

## **Birmingham and Solihull (BSOL) CCG**

We are part of Birmingham and Solihull Clinical Commissioning Group. Should you wish to contact them please write to; Birmingham and Solihull CCG, Wesleyan, Colmore Circus, Queensway, Birmingham, B4 6AR

## **MyHealthcare Federation**

We are part of MyHealthcare Federation which is made up of over 55 local Practices. This provides us with a platform to offer patients both a traditional GP service and also more innovative health service to meet the needs of our local population.

## **Complaints**

We welcome suggestions about how we can improve our medical services. If you experience any difficulties, we hope that you will report this to our Management Team as quickly as possible, but it must be within 12 months of the incident. We believe this will give us the best chance of putting right whatever has gone wrong. This does affect your right to approach NHS England to investigate on your behalf. If you feel you cannot, or do not wish to raise your complaint directly with us, you should contact; NHS England, P O Box 16738, Redditch, Worcestershire B97 9PT. Tel: 0300 311 2233 or email [England.contactus@nhs.net](mailto:England.contactus@nhs.net); again this must be within 12 months of the incident.

At any point during your complaint you can approach the organisation below for support and advice; POHWER – PO BOX 14043, Birmingham, B6 9BL. Tel: 0300 456 2370 Minicom: 0300 456 2364 or email [pohwer@pohwer.net](mailto:pohwer@pohwer.net) web address: [www.pohwer.net](http://www.pohwer.net)

If you are not satisfied with the response you receive from us or NHS England you are advised to contact the Ombudsman. Helpline 0345 015 4033 or in writing to; Parliamentary and Health Service Ombudsman, Citygate, Mosley Street, Manchester, M2 3HQ. Further details at [www.ombudsman.org.uk/](http://www.ombudsman.org.uk/)

## **Rights and Responsibilities of the Patient**

### **RIGHTS**

- Receive emergency care
- Have the appropriate drug and medicine prescribed when you are ill
- Be referred to a consultant when you are ill where clinically appropriate
- Express a preference for a particular practitioner by requesting verbally when making appointments
- Have access to medical records
- Be treated with courtesy and respect at all times
- Have all personal information protected and handled confidentially

### **RESPONSIBILITIES**

- To book appointments with appropriate staff
- To keep appointments or cancel at least 4 hours before your appointment time
- To arrive to your appointments on time
- To treat staff with courtesy and respect at all times
- To abide by the rules of the Practice

## **Violent and Abusive Behaviour**

We operate a zero tolerance policy. If patients are abusive or violent the police will be called and the patient will be removed from our practice list. NHS England will be informed and the patient will only be able to access health care services from a designated centre.

## **Failure to Attend Appointments**

The practice follows a policy for patients who fail to attend their appointments and you are likely to be spoken to by a member of staff if you repeatedly fail to attend appointments. Missed appointments impact upon our ability to offer appointments to patients who are unwell. Please follow the Keep It or Cancel It motto.

## **Confidentiality/ Privacy**

All patient information is confidential, whether in note form or on computer. Our practice staff have access to this information and they follow a strict code of conduct. No information will be given to anyone without the patient's prior knowledge and/or written consent. The exceptions to this are when you are referred on, for example, to hospital where we do not ask for written consent or where the patient is at risk to himself / herself or a risk to others. For more information on this see our website or ask at Reception

<https://bournbrookvarsitymedical.co.uk/patient-record>

# Bournbrook Varsity Medical Centre

1a Alton Road, Selly Oak, Birmingham B29 7DU

Telephone: 0121 472 0129

Email: [request.bournbrook@nhs.net](mailto:request.bournbrook@nhs.net)

[www.bournbrookvarsitymedical.co.uk](http://www.bournbrookvarsitymedical.co.uk)



@BournbrookMC

fb.me/BournbrookMC



**W**elcome to the Bournbrook Varsity Medical Centre. This leaflet contains information about our facilities and services. We hope you find it useful. *Please keep this leaflet to hand*

