

# Practice leaflet for ROTTON PARK MEDICAL CENTRE (RPMC)

264 ROTTON PARK ROAD, EDGBASTON, BIRMINGHAM B16 0LU

Telephone: 0121 429 2683 (appointments only) and 0121 429 1543 (for information)

**THE DOCTORS:** Dr Inderjit S. Marok, Dr Parmjit K. Marok, Dr Shabir Mohamed, Dr V Hindson, Dr M Hasan.

**We also have doctors in training grades from City Hospital and QE. And we have medical students from the local medical school.**

**Welcome to the Practice** The surgery premises are newly built and were first occupied on the 1st October 1990. Prior to this, we occupied the doctor's house next door on the corner of the road. The new building provides consulting rooms for three doctors, nursing staff, receptionists and attached staff. We offer a pleasant waiting area and **easy access for the disabled and wheelchairs**. We are part of i3 Primary Care Network (PCN).

**How To See The Doctor** To make an appointment please telephone **429 2683** or call into reception during surgery hours or use the GP online services (NHS App) or the on the online consultation form available on the website. **If you cannot keep your appointment** please inform reception so that the appointment can be given to somebody else. Appointments are available to book up to TWO weeks in advance to see the Dr of your choice. You will be offered the next ROUTINE appointment that is convenient to you. If your problem is URGENT for the same day, please let the receptionist know

**When The Surgery Is Closed** for advice ring NHS 111 or call into the walk in centre in Boots Chemist in City Centre or Summerfield Primary Care Centre for non-urgent problems that cannot wait until the surgery is open again. For emergencies only, please telephone the surgery on **429 2683** when an answering machine will give you another number to call. This service is for **EMERGENCIES ONLY** and **should not** be used if the problem can wait until the surgery is next open.

**Home Visits** should only be requested if the patient is unable to attend the surgery as a surgery consultation provides the best condition for assessing and examining patients. Please make your request **before 11.00am** if possible. It would help if you could tell the receptionist the nature of the problem so that the most urgent cases can be given priority.

**Test Results and anything else but not making an appointment** Its **your responsibility** to obtain, from the surgery, the results of any tests you have had done. The doctor will have advised you when to enquire. This is usually one week after tests are done for most things, but some X rays and cervical smear results can take longer. Results of blood tests, X rays etc should be obtained by patients in person by calling into or telephoning reception **after 11.00am**. Sometimes the GP will text you with advice or a booking link to book an appointment.

**Repeat Prescriptions** Requests for repeat prescriptions must be made to reception by dropping off the computer repeat prescription slip. You must allow up to **2 whole working days** for them to be issued. Postal requests are accepted if a stamped addressed envelope is enclosed with your request. Please allow one week for postal prescriptions.

	SURGERY OPENING HOURS
MONDAY	08.00-19.00
TUESDAY	08.00-19.00
WEDNESDAY	08.00-18.30
THURSDAY	08.00-19.00
FRIDAY	08.00-18.30

**Consulting hours are by appointment only. Other clinics available and include:-**

**Antenatal Clinic** : - run by midwives of off site. **Well Baby Clinic** : - run by the nurse for well babies only for immunisations. **Health visitor**: is available off site. **Improved access scheme appointments (IAS)**: 6.30-8pm weekdays and at selected times at weekends via local GP HUBs where they will have access to you GP medical records (ask reception for details)

**Health Promotion Services** The following aspects of care are also offered by appointment with either the doctor or the practice nurse in the normal surgery: EMERGENCY CONTRACEPTION, FAMILY PLANNING, ASTHMA, TRAVEL IMMUNISATION, DIET AND EXERCISE ADVICE, ALCOHOL CONTROL, CERVICAL SCREENING (this is not an exhaustive list)

**The Practice Team** Adequate modern medical care is not provided by doctors alone. We therefore work as a team to provide a comprehensive service. As well as the doctors our team comprises of the following workers who are all bound by the same rules of confidentiality as the doctors. **PRACTICE MANAGER** organises the day to day running of the practice, organising workloads and liaises with the doctors on various matters. The GP Partners act as Practice Manager at RPMC are always happy to receive any comments or suggestions that you may have, both good and bad! **RECEPTIONISTS** are your first point of contact. They arrange appointments for consultations, deal with repeat prescription requests and arrange home visits. If they ask what may seem to be irritating questions, please be

understanding as this will always be for the benefit of the patient. **Care coordinator** will be involved in coordination of enhanced care needs.

