



Swanswell Medical Centre

370 Gospel Lane
Acocks Green
Birmingham B27 7AL

Telephone Number

Appointments, Prescriptions, Emergencies, Visits,
Out of Hours, Enquiries & Results

0121 706 5676

Fax. No. 0121 765 0160

www.swanswellmedicalcentre.co.uk

CONTENTS

Page

Opening Times.....	3
The Doctors	3
Doctor Consultations.....	4
Extended Access	4
Nursing Staff.....	5
Nurse Consultations.....	5
Reception & Administration	6
Attached Staff	7
Booked Appointments, Messages & Test Results	8
Repeat Prescriptions	9
Prescription Collection Service & Medication Reviews	9
Services	10
Facilities Available at the Practice	13
Chaperone, Practice Catchment	14
Confidentiality.....	15
Training.....	15
Research, Patient Participation Group & Local Chemist	16
Out of Hours	17
Car Parking, Dogs, Smoking & Food	18
Disabled Access, Services for Patients with a Disability	18
Safety & Security, Change to Personal Details	18
Our Practice Charter	19
Summary Care Record	20
Patient's rights to General Medical Services	20
Access to Health Records	20
Complaints	21
How you can voice your concerns & Zero Tolerance	22

WELCOME TO SWANSWELL MEDICAL CENTRE

The Practice was first established on this site in 1934, and in 1994 the premises were extensively redeveloped to provide the current purpose-built accommodation. Since 1994, there has been progressive improvement in the quality and scope of clinical services supported by an increasing use of information technology. The Practice now participates in research and provides training for doctors and nurses.

SURGERY OPENING TIMES

The surgery is open between 8.15am – 6.30pm Mondays to Fridays.

TELEPHONE OPENING TIMES

Telephone lines are open between 8.00am – 1.00pm and between 2.00pm - 6.30pm Mondays to Fridays.

THE DOCTORS

Dr Sheldon Steele (m) MBBS MRGP DFFP DOcc Med

Trained in Trinidad and the UK, gaining his medical degree in 1998. His professional interests include musculoskeletal medicine, contraception and sexual health, minor surgery, and occupational health.

Dr Spencer James (m) MBBS MRCGP

Trained in London, gaining his medical degree in 2009. His professional interests include sports medicine, anticoagulation, diabetes, and substance misuse.

Dr Navjeet Mangat (m) MBBS MSc MRCGP MRCS DipMedSci

Trained in Newcastle, gaining his medical degree in 2004. His professional interests include musculoskeletal medicine, minor surgery, and palliative care.

The Practice also employs the services of trainee GPs on a rotational basis.

DOCTOR CONSULTATIONS

Consultations are normally by appointment and are arranged flexibly throughout the day to meet the varying needs of our patients. Appointment times are between:

Monday	8.30 am – 6.00 pm
Tuesday	8.30 am – 6.00 pm
Wednesday	8.30 am – 6.00 pm
Thursday	8.30 am – 6.00 pm
Friday	8.30 am – 6.00 pm

If you require an appointment with a doctor you will be able to book on the day by ringing the surgery from 8.00 am. Depending on your problem, you will either be given an appointment with the appropriate healthcare professional or referred to the triage service and contacted by the duty doctor. Should you require a review appointment with a specific doctor, you should ring on the day when your doctor is available. Should your doctor not be available that day, you can choose to call back on the day your doctor is next available or be given an appointment with another doctor. **If your problem is not urgent, please avoid ringing the surgery on a Monday morning or Friday afternoon.**

To enable our trained reception staff to allocate you an appointment with the most appropriate professional, they will ask you for some brief details of your problem. This is strictly confidential and will help us to help you. If you do not wish to give details, please respond by saying that your problem is 'personal' and you will be referred to the triage service.

There are late evening appointments for patients who work and these can be booked in advance online and by telephone.

Patients have a responsibility to keep booked appointments and to cancel if unable to attend. This is not just simple courtesy, but allows another person to use the appointment.

We do our best to keep to appointment times, but do not wish to impair the quality of our services by keeping every patient strictly to time. The complexity of care provided by General Practice has greatly increased over the years, the population is living longer with a greater burden of health problems and we offer additional services that avoid the need for hospital referral. Consultations for mental health problems, emergencies, cancer, and multiple problems inevitably take longer and cause delay. If you have multiple health concerns, consider how you could help the doctor to not run late by enabling him/her to deal with the most important problem first. Other problems might be managed best by booking a consultation for another day, or by telephone consultation. On your arrival, we will inform you of any delays and would ask that you are considerate of other patients' needs.

EXTENDED ACCESS

Evening and weekend appointments are now available at our Extended Access Hub, which is based at Hall Green Health, 797 Stratford Road, Hall Green, Birmingham B28 8BG.

