

**Welcome to Greenridge Primary Care Centre**  
(Part of Our Health Partnership)

**Contact Details**

All Calls:   **0121 465 8230**  
Email: [info.greenridge@nhs.net](mailto:info.greenridge@nhs.net)  
Online at:   [www.greenridgesurgery.co.uk](http://www.greenridgesurgery.co.uk)  
Address: 671 Yardley Wood Road, Billesley, Birmingham, B13 0HN

**Opening Times**

Monday to Friday   8am to 6.30pm

Clinical Staff	
The Partners	Dr Amanda Gough (female) Dr Kenneth Deacon (male) Dr Andrew Burlace (male) Dr Louise McGovern (female)
GP Colleagues	Dr Deborah Condry (female) Dr James Barber (male) Dr Irene Hernandez-Sanchez (female) Dr Sophie Lovett (female) Dr Peter O'Driscoll (male) Dr Reena Johal (female) Dr Nadia Wahid (female)
Other health professionals	Tara Clowry(Practice Nurse) Jonathan Janneman (Practice Nurse) Julia Keeling (Practice Nurse) Syeda Ahmed (Physician Associate)

**Administrative Team**

**Practice Manager:** Dawn Rooker  
**Practice Secretary:** Laura Carter, Sarah Yearling  
**Reception Supervisor:** Denise Stevens

**How to Register**

The doctors welcome new patients who live within our practice area. As it often takes some time for records to be forwarded from your former practice, all newly registered patients will be asked to complete a registration form, available at reception or from our website. Please note a separate form for each family member is required. Medical treatment is available from the date of registration. Whilst we will allocate to you a named GP, you have freedom to choose which GP you see at the practice by speaking to our staff when you call/call in or

alternatively selecting your GP of choice when booking appointments online. **Access** - The practice is Disability Discrimination Act compliant with good access for all.

**Out of Hours** - Out of hours calls should be made to **111** (free call) and your call will be diverted to our Out of Hours Service (currently provided by Badger) where a fully trained healthcare worker will give you advice, refer you to a Doctor and/or organise a home visit. This service will be used only overnight and at weekends. The CCG commissions this service on behalf of its patients.

**Extended Hours** - We also offer appointments up to 8pm at our Extended Hours HUB based in Hall Green Health Centre, Monday to Friday and Saturday and Sunday mornings.

**Home Visit** - This service is provided only for patients who are too ill to attend surgery. Requests for home visits should be made before 10am, wherever possible, by ringing **0121 465 8230**. Further information about symptoms may be asked for by our receptionist to enable the doctor to determine the priority and timing of the visit. Home visits are carried out by a paramedic or a GP.

**Appointments** - The practice has had to make major changes to our appointment and booking systems. These changes, and how to arrange a consultation, are outlined on the last page of this leaflet

**Repeat Prescriptions** - Please allow **2 working days** for all repeat prescriptions. We offer an Electronic Prescription Service (EPS) which allows your prescription to be sent directly to a Pharmacy of your choice (i.e nearer to home or work). Please speak to reception or your GP if you would like to use this service.

**Violence Policy** - The NHS operate a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

**Services Offered at the Practice:**

Diabetes Clinic (Daily by appointment with Practice Nurse)	Minor Surgery
Asthma Clinic (Daily by appointment with Practice Nurse)	District Nursing Service
Child Immunisation (by appointment)	
Well Person Clinic (Daily by appointment with HCA)	
Family Planning (Daily by appointment)	
Counselling Practitioner (Mondays by referral from GP)	

**Access to Records** - In accordance with the Data Protection Act 1990 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the practice manager and may be subject to an administration charge. No information will be released without the patient's consent unless we are legally obliged to do so

**Data Protection and Research** - The Protection and use of Patient Information -

The practice is registered with the General Data Protection Regulations and is bound to the terms of that. We ask you for information about yourself so that you can receive proper care and treatment. We keep this information, together with details of your care, because it may be needed if we see you again. We may use some of this information for other reasons: for example, to help us protect the health of the public generally and to see that the NHS runs efficiently, plans for the future, trains its staff, pays its bills and can account for its actions. Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone. Sometimes the law requires us to pass on information: for example, to notify a birth.

