

PATIENT

INFORMATION LEAFLET

The aim of our establishment is to provide high quality general practice care to all our patients in a warm, friendly and clean environment by our efficient practice team.

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

Email: druid.group@nhs.net

This leaflet is intended to provide you with essential information on the way our Practice is run as well as the services we are able to offer.

**Contact and Opening times:**

Ejaz Medical Centre

**Address:**
Ejaz Medical Centre
276 Dudley Road
Birmingham
B18 4HL

**Tel:** 0121 455 6170
**Fax:** 0121 454 8862

**Monday- Friday** (Exc Wednesday)

Morning: 09:00-12:30

Afternoon: 15:00-18:00

**Wednesday**

Morning: 09:00-12:30

Afternoon: closed

Glebe Farm Road Surgery

**Address:**
Glebe Farm Road Surgery
37-41 Glebe Farm Road
Birmingham
B33 9LY

**Tel:** 0121 783 3803
**Fax:** 0121 783 3359

**Monday- Friday** (Exc Wednesday)

Morning: 09:00-12:30

Afternoon: 15:00-18:00

**Wednesday**

Morning: 09:00-12:30

Afternoon: closed

Hobmoor Road Surgery

**Address:**
Hobmoor Road Surgery
533 Hobmoor Road
Birmingham
B25 8TH

**Tel:** 0121 789 9744
**Fax:** 0121 785 1168

**Monday- Friday** (Exc Thursday)

Morning 09:00-12:30

Afternoon 15:00-18:00

**Thursday**

Morning 09:00- 12:30

Afternoon closed

Belchers Lane Surgery

**Address:**
Belchers Lane Surgery
197 Belchers Lane
Birmingham
B9 5RT

**Tel:** 0121 772 0383
**Fax:**0121 772 1747

**Monday- Friday** (Exc Thursday)

Morning 09:00-12:30

Afternoon 15:00-18:00

**Thursday**

Morning 09:00- 12:30

Afternoon closed

***We also offer extended hours opening. Please contact us on 0121 455 6170 for further information.***

Partners:

The practice is a partnership of doctors and as a team our aim is to provide a high level of care for our patients by working together with you and your families.

Dr Sajjad Ahmad (m) MBBS, DCH, DRCOG, MRCGP

Dr Aftab Ahmad (m) MBBS, DCH, passed MRCGP but not a member

Dr Imteyaz Ahmad (m) MBBS, MRCGP

**Management team:**

Our Practice Management team are responsible for the practice administration and overall smooth and efficient running of the practice. If you have any suggestions regarding the practice, please contact the team.

Merima Sadic (f) (Practice Manager)

Lisa Molloy (f) (Assistant Manager)

**Doctors and Clinical team:**

Dr Mohammed Faraaz (m) MBBS, MRCGP

Dr Mahreen Khan (f) MB ChB, MRCGP

Dr Madiha Ali (f) MBBS, MRCGP

Dr Mehnaz Jabeen (f) MB ChB, MRCGP

Dr Nabila Hussain (f) MB ChB

Dr Shamyla Khan (f) MB ChB, MRCGP

Ahmad Khan (m) (Advanced Clinical Practitioner)

Carol Wallace (f) (Practice Nurse)

Hammaad Tariq (m) (Physician Associate)

Sana Iqbal (f) (Physician Associate)

Nurjahan Aktar (f) (Physician Associate)

Smera Hussain (f) (Physician Associate)

**HCA team:**

Parmita Bhardwaj (f) HSC L3

Nadia Hussain (f) HSC L3

Raheela Ali (f) HSC L3

Nosheen Akhtar (f) training HSC L3

Megan Gillespie (f) (training HSC L3)

**Reception and admin team:**

Our Receptionists will be pleased to arrange appointments for you and help you with any queries you may have. They are here to help you obtain the very best possible service from the practice. Please help them to help you by giving as much information as possible especially in an emergency. We would wish to assure you that the rules of confidentiality apply to all of our Practice staff.

**Making our services accessible**

Our practice has been designed to accommodate disabled access. If you need assistance or experience difficulties climbing stairs, please inform reception when you book your appointment and arrangements will be made to assist you. We have disability access to the surgeries and toilet facilities for disabled people and there is a hearing loop available at reception.

**Appointments**

We operate telephone triage appointment system. Telephone Triage is a process by which the appointment system is managed in a GP surgery by the duty clinician. It is a method by which a clinician telephones the patient and assesses through a detailed history whether the patient’s medical problem can be managed without the patient having to come in for a face to face appointment. This may be appropriate in cases when patients wish to discuss blood results, hospital letters or X ray/scan results. However, if the patient needs to come in then an appointment will be made with the appropriate healthcare professional be it a GP, Nurse Practitioner, Nurse or Healthcare Assistant.

