

Welcome to Poplar Primary Care Centre

(Greenridge Healthcare Limited – Directors Dr Kenneth Deacon and Dr Amanda Gough, Secretary Fay Knight. Registered Office: 671 Yardley Wood Road, Billesley, Birmingham B14 7AG – Tel: 0121 465 8230) Company registration 6601832)

Contact Details

All Calls: **0121 465 8314**

Email: **info.poplar@nhs.net**

Online at: www.poplarprimarycarecentre.co.uk

Address: 58 Poplar Road, Birmingham, B14 7AG

Opening Times

Monday 8am to 8pm

Tuesday to Friday 8am to 6pm

When we are closed – call **111** if you need GP advice (our Out of Hours provider is currently PRIMECARE)

The 'Regular' Doctors	Dr Louise McGovern Dr Annabelle Ashton Dr Andrew Burlace Dr Toks Senbanjo Dr Zoe Lam Dr James Barber
From time to time doctors from our 'sister practice' Greenridge Surgery may work at Poplar Road	Dr Amanda Gough Dr Lakhbinder Jhass Dr Ken Deacon
Other Clinical Staff	Jonathan Janneman – Practice Nurse Ventura Easy – HCA Zoe Faulkner - HCA Perminder Mullhi – Pharmacist Waqas Mohammed - Paramedic

Business Manager:

Dawn Rooker

Administrative Team

Practice Manager:

Yvonne Eadon

Practice Secretary:

Caroline Cape

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. 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 alternative 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 ACCESS OPENING TIMES

Yardley Wood Health Centre operates as a Hub for the local GPs within our PCN after usual surgery hours.

This is not a walk in service. Please book through reception

From Tuesday 1st of February 2022 the hub will be AVAILABLE as follows.

MON- **6.30pm-8pm**

TUES- **6.30pm-8pm**

WED- **6.30pm-8pm**

THUR- **6.30pm-8pm**

FRI-*closed*-

SAT- **8.30am -11.30am**

SUN -*closed*-

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 8314**. Further Information about symptoms may be asked for by our receptionist to enable the doctor to determine the priority and timing of the visit.

Appointments – The practice has had to make major changes to our appointment and booking systems as a result of the Covid 19 pandemic. These changes, and how to arrange a consultation are outlined on the last page of this leaflet.

If you are experiencing breathing difficulties, chest pain or have any life threatening symptoms than please call 999 immediately.

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 safeguarding 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 a 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 (Daily by appointment)

Well Person Clinic (Daily by appointment with HCA)
appointment)

Family Planning (Daily by

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 Data Protection Act and is bound to the terms of that agreement. 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.

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 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/. 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, B14, B28 or B38 postcode then 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.

Covid and appointments

The way in which we offer services has had to change significantly because of Covid.

- We are required to limit footfall within the surgery to reduce cross infection risk and to comply with distancing guidelines.
- We have had to significantly reduce the capacity of the waiting areas.
- National guidelines have been issued requiring us to carry out consultations remotely (so online, by telephone, or by video link) wherever possible, and only to bring patients into the surgery where a 'hands on' examination or procedure is necessary.
- Clinical rooms have to be disinfected after every patient, significantly increasing the time needed for each patient.

With these requirements, it is impossible for us to operate in a traditional way, where we make appointments available on a 'first come first served' model. Our capacity for face to face appointments has been dramatically reduced and we could not possibly provide the number of face to face appointments we have in the past. Continuing with a normal booking system would effectively create a lottery where some people could get appointments, and others couldn't, based on the time people called rather than their clinical need.

If you need a consultation with a doctor:

We currently use a system called E-consult. If you go to our website, and click the e-consult button, you will be able to provide information about your condition or concerns. You will be able to request clinical advice, and also request things like sick notes. If you prefer a particular person to deal with your concern, you can state this.

The E-consults are passed to the doctors, and you will always receive a reply or call by the end of the next working day (around 90% are dealt with on the day they are sent). If after talking to you the doctor thinks you need to be seen face to face, the GP will book you an appointment themselves, usually on the same or next working day.

We realise that this is a big change from how appointments have been booked in the past, but this system ensures that we are able to respond to every patient who contacts us, rather than being able to offer appointments to far fewer than need advice or help. We know that it can take a few minutes to complete the e-consult, but it allows us to respond to everyone (and means you don't have to try and get through on the phone)

Appointments with nurse / Health Care Assistants

If you have been asked to book an appointment with a nurse (for example for a smear, or a diabetes review) or a Health Care Assistant (for example for blood tests, or an ECG) you can contact the surgery by telephone on 01214658314, or email info.poplar@nhs.net

The nurses and pharmacists now carry out some regular reviews by telephone or video link rather than in person.

In normal times, if you are registered for our online services, you would be able to book an appointment directly online. At the moment we have had to switch this system off to comply with the national instructions and guidance

If you make an appointment but find that you are unable to attend please cancel at the earliest time possible.