PATIENT INFORMATION LEAFLET

Our Expectations

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

GPS Healthcare was founded in April 2015 when 6 Practices merged together. 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 a friendly and caring environment.

0121 796 2777 (From 08.00—18.30)

Email: contact.gps@nhs.net
HEAD OFFICE
GPS Healthcare  198 Tanworth Lane  Solihull  B90 4DD
Email: contact.gps@nhs.net
Tel. 0121 796-2777 (From 08.00-18.30)

BRANCH LOCATIONS

Knowle Surgery
1500 Warwick Road, Knowle, Solihull B93 9LE

Meadowsise 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, Cheswick Green, Shirley B90 4JA

Yew Tree Medical Centre
100 Yew Tree Lane, Solihull  B91 2RA
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### GPS HEALTHCARE PARTNERS

Other Clinicians’ details can be found on the Surgery noticeboards and on the website.

#### KNOWLE SURGERY

<table>
<thead>
<tr>
<th>Dr Geoff Naylor</th>
<th>m</th>
<th>Dr Anna Griffin</th>
<th>f</th>
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<tbody>
<tr>
<td>Dr Alex Webb</td>
<td>m</td>
<td>Dr Lindsay Khan</td>
<td>f</td>
</tr>
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</table>

#### MEADOWSIDE FAMILY HEALTH CENTRE

| Dr John Wilkinson | m | Dr Carolyne Smith | f |
| Dr Sheila Vanhouse | f | Dr Chris Bayliss   | m |
| Dr Vivian Georgy  | f  |                   |   |

#### PARK SURGERY

| Dr Andrew Waddell | m | Dr Vivian Georgy   | f |
| Dr Banavathi Suma | f  |                   |   |

#### TANWORTH LANE SURGERY

| Dr Louise Stacey | f | Dr Michael Baker  | m |
| Dr Lucy J Hillman | f  |                   |   |

#### VILLAGE SURGERY

| Dr Niranjan Patel | m | Dr Janet Barraclough | f |
| Dr Lucy J Hillman | f  |                   |   |

#### YEW TREE MEDICAL CENTRE

| Dr Carolyn Naylor | f | Dr Joanne Kirby    | f |
| Dr Matt Ladbrook  | m  |                   |   |
ACCESSING THE SURGERY

OPENING TIMES

Surgery doors are open 08:00-18:00 and telephone lines
08:00-18:30 Monday to Friday.
Please note Village and Knowle Surgeries are closed from 1pm every Wednesday.

APPOINTMENTS

Appointments can be booked by;
⇒ Telephone 0121 796 2777
⇒ Via our website www.gpshealthcare.co.uk
⇒ Visiting the practice

Please note, telephone consultations and nurse appointments are not available to book online.

Types of Appointment
We offer face-to-face, telephone and skype (limited) appointments across all of our sites.
Appointments are ‘bookable’ in advance or ‘on the day’ appointments.

Clinician of choice
You may see the Clinician of your choice.

When to Book
Where possible, please book your appointment in advance of the day required, as this helps us to offer you the doctor of your choice.

Cancelling Appointments
If you cannot keep an appointment, please let us know.
ONLINE SERVICES

Online services are available through our website at www.gpshealthcare.co.uk. You can book and cancel appointments, order repeat prescriptions, submit questions/queries, complete surveys and view a summary of your medical record. Contact reception to enable your access.

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.

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.
WHEN WE ARE CLOSED

If you require medical assistance which cannot wait until the surgery re-opens, please call 111. 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. 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.

ACCESSIBILITY

“We aim to meet all patients communication needs and we want to ensure that all patients can understand the different types of information that is given to them. If you require any assistance with communication please let the practice know”.

CAR PARK DISABLED ACCESS

All our sites are fully accessible for patients with disabilities. We provide disabled car parking and disabled toilet facilities. If you have any concerns regarding access please contact the surgery. All our sites offer free car parking.
SERVICES INFORMATION

BLOOD TESTS

Blood tests are no longer carried out at the Surgery. You will be given a form to take to Solihull or Birmingham Heartlands Hospital. Operational times are available from reception.