Patients have a right to express a preference of the doctor of their choice. We are, however unable to guarantee that a particular doctor will be available when required and if not we will endeavour to provide a suitable appointment with another practitioner.

The practice is part of Birmingham Cross City CCG: Bartholomew House, 142 Hagley Road, Edgbaston Birmingham, B16 9PA. Tel 0121 255 0700

**Appointments can be made by:**

 Telephoning during surgery hours

 In person at the Practice

 Via SystmOne Online booking

 Via BSol Health app

**PLEASE REMEMBER TO CANCEL ANY UNWANTED APPOINTMENTS**

The appointment can then be offered to another patient. On average 100+ appointments are wasted each month.

 **PLEASE INFORM US PROMPTLY IF YOU HAVE CHANGED YOUR NAME, ADDRESS OR PHONE NUMBER.**

**New patients**

New patients are welcomed. To register at one of our practices you must live within a two mile radius of the practice of your choice. Once you have decided to register you will need to complete a GMS1 form and a New Patient Questionnaire. This can be done at the practice. Once we have accepted your registration, your medical records will be transferred to the practice. After that you may be offered an appointment to see the Health Care Assistant (HCA)/Practice Nurse for a new patient check. Children 16 and under do not need to complete the registration form. An adult member of the family can register them by providing the required information and signing the form on their behalf.

 **Confidentiality**

Anything discussed with the doctor or any member of staff is held in the strictest of confidence. Our computerised data is also protected under the Data Protection Act.

**Consent**

Our practices manage risk through effective consent procedures ensuring confidentiality whenever required.

**Interpreters**

If required an interpreter can be organised to accompany the patient during a consultation with the clinician/nurse.

**Chaperone**

All patients are entitled to have a chaperone present for any consultation, examination or procedure. We have availability by a member of the staff for chaperoning during consultations with clinicians when requested by patients.

**Practice Nurse**

We have a Practice Nurse available to deal with minor ailments.

**Repeat prescriptions**

If you are on regular medication a repeat prescription may be authorised by your doctor. You may hand the slip in or send it by post with a stamped addressed envelope providing 48 hours’ notice. Telephone requests are only accepted for the housebound patients and patients in exceptional circumstances e.g. if they do not have any help or relative to assist in their repeat prescription. If you are unable to come to the surgery please send a stamped addressed envelope so we can post it to you. Uncollected prescriptions for over a month will be destroyed or patient will be advised to see GP if required.

**Electronic Prescription Service (EPS)**

Using the EPS, when collecting repeat prescriptions, you do not have to visit the practice. Instead, the practice will send the prescription electronically to the pharmacy of your choice, saving you time. EPS is reliable, secure, confidential and free and does not require you to use a computer. Ask one of our receptionists or at any pharmacy that offers EPS for more information.

**Home Visits**

Home visits are usually reserved for the housebound, disabled and terminally ill patients that are unable to attend the practice. Please telephone to request a home visit before *10.30 am.* As home visits take considerably longer than surgery appointments, we ask you to come to the practice if you are mobile, as this will allow us to reserve visits for genuinely housebound and seriously ill patients. Please call us as early in the day as possible.

**Services and Clinics**

 Asthma

 COPD

 Spirometry

 Stop smoking

 Hypertension

 Travel clinic/Flu clinic

 Diabetes

 Phlebotomy

 Learning Disability Checks

 NHS Health Check and Over 75 health checks

 Minor Surgery

 Latent TB Screening

 Childhood Immunisations

  Smear clinic (Practice Nurse run)

**CHOOSING THE RIGHT TREATMENT**

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**When to go to A&E**

For all serious conditions such as broken bones, burns or blood loss go straight to your nearest Accident & Emergency. If your condition is not critical then please choose another service to get the best possible treatment. If the condition is not serious and the surgery is closed you may wish to consider one of the ‘walk-in’ clinics.

**A&E means Accident & Emergency, NOT Anything & Everything!**

**When to call 999**

Always call 999 if someone is seriously ill or injured and their life is at risk. Examples of when to call 999 include (but not limited to): - chest pains - unconsciousness - severe loss of blood - severe burns or scolds - severe breathing problems concussion - fitting/choking - severe allergic reactions.

**NHS 111**

111 is the NHS non-emergency number. It is the fast and easy way to get the right help, whatever the time and is available 24 hours a day, 365 days a year. You can call 111 and speak to a highly trained adviser, supported by healthcare professionals, who will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.