Appointments must be pre-booked via the reception at Swanswell Medical Centre. You can book an appointment to see a GP, Nurse or Healthcare Assistant. Please be aware that this may not be the same GP, Nurse or Healthcare Assistant that you would normally see.

Appointments are available between 6:30pm and 8pm on Monday - Friday evenings; between 9am and 1pm on Saturdays and Sundays.

NURSING STAFF

Nurse Practitioner:

Nurse Purcelle Davidson (m)

Purcelle is an Advanced Nurse Practitioner who, in addition to nursing skills, is able to manage long-term conditions and a range of medical conditions in association with the doctors.

Nurses:

Nurse Claire Morton (f)

Claire has, in addition to general nursing skills, a special interest in Diabetes, Asthma and Anticoagulation.

Nurse Greta O'Neill (f)

Linda has, in addition to general nursing duties, a special interest in COPD and Asthma.

The nursing team have appointments throughout the week for:

- Long-Term Condition reviews
- Cervical Smears
- Childhood and Adult Immunisations
- Travel advice and vaccinations
- Contraception, pill checks & injections
- Injected medicines
- Continence Advice
- Healthy Lifestyle Advice
- Pre-Conceptual Advice
- Dressings and Wound Care
- Leg Ulcer Treatment
- Minor Injuries (excluding lacerations and suspected fractures)
- Dietary Advice & Health Promotion

Healthcare Assistant:

HCA Ranjit Dhillon (f)

Ranjit has a broad range of skills that include performing general health-checks, adult immunisation, wound management, performing ECGs and phlebotomy and can offer appointments for:

- NHS Health Checks
- Weight
- Simple Dressings
- Blood Pressure Management
- Blood Tests
- ECG

NURSE AND HEALTHCARE PRACTITIONER CONSULTATIONS

Consultations are normally by appointment and are arranged flexibly throughout the day to meet the varying needs of our patients. Appointment times are between:

Monday	8.15 am – 5.50 pm
Tuesday	8.15 am – 5.50 pm
Wednesday	8.15 am – 5.50 pm
Thursday	8.15 am – 5.50 pm
Friday	8.15 am – 5.50 pm

Due to the nature of nursing consultations, some appointments are quite lengthy. If you are unable to attend your nurse appointment, it is essential that you cancel the appointment well in advance so that the time can be given to other people who need care.

RECEPTION

The reception is the focal point of the Practice and receives all incoming calls. In addition to making appointments and dealing with enquiries, our receptionists have a wide range of other duties including:

- New registrations
- Change of addresses/names/telephone & mobile numbers/email addresses
- Booking and cancelling appointments
- Taking requests for home visits
- Ensuring emergencies are dealt with appropriately
- Handling requests for the results of tests and investigations
- Taking requests for repeat prescriptions from vulnerable and housebound patients
- Dealing with all enquiries that come into the Practice
- Carrying out requests from the GP
- Management of patient information literature and posters

Our Reception Staff are here to help you. When telephoning for medical attention our Reception Staff may ask for a few details. The doctors have asked them to make these enquiries so that they can help you in the most appropriate way. Our Reception Staff have undertaken special training and always respect patient confidentiality. Please inform the receptionist if you would like to discuss anything in private away from the reception desk.

ADMINISTRATION

PRACTICE MANAGER

The Practice Manager is responsible for the smooth running of the Practice. She is available to help you with administration of non-medical aspects of your healthcare and, alongside Dr Steele, is responsible for handling complaints.

PRACTICE SECRETARY

The Practice Secretary is available to help you with any queries regarding hospital referrals. The Secretary is also responsible for administering requests for third party reports e.g. for insurance companies, requests for medical reports from solicitors.

If you would like more information regarding your referral, please telephone the Practice and leave a message for the Secretary.

If you are referred to **'Rapid Access' services** you can expect a hospital appointment within 2 weeks. **If you do not hear from the hospital within 10 working days of seeing your doctor, it is important that you contact the Secretary.**

ATTACHED STAFF

COMMUNITY MIDWIVES

The Practice has a Community Midwife attached to the surgery and holds clinics at the surgery on Thursday afternoons. Midwives care for and support pregnant women, their partners and new babies before, during, and after the birth. They monitor the health of the mother, counsel her on health issues, and explain the options for delivery of the baby. Their job also involves reassuring parents, running antenatal and parenting classes, taking care of the mother and baby during labour and birth, and giving advice on breast feeding. Patients are requested to book directly with the Midwife by 8 weeks of pregnancy and should inform the Midwife of any pregnancy related problems.

DISTRICT NURSES

District Nurses assess, plan, and manage the care of sick and disabled patients of all ages in the patient's own home when the patient is unable to attend the Practice. The District Nurses help with wound management, continence, long-term conditions, and palliative care.