**PRACTICE NURSE** is fully qualified to carry out a range of medical services including taking blood samples, removal of sutures, ear syringing etc and also assists the doctors in some of the clinics. **HEALTHCARE WORKER** is trained to carry out duties under the supervision of the Nurse and Doctors. **HEALTH VISITORS (off site)** are available for help with health matters relating to under 5s'. **MIDWIVES (off site)** provide care for mothers both before and after delivery and care for babies in the first few weeks of life. **ALSO AVAILABLE on site are Mental Health Practitioner and physio, and BY REFERRAL FROM YOUR DOCTOR ARE DISTRICT NURSES, CHIROPODISTS, PHYSIOTHERAPISTS ETC.**

**Comments, suggestions and complaints** These are welcome and can be made to the doctors, nurse, receptionists, practice manager or dropped into the suggestions box provided in reception.

**Independent Complaints and Advocacy Service (ICAS)** 0300 456 2370, [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

**The Ombudsman's** Complaints Helpline on 0345 015 4033 or <http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298

**NHS ENGLAND** By post to: NHS England, PO Box 16738, Redditch, B97 9PT; By email to: [england.contactus@nhs.net](mailto:england.contactus@nhs.net), By telephone: 0300 311 22 33

**NHS Birmingham and Solihull Integrated Care Board, Patient Experience and Complaints Team:** Address: Alpha Tower, 8th Floor, Suffolk Street Queensway, Birmingham, B1 1TT Telephone: **0121 203 3313**; **The Practice Area THE GEOGRAPHICAL AREAS COVERED**

**INCLUDE:** See MAP in reception

# Practice leaflet for **ROTTON PARK MEDICAL CENTRE (RPMC)**

264 ROTTON PARK ROAD, EDGBASTON, BIRMINGHAM B16 0LU

Telephone: 0121 429 2683 (appointments only) and 0121 429 1543 (for information)

**264 ROTTON PARK ROAD, EDGBASTON, BIRMINGHAM B16 0LU**

CQC report 5.4.17 – Rated overall Outstanding

## **THE DOCTORS**

**Dr. Inderjit S. Marok** (*Male Partner and Practice Manager*) BSc(Hons), MRPharmS, BM (Southampton 1984), FPCert, FRCGP, Minor Surgery List, Child Health Surveillance List, GP trainer

**Dr. Parmjit K. Marok** (*Female Partner and Practice Manager*) MBBS (London 2003), FRCGP, DRCOG, DCH, CIDC(Warwick), DFRSH, GP trainer

**Dr. Shabir Mahomed** (*Male GP*) MB, ChB (Zimbabwe 1988), nMRCGP 2010.

**Dr Verity Hindson** (*female GP*) MB ChB (keele 2014), nMRCGP 2022, PG Cert med ed (Birmingham) 2023

**Dr Mehedi Hasan** (*male GP*) MBBS (University of Dhaka – Mymensingh Medical College 2016), nMRCGP 2025

We also have doctors in training grades (Junior Doctors) and medical students and who all work under the supervision of the GPs.

All new and existing patients are allocated a **named accountable GP**.

**Comments, suggestions and complaints:** These are welcome and can be made to the doctors, nurse, receptionists, practice manager or dropped into the suggestions box provided in reception. Or you can ask to speak to a Partner or for further information you can ask for the complaints leaflet at reception.

**DISCRIMINATION:** This practice does not discriminate on the grounds of race, gender, disability, social class, age, sexual orientation or medical condition.

## **Welcome to the Practice**

We offer a pleasant waiting area and **easy access for the disabled and wheelchairs**. You can **register** by a personal visit to the surgery and completing the forms. You have the right to see the practitioner of your choice if an appointment is available that meets your needs, but in an emergency or for urgent problems you will be seen by the practitioner who is available.

## **CONSULTING HOURS**

Mornings: ALL 09:00-12:00 Afternoons: Wednesday and Friday 14:30-18:30

Evenings: Mon/Tues/Thursday 15:00-18.30 with extended access 18:30-19:00

**This is a training practice. We therefore some days offer appointments Outside these hours when we have a trainee doctor in practice.**

## **Improved Access Scheme Appointments (IAS)**

We are part of i3 Primary Care Network. As part of the PCN we offer appointments outside of our core hours at 'HUBS'. The clinicians will have access to your GP records and will be able to request tests for you and do referrals in the usual way. Ask reception for further details.

**How To See The Doctor** Appointments are available to book up to TWO weeks in advance to see the Dr of your choice. You will be offered the next ROUTINE appointment that is convenient to you. Or use the GP online services (NHS App) or the online consultation form available on the website. If your problem is URGENT for the same day, please let the receptionist know. **Speaking to the Doctor or Nurse**—please leave your telephone number and someone will be in touch. To make an appointment please telephone or call into reception during surgery hours. **If you cannot keep your appointment** please inform reception so that the appointment can be given to somebody else.

## **To make appointments and collect prescriptions.**

The telephone is switched to **answering service** at **6.30pm** on Wednesday and Fridays or **7pm** on Monday, Tuesday and Thursdays.

**Not able to attend:** if you are unable to make your appointment please let reception know so it can be offered to someone else.

## **Your rights and responsibilities (see patient's charter)**

Turn off your mobile phone in this building as this ensures the calm atmosphere of the surgery. Please be courteous to other patients and staff.