Calls are free from landlines and mobile phones. Call 111 if:

* you need medical help fast but it's not a 999 emergency;
* you think you need to go to Accident & Emergency (A&E) or need another
* NHS urgent care service;
* you don't know who to call or you don't have a GP to call;
* you need health information or reassurance about what to next.

  You can get more information on the NHS 111 service by visiting [www.nhs.uk/111 or by telephoning 111](http://www.nhs.uk/111%20%20or%20by%20telephoning%20111).

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Druid Group is a registered ‘Safe Surgery’. Safe Surgeries is a network of GP practices committed to tackling barriers preventing access to primary care, and to promoting the health of everyone in their community – regardless of their nationality or immigration status. This could include pregnant women, survivors of trafficking and people who have fled war.

Safe Surgeries follow seven key stops to make their services more accessible:

1. Safe Surgeries don’t refuse to register patients who do not provide proof of address documentation
2. They don’t insist on proof of identification
3. They never ask to see a visa or proof of immigration status
4. Both clinical and non-clinical staff do what they can to reassure patients that their personal information is safe
5. They use an interpreter, if needed
6. They display posters to reassure patients that the surgery is a safe space
7. They empower frontline staff with training and an inclusive registration policy.

**Patient Confidentiality and Data Protection**

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. Your personal and medical details together with a record of all consultations are held within the practice’s electronic records. The practice takes the privacy of your personal information very seriously and works to the highest standards to maintain confidentiality. We respect our patients’ privacy and confidentiality at all times.

Your medical data and personal information are used, stored and disposed of under strict regulations set out in the Data Protection 2018. As part of providing quality health care your medical information may need to be shared with allied health professionals (i.e. hospitals or district nurses). Information is never shared with third parties i.e. external organisations or insurance companies without your full written consent. More information about this <https://www.gov.uk/data-protection>.

**Equality and Diversity**

Our practice is committed to eliminating discrimination and encouraging diversity amongst our workforce and in relation to our patients and service users.

We believe in fairness, equity and above all value diversity in all dealings in a way that respects the needs of each individual and does not exclude anyone.

By demonstrating three benefits, the practice ensures that it develops a healthcare workforce that is diverse, non-discriminatory and appropriate to deliver high quality healthcare.

The practice and its staff will not discriminate on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. For more information on our Equality and Diversity Policy, please contact a member of our Administration team.

**Patients’rights and responsibilities**

Being a patient attending a busy GP practice can be anxious and worrying time for you. We aim to make your time here as short and as simple as possible. The following should help to explain what you, as a patient can expect from our staff and what we, the staff can expect from you.

**Your Doctor’s Responsibilities**:

* To treat you with respect and courtesy at all times.
* To treat you as an individual, and to discuss with you the care and treatment we can provide.
* To give you full information on the services we offer.
* To give you the most appropriate care by suitably qualified staff.
* To provide you with emergency care when you need it.
* To refer you to a suitable consultant when necessary.
* To give you access to your health records, subject to any limitations in the law.

**Your Responsibilities as a Patient:**

* To treat all staff with respect and courtesy at all times
* To tell us if you are unsure about the treatment we are offering you.
* To ask for a home visit, only when you are unable to attend the practice through illness or infirmity.
* To request such a visit if at all possible before 10.30 am.
* To inform practice if you change your personal/contact details
* To keep your appointments and contact the practice in advance if you cannot attend.

**ZERO TOLERANCE**

It is our policy to be helpful and polite to all our patients regardless of age, ethnic origin, disability, gender or sexual orientation. We expect the same courtesy from our patients. Discriminatory, unsocial, threatening, violent or abusive behaviour towards staff, other patients or the premises will not be tolerated. The Practice will take action in these circumstances. This may involve the Police and result in the removal of the patient from our practice list.

**Freedom of Information**

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the practice in writing.

**Getting involved**



**NHS FRIENDS AND FAMILY TEST (FFT)**

The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether their patients are happy with the service provided, or where improvements are needed.

It is a quick and anonymous way to give your views after receiving care or treatment across the NHS. The FFT has been rolled out across most NHS services, including community care, hospitals, mental health services, maternity services, GP and dental practices, emergency care, patient transport and more. If you have any queries about the FFT, contact NHS England via email: england.contactus@nhs.net

There are various ways for you to take the Family and Friends Test.

* You can pick up a questionnaire from reception desk or from the doctor or nurse you visit
* You can fill out a questionnaire on our website.
* We will send you a text message with the questionnaire after you have seen a doctor or nurse, which you can reply to - it will not cost you to do so. The text message will only be sent to you once a month. However if you have more than one appointment or visit the practice for anything other than an appointment then please feel free to pick up a questionnaire

from the reception desk.