HEALTH VISITORS

The Health Visitors provide child development checks and a pre-school drop-in clinic at Shirley Road every Wednesday 9.30 am – 11.30 am (no appointment needed). They also provide advice on diet and feeding, sleeping problems, behaviour problems, play and early learning, safety in the home, toilet training, bed-wetting, and child protection. Enquiries: Tel. No. 0121 707 5219

SUBSTANCE MISUSE WORKER

Reach Out Recovery provides a shared care service for drug and alcohol misuse in association with Dr James, who prescribes medication to reduce harm and support abstinence. If you would like advice or support, a self-referral form can be requested from reception or from your doctor.

BOOKED APPOINTMENTS

Patients have a duty to attend for booked appointments promptly. The Practice will, as far as practicable, see patients who arrive late; however, this may be at the end of surgery and may therefore involve a considerable wait for those who do not wish to re-book. The following will generally apply:

Less than 10 minutes late

The patient will be marked as having arrived for their appointment time. The doctor or nurse will call them in at the first available opportunity.

More than 10 minutes late

The patient has clearly missed the appointment time. The patient may be told they need to re-book. If the doctor or nurse is still able to see them, they will be advised that they may have to wait until a time becomes available.



MESSAGES

You may telephone to leave a message for your doctor who will endeavour to deal with your query the same day or by the end of the following day. If you think you will need to be seen for an on-going condition, please do not leave a message for your doctor, instead make an appointment.

TEST RESULTS

You are able to contact the surgery after 10:30am each day for results of tests.

Allow 3-4 days following submission of specimen or as instructed by the doctor or nurse. X-ray results are usually available after 2 weeks.

Please note that the Practice has a strict policy regarding confidentiality and data protection.

We will only release test results to the person to whom they relate, unless the following circumstances apply:

- There is legal guardianship
- There is a requirement by law
- The best interests of the patient would be served (Mental Capacity Act 2005)
- The person has given prior permission for the release of their health information by signing a confidentiality agreement
- There is a Lasting Power of Attorney for Health.

When you take your test you will be told how long it will be before the results are returned to the Practice. Please ensure you contact the Practice to check your results and to make an appointment to discuss them with your doctor if you are advised to do so. Please do not expect our Reception Staff to relay information regarding the test results other than that provided by the doctor.

REPEAT PRESCRIPTIONS

Your doctor may give you a repeat prescription if you require regular medication. To re-order, please tick the required items on the tear off slip attached to your prescription and either leave in the box on the wall in reception or, when the Practice is closed, the post box on the gate. You may also use the online ordering system available on many apps.

Requests received by 11.00 am will be available within 48 hours (2 working days). If you supply a stamped addressed envelope we will post your prescription to you. We only accept telephone requests for repeat prescriptions when advised by your doctor, or if you are housebound. Please ensure that you provide the name, strength and dose for each medication required. **If you are requesting an item of medication that is not on your repeat list, please give a reason for your request and this will be passed to your doctor who may need to contact you prior to authorisation.**

There are certain medications which cannot be prescribed without first seeing the doctor, including sleeping tablets, sedatives and strong painkillers.

Please do not stockpile or waste medication. If you no longer wish to take a medication or suspect that you are suffering from a side effect, discuss this with your doctor first. Do not stop medication without first discussing with your doctor.

Please try to think well ahead to when your medication is due to run out in order to avoid last minute requests, especially on a Friday afternoon.

PRESCRIPTION COLLECTION SERVICE

If you take medication on repeat prescriptions, you may wish to take advantage of a free service offered by some pharmacies. If you wish to take advantage of this service, please contact your usual pharmacy. The pharmacy collects prescriptions from the surgery and dispenses the medication so that it is available for collection at an agreed time at their premises. In special circumstances, they may also be prepared to deliver (e.g. to the elderly, disabled or housebound).

ELECTRONIC PRESCRIPTION SERVICE (EPS)

If you currently collect your repeat prescriptions from the Practice, by using EPS you will not have to visit the Practice to pick up your paper prescription. Instead, we will send it electronically to the pharmacy of your choice. You will have more options of where to collect your medication from as it can be collected from a pharmacy near where you live, work or shop.

MEDICATION REVIEWS

If you are taking repeat medication, it is good medical Practice for us to enquire into how you are managing. This helps us to identify any side effects or difficulties you are experiencing and to address them with you. Every 12 months you will be requested to complete a medication review questionnaire.

ORDERING REPEAT MEDICATION ONLINE

The Patient Access Online Services make it quick and simple to order repeat medication online at any time of the day. Patients log on to their Patient Access account to request repeat medication and are presented with a list of their eligible repeat items. They are able to request medication simply by clicking on the required items and submitting the request. Please ask at Reception if you would like to sign up for this service.

SERVICES

Long Term Condition Management

- **Diabetes**
- **Coronary Heart Disease**
- **High blood pressure (Hypertension)**
- **COPD or Asthma**

Annual review appointments with the nurse are of a longer duration to enable a comprehensive overview of current health and to plan future care. Interim review appointments are usually 6 months after diabetes annual reviews, but are otherwise as needed.

