

The Acocks Green Medical Centre

**999 Warwick Road
Acocks Green
Birmingham
B27 6QJ
Tel: 0121 7060501
Email: ag.mc@nhs.net**

**THE ACOCKS GREEN
MEDICAL CENTRE**

**Dr T Sen-Gupta & C Sen-Gupta
General Practitioners**

**999 Warwick Road
Acocks Green
Birmingham
B27 6QJ
Tel: 0121 706 0501
Fax: 0121 764 6143**

Website : www.acocksgreenmedicalcentre.org.uk

Email : ag.mc@nhs.net

Practice Leaflet

About The Practice

The practice was established in 1930 by Dr S Das-Gupta. His great nephew Dr T Sen-Gupta became a principle GP in 1995 and continues to provide the local community with General Medical Services

PRACTICE TEAM

Dr T Sen-Gupta M.B.B.S (Male) & Dr Elmalah MBBCH(Female)

We provide a full range of general medical, maternity, child health surveillance, contraceptive, minor operations and disease management.

Advanced Nurse Practitioner—Bernadette Palmer (RGN– Independent Prescriber) enhances our services offered by the practice and supports our GP team.

Practice Manager/Business Manager - Victoria Burchett and Vicky Bromage are responsible for the smooth running and organisation of the practice.

Practice Secretary - Sandy Rahim - works largely behind the scenes to manage a large amount of work relating particularly to referral to hospitals.

Reception/Admin Staff - Esther Woolley, Nathan Plummer, Haleema Zulfikar, Sophie Mousley and Tegan Rose are the first people you meet, they have got a very difficult job. They may need to ask you for details of your problem, please understand they are acting on the instructions of the doctor and their aim to assist you further.

Practice Nurse / HCP - Joanne Charles (NVQ Level 3 in care—H.C.A) Julie Schuppler (RGN) are our practice nurses and our healthcare practitioner who runs / assists disease management clinics to include minor illness, blood taking and travel vaccinations.

Clinical Pharmacist—Sheena Ryait (MPharm degree / Independent Pharmacy Prescribing) supports the team with medication changes, reviews and discharge summaries.

Health Visitors - Their main role is with under fives and families with young children. You can contact them at Shirley Road Health Centre on 0121 465 1861 or 0121 465 1863

Midwives - They are involved in the care of pregnant women and mothers and their newly delivered babies. They can be contacted at the practice on Wednesday and Thursday mornings.

Access to Health Records

For more information please visit our website; www.acocksgreenmedicalcentre.org.uk

INFORMATION

CONFIDENTIALITY

Please let the receptionist know if you need to discuss something of a confidential nature away from the desk. There are cards in the waiting area which can be used for confidential requests.

We are registered under the Data Protection Act, and any identifiable patient data will not be released without consent, or ethical approval. Patients may access their medical records in line with the Medical Records Act.

Freedom of Information Act 2000

The Freedom of Information Act 2000 does not change the right of patients to protection of their patient confidentiality in accordance with the Human Rights Act 1998, Data Protection Act 1998 and common law. Maintaining the legal right to patient confidentiality continues to be an important commitment on our part. To help with this our Practice Manager has responsibility to ensure the protection of patient confidentiality throughout the Practice in accordance with your legal rights.

What is a Publication Scheme?

The Publication Scheme is a complete guide to the information routinely made available to the public by The Acocks Green Medical Centre. It is a description of the information about our General Practitioners and Practice which we make publicly available. It will be reviewed at regular intervals and we will monitor its effectiveness.

Your rights to Information:

In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about The Acocks Green Medical Centre under the NHS Openness Code 1995.

The Freedom of Information Act recognises that members of the public have the right to know how public services are organised and run, how much they cost and how the decisions are made.

It obliges The Acocks Green Medical Centre to respond to requests about information that it holds, and is recorded in any format and it will create a right of access to that information. These rights are subject to some exemptions which have been taken into consideration before deciding what information it can release.

