



GPS Healthcare

General Practice Solihull

PATIENT INFORMATION LEAFLET

Our Aim & Expectation

“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.



@gpshealthcaresol



@gps_healthcare



@gps_healthcare



Location Information

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

Meadowside Family Health Centre

30 Winchcombe Road, Solihull
B92 8PJ

Park Surgery

278 Stratford Road Shirley, Solihull
B90 3AF

Tanworth Lane Surgery

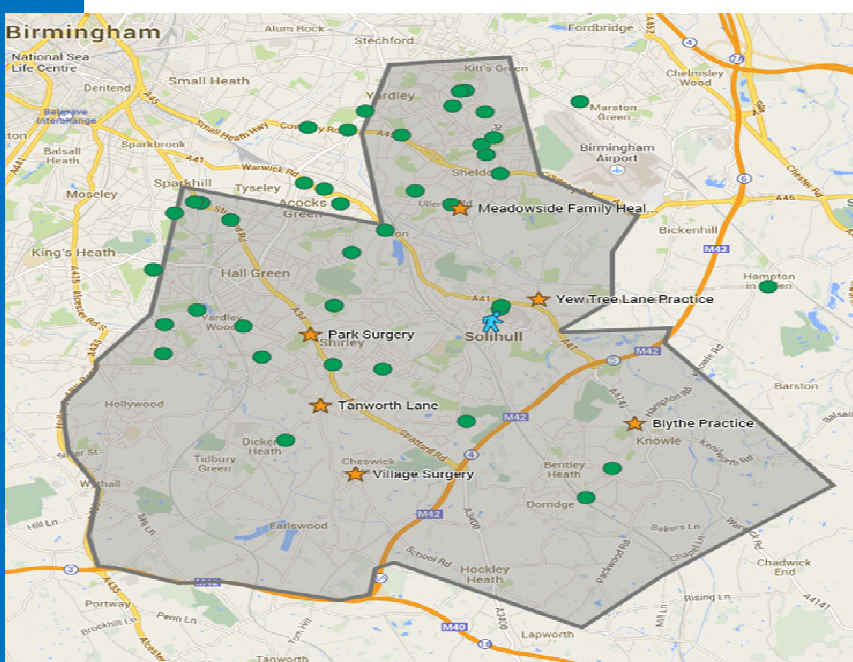
198 Tanworth Lane, Shirley, Solihull B90
4DD

Village Surgery

Cheswick Way, Cheswick Green, Shirley
B90 4JA

Yew Tree Medical Centre

100 Yew Tree Lane, Solihull B91 2RA



GPS Healthcare

Boundary Key



GPS Healthcare



Other GP Practices



Contents



Page 1	GPS Healthcare Introduction
Page 2	Head Office Contact Details, Surgery Sites and Map
Page 3	Contents
Page 4	GPS Healthcare Partners
Page 5-7	Accessing the Surgery Opening Times, Appointments, Online Services, SMS, Services, Home Visits, When we are Closed, Accessibility, Car Park Disabled Access
Page 8-9	Services Information Blood Tests, Sick Notes, Test Results, Repeat Prescriptions
Page 10	Clinical Services
Page 11-12	Patient Communications Useful Contacts
Page 13-15	Practice Information Suggestions, Compliments and Complaints, Teaching and Training, Confidentiality, CCTV, Zero Tolerance Policy, DNA Policy, Change of Address, Non NHS Services, Freedom of Information Publication Scheme, Birmingham and Solihull CCG, Care Quality Commission (CQC), Practice Staff
Page 16	Choose Well Medication Waste, Ask Your Local Pharmacist



GPS Healthcare Partners



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

KNOWLE SURGERY

Dr Geoff Naylor	m	Dr Lindsay Khan	f
Dr James Webb	m	Dr Ruth Gibbins	f

MEADOWSIDE FAMILY HEALTH CENTRE

Dr John Wilkinson	m	Dr Carolyne Smith	f
Dr Lisa Broom	f	Dr Chris Bayliss	m

PARK SURGERY

Dr Vivian Georgy	f	Dr Pardeep Bagga	m
------------------	---	------------------	---

TANWORTH LANE & VILLAGE SURGERIES

Dr Louise Stacey	f	Dr Michael Baker	m
Dr Lucy J Hillman	f	Dr Kiruban Ruthireswaran	m
Dr Sunaina Khanna	f		

YEW TREE MEDICAL CENTRE

Dr Carolyn Naylor	f	Dr Joanne Kirby	f
Dr Matt Ladbrook	m		



Accessing the Surgery

Registering as a Patient

To register as a patient please complete the registration forms found on the website or ask a member of the reception team. We ask for Proof of Address and a photo ID when you bring in the forms

Opening Times

Surgery doors are open 08:00-18:00

Telephone lines are open 08:00-18:30



Monday to Friday

Please note Village and Knowle Surgeries are closed from 1pm every Wednesday.

