

### Home Visits

Home visit requests are taken for **house bound patients only**. A clinician may contact the patient prior to visit to determine the nature of the illness.

### Evenings & Weekends [Out of Hours]

#### Washwood Heath Urgent Care Centre

Washwood Heath Health and Wellbeing Centre,  
Clodeshall Rd, Saltley, Birmingham B8 3SN

**Opening times: Mon-Sun: 9am-9pm**

Telephone: 0121 322 4310

<https://washwoodheathurgentcarecentre.nhs.uk/>

More information on the Badger Out of Hours provider is available at:

<https://www.badger-group.com/services/ooH-services/>

### NHS 111 Advice Line

111 are a 24-hour service offering NHS medical advice. If needed, an appointment can be made with the Badger Out of Hours GP Service.

### Repeat Prescription

Repeat prescriptions will be issued at the doctor's discretion and are for patients on medium- to long-term treatment. Requests for prescriptions can be made by calling the Practice and selecting the option for prescriptions. We are unable to take orders or issue repeat prescriptions at weekends, on public holidays or outside of normal opening hours. Please allow two complete working days for your request to be processed and make allowances for weekends and public holidays. Where possible give exact drug names when ordering.

Please request repeat medication well in advance and remember to make an appointment to see the doctor before your review date expires.

The practice offers the Electronic Prescription Service (EPS), allowing patients to collect some acute and repeat prescriptions directly from their nominated pharmacy.

### Preventative Services

Preventative Services	Name of holder	Operation Day Clinic Hours
Travel Vaccinations	Practice Nurse	Mon-Fri
Diabetes Clinic	Practice Nurse/GP	Mon-Fri
Family Planning	Practice Nurse/GP	Mon-Fri
Asthma	Practice Nurse/GP	Mon-Fri
Childhood Imms	Practice Nurse/GP	Mon-Fri
NHS Health Checks	Practice Nurse/HCA	Mon-Fri
Smears	Practice Nurse/GP	Mon-Fri
Smoking	Practice Nurse/HCA	Mon-Fri
Mother & Baby	Practice Nurse/GP	Mon-Fri

#### Weekend opening:

#### Appointments available:

Saturday 9am - 5pm at

Fernbank Medical

Practice

#### NB: NURSING

#### APPOINTMENTS

#### NOT AVAILABLE

#### ON WEEKEND

#### SESSIONS

## MMP Saltley and Fernbank Medical Practice

Saltley Health Centre  
Cradock Road  
Birmingham B8 1RZ  
Tel: 0121 328 4223

### Medical Practice Opening Times: Monday, Tuesday, Wednesday, Thursday & Friday:

**9.00am-7pm**

**Same day and pre-bookable appointments**

Fernbank Medical Practice  
508-516 Alum Rock Road,  
Birmingham, B8 3HX  
Tel: 0121 678 3800

### Medical Practice Opening Times: Monday, Tuesday, Thursday & Friday: **8.30am-6.30pm**

**Wednesday's: 8.30am-2pm**

Same day and pre-bookable appointments

**When the surgery is closed please call NHS 111 for  
routine medical care**

**For medical emergencies please call 999 for the  
ambulance service, or attend your nearest A&E**

# PRACTICE LEAFLET

## General Practitioners

Dr Aqil Chaudhary MBChB MRCP  
(Partner)

Dr M H Abdul Rahim (Partner)

Dr Tracy Irumba-Williams (Salaried GP)  
Dr Amro Amasha (Salaried GP)

## Practice Nurse

Eloise Hyland

## HCT

Romana Sagheer

## Paramedic

Georgia King  
Mark Renton

## Pharmacist

Sharmina Ali  
Sophia Rashid  
Ayesha Awan

## Site Lead Officer

Mrs Farah Khan

<https://www.mmpmedical.com/our-surgeries/mmp-saltley-health-centre/>

**To book an appointment & for queries  
please phone the practice during opening  
hours**

For advice on illnesses and local health services  
Website: <http://www.nhs.uk/pages/home.aspx>

*The practices have suitable access for disabled patients via the  
front entrance and our consulting rooms are on the ground  
floor.*

## Appointment

Please phone the practice if you require seeing a Doctor. Whenever possible, we will book your appointment with the doctor of your choice. Please let reception know your preference at the time of booking.

If you require an interpreter, please make the reception team aware of your requirements at the time of making the booking.

## Medical Emergencies - 999

If you or someone in your care experiences severe chest pains, loss of blood or suspected broken bones, go to your nearest Accident & Emergency Department or call 999

### Birmingham Heartlands Hospital

Bordesley Green East, Birmingham  
B9 5SS

Opening Times: 24 Hours

Telephone: 0121 424 2000

### Birmingham City Hospital

Dudley Road, Birmingham. B18 7QH

Opening times: 24 Hours

Telephone: 0121 553 1831

## Online Access

Once registered to systmonline Access, you will be able to book your own appointments, order repeat prescriptions and view your medical summary online.

<https://systmonline.tpp-uk.com>

Please ask the reception staff for more details.

## Carers

The practice is keen to look after the health of carers and offers annual carers health checks with the GPs. More support can be found on:

[www.forwardcarers.org.uk/local-services/birmingham/](http://www.forwardcarers.org.uk/local-services/birmingham/)

Tel. 0333 006 9711

## Confidentiality

Your personal health information and records are held in **confidence** and **cannot be disclosed** to anyone **without your express consent**. This applies to information that is held in both hard-copy and electronic form. The Practice is registered under the **Data Protection Act 2018**. Under the **Access to Health Records Act 1990**, and **GDPR** patients have a right to access their medical records if they wish. Please ask at reception for further information.

## Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the practice that abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

## Medical Records and Access to Medical Records

The Practice is registered with and complies with the above named Act of Parliament. Further information is available at [www.foi.nhs.uk](http://www.foi.nhs.uk)

For more information please visit the practice website

## Named GP

All our patients have a named GP who is responsible for your overall care at the practice, you should contact the practice if you wish to know who this is, and whether you have a preference as to which GP that is, the practice will make reasonable efforts to accommodate your request.

## NHS Birmingham & Solihull Integrated Care Board (ICB)

ICB: Birmingham And Solihull Integrated Care Board

### Address:

First Floor

Wesleyan, Colmore Circus, Queensway

Birmingham B4 6AR

Tel: 0121 203 3300

Website: [www.birminghamsolihull.icb.nhs.uk](http://www.birminghamsolihull.icb.nhs.uk)

## Patient Rights and Responsibilities

Clinical and other staff at Saltley and Fernbank Medical Practice undertake to provide our patients with the **highest standards of care**, subject to resource and legal constraints. In return, we expect patients to **work with us** to help us meet this commitment. Persistent **non-compliance** with advice and/or medication, and persistent **failure to attend booked appointments** either with the Practice or with secondary care will make it very difficult to provide **safe care** to our patients and may result in the Practice advising you to **change your GP**.

## Your Views

We actively **welcome comments** from our patient population in order to try and **improve our services** in line with **patient needs and preferences**. There is a **suggestions box** in the main reception area where you can leave anonymous comments. The Practice endeavours to **review these comments** on a regular basis. We also conduct specific **patient surveys** on a regular basis. We also have a **Patient Participation Group**. Further details may be found on our website, or enquire at reception.

## Non-NHS Services

Some services, such as passport forms, insurance claim forms, private sick notes, etc., are **not covered** by the GP's NHS contract. There is therefore likely to be a **charge** for performing these services. For further information, please see the Practice website, or ask at reception.

## Languages

Current staff members speak the following languages:

**ENGLISH URDU HINDI BENGALI PUNJABI MIRPURI**

If you require an interpreter, please make the reception team aware of your requirements at the time of making the booking.

## Disabled Access

We aim to make the Practice **accessible to all premises users**, including **those with disabilities**. The car park has designated parking for patients with disabilities and the building has suitable access for disabled patients.

All internal doors afford easy **access for wheelchairs**. At our Fernbank site, a lift enables access to the first floor.

There are **disabled toilets** at both sites.

## Test Results

Test results are only communicated to the patient for whom the test was conducted. We **do not** routinely inform patients of normal results. In cases of **abnormal results** you will be **contacted by the Practice**.

## Change of Personal Details

Patients are asked to notify the practice as soon as possible of any change of name, address or telephone number; not forgetting to indicate all the persons involved in this change. In an emergency this could be absolutely vital.

## Sickness Certification

If you are off work for seven days or less, no certificate is required. However, you may need to complete a self-certification form, which is obtainable from your employer. The practice also has a supply of these forms.

If you are absent from work for seven days or more, because of illness, you may require a doctor's certificate. In which case, you must arrange an appointment with a doctor; otherwise a certificate will not be issued.

If for whatever reason, you require a doctor's certificate covering a period of less than seven days, a private certificate can be issued at an appointment; there will be a charge for such a certificate.

## Chaperone

Should you need a chaperone present at a consultation or procedure then please alert reception staff that can ensure that one is available for the appointment. It is standard practice policy for patients to be offered a chaperone for any examination.

## Late Arrivals for Appointments

If a patient is late for a routine appointment, it is practice policy to ask the patient to make another appointment, however, the doctor or nurse may still see you if time allows. Time keeping is essential if we are to provide patients with the best treatment and service they expect. We do ask for your patience if the clinician is running slightly late. We endeavour to run to time but the nature of our work does not always allow this to be possible.

## How to Complain

In the first instance if you have a complaint or concern, please email or write to us for the attention of the site manager you attended.

**or** email us at:

[saltleyandfernbank.medicalpractice@nhs.net](mailto:saltleyandfernbank.medicalpractice@nhs.net). There is also a 'Complaints and Comments leaflet' available from reception.

## How to Register

Please call or attend our practice to complete the **GMS1 Form**. You can also download this form via:

<https://www.gov.uk/government/publications/gms1>

All new registrants are asked for one **proof of identity** (photo ID) and one **proof of address**. If you are unable to provide either or both of these, then please **ask at the reception desk** and we will do our best to help you.

## Patient Participation Group (PPG)

The Patient Participation Group is a voluntary practice-based organisation which meets regularly with the practice clinical staff and managers (usually on a quarterly basis) to highlight and resolve any problems relating to how services are provided, to

give advice on forthcoming changes and developments and how these will affect the patients. Membership to this group is open to any patient over 16 years of age. Please speak to a member of the reception team for further information.

### Text Messaging Service

For the benefit of our patients, we use an ICB approved text messaging service for a number of uses, including appointments, other reminders and health messages. If you wish to opt out of this service please inform the reception team.

### Practice Boundary