Family Planning Advice & Sexual Health

We are able to provide all forms of contraception, except caps and diaphragms. Emergency contraception should be requested as soon as possible after the risk of pregnancy has been identified, but may be effective up to 5 days after risk-taking behaviour has occurred. As there is a small risk of pregnancy even when oral emergency contraception has been appropriately taken, it is important not to rely on this method and avoid taking repeated risks. Whenever consulting for contraception, it is an opportunity to review your sexual health and to consider requesting a screen for sexually transmitted infection (that can be done using self-taken swabs or by providing a urine sample). Most people infected with HIV are heterosexual and the frequency of infection in Birmingham is now above 1 in 2000, which not only requires NHS services to offer HIV tests to anyone who has an 'indicator condition', such as community acquired pneumonia, but also to offer universal screening of adults. Please do not be offended if the doctor or nurse offers you an HIV test - it is simply good practice. Nationally, it is recognised that a significant proportion of people with HIV are undiagnosed and that their prognosis is much improved by early diagnosis. Anyone who is concerned can, in complete confidence, request an HIV test.

Smoking Cessation

We do not currently provide a smoking cessation service. For online information, advice and support contact www.smokefree.nhs.uk or call Smokefree 0300 123 1044

Minor Surgery

We are able to excise a variety of superficial lesions and to treat some ingrowing toenails. If suitable, the GP will arrange an appointment following initial assessment.

Joint and Soft Tissue Injections

We offer a comprehensive service for various problems that affect joints, tendons and nerves.

Weight

We can help you try to lose weight by offering a weight management programme in which medication may form part of the treatment.

Dementia

We carry out an annual review for all of our patients who have dementia, to assess their health and social wellbeing.

Antenatal Care

Ideally, at least 3 months before becoming pregnant, you should stop smoking, start folic acid (available from pharmacies) and ensure that you are up-to-date with your Rubella vaccination. If you have diabetes, good blood glucose control for 3 months before trying to conceive improves the chances of conception and reduces the risk of miscarriage.

When pregnancy is discovered, please call the Practice at the earliest opportunity. The receptionist will complete a form and book your first midwife appointment for you. The antenatal clinic is held every Thursday afternoon. Free vitamin supplements are available from pharmacies for all pregnant women.

Flu Vaccinations

Please ensure if you are in one of the 'at risk' groups you have a flu vaccination annually:

- 65 years old or over
- Lung disorders such as asthma, COPD, bronchiectasis or cystic fibrosis
- Heart problems such as angina, previous heart attack, heart failure or damaged valves
- Kidney disease
- Liver disease such as cirrhosis or chronic hepatitis
- Diabetes
- Stroke
- Impaired immunity due to disease, absence of the spleen or ongoing chemotherapy
- Pregnant women
- Carer for an elderly or disabled person

Clinics are held between October and December each year, including some Saturdays. Please book an appointment as early as possible.



TRAVEL ADVICE

Remember to look after your health and find out about vaccinations and medicines to protect yourself and your children. Please request a travel questionnaire from reception and return it completed 6 weeks before you travel, as vaccinations may take about 4 weeks to work effectively.

When you return your form, the receptionist will book a nurse appointment for you. If the nurse determines that you do not need any travel vaccinations, reception will contact you to cancel your appointment.

If travelling at short notice, contact us as soon as you can to find out what we can do to protect you and your family.

Please note there are fees for the provision of some travel vaccinations and medication, payable in advance.

NON-NHS MEDICALS AND PRIVATE FEES

Fees are payable for the following services as they are not part of your doctor's NHS duties and therefore a fee (in the range recommended by the BMA) is payable. Current rates are available from reception. *It is Practice policy not to sign passport forms and gun licence applications.*

- Private sick notes
- Holiday cancellation claim forms
- 'Fit to Travel' certificates
- Declaration of medical condition/medication, e.g. when travelling abroad
- Medical insurance claim forms
- Driving licence applications
- BHSF forms
- HGV and PSV medicals
- Non-NHS matters (excluding private referrals)

MEDICAL CERTIFICATES

For absence from work through sickness, self-certification is currently valid for the first week and the SC2 certificate is available from your employer, the post office or the surgery reception. A **doctor's certificate (Med 3 certificate) is not needed for the first seven days of sickness**. If a private certificate is required to cover this period, a standard fee is charged. **After 7 days you will need to consult (by telephone or face-to-face) with your doctor to obtain a Med 3. Please note that medical evidence to support sickness absence from probation will not be retrospectively provided unless you are admitted to hospital.**

If you have been treated in a hospital, please note that it is the hospital doctor's responsibility to issue a Med 3 certificate for the duration until when it is anticipated that you will have recovered or will have a hospital review. **Your GP will not issue a Med 3 following treatment in hospital, whether as an inpatient or day care/A&E attendance.**

HOSPITAL AND COMMUNITY SERVICE REFERRALS

Wherever possible, routine hospital referral letters will be done within 5 working days or on the same day, if urgent. Decisions regarding your treatment, including the options open to you, will be explained and discussed with you before any referral is made.

