



Iridium Medical Practice



Richmond Primary Care Centre
299 Bordesley Green East
Stechford, Birmingham
B33 8TA

Tel: 0121 241 5025

Fax: 0121 241 5026

Email: iridium.mp@nhs.net

Website: www.iridiummedicalpractice.nhs.uk

Facebook: www.facebook.com/Iridium-Medical-Practice

We are in the Birmingham Cross City Clinical Commissioning Group **Website:** www.bhamcrosscityccg.nhs.uk



Day	Open	Closed
Monday	08.00	20.30
Tuesday	08.00	18.30
Wednesday	08.00	18.30
Thursday	08.00	18.30
Friday	08.00	20.30
Saturday	Closed	Closed
Sunday	Closed	Closed

Please note:

Reception will be closed between 12.30pm and 1.30pm for staff training every 3rd Wednesday of the month.

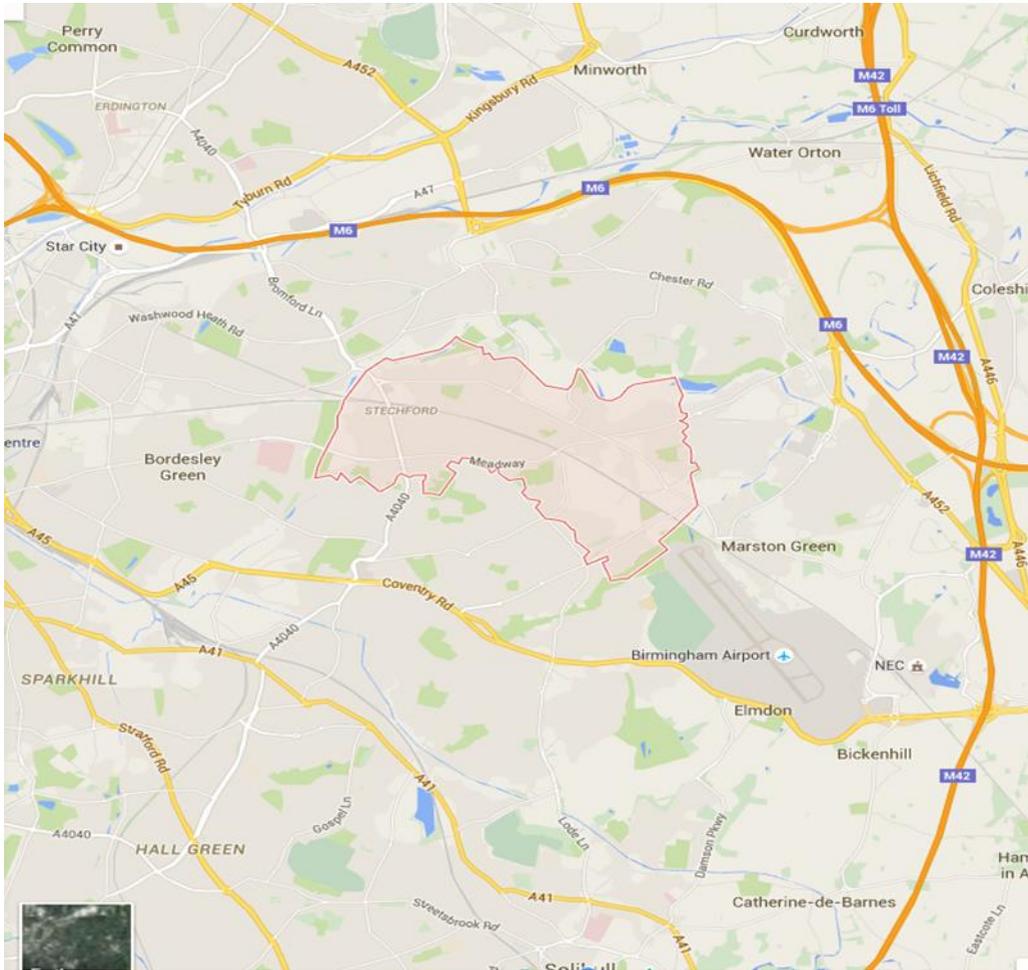
If you are looking for a practice to join, we hope you will find the enclosed information helpful; and if you have just registered with us, the leaflet tells you about how to contact us, who we are, what we do and the services we have to offer.

