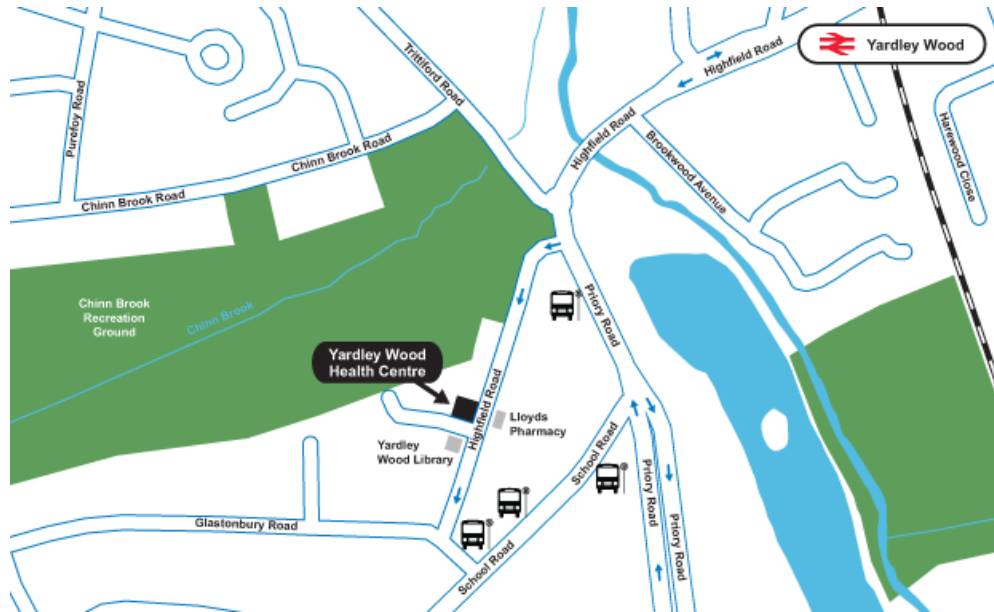


WHERE TO FIND US



YARDLEY WOOD HEALTH CENTRE

401 Highfield Road, Birmingham B14 4DU

Telephone **0121 474 5186**

EMAIL: nhsbsolccg.receptionywhc@nhs.net

www.yardleywoodhc.co.uk

[@YardleyWoodHC](https://twitter.com/YardleyWoodHC)



The Practice Partners

Dr Christopher J Holland (male) MB ChB (Birmingham) 1989 MRCGP FP Cert

Dr David Lupini (male) MA (Cantab) 2005, MBBS (London) 2008, MRCGP, DCH, DRCOG, PGDip Clinical Dermatology –Educator for Aston University

Dr Yin Aungyi (female) MBChB (Manchester 2005), MRCGP, DRCOG, DFFP

WELCOME TO YARDLEY WOOD HEALTH CENTRE

TELEPHONE 0121 474 5186

www.yardleywoodhc.co.uk

Please read this publication carefully and keep it in a safe place for future reference. It will help you make the best of the services offered.

We are an established group of doctors working together as a non-limited partnership. We offer comprehensive medical care, alongside other health professionals in our modernised premises. A variety of services and clinics are available, many on site. We are also actively involved in the training of future doctors.

Our principal aim is to provide the best care for our patients during all phases of their lives, treating their illnesses and keeping them well.

REGISTRATION AND APPOINTMENTS

To register, please attend reception, preferably with your NHS number and we suggest avoiding opening hours between 3 – 4pm when our reception can be very busy or visit the website www.yardleywoodhc.co.uk.

To give continuous and more personal care, we would encourage you to see the same doctor. All patients will be notified of their **NAMED GP** who is responsible for your overall care at the time of registering. Although you have a named GP you can see any of the GP's at the practice.

Appointments are pre-bookable up to one month in advance with each doctor. If you would prefer to see a female or male doctor about a particular problem, this can usually be arranged.

If you are unable to keep your appointment, please inform us as soon as possible this enables us to offer the appointment to another patient. Frequent non attendees may be asked to register elsewhere. If you are more than 10 minutes late for your appointment you will be asked to rebook.

FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

COMPLAINTS AND SUGGESTIONS

We welcome suggestions about how we can improve our medical services. If you experience any difficulties, we hope that you will report this to Jacqui Dyson – Complaints Co-Ordinator as quickly as possible, but it must be within 12 months of the incident. We believe this will give us the best chance of putting right whatever has gone wrong.

This does not affect your right to approach NHS England to investigate on your behalf. If you feel you cannot, or do not wish to raise your complaint directly with us, you should contact:

NHS England, PO Box 16738, Redditch, Worcestershire B97 9PT. Tel: 0300 311 22 33 or email england.contactus@nhs.net, again this must be within 12 months of the incident.