NEW PATIENTS

The Practice is able to take new patients providing they live in the Practice catchment area (as detailed in the 'Practice Catchment' section of this guide). To register, request a registration form (GMS1) from our Reception Staff. In the case of registering a new baby, please bring their NHS Number or the child's red book.

When you register with the Practice, you will have a named doctor allocated to you, but you can see the particular doctor you prefer. If you are receiving a repeat prescription, please indicate the medicines and doses on the new patient health questionnaire. If you need your medicines more quickly, submit your current re-order form to reception indicating how many days you have left. We do not exclude patients from the Practice on grounds of age, sex, colour, race, nationality, ethnic or national origin or disability, sexual orientation, religion or religious or philosophical belief or medical condition.

TEMPORARY RESIDENTS

We provide a Temporary Patient service for anyone staying within the Practice catchment area (e.g. whilst staying with relatives) and who require necessary, acute treatment. Just call into the Surgery, obtain a Temporary Residents Form from our Reception Staff, return it to us completed and we will endeavour to assist you.

PATIENTS NOT SEEN WITHIN THE LAST 3 YEARS

If a doctor or Practice nurse has not seen you within the last three years, please contact our Reception Staff to arrange an appointment.

PATIENTS OVER 75 YEARS

If you are aged 75 years or over, you are eligible for an annual health check by the Practice nurse. This can be at the surgery or, for the housebound, a home visit can be arranged. Please contact our Reception Staff to arrange this.

CONSENT TO TREATMENT BY CHILDREN BELOW AGE 16

When a parent or guardian agrees, or when an adolescent does not wish the presence of an adult, a child is able to give legal consent to their own treatment provided they meet Fraser Guidelines, which are:

- The young person understands the health professional's advice
- The health professional cannot persuade the young person to inform his or her parents or allow the doctor to inform the parents that he or she is seeking contraceptive advice
- The young person is very likely to begin or continue having intercourse with or without contraceptive treatment
- Unless he or she receives contraceptive advice or treatment, the young person's physical or mental health, or both, are likely to suffer
- The young person's best interests require the health professional to give contraceptive advice, treatment, or both, without parental consent

FACILITIES AVAILABLE AT THE PRACTICE

We have:

- Consulting rooms on the ground floor for access by disabled patients
- A room available for nappy changing
- A room available for breastfeeding on request
- A room to discuss matters in private on request
- A comfortable waiting room (our Practice is cleaned every day)

We will keep you informed through:

- Up-to-date health and Practice information booklets
- Health Promotion TV Screen
- Practice Website

If you require information on a specific topic and are unable to find it, please ask our Reception Staff, who will do their utmost to help you.

INTERPRETERS

If required, an interpreter can be organised to accompany the patient during a consultation with the doctor. British Sign Language interpreters can be arranged for people with hearing impairment as well as for non-English speaking patients. 48 hours prior notification will be needed for Reception Staff to arrange this.

SELF CHECK-IN

The Practice has an automated self check-in touch screen in the waiting room. This is a simple to use system that enables the patient to check themselves into our appointment system. Should you feel uncomfortable about using such a system, you can obtain help, or book in with our Reception Staff in the traditional manner.

MOBILE PHONES

We request that patients do not use their mobile phones for social calls within the surgery building, as this may cause distraction or annoyance to others. Please do ensure you turn them off before going into the consulting room.

HOME VISITS

Every effort should be made to attend the surgery where there are full facilities for your care. **Lack of transport is not a reason to request a home visit.** If you are genuinely unable to visit the surgery, please telephone before 11.30am. Visits will usually be undertaken between 12.00 noon and 3.00 pm. Try to give the receptionist some idea of the problem as the doctors need this information to attend the most urgent call first and may ring back to clarify the request.

Please try to avoid requesting a home visit in the afternoon. However, if you develop an urgent problem in the afternoon and feel a home visit is necessary, then do contact the surgery.

CARERS

Do you provide a substantial amount of care on a regular basis for a child, relative, partner or neighbour who is unable to manage on their own due to illness, disability, frailty, mental distress or impairment? We are able to provide Carers with support to access information on a range of topics, such as entitlement to benefits and respite care and, not least, a listening ear when things get too much. Further information can be found at www.carersuk.org/help-and-advice

CHAPERONE

Our Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best Practice is being followed at all times, and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. The chaperone will be a member of staff, but if preferred, you may also be accompanied by a family member or friend.