We are happy to register anyone living within 3 miles of the practice area.

We are also happy to register anyone outside of the practice area but this is at the discretion of the GP Partners and Practice Manager.

However, if you are registering outside of the practice area **we do not offer a home visit service.**

We accept patients within 3 miles from practice.



Registering with the Practice:

To register at the practice, please complete a registration form, obtainable from **reception** or **downloadable from our website**. Although you are registering with the practice, you may request to be looked after by a specific doctor. Your preference will be met if possible, but it will depend on the individual doctor's practice list at the time. When registering, you will be asked to provide **photo identification i.e. valid passport, full driving license** and **proof of your address i.e. utility bill, bank statement dated within the last 3 months**.

If you are on repeat medication, please ensure that you bring the right hand side of your prescription that was last issued. You will need to see a doctor before a prescription can be issued. (Please make sure you have enough supply from your previous practice before registering).

Register now for your FREE appointment reminders – Please fill in a leaflet at Reception, and we will send you SMS text reminders of your appointments.

Medical Cards

Medical cards are no longer issued routinely to new patients by the Primary Care Support Service (PCSS). If you need confirmation of your NHS number, the practice can tell you on production of a form of identity. If you require written confirmation of registration or your NHS number, please phone the **PCSS on: 020 8335 1400**; or visit the PCSS web site **www.pcss.nhs.uk/MedicalCard.aspx** where there is advice on how to request a medical card/NHS number.

Due to information security the PCSS is unable to give out NHS numbers over the telephone, but they will send confirmation of a patient's NHS number to their home address as held on the PCSS system.

Named Accountable GP:

From 1 April 2015, practices are required to allocate a named, accountable GP to all patients (including children).

For more information please visit our website.

Ordering Repeat Prescriptions:

When you need a new prescription, tick the items that you require on your right hand side of the prescription and place in the box at reception. You can also request your prescription online through the practice website. Requests for repeat prescriptions are accepted by calling our prescription order line on 0121 241 5062. This line is open between 9.30-2.30pm weekdays only.

Your prescription will be ready for collection 48 hours later. Alternatively prescriptions can be requested by completing our online form via the website or by Fax on 0121 241 5026.

Please note: you need to register online via the website to use the prescription ordering service. Alternatively, the local pharmacies can collect your prescription direct from the surgery at your request.

Review of your medication with your doctor is necessary at appropriate intervals.

The information is also available on our website:
www.iridiummedicalpractice.nhs.uk

Our Clinical Staff

GP Name	Qualifications, Where & when qualified	Role within practice
Dr Jugjit Sanghera		Senior GP Partner
Dr Rizwan Alidina		GP Partner
Dr Wasif Siddiqui		GP Partner
Dr Subeena Suleman		GP Partner
Dr Anita Krishnan		Salaried GP
Dr Awal Mohammed		Salaried GP
Dr Osama Akhtar		Salaried GP
Dr Zahair El- Haffer		Locum GP
Dr Razia Shaik		Locum GP
Dr Etya Talzohrah		Locum GP
Dr Zafar Zaman		Locum GP
Jaswir Dhalivaal		Advance Nurse Practitioner
TBC		Advance Nurse Practitioner
Mary Moyles		Practice Nurse
Angela Dawn		Practice Nurse
Carolyn Smith		Practice Nurse
Angela Checkett		HCA Lead
Mayuran Gobalakrishnan		HCA
TBC		HCA

The Advance Nurse Practitioner and practice nurses duties include:

- Blood pressure monitoring.
- Ear syringing
- Cervical smears
- Travel health advice and vaccinations
- Childhood immunisations
- Wound care and dressings
- Minor Ailiments
- Monitoring of all clinical registers

The GP's and practice nurses are supported by our health care assistant's, Their responsibilities include blood tests, blood pressure checks, electrocardiographs and co-ordinate the home loan blood pressure monitor. Angie Checkett runs the INR clinic.