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 www.gov.uk. For illnesses greater than 7 days you will need to obtain a doctors note.

TEST RESULTS

Test results can be obtained by ringing the reception team after 2pm. Patients with test 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.

Ordering your repeat prescriptions

Please ensure that you give us as much notice as possible and **not less than 48 hours**.

**At the surgery** 
Please **tick the appropriate items** on your repeats list and place into the prescriptions box at the surgery.

**Via our Website** 
Repeat prescriptions can be requested via our website **www.gpshealthcare.co.uk**. (you will need to register)

Repeat prescription requests are not accepted by telephone (exceptions may be made for the housebound).

Collecting Prescriptions

**From the surgery** 
Available a **minimum 48 hours** later

**Electronic Prescription Service (EPS)** 
Available a **minimum 48 hours** later

**Controlled Drugs** 
Must be signed for at reception and cannot be sent via EPS. Please note that these prescriptions have a 28 day expiration.

**Medication Reviews**
Medication reviews are essential for clinical safety and **may delay your prescription return**.
CLINICAL SERVICES

GPS Healthcare run a variety of special clinics alongside normal medical sessions including:

♦ Antenatal
♦ Child Development
♦ Adult & Child Immunisations
♦ Chronic Disease Management sessions such as Asthma, COPD, high blood pressure, heart disease reviews
♦ Diabetic Clinics
♦ NHS Health Checks (40-70 years)
♦ Minor Surgery (including joint injections)
♦ Anticoagulation Clinics
♦ Family Planning Services/HRT Checks
♦ Specialist Drug Monitoring
♦ Annual Influenza Vaccination, pneumo and shingles

The Nursing team provide a range of additional 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
PATIENT COMMUNICATIONS

We offer a wealth of information for patients, please ask if you require any help.

Website
We offer a wealth of information that is available to patients via our website www.gpshealthcare.co.uk.

Newsletters
Our quarterly newsletters can be obtained from Reception or accessed via our website and our noticeboards.

Noticeboards
Various items of interest can be accessed via our noticeboards at each site.

Leaflets
We have numerous leaflets covering a variety of problems some of which are on display. Leaflets are also available from our reception desk and website www.gpshealthcare.co.uk.

Friends and Family
We operate a Friends and Family Scheme. Please take a moment to fill out our Friends and Family Survey to let us know how we are doing.

Patient Participation Group
GPS Healthcare has an active PPG that meets on a regular basis. If you would like to be involved please contact the Site Manager at your branch for further details.

New Patient Registrations
If you wish to register, please bring your NHS card together with identification and proof of your address to the reception team who will provide you with a Registration form to complete.
### USEFUL CONTACTS

<table>
<thead>
<tr>
<th>Contact</th>
<th>Web Address</th>
<th>Tel Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age UK</td>
<td><a href="http://www.ageuk.org.uk">www.ageuk.org.uk</a></td>
<td>0800 678 1174</td>
</tr>
<tr>
<td>Alzheimer’s Society</td>
<td><a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a></td>
<td>0300 222 1122</td>
</tr>
<tr>
<td>Autism West Midlands</td>
<td><a href="http://www.autismwestmidlands.org.uk">www.autismwestmidlands.org.uk</a></td>
<td>0121 471 1913</td>
</tr>
<tr>
<td>Birmingham Integrated Language &amp; Communication Services (BILCS)</td>
<td><a href="http://www.bilcs.co.uk">www.bilcs.co.uk</a></td>
<td>0121 411 0470</td>
</tr>
<tr>
<td>Carers UK</td>
<td><a href="http://www.carersuk.org">www.carersuk.org</a></td>
<td>0808 808 7777</td>
</tr>
<tr>
<td>Care Quality Commission (CQC)</td>
<td><a href="http://www.cqc.org.uk">www.cqc.org.uk</a></td>
<td>0300 061 6161</td>
</tr>
<tr>
<td>Dementia UK</td>
<td><a href="http://www.dementia.uk.org">www.dementia.uk.org</a></td>
<td>0800 888 6678</td>
</tr>
<tr>
<td>Macmillan Cancer Support</td>
<td><a href="http://www.macmillan.org.uk">www.macmillan.org.uk</a></td>
<td>0808 808 0000</td>
</tr>
<tr>
<td>Samaritans</td>
<td><a href="http://www.samaritans.org">www.samaritans.org</a></td>
<td>0121 704 2255</td>
</tr>
<tr>
<td>Solihull Carers</td>
<td><a href="http://www.solihullcarers.org">www.solihullcarers.org</a></td>
<td>0121 788 1143</td>
</tr>
</tbody>
</table>
PRACTICE INFORMATION

