

OPENING TIMES

Mon: 08:00 – 18:30
Tue: 08:00 – 18:30
Wed: 08:00 – 18:30
Thu: 08:00 – 18:30
Fri: 08:00 – 18:30
Sat: 09:00 – 17:00 (Improved Access Service)
Sun: CLOSED

IMPORTANT TELEPHONE NUMBERS

Emergencies, Visits and Out of Hours

OOH NHS 111
Emergencies 999

Appointments & Prescriptions

Website: [Spark Medical Group - Providing NHS Services](#), NHS APP

Enquiries and Results

Website: [Spark Medical Group - Providing NHS Services](#), NHS APP

Business & Enquiries

5454 1430

Birmingham and Solihull Integrated Care Board

NHS Birmingham and Solihull Integrated Care Board, Patient Experience and Complaints Team, First Floor, Wesleyan, Colmore Circus, Birmingham, B4 6AR Tel: 0121 203 3313
Email: bsol.patientexperience@nhs.net

The Freedom of Information Act gives you the right to request information held by a public-sector organisation. Unless there's a good reason, the organisation must provide the information within 20 working days.

Please contact Ms N Akhtar
There may be a charge for this information

PRACTICE STAFF

Doctors

Dr M Aslam - MRCGP, MBChB, BAO, BA, DPD
Dr Mavi MBBS (Distinction), BMedSci (Hons. First Class)
Dr Kelvin Yau
Dr H Mahmud
Dr I Hussain
Dr Z. Khan
Dr S Khan
Dr R Chowdhury

Practice Nurses

Mrs Sarah Reynolds	RGN
Mrs Zehda Sheikh	RGN PN
Mrs S Freeth	HCA

Administration Staff

Noorin	Practice Manager
Nosheela	Office Manager
Dontae	Care Navigator
Hazra	Care Navigator
Kaneeza	Admin
Humera	Care Navigator
Hafiz	Admin

Spark medical Group

34 Grantham Road, Sparkbrook,
Birmingham, B11 1LU [Tel: 0121 545 1430](tel:01215451430)
E-mail: spark.medicalgroup@nhs.net

Website: [Spark Medical Group - Providing NHS Services](#)

SPARK MEDICAL GROUP

Research Practice

PRACTICE LEAFLET

Patient information



SPARK MEDICAL GROUP
INNOVATIVE CARE

The Brook Surgery – 34 Grantham Road Sparkbrook B11 1LU
St Georges Surgery, Mosley B13 9TX

General information and the range of services available are on our website. Also please ensure you register for online



services.
**When it's less urgent
than 999, call NHS 111**



PARTNERS

Named and Accountable GP



Dr Manir Aslam

MRCGP, MBChB, BAO, BA, DPD

(Non-Limited Partnership Reviewed: 2811/2024)

NHS Zero Tolerance Zone

No Abuse, Threats, Violence, & No Racism

telephone, where practicable with your preferred practitioner. We use a scheme called Advanced Access where we can offer same day doctor's appointments, therefore there may be no need to book your appointments in advance. We also offer a small amount of pre-booked appointments if needed. If you are unable to attend for your appointment, please let us know well in advance so that we can offer this to another patient. Missed appointments may deny a patient access to urgent medical treatment.

TELEPHONE ADVICE

Our doctors are available to give telephone advice. Patients are advised to contact the practice between 8am and 6:30pm via phone, NHS app, or our website

URGENT APPOINTMENTS

Urgent appointments are available each day for the doctor and the practice nurse.

(Please note: Urgent appointments are not for Repeat Prescriptions, fitness for work certificates, or for signing forms).

PRACTICE NURSE

Our nurse is available Wednesdays & Friday. ANP is Available on Wednesday Thursday and Friday.

HOW TO REGISTER AS A PATIENT

If you are new to the area and are requiring registering with the health centre, please ask at our Reception. Please bring with you your NHS number, photo ID (passport/driving licence), proof of address, and any repeat medication prescription. Following your registration, you will be required to have a new patient health check at the kiosk on the day as part of your registration. This will allow you to be registered on the clinical system which means you can then book to see a doctor when needed. However, you may be called in if your details need to be updated as to chronic disease management, repeat medication, etc... For child appointments, please bring their red book with you on the day so we can book your child in for the practice nurse.

INTERPRETERS

We have interpretation service should you require a male or a female or face to face please let the care navigators know upon booking

HOME VISITS

Home visits should only be requested for those who are unable to come to the health centre because of serious illness and infirmity. A home visit is carried out by our duty doctor, and this should be requested before 11am. 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. Home visits are only for patients who are housebound or too ill to attend the practice

PRESCRIPTIONS

Repeat prescription requests please visit our website or request through the NHS app. Should you have any difficulties you can either come in or ring in to request support.

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. All staff providing chaperone duties are trained and DBS-checked

EXTENDED HOURS - SDS IAS

The surgery is part of an SDS so it can offer extended access during the week and at weekends. This means you can book to see a GP Monday to Friday between 6:30pm and 8:00pm, Saturday 9am-1pm.

OUT OF HOURS

If you have an urgent problem when the surgery is closed, please ring NHS 111 for advice and assistance. If you are suffering from any chest pains, shortness of breath, or any other life-threatening condition, please ring 999.

DISABLED ACCESS

We have the following access for our disabled patients:

- Disabled car parking bays
- Ramp
- Automatic front door access suitable for wheelchairs.
- Disabled toilets in the waiting area
- Hearing loop

Services under the contract:

A short bullet list of core services:

- General medical services
- Chronic disease management (e.g., diabetes, asthma)
- Vaccinations and immunisations
- Maternity and child health services
- Cervical screening

RESEARCH

Spark medical Group is a research establishment, and as such, is involved with medical research in partnership with NIHR. Your valued contribution can help change the way the NHS works, but we understand if you do not want to be involved.

DATA PROTECTION

The Practice is registered with the Information Commissioner's Office (ICO) and complies with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR). Our Data Protection Officer is Umar Sabat, umar.sabat@ig-health.co.uk.

COMPLAINTS, COMPLIMENTS, & COMMENTS

If you have any complaints, compliments, or comments about the service, in the first instance, follow the practice complaints procedure. If you are not happy with the outcome for complaints, then you can contact the following:

You can also contact the Birmingham and Solihull ICB Patient Experience and Complaints Team, First Floor, Wesleyan, Colmore Circus, Birmingham, B4 6AR. Tel: 0121 203 3313. Email: bsol.patientexperience@nhs.net alternatively

Contact hafiz@care2speakup.uk in house complaints

Health Watch 0300683000 enquires@healthwatch.co.uk, www.healthwatch.co.uk

Independent Complaints and Advocacy Service (ICAS) 0300 456 2370, pohwer@pohwer.net

CQC National Contact Centre PO Box 1258 Newcastle upon Tyne NE995AU Tel: 03000 616161 Email: enquiries@cqc.org.uk