of



Surgery

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| **Appointments:** | **01213608668** |
| **Prescriptions & Enquiries:** | **01213608668** |
| **Fax:** | **01213601212** |
| **Website :** | [www.apollosurgery.co.uk](http://www.apollosurgery.co.uk/) |

**‘*A traditional GP Practice, with traditional values’***

‘A recognised University Teaching Practice for the next generation

of

GPs, Physician Associates and Nurses.’

Apollo

**619 Kings Road Great Barr Birmingham B44 9HW**

# The Contract Holder is:

Dr M Prasad MBChB, LLDip MBA MA MRCGP

The surgery is part of Apollo Surgery Ltd, Registered address: 619 Kings Road, Great Barr, and Birmingham.B449HW

Directors & Share holders : Dr M &R Prasad

# Our Catchment Area :

You can register if you live within the practice boundary.



**ACCESS TO SURGERY**

Parking is at the front of the surgery and is easily accessible as there are no steps**. There is disabled acess to the front and rear of the building, a disabled desk, a disabled toilet and a hearing loop for those hard of hearing.**

**PLEASE DO NOT PARK IN THE DISABLED SPACES UNLESS YOU ARE DISPLAYING A DISABLED BADGE.**

**APPOINTMENTS—Telephone 01213608668**

We operate an advanced access appointment system. Early morning appointments and some evening appointments may be booked up to 4months in advance. All other appointments with the doctors may be booked on the same day only from 8am. Youmay make an appointment by phoning or calling in to the surgery between 8am and 6pm. Please remember that appointments are for one patient only. If you find that you no longer need your appointment please tell us so that it can be given to someone else. **GENUINELY URGENT CASES WILL ALWAYS BE SEEN ON THE SAME DAY, BUT NOT ALWAYS BY A DOCTOR OF YOUR CHOICE**

**MEDICAL, NURSING & PHYSICIAN ASSOCIATE STUDENTS**

Medical nursing and Physician Associates students spend time in our Practice and you may be in the consulting room when you see a doctor or nurse at the Practice. We will always ask your permission before you see the doctor or nurse. Please tell us if you would prefer the student not to be present during your consultation

**EXTENDED HOURS**

The surgery is open until 7.30pm on Mondays and Tuesdays.

**HOME VISITS—Telephone 0121 3608668**

If you need a home visit please telephone the surgery **BEFORE 10am**. If your visit is urgent please specify this and give the receptionist clear, concise details. The doctor can normally see FOUR patients in the surgery in the time it takes to do ONE home visit. **PLEASE COME TO THE SURGERY IF POSSIBLE.**

**REPEAT PRESCRIPTIONS—TELEPHONE 01213608668**

**48 hours’ notice** is required for a repeat prescription. Your request slip should be handed in or posted to the surgery. If you supply a stamped addressed envelope we will post your prescription to you. When telephoning please quote your patient number. This is in the bottom right hand corner of your request slip.

## FROM TIME TO TIME YOU WILL BE ASKED TO MAKE AN APPOINTMENT WITH YOUR DOCTOR OR NURSE SO THAT YOUR MEDICATION CAN BE REVIEWED.

**OUT OF HOURS EMERGENCY**

 **0300 555 9999**

When you telephone the surgery between 6pm & 8am an answerphone will give you the number to ring for our out of hours service. You may be offered telephone advice or consultation. This service is not for obtaining repeat prescriptions. NHS 111 provides a 24 hour advice & health information service.

Badger House,

121 Glover Street,

Birmingham,

B9 4EY

**WALK-IN CENTRE**

The walk-in centre is at

Warren Farm Health Centre, Warren farm Road, Kingstanding

B44 0PU

Phone: 0121 465 5613

**HOW TO REGISTER AS A PATIENT**

You may register as a patient providing that you live within the Practice boundary. Call in to the surgery and complete the registration forms. If you are unable to come to the surgery we will post the forms out to you. You have the right to express a preference of doctor.

If you need to speak to any of the doctors, or practice nurses, please telephone the receptionist on 01213608668. If the matter is urgent you will be put through to someone. If it is not urgent the receptionist will take a message and the doctor or nurse will call you back when it is convenient. For test results please try and ring in the afternoon if possible. The results of tests can only be given to the patient concerned after the doctor has seen the result

**HOW TO CONTACT THE SURGERY TO SPEAK TO A DOCTOR OR NURSE.**

**ACCESS TO PATIENT INFORMATION**

You have a right to keep your personal health information confidential. All our staff are trained in information security and confidentiality. There are strict codes of conduct in place to ensure your information is safe, whether it is on paper or computer.

