



# GPS Healthcare

## General Practice Solihull

# PATIENT INFORMATION LEAFLET

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### SITES:

KNOWLE SURGERY

1500 WARWICK ROAD, KNOWLE, SOLIHULL, B93 9LE

MEADOWSIDE FAMILY HEALTH CENTRE

30 WINCHCOMBE ROAD, SOLIHULL, B92 8PJ

PARK SURGERY

278 STRATFORD ROAD, SHIRLEY, SOLIHULL, B90 3AF

TANWORTH LANE SURGERY

198 TANWORTH LANE, SHIRLEY, SOLIHULL, B90 4DD

VILLAGE SURGERY

CHESWICK WAY, SHIRLEY, SOLIHULL, B90 4JA

YEW TREE MEDICAL CENTRE

100 YEW TREE LANE, SOLIHULL, B91 2RA

**0121 796 2777**

**(From 08.00—18.30)**

**Email: [contact.gps@nhs.net](mailto:contact.gps@nhs.net)**

**[www.gpshealthcare.co.uk](http://www.gpshealthcare.co.uk)**

DOCTORS at Knowle Practice		
Dr Geoff Naylor	BSc MBChB FRCGP	m
Dr Anna Griffin	MB ChB MRCGP	f
Dr Alex Webb	MBChB DRCOG MRCGP	m
Dr Lindsay Khan	DFSRH BM MRCGP	f
Dr Darshna Khandel	MbChB DRCOG DFSRH MRCGP	f

DOCTORS at Meadowside Family Health Centre		
Dr John Wilkinson	MB ChB MSc MRCGP DGM DRCOG	m
Dr Carolyne Smith	MB ChB DRCOG MRCGP DFFP Dip De	f
Dr Sheila Vanhouse	BMBS DSRCOG MRCGP DFFP Dip Ther	f
Dr Elizabeth Edwards	MB ChB DRCOG MRCGP DFFP Dip Ther	f
Dr Elizabeth Neethling	MB ChB DRCOG DFSRH	f
Dr Vivian Georgy	MBChB BMedSci MRCGP DRCOG DFSRH	f
Dr Chris J Bayliss	BMedSci BMBS	m

DOCTORS at Park Surgery		
Dr Andrew Waddell	MBBCh MBChB	m
Dr Ela Patel	MBChB	f
Dr Banavathi Suma	MRCGP DFFP MRCOG MBBS	f
Dr Elizabeth McDarmaid	MBBS MRCGP	f

DOCTORS at Tanworth Lane Surgery		
Dr Louise Stacey	BMBS BMedSci DRCOG MRCGP DFSRH	f
Dr Michael Baker	MB ChB FRCGP DCH DRCOG DFFP	m
Dr Juliette Witek	BSc MBBS DRCOG MRCGP	f
Dr Sarmad Ahmed	MBChB MRCGP	m
Dr David Cartland	MRCGP MBChB BMedSd MSc	m

DOCTORS at Village Surgery		
Dr Niranjan Patel	MBBS MS MMedSci FRCS	m
Dr Janet Barraclough	MBChB DRCOG MRCGP Dip Ther	f
Dr Shalini Dronavalli	MBBS DRCOG MRCGP	f
Dr Lucy J Hillman	MBChB MRCP DFFP DipGUM MRCGP	f
Dr David Cartland	MRCGP MBChB BMedSd MSc	m
Dr Vivian Georgy	MBChB BMedSci MRCGP DRCOG DFSRH	f

DOCTORS at Yew Tree Medical Centre		
Dr Carolyn Naylor	MBChB MRCGP	f
Dr Joanne Kirby	MBChB MRCP nMRCGP DRCOG DFRSH	f
Dr Matt Ladbrook	BSc MBChB PhD MRCGP DROG FAWM	m
Dr Jackie Dominey	MbChB Birm. 1985 DRCOG MSc	f
Dr Musarrat Ansari	MRCGP DRCOG MBChB	f