## Doctors

[ ]	Dr Christina Allen	(F)	MBChB (Birmingham 1985) DRCOG DFSRH	Partner
[ ]	Dr Matthew Swallow	(M)	BMBS (Exeter & Plymouth 2012), MRCGP	Partner
[ ]	Dr Marie Philp	(F)	MBChB (Birmingham 1998) DRCOG MRCGP	Associate
[ ]	Dr Sameer Ali	(M)	BMBS (Bristol 2010) MPH MRCGP	Associate
[ ]	Dr Anjandeep Nijjar	(F)	MBChB (Leeds 2001) MRCP MRCGP	Associate
[ ]	Dr Helen Cole	(F)	MBChB (Birmingham 2009) MRCGP DFSRH	Associate
[ ]	Dr Sarah Clarke	(F)	MBBS (Newcastle 2005) DRCOG MRCGP DFSRH	Associate
[ ]	Dr Jo Tatlock	(F)	MBBS (Newcastle 2004) MRCGP DFSRH	Associate
[ ]	Dr Nadia Ahmad	(F)	MBChB (2007) MRCGP	Associate
[ ]	Dr Noreen Grant	(F)	MBChB (2009) MRCP, MRCGP	Associate

## GP Registrars

We are an accredited training practice with GP Registrars, who are fully qualified doctors, undertaking extra training to qualify as a General Practitioner.

## Practice Nurses

Mrs Sarah-Jane Turner	RGA
Mrs Doris Emmanuel	RGA
Ms Sheerina Morgan	RGA

## Health Care Assistants

Miss Nadia Khan	Level 3
Miss Safura Mahate	

## Management Team

Our Partners, Practice Manager and two Operations Managers are responsible for the overall management of the Practice.

## Named Accountable GP

We are required to allocate a named accountable GP to all patients. Your accountable GP is named above and is marked with a tick.

This GP is responsible for your overall care at the Practice but this does not affect your ability to make an appointment with any of the GP's in the Practice.

Should you express a wish to change your named GP we will do our best to accommodate your wishes. Please write to the Practice Manager requesting the change.

## Practice Catchment Area

The practice area generally surrounds the University.

We cover within limits: B29, B5, B15, B17 and B30 postcodes dependent upon the proximity to the Practice.

We are accessible using main bus routes; 61, 63, 76, 144, 98 and are a 5 minute walk from Selly Oak Train station.

Parking is limited to street parking only.

To register with our Practice you can find the registration forms on our website and e-mail them to us or packs are also available at our Reception Desk.



## **Opening Hours**

<b>Day</b>	<b>Phone Lines</b>	<b>Premises</b>
Monday	8.00am – 12.30pm 2.00pm – 6.30pm	8.00am – 12.30pm 2.00pm – 6.15pm
Tuesday	8.00am – 6.30pm	8.00am – 6.15pm
Wednesday	8.00am – 6.30pm	8.00am – 6.15pm
Thursday	8.00am – 6.30pm	8.00am – 6.15pm
Friday	8.00am – 6.30pm	8.00am – 6.15pm
Saturday	Closed	8.30am – 10.45am

## **Appointments**

<b>Day</b>	<b>Nurse/HCA</b>	<b>Doctor</b>
Monday	8.30am – 11.50am 2.00pm – 5.30pm	8.30am – 11.50am 2.45pm – 5.50pm
Tuesday	8.30am – 11.50am 2.00pm – 5.30pm	8.30am – 11.50am 2.45pm – 5.50pm
Wednesday	8.30am – 11.50am 2.00pm – 5.30pm	8.30am – 11.50am 2.45pm – 5.50pm
Thursday	8.30am – 11.50am 2.00pm – 5.30pm	8.30am – 11.50am 2.45pm – 5.50pm
Friday	8.30am – 11.50am 2.00pm – 5.30pm	8.30am – 11.50am 2.45pm – 5.50pm
Saturday	8.30am – 10.40am	8.30am – 10.45am

## **Booking an URGENT Appointment**

If you feel you need to see a doctor urgently, please phone as early as possible as appointments on the day will be given on a first come first serve basis – phone lines open at 8am, online booking from 7am. You may be directed to the GP on call for a telephone triage appointment prior to being offered an appointment. This system is used when we are busy to help us to prioritise the demands of that particular day.

## **Booking a ROUTINE Appointment**

For routine appointments please book online or ring the main line on 0121 472 0129. These appointments are available to book up to 4 weeks in advance and we offer a range of face to face and telephone consultations.

## **Extended Access HUBs**

When our appointments system has reached maximum capacity we will offer our patients alternative options and one of these is access into a local HUB where a GP colleague can provide a telephone consultation or face to face consultation off site. With your permission they will be able to access your medical records to offer a safe and comprehensive service. This is in conjunction with MyHealthcare Federation.