Surgery Opening Hours

Monday	Tuesday	Wednesday	Thursday	Friday
9.00-13.00	9.00-13.00	9.00-13.00	9.00-13.00	9.00-13.00
14.00-18.00	14.00-18.00	Closed	14.00-18.00	14.00-18.00

**** Telephone lines open at 08.30am Monday to Friday to release our on the day appointments ****

Consultation Times

Monday	Tuesday	Wednesday	Thursday	Friday
9.00-12.50	9.00-12.50	9.00-12.50	9.00-12.50	9.00-12.50
14.00-17.40	14.00-17.40	closed	14.00-17.40	14.00-17.40

Appointments - 0121 706 0501

To make an appointment with any of our team please telephone on the above number and our receptionists will be happy to help. Please note that our telephone lines are always extremely busy first thing in the morning so if your call is not urgent you may find it easier calling after 11am. Please see our appointment leaflet for details on our appointment system and times.

Routine appointments can be booked up to eight weeks in advance. Patients have a responsibility for keeping booked appointments or cancelling them if they are unable to attend.

Missed Appointments Policy

A significant number of booked appointments per month are missed where the patient does not attend ('DNA') and does not contact the surgery in advance to cancel/change the appointment. The effects of these missed appointments are: • An increase in the waiting time for appointments. • Frustration for both staff and patients. • A waste of resources. Therefore the practice has the following policy on missed appointments: • If you fail to attend appointments without informing us, we will write to you asking if there are any specific problems preventing you from letting us know. • If you repeatedly fail to attend for appointments, you may be removed from the practice list and will have to find an alternative GP practice.

Service and Clinics offered

Child Health Surveillance, Chronic Disease Management, NHS Health Check, Family Planning, Health Care Assistant, Help to Quit, Maternity Services, New Patient Health Checks, Phlebotomist, Travel Advice, Adult & Child Immunisations Including Influenza Clinic, Weight Management, Woman's Health Issues, Cytology and Wound Care.

Repeat Prescriptions

If you are taking regular medication, and the doctor agrees, you may have a repeat prescription. To allow the system to work please follow these rules:

- 1) Allow 72 hours before trying to collect your prescription
- 2) Always use your repeat prescription form or online services
- 3) Be familiar with your medication and always check your prescription upon collection.

Telephone requests for prescriptions are only available for elderly or housebound patients. Alternative ways to order are via the reception desk with your repeat prescription request forms, the prescription box at the entrance to the practice, online ordering via patient access, email or fax.

Electronic Prescription Service (EPS) is now available from our practice. For more information please see the EPS leaflets available in the waiting area.

Home Visits

Please only request a home visit if you are too unwell to attend the practice. Requests should be made by 10.30am to avoid delays. Sometimes an advanced nurse will visit instead of a doctor. Please give the receptionist your telephone number and as much detail as possible. The doctor may ring you to obtain more details, give advice or decide whether you can be seen at the surgery.

Emergency/Out of Hours Visits

You may require a doctor while the practice is closed. Between 6.30pm and 8.30 am, Weekends and/or on Wednesday and Thursday afternoon from 1.30pm the practice is covered by **BADGER** please call **0121 766 2100** or alternatively you can obtain the number from our practice answer phone when we are closed.

Once assessed by the out of hours clinician you may be given advice over the telephone, asked to attend an emergency centre or a doctor will visit you at home.

NHS 111

Is an advice service that you are able to access 24 hours a day. If you need medical advice they can assess your situation and offer you the most appropriate course of action.

Blood Test Results

You can telephone between 2-3pm to enquire about these results, please note that you will not be given the results you will be advised if you are required to see a doctor or nurse.

MEDICAL CENTRE

Comments & Complaints

We welcome your comments and suggestions and especially if you have any problems or complaints. We aim to develop and improve the practice and your feedback is important. If you have a complaint please ask for the practice manager, she is contactable via reception Monday-Friday or for further information please see our practice complaints leaflet available in the waiting area or from reception.

Members of the public, patients, and their representatives should contact NHS England's Customer Contact Centre: Telephone: 0300 311 22 33 Email: england.contactus@nhs.net Post: NHS England, PO Box 16738, Redditch, B97 9PT British Sign Language (BSL): If you use BSL, you can talk to NHS England via a video call to a BSL interpreter. Visit NHS England's BSL Service.

FRIENDS & FAMILY TEST

You will be able to give us feedback after your visit to the practice. You can comment by completing a short questionnaire, this can be obtained from reception or it can be completed online, a link will also be sent via text message.

Named Accountable GP

From 1 April 2015, practices are required to allocate a named, accountable GP to all patients (including children). Individual patients will be informed of their named accountable GP at the first appropriate interaction with the practice. If you wish to be told the name of your named, accountable GP, please ask the receptionists when you are next in the surgery.

