



Iridium Medical Practice

Richmond Primary Care Centre
299 Bordesley Green East
Stechford, Birmingham
B33 8TA
Tel: 0121 203 3000
Fax: 0121 203 3066



Email: iridium.medicalpractice@nhs.net

Website: www.iridiummedicalpractice.nhs.uk

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

We are in the Birmingham & Solihull Clinical Commissioning Group Website: <https://www.birminghamandsolihullccg.nhs.uk>

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 the practice area. (see area map and registration times on our website).

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.

Behaviour

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).

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**, and **proof of your address**.

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

Medical Cards

Medical cards are no longer issued in England. If you still have one it may have an old-style NHS Number made-up of both letters and numbers. However, in recent years this has been replaced for all patients with an NHS Number containing only numbers. For more information about the NHS number visit the NHS website: <https://www.nhs.uk/using-the-nhs/about-the-nhs/what-is-an-nhs-number/>

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:

If you require long-term medication you will receive a repeat prescription slip. When you need a new prescription, tick the items that you require and place the slip 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 0121 203 3000 This line is open between 10:30 – 13:30 weekdays only (Saturdays and Sundays closed).**

Your prescription will be ready for collection 48 hours later. If you prefer, we can post it back to you (you will need to provide a stamped, addressed envelope).

Register for online services via <https://app.patientaccess.com/registration/create>

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

The information in this leaflet is updated at regular intervals for the benefit of existing patients.

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

PLEASE MAKE SURE YOU NOMINATE A LOCAL PHARMACY FOR YOUR PRESCRIPTIONS TO BE PROCESSED SAFELY & EFFICIENTLY.

Our Clinical Staff

GP Name	Qualifications, Where & when qualified	Role within practice
Dr Jugjit Sanghera	MC ChB (Birmingham 1976)	Senior GP Partner
Dr Rizwan Alidina	MB ChB, MRCGP (Leeds) 1999	GP Partner
Dr Wasif Siddiqui	MBBS, MRCGP, MRCS, DGM	GP Partner
Dr Subeena Suleman	MB ChB, MRCGP, DRCOG, PGA (Glasgow) 1997	GP Partner (Clinical Lead)
Dr Razia Shaik		GP Partner
Dr Syema Begum		Salaried GP
Dr Amina Hameed		Salaried GP
Dr Osama Akhtar		Salaried GP
Shaila Naheed	MPharm	Clinical Pharmacist
Mehwesh Jabben	MPharm	Clinical Pharmacist
Karan Raindi	MPharm	Advanced Clinical Pharmacist
Jaswir Dhalivaal		Advance Nurse

		Practitioner
Heather Baker		Advance Nurse Practitioner
Anoko Hunter		Practice Nurse
Kelly Perrins		Practice Nurse
Angela Checkett		HCA Lead
Georgie Dowling		HCA
Tania Akhtar		HCA
Nadia Khan		HCA
Kerrie Turner		HCA
Sophia Ahmed		HCA

Our Non Clinical Staff

Shabana Ahmed MPharmT	Practice Manager
Eliza Choudhury	Reception Manager
Farzana Ahmed	HR Manager
Jaqueline Hall	Clinical Target Team Lead
Amanda Burford	Safeguarding/GSF Administrator
Jane Brown	Immunisation Administrator
Georgie Dowling	INR Administrator
Shamim Sabir	Prescription Administrator
Rosalind Fergus	Lead Receptionist
Wafa Mockbill	Lead Receptionist
Shannon Froggatt	Registration Administrator
	Reception Team

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 liaison 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.

Practice Opening Times:

Day	Open	Closed
Monday	08.00	20:00
Tuesday	08.00	20:00
Wednesday	08.00	20:00
Thursday	08.00	20:00
Friday	08.00	20:00
Saturday	09:00	12:00
Sunday	Closed	Closed

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 telephoning for an appointment or a home visit please try to give our receptionists a clear idea of the details and urgency of the problem.