**OPENING TIMES—08.00—18.00 EXCEPT VILLAGE & KNOWLE WED 13.00 CLOSE**

**KNOWLE SURGERY**

MONDAY	08.00—18.00
TUESDAY	08.00—18.00
WEDNESDAY	08.00—13.00
THURSDAY	08.00—18.00
FRIDAY	08.00—18.00
WEEKENDS	CLOSED

**MEADOWSIDE FHC**

MONDAY	08.00—18.00
TUESDAY	08.00—18.00
WEDNESDAY	08.00—18.00
THURSDAY	08.00—18.00
FRIDAY	08.00—18.00
WEEKENDS	CLOSED

**PARK SURGERY**

MONDAY	08.00—18.00
TUESDAY	08.00—18.00
WEDNESDAY	08.00—18.00
THURSDAY	08.00—18.00
FRIDAY	08.00—18.00
WEEKENDS	CLOSED

**TANWORTH LANE SURGERY**

MONDAY	08.00—18.00
TUESDAY	08.00—18.00
WEDNESDAY	08.00—18.00
THURSDAY	08.00—18.00
FRIDAY	08.00—18.00
WEEKENDS	CLOSED

**VILLAGE SURGERY**

MONDAY	08.00—18.00
TUESDAY	08.00—18.00
WEDNESDAY	08.00—13.00
THURSDAY	08.00—18.00
FRIDAY	08.00—18.00
WEEKENDS	CLOSED

**YEW TREE MEDICAL CENTRE**

MONDAY	08.00—18.00
TUESDAY	08.00—18.00
WEDNESDAY	08.00—18.00
THURSDAY	08.00—18.00
FRIDAY	08.00—18.00
WEEKENDS	CLOSED



## *Our Expectations*

*“To provide high quality primary care services which improve the health and social care outcomes for the population of Solihull”*

All the doctors and members of the primary health care teams in GPS Healthcare are committed to providing high quality medical care for the individual and their family in friendly and caring environments.

### Core Opening Hours

Details of opening times at each site are available on the previous page. Services can be accessed by telephone, online or in person at the site. Core hours are from 08.00 - 18.30 Monday to Friday. Doors close at 6pm but telephone access for urgent need is until 6.30pm. Occasional closure due to training will be displayed within surgery and on our website.

### Appointments

All routine consultations are booked by appointment. Appointments are available on an ‘open’ system so that you may see the doctor of your choice. If you have a preference please tell the receptionist when booking the appointment. Appointments can be booked by telephoning 0121 796 2777, via our website [www.gpshealthcare.co.uk](http://www.gpshealthcare.co.uk), or by visiting the practice. Where possible, please book your appointment in advance of the day required, as this helps us to offer you the doctor of your choice. If your condition is urgent, please tell the receptionist—urgent appointments and book on the day appointments are available in each surgery. If you cannot keep an appointment, please let us know. Telephone consultations with doctors or nursing staff may be organised via the receptionist.

### Sick Notes

For illnesses lasting 7 days or less, a sick note is not required. On returning to work, complete a self certification form which is available from your employer or reception.

### Home Visits

Please make every effort to attend the surgery. Home visits are for people who are housebound by their illness and are made at the doctors’ discretion. Please telephone your request for a visit, if possible, before 10.30am, giving details of your illness, your address and telephone number. There are better examination facilities at the surgery and visits are very time consuming.

### Online & SMS Services

GPS Healthcare offers a text messaging service to confirm appointment bookings or cancellations, and also for brief messages of a non-clinical nature. If you provide us with your mobile phone number these services will be used, unless specifically requested that they are not. Online services are available through our website at [www.gpshealthcare.co.uk](http://www.gpshealthcare.co.uk). Here you can book appointments, order repeat prescriptions, submit questions/queries, complete surveys and view a summary of your medical record. Log on details will be provided once you register for these services which can be done at reception.

### When we are Closed

If you require medical assistance which cannot wait until the surgery re-opens, **please call 111**. Calls to the NHS 111 service are free from both landlines and mobiles. The NHS 111 Service will advise you of the best way to access the service you need. If required they will call an ambulance for you. They will also advise your GP Surgery of the outcome of your call.

If you have a life-threatening emergency please dial 999. If you are suffering with chest pain or possible symptoms of stroke (facial weakness, arm and leg weakness, speech problems) please dial 999.

## Test Results

Test results can be obtained by ringing reception after 2pm. Patients with tests results requiring action will be contacted by the practice.