Extended Hours Service

Knowle Surgery 18:30 - 20:00 Monday to Friday

All branch locations 08:00 – 11.30 Saturday and Sunday

Appointments

⇒Telephone **0121 796 2777**

⇒Via our website **www.gpshealthcare.co.uk**

⇒Visiting the practice

Types of Appointment

We offer face-to-face, telephone and virtual consultation appointments (limited) across all of our sites. Appointments are 'bookable' in advance or 'on the day'.

Clinician of choice

You may see the Clinician of your choice. However we will recommend the best clinicians for your best care.

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. You can call us or email to let us know that you can't make your appointment.



Online Services



Online services are available through our website at www.gpshealthcare.co.uk. You can 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 for F2F appointments. 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're 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.

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 sites offer free car parking.



Services Information

Blood Tests



We offer a Phlebotomy service across all of our branch locations. Appointment times are:

All branch Locations 08:15 – 17:15 Monday to Friday

Knowle Surgery 08:15 – 10:30 Saturday & Sunday

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.



Prescriptions



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 2 working days**.

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 2 working days later

Electronic Prescription Service (EPS) Available 2 working days 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
- ◆ Phlebotomy

The Nursing team provide a range of additional services including;

- ◆ Contraception advice
- ◆ Blood Pressure Checks
- ◆ Cervical Smears
- ◆ Stitch Removal
- ◆ Immunisations and Injections
- ◆ ECGs
- ◆ Travel Advice and Injections
- ◆ Dressings

We also have a **clinical pharmacist** team who can carry out prescription reviews, advise on medications and manage your prescription services

We also have **Social prescribers** who offer personalised care and non clinical community support.

GPS Healthcare are a teaching practice. We undertake the training of healthcare professionals or those who intend on becoming healthcare professionals.



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.

Social Media

Lots of information is shared via our official social media channels. You can find us on Facebook, Twitter and Instagram, our handles are at the front of this leaflet.

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



Useful Contacts



Contact	Web Address	Tel Number
Age UK	www.ageuk.org.uk	0800 678 1174
Alzheimer's Society	www.alzheimers.org.uk	0300 222 1122
Autism West Midlands	www.autismwestmidlands.org.uk	0121 471 1913
Word 360 - Interpreter Service	https://www.word360.co.uk/	
Carers UK	www.carersuk.org	0808 808 7777
Care Quality Commission (CQC)	www.cqc.org.uk	0300 061 6161
Dementia UK	www.dementia.uk.org	0800 888 6678
Macmillan Cancer Support	www.macmillan.org.uk	0808 808 0000
Samaritans	www.samaritans.org	0121 704 2255
Solihull Carers	www.solihullcarers.org	0121 788 1143



Practice Information



Data Protection & Confidentiality



The General Data Protection Regulation (GDPR) governs how GPS Healthcare manages and uses the information it holds on our patients, Our privacy notice can be located on our website: www.gpshealthcare.co.uk

Confidentiality is taken very seriously throughout our practice., Any concerns regarding data protection or confidentiality please contact us by email: contact.gps@nhs.net

Data Access



Access requests including records, CCTV and call recoding can be applied for using a Data Subject Access Request. Please contact us by email: contact.gps@nhs.net or see our website www.gpshealthcare.co.uk for the appropriate forms.

CCTV & Call Recording



A number of GPS Healthcare locations have CCTV for the protection of patients, visitors and staff. GPS Healthcare have call recording facilities for inbound and out-

Compliments & Complaints



bound calls which may be used for

monitoring and training purposes.



Zero Tolerance



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 Details



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.



Other Information

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

BIRMIANGHAM & SOLIHULL CLINICAL COMMISSIONING GROUP

GPS Healthcare is part of NHS Birmingham and Solihull CCG, who are based at First Floor, Wesleyan, Colmore Circus Queensway, Birmingham B4 6AR . Tel: 0121 203 3300

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, Clinical Pharmacists, and a centrally based Health and Wellbeing Team. 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 summarising and deduction of patient records, copy records, workflow optimisation, filing, medical alerts, insurance reports and other centralised administration functions
- ◆ The Management Team are based at Head Office and work within functional roles vital to the running of the service for example: Operational and Clinical Services, Governance and Compliance, PCN Development, Finance, Payroll, IT, and Human Resources.



Choose Well



Call NHS 111 - If you urgently need medical help or advice but its 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 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.

