



# Yardley Green Medical Centre



## **Surgery Information Booklet**

77 Yardley Green Road, Bordesley Green, B9 5PU

Tel: 0121 773 3737

Fax: 0121 772 2392

Web: [www.ygmc.co.uk](http://www.ygmc.co.uk)

Email: [yardleygreen.appointments@nhs.net](mailto:yardleygreen.appointments@nhs.net)

*"All staff are committed to the provision of high quality patient care and best practice, through the delivery of services which are timely, considerate and responsive to the needs of our patient population, and supported by a clear focus on customer service."*

## Introduction

---

If you are a new patient here at Yardley Green Medical Centre, then welcome! If not, then I hope you find that we are providing a good service for you and your family.

We are a fairly large sized urban practice with over 10,500 patients to look after across a wide area of Bordesley Green. We are very fortunate to have a full complement of doctors and nurses and a great admin team. We aim to give you the best possible standard of care. Your treatment will be given after discussion and consent by yourself by the most appropriately qualified member of the team. It is important that you understand all the information offered to you so if in doubt please ask.

We offer a wide variety of services within normal surgery times. These include: Well Woman and Well Man checks, Smears, Minor Surgery, Holiday and routine Immunisations, Chronic Disease Management (Diabetes, Chest Disease, Vascular and Heart Disease), Blood Tests, Urine Testing for infection and Pregnancy.

We are supported by a Community Health Team, which includes, District Nurses, Midwives, and a Health Visitors who will treat people in the community if necessary.

This leaflet provides a brief outline of our practice, if you require any other information please telephone the surgery on 0121 773 3737.

We look forward to a long and healthy relationship with you.

## Opening Hours

---

	Surgery	Phone Lines
Monday	8:30am – 6:30pm	8:30am – 6:30pm
Tuesday	8:30am – 6:30pm	8:30am – 6:30pm
Wednesday	8:30am – 6:30pm	8:30am – 1:00pm <sup>1</sup>
Thursday	8:30am – 6:30pm	8:30am – 1:00pm <sup>1</sup>
Friday	8:30am – 7:00pm	8:30am – 6:30pm

Evening and weekend appointments are available from mid-September 2018 at Omnia Medical Practice for patients registered with us. Please ask at reception for more information.

## Surgery Team

---

### Doctors

Dr Zinab Nazif (MBChB, MRCGP, MSc, FRCOG, MD, DFSRH)

Dr Monisha Kurian (MRCGP, MRCP, DRCOG, MBBS, DFRSH)

Dr Shoukat Bhatti (MBBS, MRCGP)

Dr Ebbie John (MBBS, MRCGP, DRCOG)

Dr Mohammad Ali (MBChB, MRCGP (2017), MPharm)

Dr Samera Ali (MBChB, MRCGP)

We sometimes have GP's in training.

### Practice Manager

Randeep Bains (BA Hons)

### Deputy Practice Manager

Nikita Chambers

### Practice Nurses

Sarah Job, Gillian Skett, Anita Jones

### Healthcare Assistant (HCA)

Andrea Davis

### Clinical Pharmacist

Taj Gul

### Physician Associate

## Administrative and Reception Team

We have a wide mix of staff including Medical secretaries, administrative staff, senior receptionists and receptionists.

---

<sup>1</sup> All **EMERGENCY** Calls received after 1pm will be taken by BADGER (Out of Hours provider).

# Clinics

---

## **Family Planning**

Family planning advice on contraception is available from all of the doctors. If you particularly wish to know about the coil or contraceptive implant please book an appointment at Reception.

## **Antenatal Care**

With the midwife. You may book for maternity medical services with any of the doctors.

## **Child Health Surveillance and Immunisation**

Our practice takes part in the routine child health surveillance of all under-fives registered with us. This consists of routine medicals by a doctor at eight weeks. Children with special problems will be checked more often.