SUGGESTIONS, COMPLIMENTS AND COMPLAINTS
GPS Healthcare aims to provide the best possible care and welcomes all feedback and suggestions. If you have any suggestions you can either use the form available on reception or leave a comment on our website. Alternatively if you are unhappy about any aspect of our service, please contact the Site Manager who will respond promptly.

TEACHING AND 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.

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. We ask you for personal information so that you can receive appropriate care and treatment. GPS Healthcare is registered under the Data Protection Act.

CCTV
A number of GPS Healthcare locations have CCTV for the protection of patients, visitors and staff. Please contact reception regarding any enquiries you may have and we will be pleased to assist you.
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.

DNA POLICY

In order to provide the best possible care to our patients we monitor our appointment system. Approximately 150 appointments per month are wasted due to patients not attending (DNA) for the appointment or not cancelling/re-arranging the appointment. **Please contact us if you need to cancel or re-arrange your appointment.**

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.

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 or check our website for more details.
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.

SOLIHULL CLINICAL COMMISSIONING GROUP

GPS Healthcare is part of NHS Birmingham and Solihull CCG, who are based at Friars Gate, 1011 Stratford Road, Shirley, Solihull, West Midlands, B90 4BN. Tel. 0121 711-7171.

CARE QUALITY COMMISSION (CQC)

The CQC are the independent regulator of health and social care in England. They monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety. They publish their findings including performance ratings to help people choose care.

PRACTICE STAFF

♦ GPS Healthcare branch locations have a Site Manager, a Clinical Team consisting of GP’s, Advanced Nurse Practitioners, Practice Nurses and Health Care Assistants. They also have an Administration Team of Medical Secretaries, Senior Receptionists, Receptionists and Administrators

♦ The Administration Hub is based at Head Office and carries out functional roles including filing, medical alerts, insurance reports

♦ The Management Team are based at Head Office and work within functional roles vital to the running of the service for example Finance, Payroll, IT, Policies, Health & Safety, Human Resources
CHOOSING WELL?

**Call NHS 111** - If you urgently need medical help or advice but it’s not a life-threatening situation.

**Call 999** - If someone is seriously ill or injured and their life is at risk.

**Visit a Walk-In Centre or Urgent Care Centre** - If you have a minor illness or injury (cuts, sprains or rashes) and it cannot wait until your GP Surgery is open.

**Ask your Local Pharmacist for Advice** - Your pharmacist can give you advice for many common minor illnesses.

**Make an Appointment with your GP** - If you are feeling unwell and it is not an emergency.

MEDICATION WASTE

Tips for Reducing Medicines Wastage

- Only Order what you need
- Discuss your medication with your GP or your pharmacist
- Take your medicines into hospital with you
- Dispose of your medicines safely at the pharmacy

ASK YOUR LOCAL PHARMACIST

Your Pharmacist can help with ailments such as coughs and colds, muscular pain, sprains, sore throat, teething, hayfever and allergies, colic, sleep problems, skin rashes, travel sickness, heartburn and indigestion etc. This would then free up more appointments for our GPs.