## Repeat Prescriptions

Patients on regular medication will find a list of their medications on the right hand side of their current prescription. When medication is needed, the appropriate items should be marked and this sheet left in the collection box at reception or posted to us. The prescription will be ready for collection from reception 48 working hours later (excluding weekends), or can be posted to you if a stamped, addressed envelope is enclosed with the request. Repeat prescription requests are not accepted by telephone as this can lead to mistakes being made and the telephone lines becoming engaged (exceptions are made for the housebound). Repeat prescriptions can be requested via our website [www.gpshealthcare.co.uk](http://www.gpshealthcare.co.uk). To register for this facility please ask at reception. GPS Healthcare does offer the NHS Electronic Prescription Service. If you advise reception of your nominated pharmacy, prescriptions can be sent directly to them without the need for you to collect a paper prescription.

## **PRACTICE INFORMATION**

### *Comments, Suggestions & Complaints*

GPS Healthcare aims to give you the best possible care. If you have any suggestions, you can either use the form available on reception and hand it into the reception team, or leave a comment on our website. Alternatively, if you are unhappy about any aspect of our service, please contact the Site Manager. You can also leave a suggestion or complaint via our website [www.gpshealthcare.co.uk](http://www.gpshealthcare.co.uk). We have a complaints procedure and will respond promptly. A leaflet explaining the procedure is available from the reception desk.

### *New Patient Registrations*

If you live within our practice area and wish to register, please speak to a member of the reception team. Bring your NHS card together with identification and proof of your address, and complete a registration form at reception.

### *Minor Surgery*

Various minor surgery operations and joint injections are undertaken by the practice. Your doctor will advise you when these are appropriate.

### *Practice Staff*

The Site Manager is responsible for the running of the practice. Practice Nurses and Health Care Assistants have appointments throughout the week at different times and provide a range of services including: Contraception Advice, NHS Health Checks, Cervical Smears, Stitch Removal, Immunisations and Injections, ECGs, Travel Advice and Injections, Ear Syringing, Blood Pressure Checks, Dressings etc. The Receptionists will help and advise you how to get the best from the services we offer.



## *Teaching & Training*

GPS Healthcare have teaching sites and have qualified doctors who are training to become family doctors, as well as medical students from the University of Birmingham and University of Warwick who are with us so that they can gain first hand experience of general practice. If we do have an attached medical student at the time you are being seen, you will be advised of this in advance and you will of course be able to decline their presence at the consultation if you so wish.

## *Zero Tolerance Policy*

GPS Healthcare has a zero tolerance policy. All members of staff are entitled to be spoken to and treated in a courteous manner. Violent or abusive patients will be requested to leave the premises and register with another practice. Criminal acts will be reported to the police.

## *Confidentiality*

At GPS Healthcare we take confidentiality very seriously. All staff realise the importance of this and it applies throughout our practice. Information is not given out to third parties without the consent of the patient. This is regardless of age and applies just as much to young people requiring help with sensitive issues such as contraception as older patients. We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and GPS Healthcare is registered under the Data Protection Act. For the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.

## *Access for the Disabled*

All our sites are fully accessible for patients with disabilities. We provide parking and disabled patient toilet facilities. We are committed to supporting patients with disabilities to receiving accessible information, this includes support for service users and for parents and carers. Please ask if you require any assistance.

## *Car Park*

All our sites offer free car parking except Meadowside which does have some disabled parking bays.

## *Change of Address*

Please let us know of any change of address/telephone numbers immediately, as failure to notify us may cause delays if we need to contact you.



## *Patient Participation Group*

GPS healthcare has an active PPG (Patient Participation Group) that meets on a regular basis. If you would like to be involved in sharing views from a patient's perspective please contact the Site Manager at your branch for further details.

## *Non NHS Services*

There are some services that fall outside the NHS for which we charge a professional fee. These include holiday cancellations, insurance claims, requests for copy notes and some reports etc. Please refer to the notice in the reception area for more details.

## *Self Help Leaflets*

We have a wide range of leaflets covering a variety of problems, some of which are on display. Please ask if you require help on a particular subject. Leaflets are also available from our website [www.gpshealthcare.co.uk](http://www.gpshealthcare.co.uk)

## *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 or on the website [www.gpshealthcare.co.uk](http://www.gpshealthcare.co.uk)

## *Solihull Clinical Commissioning Group*

GPS Healthcare is part of NHS Solihull Clinical Commissioning group, who are based at Friars Gate, 1011 Stratford Road, Shirley, Solihull, West Midlands B90 4BN. Tel: 0121 711 7171

## *Special Clinics*

GPS Healthcare run a variety of clinics alongside normal medical sessions such as:

- Antenatal
- Child Development
- Adult and child immunisations
- Chronic Disease Management sessions such as asthma; COPD; high blood pressure, heart disease reviews.
- Diabetic Clinics
- NHS Health Checks
- Minor Surgery
- Anticoagulation Clinics
- Family planning services/HRT checks
- Specialist drug monitoring
- Annual Influenza vaccination



## How Can We Help You?

Taking your problem to the person best able to deal with it will ensure you get quicker access to the service you need. Before you contact us, if you can, identify your need and ask to see the appropriate person.