## **Asthma & COPD Clinics**

This is a practice nurse-run clinic (though a doctor is available for consultation). The objective is to improve regular control of asthmatic symptoms. Appointments are available throughout the week.

## **Diabetic Clinic**

This is a practice-run clinic for non-insulin dependent diabetic patients. It is structured to assist in regular follow-up and maintenance of treatment. Appointments are available throughout the week.

## **Smoking Cessation Clinic**

If you want to stop smoking, book in to see our practice nurse when you will be given advice and help. Smoking is the largest single preventable cause of ill health in this country. It is a major cause of cancer, heart attacks, angina and chest disease. Yardley Green Medical Centre is a non-smoking zone.

## **CHD / Blood pressure**

This is a practice nurse-run clinic for patients who have heart disease. Patients requiring routine blood pressure checks can also book into these clinics.

## **Hearing Services**

Scriven run hearing check services for our patients.

## Registration

---

We are pleased to welcome new patients to the surgery. If you wish to register with us you will be required to complete a registration form and questionnaire which is available from our reception team. You will be asked to provide us with your NHS number which will be available from your previous GP Practice. A form of identification when you register is preferable. If you are unable to provide this please speak to the reception team who will assist.

All new patients are offered a new patient health check with a member of our Nursing Team. At the time of registering you will be asked if you have a preference as to which doctor you are registered with. This will not stop you from seeing the other doctor and you will always be offered an appointment with any doctor.

The Practice has suitable access for disabled patients. We also have a loop-hearing device for the hard of hearing; please ask at the reception for details.

## Surgery Boundaries

---

Yardley Green Medical Centre covers majority of the addresses with the following postcodes: B8, B9, B10, B25, B26 and B33. Please follow the link below to see a map of our boundary area or enquiry with our reception staff.

## Appointments

---

We offer a number of appointments to ensure that our patients get the appointments they need. Our receptionists have been carefully trained by the doctors here to ask questions about what you need. Please help them to help you by answering their questions as more often than not, they will be able to find you the most appropriate appointment. However you can decline to disclose the nature of your call.



We offer a full range of appointments with other clinical staff who may be best suited to deal with your problem.

## **Non Urgent GP Appointments**

We offer 'prebookable' appointments six weeks ahead so that you can book the most appropriate time that suits you.

## **Urgent/On the day GP Appointments:**

If you feel that you need to be seen on the day, we do offer a number of appointments for you to book. However once all these appointments are gone and you request an Urgent appointment your details will be put on our 'Triage list'. The Duty Doctor then will call the patient and make a clinical assessment on whether the patient needs to be seen on that day. If the doctor agrees it is urgent, you will usually get an appointment within a few hours. If it can wait an appropriate appointment will be found for you on another day, but within a timescale suitable for your medical need.

## **Home Visit Requests**

Home visit requests are taken for house bound patients only, a clinician may contact the patient prior to visit to determine the nature of the illness. Please note such visits are for medical, not social or personal reasons or due to lack of transport. We request that Home visits are made as early as possible so that the Doctors can manage their daily workload accordingly.

**It is always better to be seen in a fully equipped GP Surgery with proper lighting, examination equipment and access to tests.**

**If you are unable to attend your scheduled appointment please contact the surgery immediately so that your appointment can be re-allocated.**

**You can do this by calling 0121 773 3737 and pressing option 1 and then option 1 again or if you have received a reminder text, simply reply with the word "cancel".**



## **Out of hours**

If you require medical treatment when the surgery is closed, please telephone 0121 773 3737. Your call will automatically be diverted to our out of hours service. Out of hours calls will be dealt with by BADGER (Birmingham & District GP Emergency Room) a cooperative of local general practitioners. The practice retains overall 24 hour responsibility for the care of its registered patients.

## **Sick certificates**

You only need a doctor's note if you are unable to work and are ill for longer than seven calendar days. Your employer will provide you with an SC2 self-certificate form for shorter periods of illness. Sick notes can only be issued from the date you see a doctor (GP or hospital doctor) and cannot be back dated.