For convenience your named, accountable GP will be the doctor you are registered with. Please note: there is no need to telephone the practice for this information. If you are over the age of 75 you will be notified of this information via a letter.

Where a patient expresses a preference as to which GP they have been assigned, the practice will make reasonable efforts to accommodate this request. Having a named GP does not prevent you seeing any other doctor in the practice.

Your named GP will not be available at all times and if your needs are urgent, you may need to discuss them with an alternative doctor. All clinicians will have full access to your medical records when dealing with your needs.

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 every-one 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. This chaperone may be a family member or friend.

On occasions you may prefer a formal chaperone to be present.

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 the doctor at your consultation, and it will be arranged.

Facilities

Our surgery is accessible to patients using a wheelchair. We have rear door access suitable for wheelchairs, Disabled toilet and also a designated car parking space which are reserved for patients displaying a disabled parking badge. We can accommodate patients on our ground floor level when they are visiting the practice to see any of our clinicians.

In addition we have available a hearing loop, baby changing facilities and information in your required format (AIS). If you require any help please ask at reception.

Private Work

Not all of our activities are part of the NHS. We make a charge for certain forms and medicals. The receptionists have details of these charges.

Consent For Children's Treatment (Under the Age of 16)

Where it is considered appropriate by parents, or where an adolescent does not wish the presence of an adult, a child may give the legal consent to their own treatment.

Under these circumstances, the clinician must be satisfied that the child has a full understanding of the advice and treatment being provided.

Change of Personal Details

If you change name, address or telephone number, please let our receptionists know in writing. There are forms at reception for patients to complete. It is the patients' responsibility to ensure that we hold up to date information. If you move outside our practice area you may be advised that you need to join another practice in your area.

Patient Access

For anonymity purposes and to safeguard your personal information, we would advise you to use the new Patient Access System for ordering your medication and booking routine Doctors appointments. You may also cancel these appointments online.

You need to register for this service, which is very simple and only takes a few minutes.

As well as ordering prescriptions, the system allows you to change personal details and leave the Practice a message online.

If you would like to register for Patient Access, please ask a member of the Reception team for a registration form.

Patient Participation Group

Are you interested in having a say about healthcare matters?

Do you have some free time to attend meetings?

OR

Would you like to be part of an e-mail consultation group with whom we can consult on healthcare matters?

New members are always welcome to join our active Patient Participation Group or Patient Reference Group - please ask our Reception team for more details.

Carer's Register

The Practice has a Carer's Register for people who care for a relative/friend. Carer's Information Packs are available from our Reception Staff and there is a Carer's Board in the Waiting Room.

Veterans Register

The Practice has a Veterans Register as all veterans are entitled to priority NHS treatment for any condition related to their service. Priority treatment includes assessment, treatment, aids and appliances for conditions accepted as being due to their service

Clinical Commissioning Group

The practice is a member of:

Birmingham and Solihull CCG (BSOL)

First Floor, Wesleyan, Colmore Circus, Birmingham, B4 6AR

Telephone: 0121 203 3300

Email: www.birminghamandsolihullccg.nhs.uk

For further information please visit their website: www.bhamcrosscityccg.nhs.uk

Registration

If you wish to register at the practice you will need to be residing in our practice area as detailed below. Please enquire at reception for a new patient information pack or download a form from our website. Please make an appointment for a new patient check where we will review your completed documents to ensure we have the correct information we need. We also ask all patients to bring along proof of your address and details of any medical conditions or medication you are taking.

Once this is completed you will be advised of your allocated GP and will be able to start accessing our services.



Zero Tolerance

Our practice operates a ZERO Tolerance policy, as an NHS service our clinical, administration staff and patients have the right to work and be treated in a non threatening environment. If a patient is abusive or violent in anyway they will be removed from the practice under this policy. They will be advised in writing the process they will need to follow in order to obtain a new GP.

Patients Rights and Responsibilities

Patient records are safe with us – we ask for information about patients so that they receive the best possible care. Unless there are exceptional circumstances, for example when the health and safety of others are at risk, we will not disclose your information to third parties without your permission.

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. In some instances you may well be receiving care from other people as well as the NHS. In this instance we may need to share some information about you with them so that we can all work together for your benefit.

In certain circumstances we are required by law to report information to the appropriate authorities: however our guiding principle is that we are holding your records in strict confidence.

If at any time patients would like to know more about how we use their information patients can speak to the Practice Manager.