Our Non Clinical Staff

Shabana Ahmed MPharmT	Practice Manager
Eliza Choudhury	Practice Manager Personal Assistant
Shafaq Malik	Office Manager
Jaqueline Hall	Qof/ACE Lead
Sarah Schadewald	Qof/ACE Assistant
Salma	Practice Administrator
Amanda Burford	Senior Receptionist/ Practice Administrator
Hameeda Razaq	Senior Receptionist
Anne O'Brien	Senior Receptionist
Jane Brown	Receptionist/Administrator
Shazia Parveen	Receptionist/Administrator
Georgie Dowling	Practice Administrator
Kerri Tremayne	Prescription Administrator
Shamim Sabir	Prescription Administrator
Rosalind Fergus	Receptionist
Sophia Ahmed	Receptionist
Gillian Coakley	Receptionist
Christine Ryder	Receptionist
Catriona Murtie	Receptionist
Asima Fiaz	Receptionist
Tanzilah Ali	Receptionist
TBC	Receptionist
TBC	Receptionist

Our receptionists are here to welcome you, make appointments, arrange visits and help you make the best use of the services the

practice offers. They are fully trained and act according to doctors' instructions.

During surgery hours they are much in demand, but will always try to help you with any queries as sympathetically and efficiently as possible. Any information entrusted to the receptionists will be treated in complete confidence. If however you would like to speak to someone in private, please mention this at the reception desk.

Our secretarial, clerical and computer staff, supported by members of the reception team undertake a wide range of essential support tasks. These include patient registrations, management of patient medical records, processing of referral letters and medical reports, preparation of repeat prescriptions (about 20,000 per year), issuing invitations for health screening, vaccination programmes and clinics and liaising with local hospitals, community services and other agencies.

Computers are an essential part of the surgery operation and the management of the practice's clinical system (EMIS), website, and intranet is a key function co-ordinated by the Practice Manager, who also provides support and training for the practice staff.

Patient Charter (Patient rights and responsibilities):

This practice has an equal opportunities policy. It is our policy not to be judgmental regarding the lifestyle or sexual orientation of our patients. We are happy to help patients from all groups of society and will try to give the best care to everyone equally.

Violent or abusive behaviour to any member of the practice (GP, nurse or staff) or to anyone else on the practice premises will not

be tolerated and patients behaving in such a manner will be required to register at another practice.

Please be polite and courteous to all members of the practice. Please realise that we will not tolerate bad behaviour towards our staff or anybody else in the Centre for Health.

Our Responsibilities to you:

We will endeavour to treat you with courtesy, respect and sensitivity at all times. Patients will be treated as individuals and partners in their health care, irrespective of their ethnic origin, religious and cultural beliefs, gender, social class, disability or age.

We strive to maintain the highest standards of medical practice at all times. The doctors and health professionals concerned maintain these standards through continuing audit of your care and through professional learning. (For more information please visit our website).

Disabled Access:

We have full access to all consulting and treatment rooms and toilets. There is a portable induction loop available for people with hearing problems.

Important Information Surgery Opening:

Monday & Friday: 8.00 -20.30 (extended hours)
Tue, Wed, Thurs: 8.00-18.30

Telephone: 0121 241 5025

Monday to Friday: 8.00 a.m. to 6.30 p.m.

When requesting an appointment or a home visit please try to give our receptionists a clear idea of the urgency of the problem.

Outside Surgery Hours: dial 111

Badger is responsible for the out-of-hours service.

When the surgery is closed, patients should dial 111 if they need medical help or advice; this service is for non-urgent medical attention. NHS 111 operates 24/7, 365 days per year. This service is free to use from a landline and a mobile.

