



# Alum Rock Medical Centre

27-29 Highfield Road, Alum Rock  
Birmingham, B8 3QD  
Telephone: 0121 328 9579  
Fax: 0121 328 7495

Website: [www.alumrockmedicalcentre.nhs.uk](http://www.alumrockmedicalcentre.nhs.uk)

# **PRACTICE INFORMATION BOOKLET**

Last Updated: May 2017

We hope this booklet is beneficial to both new and existing patients in providing a brief outline of our practice.

We offer full general medical services (GMS). We are part of the Birmingham Cross City Clinical Commissioning Group (<http://bhamcrosscityccg.nhs.uk>).

Birmingham CrossCity CCG:

Bartholomew House, 142 Hagley Road, Edgbaston,  
Birmingham. B16 9PA

Telephone: 0121 255 0700

Fax: 0121 682 0090

Email: [bhamcrosscity@nhs.net](mailto:bhamcrosscity@nhs.net)

All patients will have a named accountable GP, but you are free to see either of the GPs of your choosing.

### **Our Opening Times**

Mon                    9am – 2:00pm   4pm - 7.30pm

Tue                    9am – 2:00pm   4pm – 7.30pm

Wed                    9am – 2:00pm   4pm – 6.30pm

Thu                    9am – 2pm

Fri                    9am – 2:00pm   4pm – 7.30pm

When the surgery is closed between 8am-9am and 2pm – 4pm, cover is provided by Primecare. Please follow the instructions on the recorded telephone answering message.

Out of Hours (6.30pm – 8am weekdays and all day weekends) cover is commissioned by the CCG. Again please follow the instructions on the telephone answering message.

We offer extended hours (late opening until 7.30pm) on Monday, Tuesday and Friday evenings for pre-booked GP appointments.

### **Appointments**

All GP consultations are by appointment. We operate 10 minute consultation slots, and only one patient per appointment. Any urgent cases will be seen on the day. We also endeavour to accommodate all non urgent appointment requests within 2 working days. We accept online, telephone, and in person appointment bookings. If you feel that you may need more than a ten minute consultation to discuss all your issues with either the doctor or nurse, please ask for an extended appointment. When booking an appointment it is helpful if you can let the receptionist know the reason for the appointment as some procedures can only be performed by certain staff members and others require longer appointment slots such as spirometry. If we

have a record of your mobile number you will receive a text message reminding you of the time of your appointment.

If you are late for your appointed time, we will still endeavour to see you within the same session, but this will usually be at the end of the session and at the clinician's discretion, so as not to inconvenience other patients.

We ensure that our healthcare assistants and nurse have a number of unfilled slots every day which enables us to operate a '**one stop shop**'. If you are seen by the GP and he/she requests certain investigations (eg blood tests or ECG as part of your work up) or notices that certain parts of your chronic disease reviews will soon be due, he/she may request that you have this done during the same session, as long as this is convenient for you. This enables us to operate more efficiently and saves you multiple trips back and forth to the surgery.

### **Home Visits**

You may only request a home visit if you are housebound or are too ill to visit the practice. The GP will call you back to establish that your medical condition requires a home visit and to decide how urgently a visit is needed. If you do need a home visit, you can help us by calling reception as early in the day as possible.

## **Our Doctors**

*Dr Aleem Akhtar (m)* GP Partner

MBBS (Dow, Karachi), LRCP, LRCS (Edin) LRCP&S  
(Glasgow), MRCP (London), DCP (Warwick)

*Dr Mariam Akhtar (f)* GP Partner

MBChB (Birmingham), DCH, DRCOG, DFSRH, MRCP,  
European Cert. in Essential Palliative Care, Warwick  
Cert. Diabetes Care

You may occasionally be seen by a locum GP doctor if  
our regular doctors are on leave.

## **Practice Nurse**

*Mrs Tahira Symonds*

Our practice nurse sees patients for long-term health  
conditions such as asthma or diabetes reviews. She also  
carries out childhood vaccinations, travel vaccines and  
cervical cytology.

## **Healthcare Assistants**

Our healthcare assistants support the GPs and practice  
nurse with their daily work by carrying out tasks such as  
phlebotomy (taking blood), urine testing, blood  
pressure measurement, ECGs, spirometry, smoking  
cessation and new patient checks. They may also  
administer certain injections, such as the flu vaccine.

They also help in the running of certain aspects of the Chronic Disease Clinics.

They may act as a chaperone when a patient or other staff member requests one.

Our HCAs can provide a signposting service to direct you to local initiatives or services which are more appropriate or better suited to your particular areas of need eg financial/social/other support that may not be best provided in the surgery. Mrs Sarwat Qureshi is additionally qualified to carry out cervical cytology, alongside the practice nurse.

