



GARRETTS GREEN LANE SURGERY

172 Garretts Green Lane
Sheldon
Birmingham
B26 2SB

Tel: 0121 743 3003
Fax: 0121 743 2777

www.ggls.digipractice.org

Dr. (Mrs.) Raksha Chopra (MBBS)
Diploma in Obstetrics
DFRSH
LoC SDI
LoC IUT

Dr. (Mr.) Ashish Chopra

RECEPTION HOURS

MON 9.00am – 6.30pm
TUES 9.00am – 6.30pm
WED 9.00am – 6.30pm
THURS 9.00am – 6.30pm
FRI 9.00am – 6.30pm

GP HOURS

MONDAY 9.00am – 6.30pm
TUESDAY 9.00am – 6.30pm
WEDNESDAY 9.00am – 6.30pm
THURSDAY 9.00am – 1pm
FRIDAY 9.00am – 6.30pm

NURSE HOURS

MONDAY and WEDNESDAY 9.00am – 4.00pm

THE PRACTICE TEAM

Members of Staff

Dr R. Chopra (GP)
Dr A. Chopra (GP)
Mr K. Chopra (Practice Manager)
Mrs Rebecca Chapman (Secretary/Asst. Practice Manager)
Mrs Sally Sebastian (Practice Nurse)
Ms Claire Smith (HCA)
Ms Sophie Whadcock (Receptionist)
Ms Eleanor Lane (Receptionist)

HOW TO SEE YOUR DOCTOR

The surgery is open from 9am to 6:30pm every day.

We operate a telephone triage system, which means your first appointment will be a telephone consultation with the GP. If required the GP will invite you to attend a face to face appointment, the same day if it's an urgent problem, or book you in for a routine appointment if not.

What are the advantages of this system

This new system ensures that everyone is able to speak to, or see a doctor, within a 24-hour period. You will not be dependent on queuing either in a phone system or outside of the surgery in the morning.

What other advantages does it offer?

- Many patients with a health problem won't need to visit the surgery as it can be dealt with on the phone.
- The system gives the GP more time to see those patients that do need a face-to-face appointment.
- It saves patients the unnecessary inconvenience of attending the surgery.
- The GP will know why they are seeing you and can allow an appropriate time to deal with your problem. This means that appointments should run to time and you will not be kept waiting in the reception area.

To book your initial telephone appointment with the GP you can book online using the V-consult on the website homepage (www.ggls.didpractice.org), or you can call reception.

It would also be very useful when you contact the surgery if you could give the receptionist brief details of the problem.

When you are called by the doctor he or she will either:

- deal with the problem on the phone.
- write a prescription for you to collect from the pharmacy.
- ask you to come to the surgery for a GP or nurse appointment the same day.
- make a routine appointment for you to see a doctor or nurse.

At present this system is widely practiced all over the country. It increases the access of patients who definitely need a face to face consultation. We believe that this system enables us to provide a better service to our patients and we ask for your support.

Please note that:

- Monday's at the surgery are particularly busy, it is advisable to make a routine appointment via our website or call reception later on in the week
- Mornings every day are the busiest time of the day, we would be very grateful if you could make routine enquiries after midday please.

Please use the system sensibly-

Only ask for appointments for simple viral infections if symptoms are severe or persistent.

Our receptionists are fully trained and try to do a difficult job as smoothly as possible.

HOME VISITS

Home visits are carried out when the Doctor decides a patient needs to be seen in person and the patient is unable to get to the surgery due to being housebound or too poorly to travel. The Doctor will first carry out a telephone consultation with either the patient or a family member. If the patient needs to be seen in person we have a resident paramedic who will attend.

OUT OF BUSINESS HOURS

If you need a doctor outside of business hours your options are as follows:
Contact your nearest walk in centre for an appointment with a GP or nurse, or
Call NHS 111 for advice or call 0300 555 9999 for GP out of hours service.

REPEAT PRESCRIPTION REQUESTS

Requests should be made online or with a repeat prescription slip. Requests for repeat prescriptions by telephone lead to mistakes and block telephone lines. Online access can be requested via reception or online. A designated person (proxy) can also be arranged for children under 16.

Please allow 72 hours for the prescription to be issued. For postal requests please enclose a stamped addressed envelope.

NOTIFICATIONS

Please notify us of any change of name, address, email and telephone number to enable us to keep our records up to date. We would prefer it if you notified us of any changes through our website www.ggls.digipractice.org, alternatively at reception.

CLINICS

Clinic appointments can be arranged through the receptionists.