**Trainee Doctors** - The doctors at this practice teach Medical Students from Birmingham University Medical School from the first year through to the fifth year. You may be asked if you would consent to having a student present during your consultation. Should you not wish this then you may refuse and this will not affect your care at the practice in any way! If you have a chronic condition (such as Asthma, Diabetes, COPD or a Heart Condition) and would be interested in giving up an hour of your time each year please pass your name and number on to the Practice Manager. This helps our trainee doctors enormously as they get to speak to real people rather than learning from textbooks or online.

**Complaints** – Whilst we work hard to ensure that we offer the best service at the practice, we appreciate that sometimes things happen which could lead to a complaint. Please ask at reception for a complaints pack and/or make an appointment to see our manager, or speak to her. Alternatively, should you not wish to do this then you should contact the NHS England Customer Contact Centre by telephone on 0300 311 22 33, or email [england.contactus@nhs.net](mailto:england.contactus@nhs.net) or write to NHS England, PO Box 16738, Redditch, B97 9PT. If you use British Sign language (BSL), you can talk to us via a video call to a BSL interpreter. Visit [www.interpreternow.co.uk/nhs-ccc/](http://www.interpreternow.co.uk/nhs-ccc/). Opening hours are 8am to 6pm Monday to Friday, except Wednesdays which are from 9.30am to 6pm.

**Patient Participation Group** – We have a group which meets up approximately three times yearly. If you would be interested in joining this group then please contact the Practice Manager for more information.

### **Area Covered by the Practice**

If your address has a B13 postcode then it is more than likely that you live in our practice area. If you have a different postcode to that then it will be necessary for you to double check your address with our reception team, who will be able to advise you.

## **Appointments**

From 19th June 2023, we have changed our process for requesting consultations with a GP, and for how requests are prioritized and appointments booked. (There are no changes to our systems for booking appointments with the practice nurses) We are going to start using a much simpler request form instead. Please follow this link: <https://florey accurx.com/p/M85006>

## **Appointment Leaflet**

Submit Request – using smart phone or web browser	<a href="https://florey accurx.com/p/M85006">https://florey accurx.com/p/M85006</a> Clinical requests can be submitted 0730-1930 Monday to Thursday, and 0730 – 1800 on Friday
If you cannot complete the request	Contact reception, who will complete it on your behalf.
All of the requests we receive will be in a single queue, and assessed / triaged by a small team as quickly as possible. You will be contacted as quickly as we are able after your submission, and certainly by the end of the next working day.	
The triage team will assess and prioritise every request:	
Emergency / Same Day	You will be sent an appointment by text or phone for the same day.
Urgent – same or next day	You will be sent a link allowing you to book an urgent appointment.
Not Urgent	You will be sent a link allowing you to book a routine appointment
Face to Face or telephone	Our appointments are face to face by default. If you specifically prefer a telephone appointment, and you are confident the doctor will not need to examine you then you will have this option <b>All appointments – face to face or telephone – will be for a specific time.</b> For telephone appointments we will call you as close to the time you have booked as possible.
Appointment with ‘best person’	If there is a particular doctor who is likely to be the best person to deal with your request then you will be sent an appointment with that person. You will be able to change this if it isn’t convenient. We also have a number of other specialist staff attached to the surgery, including musculoskeletal and mental health specialists.
No appointment needed	Some requests will be able to be dealt with by message / email – for example renewals of some sick notes, or following up about hospital referrals.
Signposting to other service	It may be most appropriate to refer or signpost you to another service, either because we cannot treat your problem (eg dental problems) or because another service is more appropriate
Repeat Prescriptions	Can be ordered using the NHS app (You can ask reception to give you a link to access this) Or by filling in the slip / in writing. We do not take repeat prescription requests by phone.
Home Visits	Home visit request for the same day – please phone reception as early in the day as you can.

	If not urgent – then you can phone, or send a request using the triage tool.
Access to records / results.	You can have access to your records so you can see all of your test results, and the doctors comments about them. Ask at reception for access.