



# GPS Healthcare

General Practice Solihull

## **PATIENT INFORMATION LEAFLET**

### **Our Vision**

**“To deliver safe, effective and culturally responsive healthcare services, empowering individuals to thrive and communities to flourish”**

GPS Healthcare was founded in April 2015 when 6 practices merged together. We are committed to providing high quality medical care for our patients and their families, in a friendly and caring environment.

**0121 796 2777 (From 08.00 - 18.30)**

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

## HEAD OFFICE

GPS Healthcare 198 Tanworth Lane Solihull B90 4DD

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

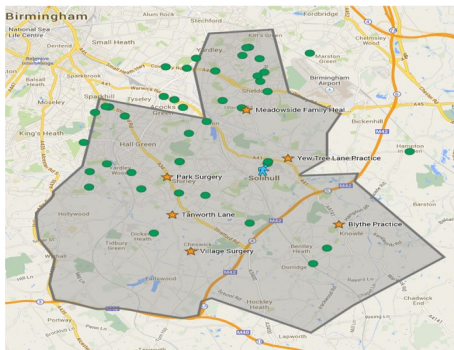
198 Tanworth Lane, Shirley, Solihull, B90 4DD

### **Village Surgery**



Cheswick Way, Cheswick Green, Shirley, B90 4JA

### **Yew Tree Medical Centre**

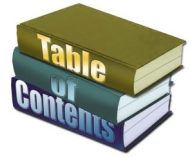
100 Yew Tree Lane, Solihull, B91 2RA



## GPS Healthcare Boundary Key

-  GPS Healthcare
-  Other GP Practices

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## **GPS HEALTHCARE PARTNERS**

Dr Michael Baker	Board Member - Managing Partner
Dr Joanne Kirby	Board Member - Medical Director
Dr Vivian Georgy	Board Member - Joint PCN Clinical Director
Dr Alex Webb	Executive Board Member
Dr Lisa Broom	Executive Board Member

Dr Kiruban Ruthireswaran  
Dr Lindsay Khan  
Dr Nazish Murtaza  
Dr Lucy Hillman  
Dr Osman Aslam  
Dr Ebbie John  
Dr Musarrat Ansari



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

## ACCESSING THE SURGERY



### OPENING TIMES

**Surgery doors are open 08:00-18:00 Monday to Friday.**  
**Telephone lines are open 08:00-18:30 Monday to Friday.**  
Please note Knowle Surgery is closed from 1pm every Wednesday.

### ENHANCED ACCESS SERVICE

In addition to our core opening hours, we also offer evening and weekend appointments.

All surgeries 18:30 - 20:00 Monday to Friday  
Knowle Surgery 09:00 – 17:00 Saturday



### APPOINTMENTS

Appointments can be requested by;

- ⇒ Telephone **0121 796 2777 (option 1)**
- ⇒ Via our digital online service **PATCHS** which can be accessed through our website [www.gpshealthcare.co.uk](http://www.gpshealthcare.co.uk)
- ⇒ Visiting the practice

### Types of Appointment

We offer face-to-face and telephone appointments across all of our sites.

Appointments are booked after being triaged by a member of our clinical team.

### Cancelling Appointments

If you cannot keep an appointment, please let us know as soon as possible so we can offer the appointment to other patients in need.

## ONLINE SERVICES



Online services are available through the NHS App and PATCHS through our website at **[www.gpshealthcare.co.uk](http://www.gpshealthcare.co.uk)**. You can book and cancel appointments, order repeat prescriptions, submit questions/queries, obtain test results and view a summary of your medical record. Visit our website for more information.

## 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 make us aware of your request for a visit as soon as possible, giving details of your illness, your address and telephone number. A member of the triage team will contact you to advise of next steps.

## WHEN WE ARE CLOSED



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.**

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.

## 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.



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## SERVICES INFORMATION

### BLOOD TESTS

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

All branch Locations 08:00 – 18:00 Monday to Friday

We also offer Saturday appointments at Knowle Surgery.

### 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](http://www.gov.uk). For illnesses greater than 7 days you will need to obtain a doctors note, or MED3 certificate. This can be requested via **PATCHS**, [www.gpshealthcare.co.uk](http://www.gpshealthcare.co.uk) or via telephone (option 2).

### TEST RESULTS

Test results can be obtained via **PATCHS** or by calling the reception team after 2pm (telephone option 3). Patients with test results requiring action will be contacted.





## REPEAT PRESCRIPTIONS

Patients on regular medication will find a list of their medications on the NHS App.

### Ordering your repeat prescriptions

Please ensure that you give us as much notice as possible and **not less than 3 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](http://www.gpshealthcare.co.uk)**

**Via the NHS App** Repeat prescriptions can be ordered and tracked via the NHS App (you will need to register for this service)

**Repeat prescription requests are not accepted by telephone (exceptional circumstances are considered).**



## Collecting Prescriptions

### **From the surgery**

Available 3 working days later.

### **Electronic Prescription Service (EPS)**

Available 3 working days later at your chosen pharmacy.