Your healthcare professional may also require a chaperone to be present for certain consultations, in accordance with our chaperone policy.

If you wish to have a member of the Practice staff present during your consultation, please mention this to our reception staff when booking your appointment, or to your doctor at your consultation, and it will be arranged.

PRACTICE CATCHMENT

For patients to be registered at the Practice their address need to fall into the Practice's catchment area which covers between Coventry Road (Acocks Green), Lode Lane, Blossomfield Road, Longmore Road, Stratford Road, Fox Hollies Road, Westley Road, Woodcock Lane and Clay Lane.

If you move out of the Practice area it will be necessary for you to register with a doctor at another Practice which covers that area. Our Reception Staff will help you with queries about Practice boundaries.

CONFIDENTIALITY

All staff in the Practice are contractually bound to maintain Patient confidentiality. We respect your right to privacy and keep all your health information confidential and secure. Confidentiality also extends to Patients' family members. Medical information relating to you will not be divulged to a family member or anyone else, without your written consent.

As we are a computerised Practice, our patient records are kept securely on computer. Legacy paper records are filed within a lockable shelving system.

Your rights are protected as we are registered under the Data Protection Act 1998.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. However, for the effective functioning of a multi-disciplinary team, it is sometimes necessary that medical information about you is shared between members of the Practice team.

The patient's rights in relation to disclosure of such information are covered by the Practice's registration under the Data Protection Act and we follow guidance issued by the GMS in '*Confidentiality: Protecting and Providing Information*' which explains circumstances in which information may be disclosed. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see your records, speak to the Practice Manager.

TRAINING

We are a teaching Practice which means we have Foundation Year 2 doctors and GP Registrars (GPRs) working at the Practice. They are fully qualified doctors who have hospital experience. GPRs intend a career in general Practice. Dr Steele is a trainer who takes special responsibility for advising these doctors and support the GPRs with their consultations. When booking an appointment you may be given one with the registrar, and you can be assured of the same high standard of treatment you have come to expect. However, if you prefer to see one of the usual doctors, please inform the receptionist when booking your appointment.

We also train other health professionals who at times sit in with the doctors during consultations. Consent from patients is always sought when booking in at reception. If you do not wish to give your consent, the doctor will be informed.



RESEARCH

The Practice undertakes research on behalf of the NHS and companies developing new medicines. Without research, new treatments to help people lead healthier lives would not be possible. You may be offered the opportunity to take part in research and we request that you carefully consider this. Please be assured that should you decide not to, your decision will not affect your future care.

Qualified assessors come into the Practice and are bound by the same stringent rules of confidentiality as are all members of the NHS.

You may be asked to complete questionnaires from time to time but you have our assurance that these will be handled in an entirely confidential manner, as is all Patient-related data.

Your participation in any aspects of external evaluation or research is optional.

PATIENT PARTICIPATION GROUP

Swanswell PPG is an award winning Patient Volunteer Group which has been set up to enable you to have a say and make changes to improve the quality of services provided by the Practice. Doctors and staff recognise the important contribution patients make to the development and improvement of services and the group is the way we gather and incorporate patients' views. Should you wish to become involved, please contact the Practice Manager.

LOCAL PHARMACY

Your local pharmacist can also provide advice about aches and pains, sore throats, simple headaches, coughs, colds and flu, diarrhoea, minor indigestion, small cuts and abrasions.



OUT OF HOURS

If you fall ill at night or during the weekend and you are too ill to wait until the surgery opens, please telephone 111 and a highly trained adviser will direct you to the most appropriate course of treatment or care.

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

SOLIHULL NHS HEALTHCARE AND WALK-IN CENTRE

Open 8.00am to 8.00pm 7 days a week and works similarly to a normal surgery. Minor ailments and minor injuries unsuitable for A&E can be seen. The centre is alongside the Minor Injuries Unit inside Solihull Hospital in Lode Lane, Solihull.

WEBSITE ADVICE

For advice on health matters, please visit www.swanswellmedicalcentre.co.uk or www.nhs.uk or www.patient.co.uk

NHS CHOICES WEBSITE

Website: www.nhs.uk – Information from the National Health Service on conditions, treatments, local services and healthy living.

NHS 111

NHS 111 operates a 24 hours, 365 days a year, non-urgent, clinical advice and health information service. Call 111 if:

- You need medical help fast but it's not a 999 emergency
- You think you need to go to A&E or need another NHS urgent care service
- You don't know who to call or you don't have a GP to call
- You need health information or reassurance about what to do next

NHS 111 works in hand with other healthcare services provided by the NHS, helping you to make the right choice to meet your needs.



ACCIDENT AND EMERGENCY

Accident and Emergency (A&E) departments treat people with critical or life threatening problems, for example:

- Unconsciousness or difficulty rousing/collapse
- Severe central chest pain
- Severe shortness of breath
- Stroke or mini stroke
- Sudden loss of vision
- Vomiting blood
- Prolonged fit for more than 10 minutes
- Early pregnancy with severe abdominal pain

Do not use 999 or attend A&E with problems that your doctor could deal with, or for a second opinion.



