

CLINICS AT THE PRACTICE

These Clinics can be accessed by telephone or in person at the reception.

- Child Immunisations Child Health Clinic
- Diabetes Clinic Smoking Cessation
- Asthma Clinic COPD Clinic
- Travel Immunisations Family Planning
- Coronary Heart Disease Clinic ECG Clinic
- Hypertension Clinic Mental Health Clinic
- Ear Irrigation Clinic Wound Management
- 24hr tape Flu Vaccine Clinic
- Coil & Contraceptive Implants Fittings & Removals
- Minor Surgery: Wart Freezing, Joint Injections, Excision of Lumps & Bumps
- Women's Health & Cervical Smear Clinic
- NHS Health Check Clinic for those aged 40-74 yrs

(Please let us know if you have not seen a Doctor or Health Professional in the last 3 years, as you may need to have a health check - If you are aged 75 or over you may need a full health check every year)

TRAINING STATUS

We are a training Practice for Health Care Assistants, Final Year Medical Students, Junior Doctors and specialist GP Trainees.

HOW CAN WE IMPROVE OUR SERVICES

If you wish to make any comment(s) about our services please let our reception staff know. We have a Practice Policy to enable you to notify us of any concerns. Please ask at reception for a Patient Concerns leaflet.

CONFIDENTIALITY OF MEDICAL INFORMATION

All information held about you is treated with the strictest confidence. We will not disclose information to a third party without written authorisation from you. We are bound by the Data Protection Act 2018 in the way we handle all patient information and computer held

Data. You may have access to your medical records; (subject to procedures). You will be charged for any photocopies you may need. Information may be shared between professionals for the purpose of your treatment.

Under the GDPR regulations 2018 we require your consent to access your medical notes. Please contact Reception to give your consent.

YOUR RIGHTS & RESPONSIBILITIES

You have the right to access health care and be treated with respect, dignity, confidentiality, equality and privacy.

Your responsibility is to actively participate in decisions related to your healthcare, collaborate and show respect to other patients and Health Care Professionals.

The Practice operates a Zero Tolerance Policy and will not tolerate any abuse towards any Health Care Professional working in the Practice. This includes damage to the Practice and staff personal property. If this happens you will be removed from the Practice Patient List and are likely to be prosecuted for criminal damages.

Heathford Group Practice does not discriminate on the grounds of race, religion, gender, or sexual orientation, nationality, political affiliation or disability and is an Equal Opportunities Employer.

The Practice (with your consent) shares information with other NHS bodies such as NHS Community and Mental healthcare and hospitals. For further information please leave a message for the Practice Manager at Reception.

OUR PRIMARY CARE PARTNERS

USEFUL NUMBERS:

1. **NHS Birmingham Cross City Clinical Commissioning Group**
Bartholomew House, 142 Hagley Road, Birmingham B16 9PA
Tel: 0121 255 0700
www.bhamcrosscityccg.nhs.uk

2. Walk-in Centres:
Summerfield Urgent, Care Centre, 134 Heath Street, B18 7AL, Tel: 0345 245 0769

Greet Urgent Care Centre, 50, Percy Road, B11 3ND, Tel: 0345 111 1310

The Patient Advisory Liaison Service (PALS) can be contacted on: 0121 411 0414/ 0415

3. **NHS Direct** Tel: 111



PRACTICE LEAFLET

www.coventryroadmedicalcentre.co.uk

COVENTRY RD MEDICAL CENTRE (CRMC)

448 Coventry Road, Birmingham, B10 0UG
Telephone Number 0121 773 5390
Fax 0121 506 2519

Dr Nishat Ahmad

MBChB, MRCGP, Dip.Derm (Cardiff)

Practice Manager: Surjit Kaur

THE PRACTICE TEAM

CLINICIANS: Dr Nishat ahmad, Dr Tahmanna Choudhury, Dr Tracy Turner. (Physicians' Associates')
Houdini Wu , Oona Lee, Syeda Hasan, Priya Jain,
Harsharan Jagpal
(Clinical Pharmacists) Ijaz Mohammed, Mohammed Usman.