*Mr Ijaaz Gillani*

*Mr Khalid Shah*

*Mrs Sarwat Qureshi*

### **Practice Management**

*Mr Sohail Younas (Practice Manager)*

*Mr Ishfaq Ahmed (Business Manager)*

## **Administration**

*Miss Aarifah Jamil*

## **Reception**

*Mrs Baljit Kaur*

*Mr Syed Naseem Zafar*

Our receptionists are your initial contact point for general enquiries. They can provide basic information on services and results and direct you to the right person depending on your query. They make the majority of patient appointments with the clinical staff. They also perform other important tasks such as issuing repeat prescriptions.

## **Allied Staff Members**

The **Community Midwife** runs her clinic at the surgery every Friday. If you are pregnant please see the GP or nurse who will refer you on to the midwife.

The **Health Visitor** runs a drop in Well Baby & Child (for children <5yr age) clinic every Tuesday 10.30-11.30am.

We have a **Health Trainer** who provides one-to-one sessions at the practice on Wednesdays. She is happy to see any patient who would like assistance or encouragement to achieve personal health goals and

make positive lifestyle choices such as losing weight, healthy eating and stopping smoking.

We have a **Women's Aid** worker who can see patients at the surgery for advocacy and support. You may ask any member of staff to be referred to her.

### **New Patient Registration**

If you live within our practice area you are welcome to register with us and our reception staff will be happy to guide you through the procedure. Eligibility can be quickly confirmed from your address so please provide proof by way of a recent utility bill along with one form of photographic ID.

As a guide the practice covers Alum Rock, Washwood Heath, Saltley, Ward End, Hodge Hill, Bordesley Green, Small Heath and Nechelles. (Birmingham B7/ B8/ B9/ B10, part of Hodge Hill B36 and part of Stetchford B34).

You will be asked to complete a registration form and a health questionnaire which will provide us useful information whilst we wait for your medical records to arrive from your previous doctor.

All new patients are offered a health check with a member of the healthcare team to ensure that any required tests are up to date and that we have an accurate note of any significant medical history. If you



are on repeat medication please ensure you make an appointment to see the GP, and bring your repeat slip from your previous GP, before running out of your supply.

## **Services**

We offer the following services within normal surgery times:

*Chronic Disease Reviews* All our patients suffering from the following conditions are called in on a regular interval for monitoring and review.

Diabetes, Hypertension (high blood pressure), Chronic Heart disease, Asthma, COPD (chronic bronchitis and emphysema), Learning Disabilities

*Family Planning & Sexual Health* Our doctors offer contraceptive advice and can also issue emergency contraception. We also offer testing or signposting of testing for sexually transmitted infections.

For information on local sexual health clinics or for long acting contraceptive choices such as the implant or the coil, please visit Umbrella Health (<https://umbrellahealth.co.uk/>) or call 0121 237 5700.

*Cervical Cancer Screening* Female patients between the ages of 25 and 64 are advised to have regular screening. We operate a call and recall system to remind you.

*Minor Surgery* We currently are not providing in-house minor surgery. If the GP feels it is appropriate he/she will refer you on to an appropriate provider for this.

*Smoking Cessation* We actively encourage smokers to give up the habit and provide smoking cessation support, nicotine replacement and/or medication. Please see one of our trained Health Care Assistants or the Health Trainer for this.

*Health Screening* The practice has been carrying out the health screening of all our patients above the age of 15 since 2003, irrespective of any health problems or lack of. If you have not yet had your health check-up, please make an appointment with the nurse or Health Care Assistant. General health/lifestyle checks and advice are provided and we can further refer you to our in-house health trainer.

*Phlebotomy* Our healthcare assistants and nurse carry out phlebotomy (taking blood samples) throughout the week, except Friday afternoon clinic.

### **Repeat Prescriptions**

We offer a same-day repeat prescription service provided we receive the request before 11am. The prescription will be ready for collection by 6pm. Requests put in after 11am will be ready for collection

by 11:30am the next working morning. Requests put in on Thursdays will be available the following morning.

Please use the tear-off repeat slip attached to your last prescription to order, clearly marking the required items.

Alternatively you can order online via our website [www.alumrockmedicalcentre.nhs.uk](http://www.alumrockmedicalcentre.nhs.uk). If you are a first-time user you will need to register for this at reception.

If your medication review is overdue, you may be asked to make an appointment to see the GP or nurse before any further medication can be issued.

### **Comments & Complaints**

We make every effort to give the best service possible to everyone who attends our practice. We have a comments and suggestions box and also a book at reception for your positive and negative feedback.

We are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

To pursue a complaint please ask at reception to speak to the practice manager who will deal with your concerns appropriately. Further written information is

available regarding the complaints procedure from reception.