Contrary to common belief hospital doctors can issue sick notes. If you require a sick note and are being seen in hospital insist on being issued a note there instead of having to book an appointment at the surgery. This will avoid inconvenience to you and save an appointment for another patient to be seen.

## **Chaperones**

You are entitled to have a chaperone present during a physical examination. Please ask at the time of your appointment.

## **Interpreters**

If you require an interpreter please make the reception team aware of your requirements at the time of making the booking.

## **Missed appointments**

Unfortunately we see dozens of appointments wasted by patients not turning up each month. If we added up all the appointments that are wasted, we would be able to afford to have an extra GP session!

GP APPOINTMENT?  
CAN'T MAKE IT?  
DON'T NEED IT?

**CANCEL IT!**

## **What happens when patients miss appointments?**

We realise that everyone can make mistakes and so we won't take any action if a single appointment is missed in error. However, we have a minority of patients who miss appointments regularly and this impacts significantly on

other patients. We have a policy in place to take action in these circumstances.

**If a patient misses TWO appointments in a 12 month period**

In these instances we send a letter to the patient explaining the problem we have with appointments being missed and the impact that this has on the service we provide to the rest of our 10,500 patients. We list the appointment(s) that were missed and offer the opportunity to discuss if the patient feels this is incorrect. The letter goes on to insist that in the future, they call to let us know if they cannot attend a booked appointment.

**If a patient goes on to miss a further appointment within 12 months**

They will receive a letter expressing disappointment and notifying them that their continued registration at the practice will be reviewed by the GP partners in the next meeting. They are invited to write or telephone to explain any mitigating circumstances which will be considered.

**In cases where no improvement is seen and there are no mitigating circumstances, the practice will request that the patient is removed.**

## Prescriptions

---

Requests can be made on-line, via a pharmacy or in person at reception. House bound patients only can request prescriptions over the telephone.

Electronic prescriptions are available please speak to a member of our reception team to nominate a pharmacy of your choice.

For repeat prescription requests please allow at least 2 working days (speak to a member of the surgery team for more information).

**Repeat prescriptions can be ordered in a number of different ways**

- By dropping off your request to the surgery in the form of a letter or note which must detail your name and date of birth, along with a list of the medications you require.
- By dropping off your white 'tick box' form which is attached to all of your prescriptions. There is a dedicated secure repeat prescription box in the foyer by the public entrance.



- By email to [yardleygreen.appointments@nhs.net](mailto:yardleygreen.appointments@nhs.net) but must detail your name and date of birth, along with a list of the medications you require. You will receive an email straight back to confirm it has been received.
- You can send a fax using our dedicated number: 0121 772 2392
- You can place your order online using our online services.

### **Electronic Prescription Service (EPS)**

We strongly encourage all of our patients to use this service. Just tell us which pharmacy you would like to use for all your prescriptions (not just repeats) and your record will be noted. All prescriptions will then be sent electronically to your pharmacy within a few minutes of the doctor signing it, for them to download.

This is much quicker, safer and reliable. Over 75% of our patients are using this service and it really does make a huge difference to how quickly you get your prescriptions, especially when used in conjunction with our online system.

## **Test Results**

---

It is the patients' responsibility to telephone the surgery between 11.00am and 3.00pm (Monday, Tuesday, Thursday and Friday) or 10:30am to 12noon (Wednesday) for test results. Blood test results normally take approx. five days, for other tests you will be advised at the time of taking the tests. We will only give your results to someone else with your expressed permission.

## **Online Services**

---

The amount of things you can do online is increasing all the time and here at Yardley Green Medical Centre we are no different. By signing up to our online patient services you can make your life much easier at the same time as helping us to be more efficient. You can use this via a computer or if you have a smartphone or tablet. Here are some of the things you can do online:

### **Booking GP Appointments**

You can book non-urgent GP appointments anytime, anywhere. Of course this service will only be able to offer you the appointments that are available and

if you cannot find one that is suitable, you can always call our helpful receptionists who will try their best to find a suitable one for you.

