

TELEPHONE NUMBERS

Appointments, Prescriptions, Enquires and Results

0121 322 8820

Email

amaanah.medicalpractice@nhs.net

Out of Hours

111

PATIENT ACCESS

Patient access allows you to book appointments, request repeat medication and view your medical records online. You will need login details to set this up. Please ask at reception for your login details.

TEST RESULTS

If a test result is normal we do not contact you. If a test result is abnormal you will be contacted to come for a further test or to see the doctor. If you want to ask about any test result, please phone the health centre **after 11:00**. Please allow at least one full week from the day the test is taken before calling for the result. We have a strict policy regarding confidentiality and data protection. We will only give out results to the person they relate to unless that person has given prior permission for their release.

OTHER INFORMATION

You will find a wide variety of Practice information which will inform you of all the services that we provide for our patients. These include Comments and Complaints leaflets. Please enquire at reception or visit the practice website.

YOUR CONTACT INFORMATION

Please notify us of any change of address or phone number. You should also notify hospitals where you are receiving treatment or have been referred.

PRACTICE STAFF

GP Partners

Dr N Khalid (Partner – Male) MB ChB, BMSc (Hons), Pathology, MRCGP

Dr M Waheed (Partner – Male) MBBS, LMSSA, LRCP, LRCS

Dr W Khan (Partner – Male) MB ChB, DCHP, DRCOG, MRCGP

Dr J Iqbal (Partner – Male) MB ChB MRCGP DCH DRCOG DFFP

Doctors

Dr I Sajid (Female)

Dr I Yakub (Male)

Dr M Akbar (Male)

Dr I Wali (Female)

Nurse

Heidi Ramirez (Practice Nurse)

Health Care Assistant

Noreen Begum (HCA – Female)

Practice Manager

Talat Khaliq

Medical Secretary

Hamida Begum

Reception Team

Shureka, Subhaan, Kaynaat, Hamida, Tasmia.



Amaanah Medical Practice

Practice Leaflet

**Working together to provide high quality
care for a better future**

CONTACT DETAILS

**1 Cradock Road
Birmingham
B8 1RZ**

 www.amaanahmedicalpractice.com

OPENING TIMES

**Monday: 08:30am-19:30pm
Tuesday: 08:30am-19:30pm
Wednesday: 08:30am-18:30pm
Thursday: 08:30am-19:30
Friday: 08:30am-18:30pm**

**The practice offers extended access
appointments via CMA Oakleaf Hub
appointments are available 7 days a week.**

All clinics are by appointment, and can be made in person by telephone or online. We operate an appointment system where we can book routine appointments 5 days in advance, and on the day. When you make an appointment it is helpful if you give the receptionist as much information as possible regarding your condition so that an appropriate appointment can be booked with a Doctor, Nurse or HCA. If you are unable to attend for your appointment please let us know so that we can offer this to another patient.

Please be aware that ALL doctor appointments are 10 minutes long, if this isn't long enough, please ask for a 'double appointment'. The doctor may ask you to make another appointment if you attend with more than one problem. Telephone consultations can be requested by contacting reception. You will need to give reception a telephone number you can be contacted on and you will be booked onto the appointment screen. The GP will call you back for a consultation. The doctor may call you at any time so please keep your phone available

URGENT APPOINTMENTS

We have urgent appointments available every week day. Please call before 9:30am for an urgent appointment for the morning and after 12pm for urgent afternoon appointments. *(Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms).*

HOW TO REGISTER AS A PATIENT

If you are new to the area and are requiring registration with one of our GP's please ask at our Reception. If you have your Medical Card then please bring this along with you. We will also need a copy of your **passport** and **proof of address**. Following your registration you will be required to have a new patient check to enable your registration to be fully completed. An appointment will be offered with our Health Care Assistant/Nurse during your registration. ***The Surgery is currently taking on new patients.***

CATCHMENT AREA

The surgery catchment area is a 4 mile radius.

HOME VISITS

Whenever possible we prefer to see you at the Surgery;

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before 11am if at all possible.

TELEPHONE ADVICE

We offer a telephone triage service every day between 08:30am and 12:00pm. A GP will do a telephone consultation and if necessary, arrange for the patient to be seen that morning.

PRESCRIPTIONS

Requests for repeats prescriptions will be dealt with within 2 full working days. This can be in-person, online, by telephone or through a nominated pharmacy.

Electronic Prescribing: We have introduced electronic prescribing so you will not have to visit the surgery to pick up your paper prescription before taking it to the pharmacy. Instead we will send the prescription electronically. You will have more choice about where to get your medicines from as they can be collected from a pharmacy near to where you live, work or shop. You will need to nominate any participating pharmacy. This can be done by informing us or by going to the pharmacy you use and let them know you want them to be your nominated pharmacy and they will do the rest.

CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP.

OUT OF HOURS

If you have an urgent problem when the surgery is closed Please ring 111. At any other time use our telephone line as mentioned above and follow the instructions given on the answer machine.

Other numbers you can use

NHS Choices - www.nhs.uk
Health Visitor -
District Nurses – 0300 555 1919
Dental Hospital – 0121 466 5000

DISABLED ACCESS FACILITIES

Ramp entrance for wheelchair users
Disabled toilets on the ground floor.

TEACHING & RESEARCH

The surgery is a training practice for General Practice Registrars (GPRs). GPRs are doctors in training who are qualified doctors and have already worked in hospitals as junior doctors for at least 2 years. However, they would like to specialise in General Practice. The Practice is also involved with medical research. We would value your co-operation with both of these, but we understand if you do not want to be involved.

DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system. The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there's a good reason, the practice must provide the information within 20 working days. Please contact the secretary. There may be a charge for this information.

COMPLAINTS AND COMPLIMENTS

Understanding the experiences of patients is really important to us. It helps us to improve the services we provide. If you would like to share your experiences with us; good or bad, or if you have any questions please call **The Patient Experience Team on 0121 411 0415** or email: patientexperience@nhs.net

OUR COMMISIONING GROUP

Birmingham and Solihull CCG (BSOL)

First Floor

Wesleyan

Colmore Circus Queensway

Birmingham

B4 6AR

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