## **Online Services**

Sign up for online services via our website to book/ cancel appointments, order medication, test results, immunisation history, send us messages, change your address details and view a summary of your coded medical record.

## **Repeat Prescriptions**

If you sign up to the NHS App you will be able to order your medications online. We also have a dedicated Prescription Ordering Department, you can call them Mon-Fri 8.30am-5.30pm to order your medications on 0121 468 0462. Repeat prescriptions take 48 hours to process once we receive them from the POD. You can also nominate a pharmacy for your prescriptions to be sent to automatically. If you would like to request your items online and/or nominate a pharmacy please ask a Receptionist who will organise this for you.

## **What to do When we are Closed**

Ring 111 from your telephone and speak to someone at the NHS 111 team who will direct you to the most appropriate service.

South Birmingham GP Led Walk In Centre open 7 days a week 8.00am to 8.00pm. Our local centre is located at 15 Katie Road, Selly Oak, Birmingham B29 6JG  
Telephone: 0121 415 2095.

## **How we use your Information**

We aim to provide you with the highest quality of health care. To do this we must keep records about you, your health and the care we have provided or plan to provide you. More information on this is available in Reception, see leaflet "How we use your Information". <https://bournbrookvarsitymedical.co.uk/patient-record>

## **Home Visits**

Telephone before 10.00am please. Home visits are for patients who are too ill or infirm to attend the surgery. Please give the Receptionist as much detail as possible so that the doctor can prioritise the visits. Please note that home visits take up to five times longer than if you come to the Practice.

## **Results** (available to view with online services)

Alternatively telephone the Reception Team for results between 9am – 5pm on Mon – Fri. For a more detailed discussion about your results call the Nursing Team between 1pm to 1.30pm Tue - Fri.

## **Certificates and Reports**

There is a charge for the completion of certificates and reports which are not covered under the NHS. These include; mitigation letters. You will be advised of the fee. On receipt of your request the Practice will supply the information within and maximum of 28 days. Further information about non-NHS fees can be found at our website: <https://bournbrookvarsitymedical.co.uk/non-nhs-services>

## **Annual Reviews and Services Provided**

Patients who suffer from certain long-term conditions will be invited to attend an annual review every year. This is also an opportunity for the doctor or nurse to review your general health and medication.

These annual reviews are provided through our contract with the NHS. The contract states that we should cease inviting patients after we have offered three appointments or if the patient has refused a review confirmed in writing. We kindly request that if you do not want an annual review you let us know in writing, as appointments which are not kept are a waste of resources.

The Reception Team will telephone or write to the relevant patients to arrange an appointment but we recall our patients based on their birth month. Please feel free to call us to arrange your review when your birth month comes around.

We provide our services under a General Medical Services (GMS) Contract.

Some of the services we offer include:

- Treatment of acute and chronic illness
- Treatment for minor injuries
- Preventative care
- Sexual health services (including HIV screening)
- Child development and health
- Immunisations
- Travel advice and vaccinations
- Minor surgery (joint injections and minor invasive surgery)
- Contraception **FREE** Pills, Injections, Coils & Implants
- Health promotion
- Family planning
- Alcohol assessment and referral
- Cervical screening
- Diabetic screening and management
- NHS Health checks
- Asthma review and guidance
- Maternity Care
- Stress and anxiety management

Plus lots more – feel free to call us and we will sign post you to the most appropriate service for you.

## **Patient Participation Group**

The Practice seeks and values patient feedback and support. If you are interested in finding out more, speak to a member of staff or go online to: <https://bournbrookvarsitymedical.co.uk/patient-participation-group>

## **Useful Telephone Numbers**

Bournbrook Varsity Medical Centre	0121 472 0129	Out of Hours Service	111 (RING WHEN WE ARE CLOSED)
South Bham Walk In Centre	111	NHS 111 - Signposting	111 (Accessible 24/7)
Jhoots Bristol Road	0121 472 0155	Queen Elizabeth Hosp.	0121 271 2000
Oaks Bristol Road	0121 472 0174	Bham Dental Hospital	0121 466 5555
Adult & Childrens Social Services	0121 303 1888	Bham Walk In Centre	0121 255 4500

**PLEASE ONLY DIAL 999 OR ATTEND A&E FOR SERIOUS LIFE THREATENING CONDITIONS OR FRACTURES**  
**INAPPROPRIATE USE OF THIS SERVICE COULD DELAY TREATMENT FOR SOMEONE SERIOUSLY ILL**