Where data is stored electronically we comply with the Data Protection Act 1998. any in- formation shared with other specific NHS organisations is also bound by strict regulations of confidentiality. Whenever we can we will remove details which identify you. Medical information requested by other sources, e.g. employers, insurance companies & solicitors is only provided with your written consent. Your medical details will not be disclosed to your family, friends or colleagues unless we have your written consent to do so.

You are entitled to receive a copy of any letter that the Practice writes about you. This is usually in the form of referral letters to hospitals. The clinician writing the letter will ask whether you wish to receive a copy.

Under the Data Protection Act 1998, you are legally entitled to access your clinical rec- ords. If you wish to access your records, please contact the Practice Manager. All re- quests to view medical records should be made in writing to the surgery.

The Practice is allowed, by law, to charge a fee to cover our administration costs.

**THE PRACTICE TEAM**

 **PRACTICE MANAGER**

 Practice Manager – Reena Prasad . B.A. M.A

If you have any problems about non-medical aspects of your healthcare the Practice Manager may be able to help you.

 **DOCTORS**

 Dr Manoj Prasad MBChB LLDip    MBA MA MRCGP – Senior Partner/

 GP Trainer /GP Appraiser

Dr Shymali Banerjee FRCS., M Phil, MBBS, DFFP - usually works in the

 Practice on Thursday morning.

Dr Vinay Ketkar MBChB MRCGP 1995 DRCOG 1995 Dip PCR - works in the practice on Friday mornings, depending on his hospital commitments.

Dr S Purandare MBBS, MMedSc, MRCOG, MRCGP, PGA (Med Ed) works in the practice on Wednesdays, with the junior Doctors.

 **THE PRACTICE NURSES**

The Practice Nurses ( Catherin Mardenborough RCN & Susan Horobin RCN ) are available in the treatment room for nursing care and general advice on minor illnesses & injuries, children’s immunisations, all travel and other injections, dressings, ear syringing and cervical smears. Our practice nurses are also trained smoking cessation advisors.

**THE RECEPTION TEAM**

Sue and Mandy are in charge of the reception team. Our receptionists, Amanda and Abigail all work very hard. They have a very difficult job—Please be nice to them!

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 **CLINICS AT THE APOLLO**

**DIABETES**: it is important for diabetic patients to have regular check-ups to ensure they are receiving the most appropriate care.

**ASTHMA**: it is important for asthmatic patients to have regular check-ups to make sure they are getting the best possible benefit from their inhalers.

**CORONARY HEART DISEASE**: We offer appointments to all our patients who have had heart problems to make sure they are receiving the most appropriate care.

**STROKE**: We monitor all our patients who have had a stroke

**SMOKING CESSATION**: Our nurses are trained to support & encourage you to stop

smoking

**IMMUNISATIONS & TRAVEL ADVICE**: For all immunisations & advice on health issues relating to foreign travel

**CERVICAL SMEARS**: The doctors recommend that all women aged 25-64 have a cervical smear every 3 years. Our practice nurses are trained to do this for you.

**OTHER SERVICES**

**MATERNITY CARE**—The midwife looks after you before & after your baby is due. She is present at the weekly antenatal clinic in the surgery.

**SEXUAL HEALTH**—The nurses are qualified to advise on other forms of contraception.

**FREE CONDOMS** — If you are over 16 you can collect free condoms from the surgery. Ask your doctor, nurse or receptionist. You can ring the receptionist and Arrange to collect your condoms from reception.

**CHLAMYDIA TESTS** for males & females aged 16-25. The test is a simple, pain- less, self-taken swab for females & a urine test for men. Ask at reception for a testing kit. Every time you change your sexual partner you should get a test, to stop the spread of infection and prevent fertility problems in the future.

**CHILD DEVELOPMENT**—Dr Prasad carries out 6 week checks on babies on a Tuesday afternoon.

**MINOR SURGERY**—Minor surgery is , by appointment, on Wednesday and Friday morning.

**PHLEBOTOMIST**—Our phlebotomist is trained to take blood samples . She usually works Tuesday mornings.

**COMPLIMENTS, COMMENTS, CONCERNS & COMPLAINTS**

We aim to provide patients with the best care we can, but we will sometimes fall short of the mark. If you have any compliments, comments, concerns or complaints about our service, we want to hear about it.