CAR PARKING

Parking is accessed via Swanswell Road. Please do not park in spaces allotted to staff and kindly respect the disabled space. **You are advised not to leave valuables on display in your car. Vehicles and contents are left at owners own risk.**

DOGS

All dogs, with the exception of assistance dogs, should be left outside the building.

SMOKING & FOOD

The Practice building is a non-smoking building and we request that this be honoured. We would also request that patients do not eat or drink whilst waiting for their appointments. A glass of water may be obtained from reception on request.

DISABLED ACCESS

The Practice complies with regulations relating to disabled access. Patient areas are on the ground floor and there is wheelchair access to the consulting rooms. A disabled toilet is available in the entrance foyer and there is a designated disabled parking space in the car park.

SERVICES FOR PATIENTS WITH A DISABILITY

A loop system for the hard of hearing is available on request. The TV Screen in the waiting area emits a chime to alert patients when their name and the room they need to go to is displayed. If, because of your visual loss, you are unlikely to see your name on the TV screen, please advise a member of reception staff who will make arrangements to notify you when the clinician is ready to see you. A similar enquiry should also be made by hard of hearing or deaf patients if you are worried that you may miss the notification appearing on screen.

SAFETY AND SECURITY

The Practice has CCTV installed at the Practice premises. In keeping with our commitment to providing the best possible service to all our patients, we hope the CCTV installation will provide assurance to patients and staff that safety and security are high on our agenda. There are several monitors installed inside and outside the Practice premises.

We uphold our policy that all consultations are private and confidential, therefore please be assured that no monitors have been installed in any of the consulting rooms.

CHANGE TO PERSONAL DETAILS

Please inform the Reception Team if you change your name, address, marital status or telephone number, so we can keep our records accurate.

DON'T FORGET

You can use the Practice website to request repeat prescriptions, make appointments, access your health record and update your contact details.

www.swanswellmedicalcentre.co.uk



OUR PRACTICE CHARTER

These are local standards set within this Practice for the benefit of our patients.

Our responsibilities to you:

- You will be treated with courtesy and respect by all Practice personnel
- An urgent appointment with a Doctor will be available on the same day
- A non-urgent appointment with a Doctor will be offered within 24 hours
- Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please ask the Receptionist for an explanation.
- We aim to answer the telephone within six rings
- An appointment with the Practice Nurse will be available within 5 working days
- Requests for repeat prescriptions will be dealt with within 48 hours. Patients who are housebound can telephone the Practice to leave a message on telephone number 0121 706 5676 (option 5)
- All comments and suggestions about the service are welcome. A form for this purpose is available from reception
- If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner
- We wish to make Swanswell Medical Centre as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services

Your responsibilities to us:

- If you are unable to attend your appointment please let us know so that we can offer it to someone else. Repeated non-attendance, without notifying the Practice in advance, may lead to your removal from the Practice list.
- If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you
- A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the Practice before 11.30 am if at all possible
- An urgent appointment is for an urgent medical problem. Please speak to the Receptionist if you require a sick note or repeat prescription
- We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies, but please ask for an explanation from the Receptionist
- Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve
- Please act in a responsible and courteous manner whilst on Practice premises for the safety and comfort of others
- Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another Practice if this behaviour occurs
- If you are violent or abusive, you will be warned to stop your behaviour. If you persist, we may exercise our right to take action to have you removed, immediately if necessary, from our list of patients and asked to register at another surgery. In some cases, where necessary, the Practice will involve the Police
- While we strive to meet the standards of this charter, we will also need your help to achieve this by following the actions given by your clinicians and taking the correct medications promptly

FREEDOM OF INFORMATION ACT

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. Further details are available from the Practice Manager.

SUMMARY CARE RECORD

The NHS is changing the way it stores and manages your health records. You will have a summary care record, which will be available to people providing you with care anywhere in England. This will help to ensure that NHS staff treating you have essential information about you. This will mean that your doctors and nurses, together with you, will be able to make informed decisions about your care. As a patient you have options regarding the creation of your summary care record. For more information:

- Ask for a leaflet at the Practice
- www.nhscarerecords.nhs.uk
- Call the NHS Care Records Service Information Line on 0845 603 8510

PATIENT'S RIGHTS TO GENERAL MEDICAL SERVICES

- To be treated with respect and as a partner in your care
- To be offered a health check on joining a doctor's list for the first time
- To have appropriate drugs and medicine prescribed
- To have 24-hour access to medical advice
- Aim for you to have access to a suitably qualified medical professional the same day
- Work in partnership with you to achieve the best medical care possible
- To involve you and listen to your opinions and views in all aspects of your medical care
- To be referred to a consultant acceptable to them when they and their doctor think it is necessary, and to be referred for a second opinion if they and their doctor think it is advisable
- To have access to their health records, subject to any limitations of law, and to know that those working for the NHS are under a legal duty to keep those records confidential
- To choose whether to take part in research or medical student training
- To receive a copy of their doctor's Practice leaflet, setting out the services the Practice provides
- To receive a full and prompt reply to any complaints they make about the care they receive at the Practice

The prevention of disease, illness and injury is a primary concern. The clinicians will advise and inform you of the steps you can take to promote good health and a healthy lifestyle.

