

Staff

Practice Manager

- Linda Edwards

Receptionists

- Vicki Patsy
- Shamy Laura

The Practice is supported by a team of District Nurses, Community Midwives, Health Visitors and CGL Drug Workers.

Language Spoken

English, Urdu, Hindi and Punjabi

Appointments

We operate an appointment system at all times. A separate appointment is needed for each patient. Appointments can be requested via telephone or face to face, please ring as

Early as possible for same day appointments.

Registering with the Practice

The main catchment area for the practice is within B8, B9, B10 and B33, However, patients from all across Birmingham are welcome.

Our list is open to register new patients. Please make enquires at reception about registering. It is your right to express a preference of practitioners. Occasionally your personal information may be shared with outside agencies: this will be in order to improve your treatment or to check how a service has been delivered.

Access to Health Records

In accordance with the Data Protection Act 1998, 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 patient consent unless we are legally obliged to do so.

Home Visits

If you are too ill to attend the surgery you can request a home visit. Requests for home visits should be made before 1am where possible. It is important for the Doctor to have some information about your problem so that the urgent cases can be visited first.

Do remember that home visits are very time consuming and try to get to surgery whenever possible.

Repeat Prescriptions

Our service is computer based and we require 48 HOURS NOTICE to process repeat prescriptions. Prescriptions can be ordered by leaving your tear of slip in the box provided at reception. You may also post your prescription to us, if need be request slips at reception. A collection service is available from local pharmacies. WE DO NOT EXCEPT PRESCRIPTION REQUESTS OVER THE TELEPHONE.

Disabled access

The front entrance has access for wheelchair users.

Car parking

The practice has its own car park for patients use but cannot accept responsibility for loss or damage to vehicles. Please do not leave valuables in your vehicle.

Services available

We provide General Medical Services, including management of long term illness and chronic disease management.

Substance Misuse service

We run a Substance Misuse Clinic in conjunction with Swanswell offering treatment for Heroin misuse both by way of detoxification as well as maintenance depending on the patients needs and wishes.

Well Women/Cervical Smear

Women aged 25-65 years are recommended to have a cervical smear every 3-5 years.

Family Planning & Sexual Health Services

In addition to advice on the pill and other methods of contraception we can offer the following Post coital contraception (Morning after pill) injectable contraceptives, Pregnancy testing, Confidential advice to under 16 years olds, Advice on termination of pregnancy and condoms available (only limited supply).

Children Health and Immunisation

We recommend full immunisation for all pre-school children. 8 week baby check ups are offered at the practice.

Ante-Natal & Post Natal Care

Full ante-natal and post-natal care is given in conjunction with the community midwives on Wednesday 9.30-4pm

Test Results

We receive the results of urine and blood tests after 4 to 6 working days. Results and correspondence have to be checked by the Doctor. Please telephone for the results after 11.30am.

Phlebotomy Clinic

BHH Phlebotomist comes in to the surgery on a Wednesday between 8.45-9.30am.

Travel Immunisations

For routine /travel vaccinations please make an appointment in advance. Try to allow 4 weeks for a full course.

Non NHS Services

The Doctor provides non NHS services including the following:

HGV Medicals

Private Sickness Certificates

Vaccination Certificates

We also fill in :

Private insurance claims

Passport forms

Holiday cancellation forms

The current charges for these services can be obtained from reception.

Change of address

If you change your name, address or telephone number please let us know as soon as possible in order that your records are kept up to date. This avoids confusion if you need a home visit or if we contact you for any other reason.

Patients comments

The doctors and staff welcome your comments on the services offered by the practice. You may do this in person, by letter

Some Useful Contact Information

Badger - 0121 766 2104

NHS 111 –111

Heartlands hospital – 0121424 2000

Washwood Heath Urgent Care Centre –
65 Clodeshall Road B8 3SN Tel: 0121 322
4310

Practice complaints procedure

If you have a complaint or concern about the service you have received from the practitioners or any other staff working in the practice, please ask to speak to the practice manager. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problems cannot be solved this way and you wish to make a formal complaint. Please write to the practice manager. A leaflet explaining our complaints procedure is available at reception

Please follow this link for more details which are situated on NHS Choices: <https://www.nhs.uk/choiceintheNHS/Rightsandpledges/complaints/pages/NHScomplaints.aspx>

The NHS Complaint line is: 0300 311 2233 (open from 8.00am-6.00pm)

NHS England email is:
england.contactus@nhs.net

POHWER Advocacy Service
Tel: 03004562370

Email: pohwer@pohwer.net

Cotterills Lane Surgery operates a zero tolerance policy concerning violence and abuse. This includes unreasonable/ offensive/ threatening behaviour or attacks on members of the staff or the general public and damage to the surgery premises or property. We have the right to remove patients and will do by informing them by letter

Your Responsibilities

We can help you best if you: treat staff politely and with courtesy as you would wish to be treated yourself. Realise that the demand for medical service is unpredictable so that at times Doctor is very busy and may not be running on time. Understand that results of tests are only given out to the person who had the test or in the case of children, the parent or guardian.

Please can you ensure that you contact the surgery if you can not attend your appointment, this is so we are able to offer the appointment to another patient.

We have a DNA (Did Not Attend) Policy where if a patient fails to attend their appointment 3 times without contacting the practice beforehand, a letter will be sent to the patient who will then be removed from the practice list and the patient will then have to register at another GP practice.

Out of Hours

The current situation is that the practice has opted out of Out of Hours cover which means that Birmingham Cross-City CCG is legally responsible for providing cover between 18.30-8.00am Monday –Friday as well as the entire weekend and bank holidays. Currently it has contact with Badger whose telephone number is 111. The practice has an arrangement of its own currently with prime care services (0845 6031761) who would take telephone messages from 8.00 to 8.30 Monday to Friday from 18.00 to 18.30 but provide full cover between 13.00 and 18.00 Wednesdays and Thursdays unless they are Bank Holidays. The outgoing message on the practice's telephone answering service would give the same information.

All staff employed at the surgery have access to patient information and have signed a confidentiality agreement. No information about any patient would be given to anyone without their consent or court order.

Birmingham Cross City CCG is responsible for the commissioning for the Badger Service

The address for the Birmingham CrossCity CCG is—

Bartholemew House

142 Hagley Road

Edgbaston

Birmingham

B16 9PA

**DR MUHAMMAD Y SAIGOL
(MBBS)**

DR MARYAM SAIGOL (MBBS)

And

DR SARA SAIGOL (MBChB)

Not a Limited Partnership

COTTERILLS LANE SURGERY

75/77COTTERILLS LANE

ALUM ROCK BIRMINGHAM

B83RZ

Tel/Fax : 01213275111

Website: www.cotterillslanesurgery.nhs.uk

Surgery Reception Hours

Monday 8.30am - 6pm

Tuesday 8.30am - 6pm

Wednesday 8.30am - 7.15pm

Thursday 8.30am - 1pm

Friday 8.30am - 6pm

Access to reception is open all day
except for Thursday afternoons.

Medical Consultation Times

Monday 9am - 11.45am - 2.00pm - 5.30pm

Tuesday 9am - 11.45am - 2.00pm - 5.30pm

Wednesday 9am –11.45am - 3pm - 6pm

Wednesday Extended Hours -6pm - 7.15pm

Thursday 9am –11.45am -Closed

Friday 9am –11.45 - 2.00pm - 5.30pm