### **Ordering Repeat Medication**

All of your repeat medications will already be listed and all you have to do is click on the items you want. It really couldn't be simpler. The best thing is that your request arrives into our computer system immediately and usually dealt with quicker as a result. You can log in the next day or so to check if it has been issued. You can also see a list of all your past medication requests and when they were issued which can be very useful.

### **Access to Medical Records**

If requested, patients can also have limited access to their medical record which at the moment only includes coded information.

**To sign up, please complete online access form at reception.**

## Annual Birthday Check

---

If you have been diagnosed with...?

- High Blood Pressure
- Diabetes
- Kidney Disease
- Heart Disease
- Mental Health Problems
- Stroke or Mini Stroke (TIA)
- Asthma
- COPD
- Dementia or Alzheimers Disease
- Epilepsy
- Vascular Disease
- Rheumatoid Arthritis
- Cancer

Then we would like to offer you an annual comprehensive review of your condition(s) and medications in the month of your birthday. This will mostly be nurse-led.

Most people will need to have a urine test and a blood test with the healthcare assistant a week before the review. Please speak to reception to book your appointment.

## Confidentiality and Access to Patient Records

---

We operate a completely confidential service to all our patients regardless of age, ethnicity, religious belief or sexual orientation. Your medical records will only be viewed by health professionals during the course of carrying out their duties. We will not discuss any information about you, (test results, appointments, etc) with anyone else, unless you ask us to do so. Only in very exceptional circumstances, (eg where you or another person may be at risk), will information be shared. In these exceptional circumstances you will be kept fully informed at all times. Even if you are under 16yrs, all our staff will respect your privacy and will not divulge information to another adult. All patients, including under 16s, can be seen by the doctor or nurse either on their own, with a friend or a chaperone can be requested.

## Patient Participation Group (PPG)

---

Patient Participation Groups are Practice-based voluntary organisations who meet regularly with Practice Clinical Staff and Managers (usually on a quarterly basis) to resolve any problems relating to how services are provided and to give advice on forthcoming changes & developments & how they will affect the patients. Membership is open to any patient aged over 16 years who is registered with the Practice. If you wish to join your local PPG or would like more information please speak to a member of the reception team or see your local PPG notice board. If you are not able to join us at the meetings but would like to have your say then why not join out online Virtual PPG by going to the following link: <http://www.ygmc.co.uk/ppg.aspx?t=1>

## Carer's

---

Are you, or is someone you know, providing much-needed care to a family member or friend?

You are a carer if you provide unpaid support to a family member, neighbour or friend. They may need support because they are ill, frail, disabled, or have a mental health or substance misuse problem.

Please let the Practice Manager know so that we can provide you with a support pack.

## Choosing the right treatment

---

### Self care using your local Pharmacist.



**The best choice to treat very minor illnesses, ailments and injuries.**

Self-care is how you can treat every day minor illnesses and injuries in your own home by simply combining a well-stocked medicine cabinet with support and advice from your Pharmacist and the services below when required. Most minor ailments and injuries can be treated with over the counter medicines in conjunction with advice from your local pharmacist

### Make an appointment With your GP for Medical advice.



**For illnesses or injuries that are not responding to self-care or advice from your Pharmacist.**

Your GP can treat your illnesses or injury that has been treated with self-care but just won't go away. Call your GP Practice to make an appointment. We can also provide urgent appointments and will see a child quickly if you are worried. The doctor may wish to speak with you prior to attending to determine if the child may require emergency care.