ACCESS TO HEALTH RECORDS

Under the General Data Protection Regulations, you are entitled to access your medical records or any other personal information held about you and you can contact the Practice Manager to do this.

- You must make your application in writing with a copy of your passport/identity.
A response will be sent to you within 28 days of receiving your application. There is no charge for a copy of your medical records, however the Practice may charge a fee for repeated or vexatious applications for copies.
- If you are applying for medical records on behalf of someone else, you will need; their consent, or legal entitlement, or a valid Health and Welfare Lasting Power of Attorney
- Under the terms of the Access To Health Records Act (1990), you will only be able to access the health records of a deceased person if you are either:
 - a personal representative (the executor or administrator of the deceased person's estate)
 - someone who has a claim resulting from the death (this could be a relative or another person)

COMPLAINTS

If you wish to make a complaint, please telephone or write to Dr Steele (Complaints Lead), or our Practice Manager. Alternatively, you may ask for an appointment in order to discuss your concerns. Dr Steele or the Practice Manager will explain the complaints procedure, take full details of your complaint and ensure that your concerns are dealt with promptly. Complaints will be dealt with fully and impartially. An explanation and, if appropriate, an apology will be given. Every measure will be taken to ensure that a similar situation does not occur again. Information on our complaints procedure is available from reception.

Complaining on behalf of someone else

Please note that we keep strictly within the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so.

A letter signed by the person concerned will be needed, unless you have a Health and Welfare Lasting Power of Attorney and they lack the capacity to complain.

Complaining to the Clinical Commissioning Group

We hope that if you have a grievance you will use our Practice complaints procedure. We believe this will give us the best chance of correcting whatever has gone wrong and an opportunity to improve our Practice. Nevertheless, this does not affect your right to approach Birmingham and Solihull Commissioning Group. If you feel you cannot raise your complaint with us, you should contact the Complaints Manager at the CCG. The Complaints Manager may be contacted on 0121 255 0700 or by writing to the Complaints Manager at BSOL CCG, Bartholomew House, 142 Hagley Road, Birmingham, B16 9PA.

In addition, ICAS (Independent Complaints Advocacy Service) are available to help you through the complaints process. Their services are free of charge and they can be contacted on 01273 229 002 or by email at info@bh-icas.org.

If you are dissatisfied with the result of our investigation you can contact the Parliamentary and Health Service Ombudsman:

- By telephone: 0345 015 4033; or
- In writing to:
The Parliamentary and Health Service Ombudsman
Millbank Tower
London, SW1P 4QP; or by email: phso.enquiries@ombudsman.org.uk

Contacting the Care Quality Commission

If you have a genuine concern about a staff member or regulated activity carried out by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk>



COMMENTS/SUGGESTIONS

Any comments or suggestions on the provision of services at Swanswell Medical Centre are welcome. If you have a suggestion, please complete the Complaints, Comments and Compliments leaflet which is available from Reception. Please return it to the reception staff once you have completed the form.

HOW YOU CAN VOICE YOUR CONCERNS

We try to provide a high standard of care and service to all our patients at all times and are continually striving to improve our service. However, there may be times when you are dissatisfied with the service. We hope you will feel free to discuss your concerns with the member of staff directly involved, with the Practice Manager, or one of the doctors. It is better to discuss your concerns as soon after they have arisen as possible. We hope that you will be satisfied after talking to us.

ZERO TOLERANCE

We will treat our Patients with respect, courtesy and will not discriminate against them in any way on the grounds of age, sex, colour, race, nationality, ethnic or national origin or disability, sexual orientation, religion or religious or philosophical belief.

Physical violence and verbal abuse is a growing concern. GPs, Practice Nurses and other Practice Staff have the right to care for others without fear of being attacked or abused. We ask that you treat your GP and Practice Staff properly – without violence or abuse.

Anyone either phoning or attending the Practice who abuses any staff member or patient, be it verbally, physically or in any threatening manner whatsoever, will risk removal from the Practice list. In extreme cases we may summon the Police to remove offenders from the Practice premises.

This edition of our Practice leaflet was refreshed in July 2019. The most recent edition of the Practice leaflet is always available by downloading from: www.swanswellmedicalcentre.co.uk