### **Disabled Access**

We have a hearing loop fitted in reception. The ground floor of the surgery site and all clinical rooms are fully wheelchair accessible from the main front entrance. We have plans in place for a lift to the first floor and improved wheelchair ramp access to the main front entrance, as well as to the rear car park in the near future.

### **Abusive and Violent Patients**

We do not tolerate anti-social behaviour and any patient acting in such a manner may be removed from the practice list.

### **Confidentiality & Access to Records**

No information from your health records is passed to a third party without your consent.

However in order for us to give you the best possible care it may, at times, be necessary for us to discuss your health needs with other health professionals. In this situation we would not ask your permission beforehand.

## **Patient Participation Group**

We welcome new members to our active patient group which meets at regular intervals in the year. If you are interested in joining please ask at reception. We also regularly update our PPG noticeboard in the waiting room.

## **Your Rights:**

**RESPECT** You will be treated as an individual and will be shown courtesy and respect at all times. You have the right to be treated with confidentiality.

**INFORMATION** We will give you full information about the services we offer and every effort will be made to ensure you receive any information which directly affects your health and the care being offered.

**NAMES** People involved in your care will give their names and ensure you know how to contact them. The doctors and staff names will either be on their consulting room doors or on name badges.

**WAITING TIMES** We run a 10 minute appointment system in the practice. You will be given a time at which you should be seen, however due to circumstances beyond our control we may be running late and you may not be seen at that time. An explanation will be given if the wait is longer than 30 minutes. If you are late for your booked appointment we will still endeavour to see you, but please be aware that this may be at the end of the session, so as not to inconvenience other patients.

**ACCESS** You will have rapid access to a doctor in an emergency. An urgent appointment will be offered that same day with either doctor.

For non-urgent appointments you can express a preference of practitioner by specifying to the receptionist/online at the time of making the booking.

**TELEPHONE** We will try to answer the telephone promptly.

**HEALTH RECORDS** You have the right to see your health records subject to limitations in law. They will remain confidential at all times.

**TEST RESULTS** If you have undergone tests or x-rays ordered by your doctor, you will be given a timeframe to telephone for the results.

**COMPLAINTS** We will provide you with information about how to make suggestions or complaints about the care you have received. We want to improve services so will welcome any comments.

**Your Responsibilities:**

**RESPECT** We ask that you treat the doctors and all the practice staff with the same courtesy and respect.

**INFORMATION** If you do not understand any of the information given to you by any member of staff please ask for it to be clarified.

**NAMES** Please let us know if you change your name, address or telephone number. Proof may be requested.

**WAITING TIMES** Please try and keep appointments or tell us as soon as possible if you cannot. Try not to save up a lot of different problems for a single 10 minute appointment; ask the Receptionist for a double (20 minute) appointment if this is the case.

**ACCESS** Please reserve home visits requests for genuine cases where the patient is too ill or infirm to come to the surgery.

**TELEPHONE** Please try and keep your phone call brief and try to avoid calling during peak morning times (9-11am) for non urgent matters. For repeat medication requests, if possible please utilise the online service or come in person, to avoid busying the phone lines.

**HEALTH RECORDS** If you wish to see your records please ask at Reception and you will be given the details on how you can access them. There may be a charge for this.

**TEST RESULTS** Test results take time to reach us so please do not ring before you have been asked to do so. Enquiries about tests ordered by the Hospital should be directed to the Hospital. Whilst we do endeavour to contact you about abnormal results requiring action, it is your responsibility to ask for results.

**COMPLAINTS** Please be aware of the arrangements we have made to receive your suggestions, complaints or even compliments



### **Useful Local Telephone Numbers**

Out of Hours (evenings & weekends)	111
Washwood Heath Urgent Care Centre	0121 322 4310
Saltley Neighbourhood Advice	0121 216 3030
Citizens Advice Bureau	0344 477 1010
Birmingham Healthy Minds (counselling)	0121 305 2525
Lateef Project (Muslim counselling service)	0121 301 5392
Birmingham Carers Hub	0333 006 9711
Apna Ghar (Asian elderly day centre)	07827 940 844
Highfield Childrens Centre	0121 675 4617
Adderley Childrens Centre	0121 464 4183
Saheli Hub (Women's Exercise Group)	0121 4466137
Birmingham Wellbeing Hub	0121 262 3555
IRIS (domestic abuse service)	0117 925 0680
Sexual Health Clinics (Umbrella)	0121 237 5700
Benefits Support	0121 464 7000
Child protection - concerned about a child?	0121 303 1888
Social Services Emergency Duty Team	0121 675 4806
Homelessness	0121 303 7410