Outside Surgery Hours: dial 111 (NHS111)

Get help online or on the phone:

- go to 111.nhs.uk (for people aged 5 and over only)
- call 111

NHS 111 is available 24 hours a day, 7 days a week.

If you have difficulties communicating or hearing, you can:

call 18001 111 on a textphone

use the NHS 111 British Sign Language (BSL) interpreter service if you're deaf and want to use the phone service

Peak Periods at Iridium Medical Practice

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.

**To request an appointment the same day or home visit:
Please telephone before 11.00 a.m.**

To speak to a doctor:

The Duty GP has Telephone consultation slots which can be booked online or via the telephone. Calls are returned throughout the morning. Usually before 5pm pending no emergencies.

To request results of blood tests or other investigations:

Please call after 11.00pm

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 letter out if unable to contact you via telephone. We **DO NOT** call if results are normal unless requested by GP.

For routine or non-urgent matters:

It would be appreciated if you would telephone after 2.00pm This includes booking future appointments which can normally be made up to a month ahead.

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.

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 telephoning the surgery or calling 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 patients 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 (as early as possible) any appointment you are unable to keep
- advise us of any change of name, address or telephone number

Missed Appointments Policy

A significant number of appointments per month are missed appointments where the patient does not attend (DNA;) for a booked appointment, 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 have to find an alternative GP practice.

Home Visits

Home visits can be arranged by contacting Reception: 0121 203 3000 – message will be left with 'On call Duty GP' who will assess and allocate for home visit as required.

Visit requests should be made before 11:00a.m. .

We ask that home visits are only requested for patients who are too ill or infirm to attend the surgery (where facilities often allow for better examination and treatment).

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. A trained member of staff will be happy to assist.

CONFIDENTIALITY

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

We are registered under the Data Protection Act, and 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 Reception Manager - Eliza Choudhury.**

Doctors, nurses and staff have access to your medical records for their work, and all are 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. Please ask at the reception desk or contact the **Reception Manager – Eliza Choudhury** or the **Practice Manager – Ms Shabana Ahmed**. For further information please refer to our complaints and suggestions leaflet at reception or via our website.

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. We also offer online

appointment booking and repeat prescription requests – ask at Reception for details.

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. Please 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.

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 a clinician or be completed on-line also a link will be sent via text message.

CLINIC DETAILS

HEALTH VISITORS

There is a baby clinic every **Monday, by prior appointment only – call 0121 465 2309**. Appointments for immunisations

or developmental checks can be made through reception with one of our Practice Nurses and GPs. The Health Visitors are based at Richmond Health Centre in the Health Promotion Room on the Ground Floor.

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.

Emergency post coital contraception is available, up to 72 hours after unprotected sex by hormonal methods or 5 days by fitting IUCD (coil).

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

An appointment will always 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. Please check with your doctor in a normal surgery first, to discuss suitability.

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

We have weekly stop smoking clinics

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.

Access Social Prescribing Service

Monday & Fridays– (TWAS)

<https://theaws.co.uk/>

The Active Wellbeing Society is a community benefit society established to enable people and communities to get active together.

Tuesday - Health Exchange

<https://www.healthexchange.org.uk/>

Health Exchange' approach is to work with people and communities to achieve better health and wellbeing. We help individuals to make choices about their lifestyles to improve mental and physical health and self-esteem.

Wednesday & Thursday – Living well consortium

<https://livingwellconsortium.com/>

A consortium of organisations providing high quality mental health and psychological wellbeing services

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.

SICK NOTES

For illnesses lasting less than a week, you should not require a doctor's certificate, but can use a Self-Certificate (SC1) obtained from your employer or via our website. If you are asked by your employer for a private certificate, there is a fee payable to the receptionist. If you are absent for longer, you will need to see a doctor for a certificate.

PATIENT PARTICIPATION GROUP

This group meets regularly to feedback on services.

If you would be interested to take part, please ask at reception for more information on the next Patient Participation Group meeting.

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.



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