HEALTH CARE ASSISTANTS: Aalia Bibi, Saeima Shaheen

ADMIN TEAM: Nataliya Mayorova, Saeima Shaheen,
Aalia Bibi, Mariam Akhtar, Iqra Naeem, Khaula Tarhouni Layla Abdullah, Shakila Sabir

MEDICAL SECRETARY: Sahra Jeylaani

HOUSEKEEPING: Sabea Bibi

Welcome to Heathford Group Practice

OPENING TIMES

Coventry Road Medical Centre

Monday: 9:00am - 12:30pm & 2:30pm - 6:00pm
Tuesday: 9:00am - 12:30pm & 2:30pm - 6:00pm
Wednesday: 9:00am - 12:30pm & 2:30pm - 6:00pm
Thursday: 9:00am - 12:30pm & 2:30pm - 5:30pm
Friday: 9:00am - 12:30pm & 3:00pm - 6:00pm

APPOINTMENTS

We operate an appointment system. This is conducted through a daily telephone triage undertaken by a senior GP. Patients may telephone between 9am to 10am and 2:30pm to 3.30pm (except for Thursday PM). We also provide a walk in service for urgent cases. Please telephone or ask at reception.

SERVICES

We have easy access for the disabled at the practice. We can provide interpreting services if required. There is audio frequency induction loop system to aid hearing. Guide dogs are welcome on the premises and disabled access and toilets are available.

ACCESS TO CLINICAL STAFF

Please telephone the Practice at the telephone triage times for access to Clinical care

PRESCRIPTION REQUESTS

Repeat prescription requests will be ready after 48hrs. We prefer not to do same day requests for repeat prescriptions. Only medicines that are authorised by the Doctor/Nurse will be issued. You must keep the tear off slip to order further items as you need them. Do not wait until you have run out of medicines to re-order your repeat medicines. We do not take requests for repeat prescriptions over the telephone for safety reasons unless by prior arrangements. You may call into the surgery or post your requests with a stamped self addressed envelope for us to post back. You may also order your repeat medication online at www.coventryroadmedicalcentre.co.uk follow the link for prescriptions & complete the form. Children cannot collect prescriptions on behalf of their family members.

ETP – Electronic Prescribing is now operational at all sites. For this service you must consent your chosen pharmacy and nominate them to order and collect your repeat prescriptions on your behalf. We may then send them your repeat prescriptions electronically.

NEW PATIENTS

If you wish to join the Practice you need to fill in the forms available at reception. If accepted you will be given an appointment with the Practice Nurse or Health Care Assistant for a full health check. This is an opportunity to discuss any health needs or concerns you may have.

TRAVELLING ABROAD

If you are planning to travel abroad and need immunisations you must come into the surgery at least four weeks before your intended date of travel and fill in the form available at reception. Injections are free but there will be a charge for any immunisation certificates you may need for your travel.

TEST RESULTS

Results are checked by the Doctor/Practice Nurse before any details are disclosed to you. For reasons of safety reception staff will not disclose any results. If there is anything of concern appropriate action will be taken by the Practice. Most blood test results usually take 7-10days to come and x-ray & scan results may take three weeks or longer. This can vary depending on the nature of the test and the laboratory doing the test.

HOME VISIT REQUESTS

If it is not possible for you or your relative to come into the surgery to be seen by the Doctor/Practice Nurse, we offer the opportunity of a home visit. This is for those patients who are very ill or housebound. In all cases it will be up to the Doctor to decide if a home visit is necessary. You must call the surgery early in the morning before 10am to request a home visit. You must provide the reception staff with as much information as possible such as: name of patient, date of birth, address and telephone number to pass onto the Doctor. When the Doctor has made a decision the reception staff will let you know.

Remember, be patient as the surgery can be very busy early in the morning and we may take a little time to ring you back.
Please do not abuse this service.

WHEN THE SURGERY IS CLOSED

We use the BADGER Services (Birmingham And District GP Emergency Room) for our Out of Hours medical cover for all our sites.

If you need urgent medical advice you should ring BADGER on: 0300 555 9999 or 0121 766 2100

Patients can also contact NHS Direct on 111 for medical advice at any time.

ETHNIC MONITORING

Ethnic monitoring helps the NHS to plan appropriate services in your area. The collection of this information involves a simple tick box.

ONLINE SERVICES

To book an appointment online please contact the receptionist at Coventry Road Medical Centre for details to register.

For booking appointments, ordering prescriptions and viewing your medical records please visiting the following websites:

1. <http://patient-access.co.uk>
2. <http://e-life.co.uk>

For ordering prescriptions only please visit:

3. www.dimec.me/contact

Coventry Road Medical Centre aims to offer their patients access to information that they can understand and offer any communication support that you might need.

Please ask for details at reception if you require information in:

- a. Large print
- b. Braille
- c. Easy read
- d. Via email
- e. You language