### **Controlled Drugs**

These must be sent via EPS. We do not give hand written prescriptions for controlled drugs. Please note that these prescriptions have a 28 day expiration.

## Medication Reviews

Medication reviews are essential for clinical safety and **may delay your prescription being issued.**



## 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
- ◆ Family Planning Services/HRT Checks
- ◆ Specialist Drug Monitoring
- ◆ Annual Influenza Vaccination, pneumo and shingles
- ◆ Phlebotomy (blood tests)
- ◆ Musculoskeletal services, including joint injections

**The Nursing team** provide a range of additional services including;

- ◆ Contraception advice
- ◆ Cervical Smears
- ◆ Travel Advice & Injections
- ◆ Blood Pressure Checks
- ◆ Vaccinations & Immunisations
- ◆ NHS Health checks
- ◆ Stitch Removal
- ◆ ECGs
- ◆ Dressings

## **PATIENT COMMUNICATIONS**

We offer a broad range 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](http://www.gpshealthcare.co.uk)**.

### **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](http://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. We welcome all feedback and suggestions.

### **Patient Participation Group**

GPS Healthcare has an active PPG that meets on a regular basis. If you would like to be involved please speak to member of the reception team for further details.

## USEFUL CONTACTS

Age UK	<a href="http://www.ageuk.org.uk">www.ageuk.org.uk</a> 0800 678 1602
Alzheimer's Society	<a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a> 0333 150 3456
Autism West Midlands	<a href="http://www.autismwestmidlands.org.uk">www.autismwestmidlands.org.uk</a> 0121 450 7582
Carers UK	<a href="http://www.carersuk.org">www.carersuk.org</a> 0808 808 7777
Care Quality Commission	<a href="http://www.cqc.org.uk">www.cqc.org.uk</a> 0300 061 6161
Citizens Advice	<a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a> 08082 787976
Dementia UK	<a href="http://www.dementiauk.org">www.dementiauk.org</a> 0800 888 6678
IAPT (adult mental health support)	<a href="http://www.healthymindservice.com">www.healthymindservice.com</a> 02476 671 090
Macmillan Cancer Support	<a href="http://www.macmillan.org.uk">www.macmillan.org.uk</a> 0808 808 0000

## USEFUL CONTACTS (cont.)

Papyrus  
(suicide hotline, under 35s)                      [www.papyrus-uk.org](http://www.papyrus-uk.org)  
0800 068 4141

Samaritans    [www.samaritans.org](http://www.samaritans.org)  
116 123

Solihull Carers                                        [www.solihullcarers.org](http://www.solihullcarers.org)  
0121 788 1143

## **PRACTICE INFORMATION**



### **NEW PATIENT REGISTRATIONS**

If you wish to register, please do so via our website at [www.gpshealthcare.co.uk](http://www.gpshealthcare.co.uk) or speak to a member of reception team.

### **DATA PROTECTION AND CONFIDENTIALITY**

The General Data Protection Regulation (GDPR) governs how GPS Healthcare manages and uses the information we hold on our patients. Our privacy notice can be located on our website: [www.gpshealthcare.co.uk](http://www.gpshealthcare.co.uk).

Confidentiality is taken very seriously throughout our practice. If you have any concerns regarding Data Protection or Confidentiality please contact us by email: [contact.gps@nhs.net](mailto:contact.gps@nhs.net)

### **CALL RECORDING**

GPS Healthcare has call recording facilities which may be used for inbound and outbound calls.

### **DATA ACCESS**

Access requests including records and call recording can be applied for using a Data Subject Access Request, Please contact us by email: [contact.gps@nhs.net](mailto:contact.gps@nhs.net) or see our website [www.gpshealthcare.co.uk](http://www.gpshealthcare.co.uk) for the appropriate forms.

### **PATIENT CONCERNS, COMPLIMENTS AND COMPLAINTS**

If you have any concerns, please discuss with a site manager in the first instance. We hope any issues can be quickly resolved. However, if you do wish to raise anything formally, please use the form available from reception or see our website.

## ZERO TOLERANCE POLICY

GPS Healthcare has a zero tolerance policy on all violence or aggression. 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. Unattended appointments mean that the appointment is wasted when it could have been reallocated to another patient. **Please contact us as soon as possible 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. To update your address details, we will need to see proof of your new address - please show this to the reception team at any of our sites.





## 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, etc. Please see the notice board in reception for details.



Payments for non NHS services can be made via debit/credit card or cheque at any of our sites. Please note, we no longer accept cash payments.

## 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).

## BIRMINGHAM & SOLIHULL INTEGRATED CARE BOARD

GPS Healthcare is part of NHS Birmingham and Solihull ICB who are based at Wesleyan, Colmore Circus, Birmingham. B4 6AR. Telephone No. 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.

## **CHOOSE WELL?**

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

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

**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 Pharmacy or Advice** - your pharmacist can give you advice for many common minor illnesses.

## **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 PHARMACY**

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.