### For serious illnesses, Injuries and Conditions that



**Do I really need to attend A&E or call 999?**

Many visits to Accident & Emergency can be resolved by other NHS services. 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 a 'Walk in Centre' or 111

## 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.

## 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/chocking
- Severe allergic reactions

## Walk in Centres

---

### **Washwood Heath Walk-In Centre**

Clodeshall Road, Saltley, B8 3SW – 0121 322 4310

Opening times: Mon to Sun: 9am to 9pm

### **Birmingham NHS Walk-In Centre**

Boots the Chemist - Lower Ground Floor – 0121 253 4500

Opening times: Mon to Fri: 8am to 7pm; Sat: 9am to 6pm; Sun: 11am to 4pm

### **Katie Road Walk-In Centre**

15 Katie Road, Selly Oak, B29 6JG – 0121 415 2095

Opening times: Mon to Sun: 8am to 8pm

# Zero Tolerance Policy

---

Yardley Green Medical Centre operates a Zero Tolerance Policy to all and any abuse towards its staff, doctors or other patients. This could be physical, verbal, emotional, or online abuse.

GPs and staff have a right to care for others without fear of being attacked, abused or treated badly in any way. To successfully provide our services a mutual respect between staff and patients has to be in place. All our staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances.

We would respectfully remind patients that very often staff could be confronted with a multitude of varying and sometimes difficult tasks and situations, all at the same time. However, aggressive behaviour, be it physical, verbal, emotional or online, will not be tolerated and may result in you being removed from the practice list and, in extreme cases, the Police being contacted.

In order for the practice to maintain good relations with our patients we would like to ask all our patients to read and take note of the occasional types of behaviour we see that would be found unacceptable:

- Using bad language, swearing or shouting at practice staff.
- Any physical violence towards any member of our team or other patients.
- Verbal abuse towards the staff in any form including shouting.
- Racial abuse, discrimination or sexual harassment will not be tolerated.
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot be met.
- Being perceived to bully a staff member to obtain something.
- Causing damage/stealing from the practice's premises, staff or patients.
- Obtaining drugs and/or medical services fraudulently.

# Complaints

---

## **How to complain:**

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If not, and you wish to make a complaint, we would like you to let us know as soon as possible.

## **Informal Complaint**

If you would like to discuss any concern that you may have please feel free to attend the surgery or request a call back from either the Practice Manager or Deputy Practice Manager. We try our hardest to resolve any concerns as soon as possible with a positive outcome.

## **Formal Complaint**

Formal complaints should be addressed to the Practice Manager, or any of the Doctors. Alternatively you may ask for an appointment with the Practice Manager in order to discuss your concerns. It would be a great help if you are as specific as possible about your complaint.

## **What we shall do**

We shall acknowledge your complaint within three working days and aim to have responded as swiftly as possible to your complaint within an agreed timescale from the date you raised it with us. We shall then be in a position to offer you an explanation, an apology if appropriate or a meeting with the people involved. Please be assured that future care will not be impacted by making a complaint.

When we investigate your complaint, our aims will be to make it possible for you to discuss the problem with those concerned if you would like this, and take appropriate action wherever possible.

## **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.

## Non-NHS services

---

The NHS does not pay for some of the services we provide. These include private sick notes, insurance forms, holiday cancellation forms, medical reports, fitness to travel certificates, private prescriptions, passport signing and some vaccination services. Our fees for these services, which are in line with BMA approved national guidelines, are displayed in the surgery.

## Freedom of Information Act

---

Any requests under the Freedom of Information Act should be put into writing to the Practice Manager.

## Access to Patient Information

---

No medical information will be given to any third party without written consent from the patient.

## Your Local CCG

---

Birmingham and Solihull CCG (Clinical Commissioning Group)

Floor Four,

Attwood Green Health Centre,

30 Bath Row,

Birmingham,

B15 1LZ,

Telephone: 0121 203 3300

Website: <https://www.birminghamandsolihullccg.nhs.uk/contact-us>

Email: [bsol.comms@nhs.net](mailto:bsol.comms@nhs.net)



**Birmingham and Solihull**  
Clinical Commissioning Group