feedback about our services. If you have a comment or suggestion about the practice, please let us know. Any member of staff will be happy to listen to you. Or, if you prefer, you can send us a letter.

Patient Participation Group A Patient Participation Group has



been formed to help the practice in informing patients of the services available, testing consumer opinion and raising funds for equipment. This work is

very much appreciated by the practice. The group is always looking for volunteers to help in a variety of ways without being involved in the management of the group. If you are interested details are displayed on the Waiting Room notice board.

Choose & Book

Choose and Book is one of the first initiatives by the NHS to allow patients to be more involved in taking decisions and making choices about their healthcare. If a doctor refers you for secondary care, you will be informed of your choice of hospital/ healthcare provider. Choose and Book will enable patients to choose a convenient place, date and time for their initial hospital appointment.

Patients will be able to choose from one to four hospitals (or other healthcare provide facilities) of their choice.

Information on these hospitals will be provided to GP staff and patients at www.nhs.uk to enable them to choose.

Patient Charter

YOUR OBLIGATIONS AS A PATIENT:

- Please treat all our staff with the same courtesy and respect afforded to you
- Patients are responsible for their own health and health of their children and should co-operate with the practice in endeavoring to keep them healthy. We give you professional help and advice. Please act on it.
- Keeping appointments and being on time, or
- Giving as much notice as possible if you wish to cancel or alter an appointment.
- We can give an appointment you no longer want to someone else who needs it, if you let us know in time.
- Coming to the surgery, during surgery hours whenever possible and only requesting a home visit if you are not well enough to get to the surgery. If you do need a home visit please try to ask before 10am. Requesting out of surgery hour's home visits, or advice, only when truly necessary
- Please provide a contact phone number and leave the light on at night to help the visiting doctor.
- Informing the practice of any change of address and making sure we have your telephone number.

- If you are attending for outpatient appointments, please also inform the hospital/clinic.
- Making requests for repeat prescriptions at least-two working days before you need your medication.
- Not smoking in the waiting room or anywhere else in the health centre, as we have a no smoking policy.
- Ask if you are unclear about your medication or treatment
- Please think twice before calling out the Emergency Service (Prime Care) or attending A&E Dept.

Practice Charter

Our practice policy is to learn from and with patients and also working with patients to improve our performance and their experience of care.

- To be treated as a partner in the care and attention you receive.
- To offer the most appropriate care, given by suitably qualified people who will seek your consent
- Give you access to your health records, subject to any limitations in the law, which will be kept confidential
- Offer you a doctor for the same day for urgent appointment, but this may not be the doctor of your choice.
- We will provide home visits, although the visiting doctor may not be the doctor of your choice. Prior to making a home visit, we may

wish to seek from you brief clinical details of your requirement; this will enable the doctor to assess your need.

- We will endeavour to provide you with the method and provide suitable time for obtaining the results of any tests that you agree to the practice will endeavour to provide repeat.

SERVICES OFFERED BY THE PRACTICE

Patients health is our first priority, we want to give our patients a great service so we are always looking for ways to improve. Below are the services we regularly provide to our patients, if you have any questions, concerns, or would like to schedule an appointment, please contact our reception team today.

Well Woman Clinic



General health checks are available including all aspects of family planning, breast awareness, cervical smears and management of the menopause. Blood pressure, cholesterol check, weight re-duction, smoking, alcohol and exercise are all discussed.

Well Man Clinic

These clinics are run by the practice with special attention paid to blood pressure, weight, cholesterol, smoking, alcohol, exercise, diet and testicular self-examination.



Patients aged 16-74 Not seen for 3 years

The practice will provide a consultation at the patient's request for those who have not attended surgery within 3 years of their request. At this consultation the practice will make such enquiries and undertake such examinations that are appropriate.

Patients aged over 75 not seen for One year

The practice will provide a consultation at the patient's request for those patients who have not attended surgery within 12 months of their request. At this consultation, the practice will make such enquiries and undertake such examinations that are appropriate.

Maternity Services



We offer antenatal and postnatal care in co-operation with the midwife and hospital.

Community midwives provide ante-natal care for all mothers-to-be registered at this surgery.

Contraception/Family planning

All ranges of contraceptive services are freely available from the practice.

- General contraceptive advice
- Free supply of condoms
- Prescribing oral contraception
- Prescribing emergency contraception
- Depot (injectable) contraceptive preparations



Cervical Smears



All women between the ages of 25 and 64 years are offered a cervical smear, which is recommended every 3 years for those aged 25-49 and every 5 years for those aged 50-64. We will invite you each time when your test is due.

Child Health Checks (6 to 8 weeks Checks)

The practice provides 6-8 weeks health checks for children. The development checks are carried out by the GP on Fridays from 2:30 pm to 3:30



pm. The childhood vaccinations are carried out in the practice on every Thursday and Friday.

Hypertension Clinic



The Practice is committed to improving the standard of care for all patients with high blood pressure (hypertension). Therefore, all patients on tablets for high blood pressure

should make an appointment to see the practice nurse every 3-6 months.

If your blood pressure is a little higher than it should be but not high enough to be treated you should also see the nurse every 6-12 months to have your blood pressure checked. **Remember** most people with high blood pressure do not know they have it, but if it goes untreated it can lead to a stroke or heart disease.

Heart Disease Monitoring



Appointments will be offered to all Patients who are at high risk of developing heart disease. The aim is to review the condition and treatment, and lower risk factors in order to prevent further illness.