We hope that you will be happy with the service that we provide and therefore welcome your feedback through FFT, however if you do have cause to complain please contact the Practice Manager.

**PATIENT PARTICIPATION GROUP (PPG)**

**What is the Patient Participation Group**?

The PPG is a group of patients who meet regularly with the practice management and clinical staff to enhance the practice by representing the patients’ views of the services and by suggesting possible improvements.

**What does it involve?**

PPG meetings are held at the practice approximately once in three months. The purpose of these meetings is to discuss issues affecting your practice and the NHS as a whole, and also to help the practice deliver the best service it possibly can.

**Who can become a member?**

Anyone who is a registered patient at the practice can become a member of our PPG. If you are interested, or require further information, please refer to our website or contact our reception team.

**Compliments, Comments and Feedback**

We operate a Practice Complaints Procedure as part of the NHS system for dealing with complaints. Our systems meet with national criteria, but we don’t only want to hear from you when something goes wrong. If you have any comments or ideas regarding the running of the practice, please speak to one of the practice team or leave a message in our suggestion box located at the waiting area.

The doctors and staff always strive to give an excellent service to our patients. We recognise that the service is not always perfect and consequently value the ideas, comments and suggestions we received from our patients.

We feel that very often the problems that arise between the practice and a patient are due to misunderstandings or are issues that can be resolved within the practice, and for this reason patients are encouraged to talk directly to the practice as we are best placed to investigate and remedy your complaint.

**Complaints Policy and Procedure**

Druid Group aims to provide the best experience and highest level of care to patients.  However, it is acknowledged that from time to time things may go wrong.

To communicate complaints or concerns, we provide clear channels for patients to air views and gain a resolution and satisfaction to their complaint.

The complaints officer is the Practice Manager who may filter the complaint to another appropriate source to deal with e.g. Clinical negligence complaints will go to the Doctor concerned.

If the Practice Manager is the subject of the complaint it is referred onto the Partner who is the Governance Lead.

When dealing with a compliant the Practice may seek advice from the GMC, LMC, ACAS, BMA, MDU, CCG or various other legal bodies.

Information on how to make a complaint is available in this Practice Leaflet, on the Practice Website, or at the reception desk.  All staff are trained to direct the complaint to the appropriate channel.

1. Complaints can be made verbally to the reception staff who will forward it to the Practice Manager
2. Complaints can be made in writing or via email, addressed to the Practice Manager
3. A suggestion box is available in the waiting area
4. Complaints can be directly made to the CCG, NHS England or the Ombudsman.

An acknowledgement of receipt will be made to the complainant within 3 working days.

Clinical negligence complaints are forwarded to the Doctor concerned and the Governance Lead. The Practice aims to resolve complaints within 28 days of receipt but on occasions this may take longer depending on the nature of the complaint and the investigation required.  In this case the complainant will be informed of the delay and the subsequent progress of the investigation. The patient is made aware of the pathways of escalating the complaint if a satisfactory resolution is not achieved and the Practice will respond to the body that the complaint has been escalated with.

**Complaining on behalf of someone else**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we must have their written permission to do so. A letter of consent signed by the person concerned will be needed, unless they are not able (because of illness) to provide this. We have a dedicated complaints leaflet which will be provided to patients on request. This contains more detailed information including where you can go if you feel that your complaint has not been resolved to your satisfaction. Alternatively, you can download a copy from our website.

If however, you feel that the practice is unable to resolve your issues, you may complain directly to:

NHS England, PO Box 16738, Redditch B97 9PT

Tel: 0300 311 22 33

Email: england.contactus@nhs.net

**NHS ENGLAND**

NHS England (NHSE) commissions’ primary care services for local communities for example doctors, dentists, opticians and pharmacy services. For general enquiries and advice about accessing these services, please contact their Customer Contact Centre on 0300 311 22 33 (Monday to Friday 8.00 am to 6.00 pm excluding Bank holidays).

**Useful Contact Numbers:**

**Local NHS Organisations**:

Birmingham Heartlands Hospital 0121 424 2000

Queen Elizabeth Hospital 0121 627 2000

Solihull Hospital 0121 424 2000

Good Hope Hospital 0121 424 2000

St Mary’s Hospice 0121 472 1191

Marie Curie Hospice 0121 703 3600

Birmingham and Solihull CCG 0121 203 3300

NHS England 0300 311 2233

**Other Local Organisations and Teams:**

Birmingham Citizens Advice Bureau 0344 477 1010

Adult Social Care Service (Emergency line) 0121 303 1234

Birmingham Healthy Minds 0121 301 2525

Birmingham Carers Hub 0333 006 9711

Healthwatch Birmingham 0800 652 5278

Birmingham Samaritans 0300 094 5717