

## OPENING TIMES

**Mon:** 8:00am - 8:00pm

**Tue:** 8:00am - 8:00pm

**Wed:** 8:00am - 8:00pm

**Thu:** 8:00am - 8:00pm

**Fri:** 8:00am - 8:00pm

**Sat:** 9:00am - 5:30pm

**Sun:** Closed

Extended Hours are 6:30pm - 8pm on Monday - Friday and 9am - 5:30pm on Saturday.

## TELEPHONE NUMBERS

### Emergencies, Visits and Out of Hours

0121 544 8666

### Appointment

0121 544 8666

### Enquiries and Results

0121 544 8666

\*\*\* (after 12:00pm please) \*\*\*

### Business & Enquiries

0121 544 8666

Telephone lines are open from 8am - 6:30pm Monday-Friday.

## HOW TO BOOK AN APPOINTMENT

All surgeries are by appointment, and can be made in person or by telephone or online [www.patient.co.uk](http://www.patient.co.uk). We use a scheme called Advanced Access where we are able to offer same day Dr's appointments and you can also book your appointments in advance. We also offer pre-booked appointments if needed, these can be booked a week in advance. Appointments on Monday are only booked on same day on first come first serve basis. If there are no appointments at any time, our staff will always try and accommodate you wherever possible.

If you are unable to attend for your appointment please let us know so that we can offer this to another patient.

## PRACTICE STAFF

Mr Murtaza Master - **Partner & Advanced Medical Practitioner** (Male)

Dr Sheraz Yasin - **GP** (Male)

Dr Rubarani Balasothy - **GP** (Female)

Mrs Kusam Dass - **Practice Nurse** (Female)

Mr Gulamraza Datoos - **Practice Manager & Independent Prescriber** (Male)

Mr Murtaza Karim - **Advanced Medical Practitioner** (Male)

**Reception Team** (Mrs Charanjit Kaur, Ms Pushpa Merchant, Mrs Naseem Musrat, Mrs Saima Bi, Mrs Saima Maqbool, Miss Joan Msindai & Ali GulamHussein)

## SERVICES

**Childhood Immunisation** - The practice nurse delivers this service at the practice on Tuesday and Friday

**Antenatal Care** - This service is delivered by midwife on Friday at the practice.

**Sexual Health** - You can book to see the practice nurse.

**Contraception** - You can book an appointment to see the practice nurse.

**Cervical smears** - You can book an appointment to see the practice nurse.

**Flu Vaccinations** - During the flu vaccine season, you can book an appointment to see the nurse.

**Pneumococcal vaccinations** - You can book to see the practice nurse.

**Travel Vaccinations** - Please contact the receptionist for this service. Following completion of a travel form, you will be booked to see the practice nurse.

**Learning Disabilities** - Please book to see Mr Master at the practice.

**NHS Health Checks and lifestyle advice** - Practice nurse and health trainer deliver this service at the practice.

**Chronic Disease Management** - You can book to see Mr Master at the practice.

## Rood End Medical Centre PRACTICE LEAFLET



**ROOD END MEDICAL CENTRE**  
**182-184 VICARAGE ROAD**  
**OLDBURY**  
**WEST MIDLANDS**  
**B68 8JB**

**TEL: 0121 544 8666**

**FAX: 0121 544 7666**

**Website: [www.roodendmc.org.uk](http://www.roodendmc.org.uk)**

## PARTNERS

**Dr M Dewji**

**Mr M Master**

## URGENT APPOINTMENTS

We will still have urgent appointments each day for a GP. These are booked on the day on first come first serve basis. (*Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms*).

## HOW TO REGISTER AS A PATIENT

If you are new to the area and are requiring registering with the practice, please ask at our Reception. Patients can also register online on [www.roodendmc.org.uk](http://www.roodendmc.org.uk). If you have your Medical Card then please bring this along with you. Following your registration you will be required to have a new patient check to enable your registration to be fully complete. An appointment will be offered with our Health Care Assistant during your registration.

## HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before **\*\*\*10:00am\*\*\*** if at all possible.

Whenever possible we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room we can make alternative arrangements.

## PRESCRIPTIONS

Requests for repeats prescriptions will be dealt with within 48 hours. This can be in-person, ordering through your local pharmacy or online. Please contact reception for the online service log-in details.

## CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP

## CARERS

A carer is anyone of any age who regularly helps another person with everyday tasks or provides emotional and/or social support. They can be parents, a relative, friend or neighbour. They may provide full or part-time care or share such care with others. We maintain a register of carers. We

ask that, if you are a carer, you inform reception. They will give you a form to complete so that we may add your name to our register. We need to identify all carers, even those who care for people who are not patients of ours. The aim of the carers register is to ensure carers have easy access to information which will be of help and support to them.

## OUT OF HOURS

If you have an urgent problem when the surgery is closed. Please ring NHS 111 who cover out of hours. Please note that when contacting them, your telephone conversation will be recorded.

## USEFUL CONTACT NUMBERS

NHS 111

NHS Direct On Line—[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## NEAREST WALK-IN CENTRES

Summerfield Primary Care Centre  
134 Heath Street, Birmingham B18 7AL  
Tel: 0345 245 0769

Parsonage Street GP Led Health Centre  
Parsonage Street, West Bromwich B71 4DL  
Tel: 0121 612 3575

## DISABLED ACCESS

Lift available at ground floor suitable for wheelchairs. Disabled toilets also in the ground floor.

## PATIENT PARTICIPATION GROUP

The Practice has an active Patient Participation Group which meets regularly. This is a forum where patients discuss the services offered by the Practice and make suggestions for improvements. We encourage patients to join, and you can do so by asking at Reception. By joining the Patient Participation Group you can help us improve services available at your Practice.

## DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data

Protection Act 1984. This Act protects data held on the computer system.

## COMPLAINTS

Rood End Medical Practice aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our services please let us know.

Complaints should be directed to the Practice Manager in writing. In the majority of cases, concerns can be resolved quite easily. Our complaints procedure is available from reception.

## ACCESSIBLE INFORMATION STANDARD

The Accessible Information Standard aims to ensure that people who have a disability or sensory loss receive information that they can access and understand, for example in large print, braille or via email, and professional communication support if they need it, for example from a British Sign Language interpreter.

Individuals most likely to be affected by the Standard include people who are blind or deaf, who have some hearing and / or visual loss, people who are deaf blind and people with a learning disability. However, this list is not exhaustive.

If you feel that this applies to you or someone in your care please speak to the Receptionist or ask to speak to the Practice Manager.

## ZERO TOLERANCE POLICY

There is a Zero Tolerance Policy in the NHS, of verbal or physical abuse of doctors and their staff. Any patient, who abuses any member of the Primary Health Care Team, either verbally or physically, is likely to be removed from the list.

*Last Updated 08.11.2022*