Diabetic Clinic

We aim to achieve good control of diabetes and prevent complications. All patients with diabetes are seen regularly by the doctor who is specially trained in care of diabetics



All patients should make an appointment for a blood test at least one week prior to seeing the nurse so that she can tell you how good your control is.

Asthma Monitoring

We aim to improve control of asthma symptoms, to provide education and encourage self-management for patients with asthma. Appointments are offered to **all** patients who need regular treatment for asthma.



Sexual health & teenage pregnancy

With the increase in the number of sexually transmitted infections within the community, capacity of the GUM (Genito-urinary medicine) Clinic is not meeting demand. As a result, our surgery is offering this service to our patients.

Smoking Cessation

Our practice provides advice and support on stop smoking. We will discuss nicotine replacement products and other suitable preparations that may aid stop smoking.

Diet & Exercise

Help on diet and losing weight is available from the practice nurses and Healthcare Assistants. Exercise is an excellent way to weight loss and achieve fitness.



Foreign Travel



Advice for foreign travel including immunizations is available. Please give the details to the receptionist, and the nurse will arrange an appointment. There may be a charge for some vaccines which are not covered by the NHS.

Drug Counseling Clinic

This is run by our qualified counselor. A Methadone substitution programme for patients with drug abuse problems is available.



Mental Health Counseling



The service offers an opportunity to share and explore problems, in confidence, with an understanding and trained Counselor. The aim is to work towards helping you to find your own answers to your problems. Your doctor can refer you to this Service.

Palliative Care Patients

For those who have 'terminal' illness we aim to care for you in your preferred setting whether that be at home, in your carers home, or hospice. To assist everyone concerned the practice uses Integrated Care Pathway (for the dying). This aids communication between all the agencies involved in your care and ensures you the patient get the best possible care.

Flu and Pneumococcal Jab Clinics

These are held annually and begin in early October.

Flu jabs are available free to patients in the following categories:

- aged over the age of 65
- are over 6 months old and have a long-term (chronic) condition such as a heart problem,
- Asthma or diabetes
- have a lowered immune system due to disease or
- treatment such as steroid medication or cancer treatment
- have long-term (chronic) liver or kidney disease
- living in an old people's home or nursing home

Other Services

The practice together with the community matron, district nurse & health visitors assist the doctor in providing a complete range of other medical services including:

- Insulin initiation clinic
- MMR booster vaccination
- HPV vaccination for 13-18 yrs old girls
- Learning disability check

- Epilepsy monitoring check
- Osteoporosis management
- **Flu & Pneumococcal** vaccination
- **Men ACWY** vaccination

The above-mentioned clinics are held strictly by appointment. If you wish to attend any of these clinics, you must first consult with the doctor at a routine consultation.

Other Local NHS Services

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you to keep the following:

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- Mild Laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (for example antacids)
- Travel sickness tablets
- Sunscreen- SPF 15 or higher
- Sunburn treatment for example, calamine)

- Tweezers and sharp scissors.
- A selection of plasters, non absorbent cotton wool, elastic bandages and dressings.

Your local Pharmacist

Your local pharmacist will be able to give you free health advice at any time- you do not need an appointment. Many pharmacies operate extended hours on a rota basis. Call NHS direct for details

Pharmacy First

This scheme is open to all patients registered with a doctor in Sandwell and West Birmingham CCG. If you think you are suffering from one of the illnesses listed below, go to your local chemist

Athletes Foot	Minor burns	Head Lice
Cold Sores	Cough & Cold	Scabies
Warts	Constipation	Migraine
Dry Skin	Ear Wax	Thrush
Eczema	Cystitis	Blocked Nose
Headache	Hay fever	Threadworm
Mild Sun Burn	Ear ache	Piles
Napkin Rash	Heart Burn	Teething
Period pains	Fever	Warts
Sore throat	Mouth Ulcers	

Help yourself to better health

There are many things you can do to improve your health. Some of the main ways to stay healthy are listed below:

- Reduce the amount you smoke or ideally stop altogether and don't expose your
- Children to the effects of passive smoking.
- Take regular exercise.
- Only drink alcohol in moderation, and know the healthy limits for men and women.
- Eat a balanced, healthy diet, which would involve eating at least 5 items of fruit
- and vegetables a day, and reducing your intake of salt, saturated fats and highly
- Processed and sugared foods.
- Know your ideal weight and try to keep to it.

Useful Telephone Numbers and Address

NHS England

PO Box 16738, Redditch, B97 9PT;

Email: england.contactus@nhs.net

Tel: 03003112233

Sandwell and West Birmingham CCG

Kingston House; 438-450 High Street

West Bromwich, B70 9LD; Tel: 0121 612 1500

Your CCG will work with local authorities and other agencies that provide health and social care locally to make sure that your local community's needs are being met.

Social Services

Handsworth team: 12 Dawson Road; Handsworth

Birmingham, B21 9HS

Ladywood and Perry Barr: 23 All Saint' s Rd; Hockley

Birmingham, B18 9HS

Secondary care Complaints (for example ,hospitals):

To find information about your local clinical commissioning group, visit NHS Choices at www.nhs.uk

Citizens advice:

Phone: 03444 111 444, Website: www.citizensadvice.org.uk

Healthwatch:

To find contact details for your local Healthwatch, see www.healthwatch.co.uk or call Healthwatch England on 03000 683 000

For Public health services complaints, contact the Local Government Ombudsman: www.lgo.org.uk