It may be possible for NHS 111 to deal with your problem over the telephone; they may direct you to an alternative service which includes **Badger** the out of hour's service.

Any 999 call to an ambulance service is prioritised into two categories to ensure life-threatening cases receive the quickest response:

1. Immediately life threatening
2. All other calls – For conditions that are not life threatening, response targets are set locally

Peak Periods:

The lines are busiest between 8.00am-10.30am. Please avoid this time of day for routine and non-urgent matters. **Monday** is normally the busiest day for the practice. It would be appreciated if non-urgent matters could be left until later in the week.

It would be appreciated if you would telephone after 11.00 a.m. This includes booking future appointments which can normally be made up to a month ahead.

**To request an appointment or home visit on the same day:
Please telephone before 10.00 a.m.**

To speak to a doctor:

Calls are returned after morning session or before evening session. For more specific information please ring reception after 10.30am.

The doctors have allocated appointments for telephone consultations; these can be booked in advance through reception.

To request results of blood tests or other investigations:

Please call after 11.00am.

Please note: if results are abnormal or need further investigation the practice administrative staff will contact you as per GP request via telephone or send a letter out if unable to contact you via telephone. We **DO NOT** call if results are normal unless requested by GP.

Appointments

All consultations with Clinical staff i.e. Doctors, Advance Nurse Practitioner, Practice Nurses, HCA and midwife are by appointment and can be made by calling the surgery or drop in at reception. Appointments with the doctors can also be booked on the internet through our website. (You must register for this service – please ask at reception).

We try very hard to keep to appointment times but our patient's needs are unpredictable and sometimes delays are unavoidable.

Although you may consult any doctor in the practice, we prefer you to remain with one doctor as much as possible since we feel that this allows for better continuity and more personal care.

This may not be the doctor with whom you originally registered.

To help us:

- Please cancel any appointment you are unable to keep
- When updating personal details such as **change of name, address or telephone number – Original documents as proof need to be provided.**

Missed Appointments Policy

A significant number of booked appointments per month are missed where the patient does not attend ('DNA') and does not contact the surgery in advance to cancel/change the appointment. The effects of these missed appointments are:

- An increase in the waiting time for appointments.
- Frustration for both staff and patients.
- A waste of resources.

Therefore the practice has the following policy on missed appointments:

- If you fail to attend appointments without informing us, we will write to you asking if there are any specific problems preventing you from letting us know.
- If you repeatedly fail to attend for appointments, you may be removed from the practice list and will have to find an alternative GP practice.

Home Visits

Home visits can be arranged by contacting Reception:

0121 241 5025 – a message will be left with the 'On call Duty GP' who will assess and allocate for a home visit if necessary.

Visit requests should be made before 10.30a.m whenever possible because delay can occur in contacting the doctor once he or she has left the surgery.

We ask that home visits are only requested for patients who are too unwell and are housebound and cannot attend the surgery (where facilities often allow for better examination and treatment).

SICK NOTES

For illnesses lasting less than a week, you should not require a doctor's certificate, but can use a Statutory Sick Pay (SSP)

Employee's statement of sickness, obtain from your employer, a DSS office or the practice website. If you are asked by your employer for a private certificate, there is a fee payable to the

practice. If you are absent for longer, you will need to see a doctor for a certificate.

Chaperones

This practice respects the privacy and dignity and the cultural and religious beliefs of our patients. If you would like a chaperone to be present during a physical examination by a doctor or nurse at the surgery, please let us know. This chaperone may be a family member or friend or we can arrange for a trained member of staff to be present. If you would like to see a copy of our Chaperone Policy please visit our website for more details.

CONFIDENTIALITY

Please let the receptionist know if you need to discuss something of a confidential nature away from the desk. There are cards in the waiting area which can be used for confidential requests.

We are registered under the Data Protection Act, and any identifiable patient data will not be released without consent, or ethical approval.

