



GPS Healthcare

General Practice Solihull

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

Meadowside Family Health Centre

30 Winchcombe Road, Solihull B92 8PJ

Park Surgery

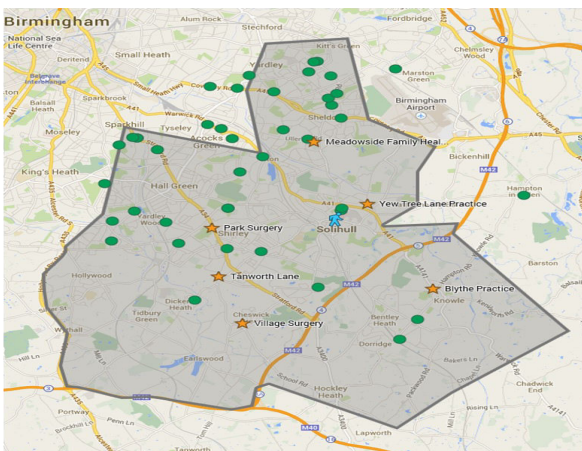
278 Stratford Road Shirley, Solihull B90 3AF

Village Surgery

Cheswick Way, Cheswick Green, Shirley B90 4JA

Yew Tree Medical Centre

100 Yew Tree Lane, Solihull B91 2RA



GPS Healthcare

Location Key

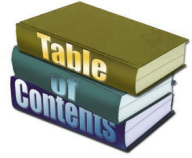


GPS Healthcare



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, 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 Anna Griffin	F
Dr Alex Webb	M	Dr Lindsay Khan	F

MEADOWSIDE FAMILY HEALTH CENTRE

Dr John Wilkinson	M	Dr Carolyne Smith	F
Dr Sheila Vanhouse	F	Dr Chris Baylis	M

PARK SURGERY

Dr Vivian Georgy	F	Dr Pardeep Bagga	M
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TANWORTH LANE SURGERY

Dr Louise Stacey	F	Dr Michael Baker	M
Dr Lucy J Hillman	F	Dr Kiruban Ruthireswaran	M
Dr Sunaina Khanna	F		

VILLAGE SURGERY

Dr Niranjan Patel	M	Dr Lucy J Hillman	F
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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

- **Extended hours:**

Knowle Surgery 18:30 - 20:00 Monday - Friday **and** 08.00 – 11.30
Saturday and Sunday

Telephone lines are open 08:00-18:30 Monday to Friday.

Please note Village and Knowle Surgeries are closed from 1pm every Wednesday. Calls will be diverted to another surgery in this time.

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. But we are hoping to launch the BSol app in the near future.

Types of Appointment

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

Clinician of choice

You can request to see a 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, for brief messages of a non-clinical nature and for “normal” test results. 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.

SELF-REFERRAL MENTAL HEALTH SERVICE - IAPT

Go to NHS online or call to find your nearest service.

WHEN WE ARE CLOSED

If you require medical assistance which cannot wait until the surgery re-opens, **please visit 111 Online** if this is not possible then please call **NHS 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.

Please note: Some of our sites have limited 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 will be sent in an SMS message if “normal” or 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 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 Prescription

From the surgery Available a minimum 2 working days later



Electronic Prescription Service (EPS) Available a minimum 2 working days later
Send your prescription straight to your elected pharmacy

Controlled Drugs These can be requested via the reception team which are then sent through the EPS service. 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)
- ◆ 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
- ◆ Cervical Smears
- ◆ Immunisations and Injections
- ◆ Travel Advice and Injections
- ◆ Blood Pressure Checks
- ◆ NHS Health checks
- ◆ Stitch Removal
- ◆ ECGs
- ◆ Dressings
- ◆ Ear Syringing

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 number together with identification to the reception team who will provide you with a registration form to complete.

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
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 AND 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 recording 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 AND CALL RECORDING

A number of GPS Healthcare locations have CCTV for the protection of patients, visitors and staff. GPS Healthcare have call recording facilities which may be used for inbound and outbound calls.



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 see our website.

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 may be requested to leave the premises and register with another practice. Criminal acts will be reported to the police.

DNA POLICY

Failing to attend appointments is taken seriously by the practice. Patients who fail to attend an appointment on more than one occasion in 12 months will receive a formal letter from the practice. A further occurrence may risk removal from the practice. **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 and some reports etc. Please refer to the notice in the reception area 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 on our website www.gpshealthcare.co.uk.

BIRMINGHAM & SOLIHULL CLINICAL COMMISSIONING GROUP

GPS Healthcare is part of NHS Birmingham & Solihull Clinical Commissioning Group, who are based at 1st Floor, Wesleyan, Colemore Circus, Birmingham, B4 6AR.

Tel. 0121 255-0700.

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 GPs, 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 are based at the head office. The team look after the back office functions of the practice which include processing patient correspondence from secondary and community care, medical reports, Alerts, and a number of other functions without which the practice would not be able function.
- ◆ The Management Team are based at Head Office and work within functional roles vital to the running of the service for example Finance, Payroll, Policies, Health & Safety, Human Resources

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 Warwick.

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.

Self Care Leaflets - Available from your surgery with a number of over the counter remedies.

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.