At any point during your complaint you can approach the organisation below for support and advice; POhWER – NHS Complaints Advocacy Service, PO Box 14043, Birmingham B6 9BL. Tel: 0300 456 2370 Minicom: 0300 456 2364 or email pohwer@pohwer.net

If you are not satisfied with the response you receive from us at NHS England you are advised to contact the Ombudsman. Helpline 0345 015 4033 or in writing to: The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP. Further details at www.ombudsman.ork.uk/

USEFUL TELEPHONE NUMBERS

Queen Elizabeth Hospital.....	0121 371 2000
Heartlands and Solihull Hospital.....	0121 424 2000
Birmingham Women's Hospital.....	0121 472 1377
Dental Hospital.....	0121 236 8611
Children's Hospital.....	0121 333 9999
Social Services.....	0121 303 1234
Alcoholics Anonymous.....	0845 769 7555
Birmingham Cancer Help Group.....	0121 427 8645
Birmingham Drugline.....	0121 632 6363
Birmingham Women's Advice and Info.....	0121 212 1881
CRUSE (Bereavement).....	0121 687 8010
Crossroads (Carer Support).....	0121 449 1485
Marie Stopes.....	0845 300 8090
Disability West Midlands.....	0121 789 7365
RELATE.....	0121 643 1638

Birmingham CrossCity Clinical Commissioning Group

This is an organisation which is responsible for ensuring the provision for local health needs such as GP's, Pharmacists, Dentists etc.

If you have any comments or concerns, please contact them on 0121 255 0700, or write to Bartholomew House, 142 Hagley Road, Edgbaston, Birmingham B16 9PA.

DISABLED ACCESS

The surgery has reserved car parking for the disabled. Wheelchair access to the building is via a ramp near the front entrance. All patient services are provided at ground floor level and there is a disabled patients' WC.

If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement.

CHANGE OF PERSONAL DETAILS

If you change your name, address or telephone number, please inform us immediately. A change of address may mean you are out of our practice area and you will be informed accordingly.

SURGERY TIMES

Monday 8.30am – 6.00pm Tuesday 8.30am – 6.00pm
Wednesday 8.30am – 6.00pm Thursday 7.00am – 6.00pm
Friday 8.30am – 6.00pm

The surgery is closed lunchtimes between 12.45pm and 2.00pm

APPOINTMENTS (except bank holidays)

To book an appointment on the day please telephone the surgery between 8.00am and 10.30am. Your name will be added to the triage list for the GP to call you back. The GP may offer you an appointment or discuss another outcome depending on the nature of the problem.

To pre book an appointment for another day please telephone the surgery after 10.30am.

PATIENT PARTICIPATION GROUP

The group meet regularly to discuss patient priorities & issues, Practice Issues, Planned practice changes, Care quality commission and related issues, National GP patient survey results. The group also receive presentations on various subjects delivered by the practice the nurses, or other professionals.

ONLINE APPOINTMENTS AND PRESCRIPTIONS

You can book appointments online by using our accurx link, saving you time on the phone. You can also order repeat prescriptions and other admin queries using this link. Ask at reception for the registration details to get your password to access the system.

ETHICAL MEDICAL RESEARCH STUDIES

Yardley Wood Health Centre is proud to be an accredited research practice. In order to improve patient care we rely on support from patients getting involved in high quality medical research studies. All our studies are ethically approved and you will not be entered into a study without your informed consent or permission.

THE PRACTICE STAFF

Practice Manager

Mrs Sophia Bi-Raja the Business Manager. She is responsible for the efficient running of the practice and will welcome any comments or concerns you may have.

Team Leaders

Teresa Waddingham Lisa Owen and Jacqui Dyson

Receptionists

All our receptionists are trained to deal with your needs. Please remember that they try and do what is best for you **and** the doctor.

Secretaries

They deal with hospital referrals and are available from 9.30am to 4.30pm weekdays.

Practice Nurses

Susan Pate RGN, Carole Wheeler RGN, Esther Brennan RGN, Anita Green RGN
Rosie Iqbal (Health Care Assistant)

Helen Goodman, Suzanne Ainsworth (Phlebotomist)

The Practice nurses are available by appointment (sometimes only after referral by your doctors) for blood tests, ECG, blood pressure checks immunisations, smears, dressings, ear syringing, travel advice, family planning and HRT. They also run diabetic, asthma, well person and stop smoking clinics. Please note that some tasks can only be done if there is a doctor on the premises.

PATIENT CONSENT

Patients may be asked if information can be shared with other professionals. All information will be kept in confidence. Sometimes in an emergency this may not be always possible.

CONFIDENTIALITY AND MEDICAL RECORDS

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.

- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases anonymised patient information will also be used a local and national level to help the Health Board and Government plan services e.g. diabetic care.
If you do not wish anonymous information about you to be used in such a way please let us know.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

THE NHS CARE RECORDS SERVICE

The NHS in England has introduced the NHS Care Records Service. This is to improve safety and quality of patient care. It will give health care staff faster, easier access to reliable information about you to help with your treatment. Today, all the places where you receive care keep records about you. Previously, they could only share that information from your records by letter, e-mail, fax or phone. At times, this could be slow and sometimes things got lost on the way. This new service is a quicker way to get important information to NHS staff treating you, including in an emergency. For more information ask at reception or go to the following website www.nhscarerecords.nhs.uk

Non-NHS Examinations

The doctors are happy to carry out medicals, eg insurance and driving licence, by appointment outside surgery hours. Please contact the surgery for an appointment and ask at reception for the charges for these services.

Travel Advice and Immunisations

Please book with the practice nurses at least six weeks prior to travel.

A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges is held at reception.

Flu Vaccination

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing and rest homes.

Please contact the reception staff in October for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit will be arranged to undertake this facility. If you have not had a pneumovax vaccination please check with the nurse when attending for your flu vaccination.

Over 75's named GP

In the last GP contract change, it was agreed that all patients aged 75 and over will have a named GP. If you are over 75 and newly registered with the practice you will be notified within 21 days of registration as to the name of your accountable GP.

IT IS A LEGAL REQUIREMENT THAT ALL OUT STAFF MAINTAIN PATIENT CONFIDENTIALITY.

WE ALSO EXPECT OUR STAFF TO BE TREATED WITH RESPECT AND COURTESY AT ALL TIMES.

Salaried Doctors, Registrars and Students. Our practice is an approved training practice linked with The University of Birmingham. Our registrars are fully qualified doctors and have hospital experience. Registrars are attached to the practice for six to twelve months and usually become general practitioners after completing their training. They are at all times encouraged to seek advice when required from the practice partners.

When booking an appointment you will be asked if you are happy to consult the registrar.

We are also fortunate to have medical students attached to our practice for short periods. If you do not wish to have a student present during your consultation, please inform the reception staff prior to seeing the doctor.

HOME VISITS

Patients are requested to telephone before 10.30am if a visit is required that day. Medically urgent visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. **Please remember that several patients can be seen at the surgery in the time it takes to do a home visit, and that we have better facilities at the surgery to assess your problem.** Home visits are for people **who are truly housebound** or whose medical condition means they are too ill to travel.

PLEASE NOTE THAT ANYONE WHO IS VIOLENT OR ABUSIVE WILL BE REMOVED FROM THE PRACTICE LIST

EMERGENCIES AND OUT OF HOURS

Please phone the surgery at all times on 0121 474 5186. During normal surgery hours your details will be taken and given to the duty doctor. At other times, you may be put through to a local 'out of hours' centre. Out of hours care is commissioned by Birmingham Cross City CCG. In emergencies such as severe chest pain or severe bleeding, please call 999 directly for any other illness dial 111.

Family Planning Clinics Tel: 0121 446 1010. Patient.co.uk for general advice.

REPEAT PRESCRIPTIONS

These are issued at the doctor's discretion and are normally for patients on a long-term treatment who have been regularly reviewed (excluding contraceptive pill and HRT).

All requests must be made in writing and either brought in or posted to the surgery. If you enclose a SAE, your prescription can be returned to you or your pharmacist. Please allow at least **2 working days** for your prescription to be processed and make allowances for weekends and public holidays.

ELECTRONIC PRESCRIPTION SERVICE

The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medications. For further information ask for a leaflet at your pharmacist (discuss this with your Pharmacist or Appliance Contractor) or visit www.hscic.gov.uk/eps

TELEPHONE ADVICE AND RESULTS

Doctors are normally available for advice ONLY by booking a telephone consultation with them.

Results of tests can be obtained by phoning the surgery at a less busy time after 11.30am.

OTHER SERVICES AVAILABLE

Midwife

Patients are seen by the midwife at the clinics by appointment and also by the doctors during surgery hours.

Baby Immunisations

By appointment with Practice nurse

Asthma Clinic

This is run by the practice nurses. All asthmatics need regular reviews and a patient can self-refer.

Diabetic Clinics

These are run by the practice nurses.

Anticoagulation Clinics

We are now one of the providers for this service for Birmingham CrossCity and South Central CCG. Our nurses run daily clinics to check your Warfarin levels.

Minor Surgery/Joint Injections

Some procedures may be performed by the doctors by prior arrangement.

Well Person Checks

These can be done by HCA and include self-referral for a three-yearly check or annual health check if over 75 years.

Family Planning

Contraceptive care is provided by all the doctors and practice nurses during surgery hours. Coil fittings are by appointment with Dr Aungyi.