Patients may access their medical records in line with the Medical Records Act. **Please contact Practice Managers Personal Assistant – Mrs Eliza Choudhury.**

Doctors, nurses and staff have access to your medical records for their work, and are all obliged to keep them confidential at all times. If you are referred elsewhere for treatment, the relevant data will be passed to the provider of that treatment. Other organisations such as solicitors or life assurance companies acting on your behalf may be granted access to your records only with your written consent. Anonymised patient data (i.e. not identifiable) may be made available to other parts of the NHS or

health organisations as appropriate for audit or statistical purposes.

COMMENTS, SUGGESTIONS & COMPLAINTS

If you have any comments, suggestions, or complaints about the services we offer, we would like to know. For first point of contact please ask for the **Office Manager – Mrs Shafaq Malik** or contact the **Practice Manager – Ms Shabana Ahmed** or **Personal Assistant – Mrs Eliza Choudhury**.

For further information please refer to our complaints and suggestions leaflet at reception or via our website.

Patient Online Access

You will need to be registered for this additional service. There are strict data protection and confidentiality guidelines to follow and you will be required to provide in person, evidence of your ID which is explained in the NEW registration form before you can gain online access. Please speak to our reception team for a NEW registration form. Note if you are already registered for our existing online service, you will still need to complete a new registration form to access your detailed coded medical record. All applications for detailed coded medical record will be passed to your GP for authorisation and it may take several days before activation. Please look at the surgery website for a link to a patient guide.

CLINIC DETAILS

Baby Clinic: Wednesday 3.00-5.30pm (Pre- booked Clinics)

Where the GP will see the child for an 8 week health check then the practice nurse will administer the Childs 1st immunisation.

Health Visitor Clinic: Monday 1.30-3.30pm (Booked by HV Team)

Antenatal Clinic: Mon to Fri (Pre- booked via midwives)

These clinics are run by the Community Midwives. There is plenty of opportunity at the clinic to ask questions regarding any antenatal concerns and to meet other expectant mothers.

CONTRACEPTIVE ADVICE

Confidential contraceptive advice is available, regardless of age, and is offered by the practice nurses and GPs. A full choice of methods is offered, for general, emergency and teenage contraception.

We can refer for termination of pregnancy, where appropriate, regardless of age.

An appointment will be made for you as necessary. We can also give details of specialist contraceptive services.

HEALTH CHECKS

This is offered routinely to all new patients, further information is given at registration.

MINOR SURGERY

We hold minor surgery clinics once a week, which you will be referred to by your GP if suitable.

MENTAL HEALTH

We offer a range of services within the practice; including counselling, cognitive behavioural therapy (CBT), individual, couple and group therapy, as well as telephone counselling. We are also able to refer to community mental health services.

SMOKING CLINIC

There is help available for anyone wishing to stop smoking; all doctors and nurses can offer advice or a referral to local services or alternatively you can visit www.smokefree.nhs.uk

OTHER SERVICES

We have dedicated services for people with asthma, COPD, diabetes, heart disease, stroke and hypertension.

We also provide an enhanced service for people with learning difficulties.

PATIENT WALK IN CENTRE

Washwood Heath Urgent Care Centre

Washwood Heath Health and Wellbeing Centre

Clodeshall Road, Saltley, B8 3SN, Tel: 0121 322 4310

NON NHS SERVICES

The NHS may not cover certain things; for instance, visitors from abroad may not always be eligible for free treatment (although emergencies are always covered). We can also provide certain services outside the NHS, such as LGV or Taxi medicals, insurance examinations, for which a fee is payable. Our charges

for these are listed in reception. **We do not countersign passports.**

PATIENT PARTICIPATION GROUP

PPG meet regularly to feedback on services.

If you would be interested to take part, please ask at reception for more information on the next PPG meeting or you can join our online group via our website.

FRIENDS & FAMILY TEST

You will be able to give us feedback after your visit to the practice. You can comment by completing a short questionnaire, this can be obtained from reception or it can be completed online, a link will also be sent via text message.

Zero Tolerance 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.