**Personal Details** If you change your name, address, telephone number you should advise the surgery ASAP so that we can contact you in an emergency.

**When The Surgery Is Closed**, for advice ring the **NHS 111** or call into the **walk in centre in Boots Chemist in City Centre or Summerfield Primary Care Centre** for problems that cannot wait until the surgery is open again. For emergencies only, please telephone the surgery when an answering machine will give you another number to call giving the details of the on call services (BADGER) used by the practice. This service is for **EMERGENCIES ONLY** and **should not** be used if the problem can wait until the surgery is next open.

# Practice leaflet for **ROTTON PARK MEDICAL CENTRE (RPMC)**

264 ROTTON PARK ROAD, EDGBASTON, BIRMINGHAM B16 0LU

Telephone: 0121 429 2683 (appointments only) and 0121 429 1543 (for information)

**Repeat Prescriptions** Requests for repeat prescriptions must be made to reception in person by you or your representative in writing and you must allow up to **two clear working days** for them to be issued and **collect** after 1:30pm. Postal requests are accepted if a stamped addressed envelope is enclosed with your request. Please allow one week for postal prescriptions. Requests can not be taken over the phone.

**Test Results** Telephone the surgery to obtain, from the surgery, the results of any tests you have had done. The doctor will have advised you when to enquire. This is usually one week after tests are done for most things, but some tests and cervical smear results can take longer. Results of blood tests, X rays etc should be obtained by patients in person by calling into or telephoning reception or seeing the GP. The GP may text you with further advice also or send a booking link to book an appointment to discuss further.

**Home Visits** Home visits should only be requested if the patient is unable to attend the surgery because of the illness. A surgery consultation provides the best condition for assessing and examining patients. You will need to speak to the doctor when making a request for a visit. Please make your request **before 11.00am** if possible. It would help if you could tell the receptionist the nature of the problem so that the most urgent cases can be given priority. Home visits can only be carried out in the catchment area.

**NHS App:** You can use the NHS App to book appointments, order medication and view our notes.  
**online consultation form:** for both clinical and admin issues is available on the website.

**The Practice Team** As well as the doctors our team comprises of the following workers who are all bound by the same rules of confidentiality as the doctors.

**PRACTICE MANAGER** organises the day to day running of the practice **RECEPTIONISTS** are your first point of contact. They arrange appointments for consultations, deal with repeat prescription requests and arrange home visits. **Care coordinator** will be involved in coordination of enhanced care needs.

**PRACTICE NURSE** is fully qualified and registered with the NMC to carry out a range of medical services including taking blood samples, removal of sutures, cervical smear taking, Diabetes checks, Asthma and COPD checks, travel injections, routine childhood immunisations etc and also assists the doctors in some of the clinics. **HEALTH CARE ASSISTANT (HCA)** is fully trained to carry out a range of medical services including blood tests, BP checks new patient checks and NHS health checks. **Also available by referral:** From your Doctor –Health Visitor (off site), District Nurses (off site), Chiropodist (off site), Physiotherapist (on site) and Midwives (off site) **Mental health practitioner** (on site).

**Health Promotion Services:** We offer health promotion by appointment with either the doctor, practice nurse or HCA and in the **normal surgery**. This includes: EMERGENCY CONTRACEPTION, FAMILY PLANNING, DIET AND EXERCISE ADVICE, NHS Health checks for over 40s and Carers reviews. We also carry out mental health and learning disability health reviews. We encourage patients who have not seen a GP in 3yrs (or 1yr if over the age of 75) to see a health care professional for a medical review. Ask reception for details.

**Chronic disease management:** If you have a chronic disease such as diabetes, hypertension, asthma, COPD etc... you will require a consultation with the Practice at least once a year (and in some cases several times a year). We offer chronic disease management as a team so different aspects of the care will be provided by different members of the team.

## **WELL BABY CLINIC**

To see the Practice Nurse for childhood immunisations. This clinic is not for ill babies. If the baby is ill, then please see the doctor in the normal surgery with an appointment.

**Chaperones:** Chaperones are available. Please ask your clinician or the receptionist.

**DATA PROTECTION & ACCESS TO HEALTH RECORDS:** We fully abide by the rules laid down in these acts and only those persons who have right to see your records will be able to see them. **The Practice Area** THE GEOGRAPHICAL AREAS COVERED INCLUDE these areas within quarter of a mile of the practice. Detailed map available at reception.

**VIOLENCE AND ABUSE:** We report all violent and abusive behaviour directed at the staff or premises to the Police and the offender will be removed from the practice list. **This practice take part in the NHS Zero Tolerance Policy** We report all violent and abusive behaviour directed at the staff or premises to the Police and the offender will be removed from the practice list.

We are also part of **Integrated Care Board (ICB)** : Birmingham and SOLIHULL integrated care board.