We would encourage you to speak to whoever you feel most comfortable with— your doctor, a nurse, a receptionist or the practice manager—but if you would prefer to give your feedback in writing please send it to the Practice Manager, Dr Prasad or Reena Prasad at the address on the front of this leaflet. You can also send us a message by filling in one of the forms in the waiting room and putting it into the box marked **feedback.**

If you have a complaint to make, please don’t be afraid to say how you feel. We welcome feedback to help us improve our standards and you will not be treated any differently because you have complained. We will just do our best to put right any- thing that has gone wrong.

Alternatively you have the right to approach the Ombudsman or NHS England and raise your complaint directly with them.

**Telephone: 0300 311 22 33**

**Email:** england.contactus@nhs.net

**Post:** NHS England, PO Box 16738, Redditch, B97 9PT

 **NHS ZERO TOLERANCE**

Physical violence and verbal abuse are a growing concern. GPs, practice nurses and other practice staff have a 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

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**ABUSIVE PATIENTS AND VIOLENT PATIENTS WILL BE REPORTED TO THE POLICE AND STRUCK OFF THEIR GP’S LIST. SUCH BEHAVIOUR IS NOT ONLY DISTRESSING FOR STAFF, BUT ALSO THE OTHER PATIENTS AND SMALL CHILDREN IN THE WAITING ROOM.**

**PATIENT**

**R E S P O N S I B I L I T I E S**

We will treat you with respect, care and courtesy and ask that you do the same. Please be on time for appointments and cancel appointments you cannot attend. It is important that you inform us promptly if you change address or telephone number. If you are under the care of a hospital or are awaiting a hospital appointment please notify them too.

**SURGERY TIMES**

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| --- | --- | --- | --- | --- |
| Monday | 8.30am to 2pm | 2 pm to 4pm*( Clinics)* | 4pm | to 7.30pm |
| Tuesday | 8.30am to 2pm | 2pm to 4pm*( Clinics)* | 4pm | to 7.30pm |

|  |  |  |
| --- | --- | --- |
| Wednesday | 8.30am to 2pm | 2pm to 4pm*( Clinics)* |
| Thursday | 8.30am to 2pm |  |

Friday 8.30am to 2pm 4pm to 6.30pm

Monday and Friday are our busiest days, whereas Tuesdays, Wednesdays and Thursdays are very quiet. If patients can book appointments for mid-week appointments we would greatly appreciate it.

##  Appointments, Prescriptions, Visits & Enquiries: 01213608668

We are constantly reviewing our arrangements for booking appointments so that we provide the best service we can for our patients. When you attend the surgery you may, on occasions, be asked to complete a questionnaire about the service we provide. We look at your comments and change how we do things to make the service better for you. In response to a recent survey we now open the telephone lines at 8am, and have additional telephone lines open in the mornings to make it easier for you to get through to book your appointment.

## APPOINTMENTS WITH THE DOCTORS

We decided some time ago to make some appointments available to book in advance, and the rest to be booked on the same day. This was because some people were booking appointments and then not turning up and not ringing to cancel the appointment. This meant that the appointments and the doctors’ time was wasted.

## PRE-BOOKING APPOINTMENTS

Appointments may be booked up to 4 months in advance. All other appointments are available to be booked on the same day.

## SAME DAY APPOINTMENTS

We have a number of appointments which may only be booked on the same day. We appreciate that there have been problems getting through to the surgery to book an appointment, but in response to your comments we have more telephone lines open in the morning now.

## SEEING THE DOCTOR OF YOUR CHOICE

The receptionist will always ask who you would prefer to see. If the doctor of your choice is full we will offer you an appointment with another doctor, usually on the same day and certainly within 48 hours. If you only wish to see a particular doctor you may find it easier to book your appointment in advance, or ring early in the morning if you wish to be seen that day. If you see the doctor and he/ she asks you to make a review appointment the receptionist will book it for you before you leave the surgery if you go to the desk.

## SPEAKING TO A DOCTOR OR NURSE ON THE TELEPHONE

You may prefer to speak to a doctor or nurse practitioner on the telephone rather than make an appointment to see them in the surgery. If you would like to arrange this, please telephone the receptionist who will take a message and arrange for the doctor or nurse practitioner to ring you back later in the day. Please make sure you tell the receptionist if you need to speak to someone urgently.

***If you do not understand how to make an appointment, or wish to speak to someone about the appointments system at the surgery, please tell the receptionist and she will arrange this for you.***

**CONSORTIA DETAILS**

Birmingham Cross City CCG

* Bartholomew House
142 Hagley Road
Edgbaston
Birmingham
B16 9PA

Telephone: 0121 255 0700

Fax: 0121 682 0090

Email: bhamcrosscity@nhs.net