### RECEPTIONISTS

Booking Appointments  
Repeat Prescriptions  
Sick Notes  
Report/Form Requests ie insurance claims/reports  
Messages for District Nurses  
Test results—after 2pm  
Messages for the Doctor

### PRACTICE NURSE

Travel advice & Injections  
Adult Vaccinations  
Childhood Immunisations  
Asthma Clinics  
COPD Clinics  
ECGs  
B12 injections  
Ambulatory Blood Pressure Monitoring  
Removal of Stitches  
Dressing of wounds  
Cervical Smears  
Spirometry  
Ear Syringing  
Regular Injections  
Contraception & Lifestyle Advice

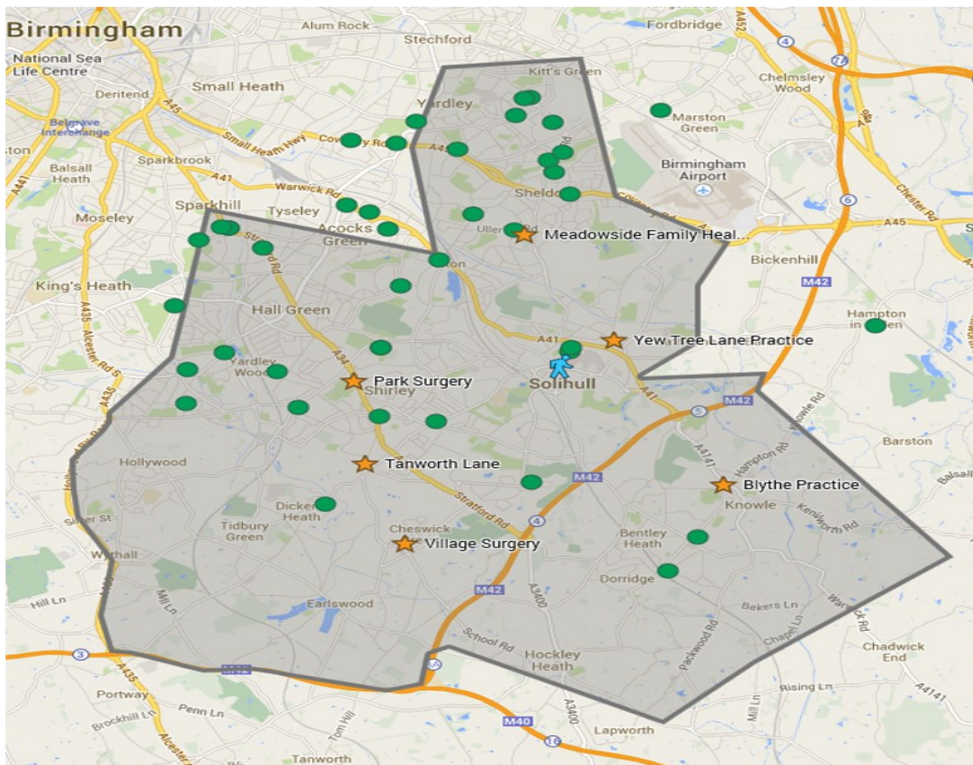
### HEALTH CARE ASSISTANTS

Lifestyle Checks  
Blood Pressure Checks  
B12 injections  
Blood Tests  
Urine Analysis  
ECGs  
Anticoagulation Clinic  
Removal of Stitches  
Ear Syringing (where available)

### DOCTORS

### MEDICAL PROBLEMS

GPS Healthcare Boundary



Key

- ★ GPS Healthcare Practices
- Other GP practices

Head Office:

GPS Healthcare, GPS House, 198 Tanworth Lane, Shirley, Solihull, B90 4DD



Visit our website: [www.gpshealthcare.co.uk](http://www.gpshealthcare.co.uk)

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