- DIABETIC CLINIC
- ASTHMA CLINIC
- DIET & EXERCISE
- HEART DISEASE PREVENTION
- WELL PERSON CLINIC
- SMOKING CESSATION
- MIDWIFE
- COMMUNITY PSYCHIATRIST NURSE

YELLOW FEVER

Our practice is an approved Yellow Fever Centre

OTHER SERVICES

Maternity Medical Services
Contraception including coil & Nexplanon
Immunisation for all ages
Travel Vaccinations
Anticoagulation Clinic
Boxing Medical Examinations

THE FOLLOWING SERVICES CAN BE ARRANGED AT REQUEST

HEALTH VISITORS
COMMUNITY NURSES
SOCIAL WORKER
CHIROPODY SERVICE
OCCUPATIONAL THERAPY
PALLIATIVE CARE

ZERO TOLERANCE – ABUSIVE/VOILENT PATIENTS

The practice operates a Zero Tolerance Policy. Any verbal or physical abuse to any member of the practice team will not be tolerated. The practice has a duty to ensure that the staff delivering your care can do so in a safe environment, free from risk and the threats of harm. The Primary Care Trust (PCT) has developed a scheme called the Zero Tolerance Project to deal with incidents of this nature. Any patient who acts in a threatening or abusive manner towards a GP or any member of the practice team will be immediately removed from the practice list. The PCT will make arrangements under the Zero Tolerance Project for medical care of patients removed in these circumstances.

WHAT TO DO IN TIME OF BEREAVEMENT

If a death occurs at home, you must first contact the doctor who will need to confirm that death has taken place. A funeral director of your choice will then give you further help and guidance. If death occurs at hospital you should first contact a funeral director of your choice to inform them that their services will be required. The death certificate needs to be collected from the hospital and taken to the registrar for the area in which the death took place. If available, also take the deceased's birth certificate and medical card.

HOW TO REGISTER

You can register online using the practice website or come along to the surgery and complete a 'Family Doctor Services Registration Form'. Details of your previous doctor, medication list and your NHS number are a must for your registration to be completed. When you fill out the registration form online there is the option to search for your NHS number. All newly registered patients over the age of 18 years will be required to see the practice nurse for a new patient medical examination including blood pressure, height, weight, urine, blood testing and family history.

CHOOSE & BOOK

The practice operates the governments 'choose & book' system for hospital out-patient appointments. If your GP decides that you need to see a specialist for further treatment, you can now choose where to have your treatment from a list of hospitals or clinics. Patients can then contact the hospital of their choice to book their appointment directly at a convenient time and date. It also enables patients to check which of the hospitals may have the shortest waiting time. Please note that this system is not available for all hospitals, clinics or specialities. For further information you can visit the NHS Direct website: www.nhsdirect.nhs.uk

GEOGRAPHICAL BOUNDARY

The practice welcomes new patients from South Yardley, Yardley, Hay Mills, Sheldon, Garretts Green and adjoining parts of Solihull.

ACCESS TO HEALTH RECORDS

- Under the Data Protection Act 1998, you are also 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 which a copy of your passport/identity card and a utility bill. A response will be sent to you within 21 days of receiving your application.
- If you are applying for medical records on behalf of someone else, you will need their consent or a power of attorney.
- From time to time Health Authority or its employees are allowed to see patient's records with the permission of the doctor.

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.

SUGGESTIONS, PROBLEMS OR COMPLAINTS

We welcome comments or suggestions concerning the practice and how it is run. If you are unhappy with the service you have received, or if you have any suggestions about the services of the practice, please speak to your doctor or the Practice Manager. Or, if you prefer, you could write the practice. If you prefer to speak to someone who is not involved in your care you can contact the following:

Name & Contact Details for the PCT: Commission

Complaints Officer,
Direct dial number 0121 380 9025,
Email: Complaints@benpct.nhs.uk,
Postal Address: Waterlinks House
Richard Street, Aston 1
Birmingham B7 4AA

Healthcare

Tel: 0845 601 3012
Healthcare Commission
Complaints Team
Peter House
Oxford Street
Manchester M1 5AN

ACCESS FOR DISABLED

Surgery has access for disabled people.

USEFUL TELEPHONE NUMBERS

Reception: 0121 743 3003

Fax: 0121 743 2777

Out of Hours Service Provider (Badger): 0300 555 9999

Others:

NHS Direct: 0845 46 47

District Nurses: 0121 465 5444

Walk in Centre (Solihull): Lode Lane, Solihull, West Midlands B91 2AE Phone: 709 7711

Erdington Health & Wellbeing Walk in Centre: 196 High Street, Erdington, Birmingham, B23 6SJ Phone: 0121 686 8010

Birmingham East & North Primary Care Trust: 0121 333 4113

Birmingham Primary Care Shared Service Agency: 213 Hagley Road, Edgbaston, Birmingham, B16 9RG Phone: 0845 111 1200

Sexual Health Birmingham: 0121 424 3300

For registration of births/deaths in Birmingham & Solihull (Appointment Line): 0121 675 2902/0121 697 1004

Hospitals:

Birmingham Heartlands Hospital: 0121 424 2000

Solihull Hospital: 0121 424 2000

Good Hope Hospital: 0121 424 2000

Birmingham Children's Hospital: 0121 333 9999

City Hospital: 0121 554 3801

Queen Elizabeth Hospital: 0121 472 1311