

Home Visits

We should remind patients that a home visit should be requested for someone who is too ill to attend the surgery. Please telephone before 10:00am unless it is an emergency.

Telephone Consultation

Telephone appointments are also available for problems that can be dealt with without examination. You will be given an approximate time when the doctor will telephone you and some details will be asked for.

Test Results

Please telephone between 12pm and 2pm for the test results

Repeat Prescription

Our service is computer based & we require 48 hours notice to process repeat prescriptions. Prescriptions can be ordered by leaving the tear off slip in the box provided at reception or ordering via our website www.downsfieldmedicalcentre.nhs.uk

A collection service is available from local pharmacies. We DO NOT accept prescription requests over the telephone.

Zero Tolerance

Downsfield Medical Centre operates a Zero Tolerance policy concerning violence and abuse. This includes unreasonable / offensive / threatening behaviour or attacks on members of the staff or the general public and damage to the surgery premises or property.

YOU NAME WILL BE REMOVED FROM THE PRACTICE LIST FOR ANY OF THE ABOVE & IF NECESSARY THE POLICE WILL BE CONTACTED.

Patient preference of practitioner

All patients have the right to express their preference in which GP they see. You are able to ask at point of booking when the particular GP is in and be booked in advance.

Disabled Access

Wheel chair access is available and there is a disabled toilet. All patient services are provided at ground floor level but if any assistance is required please ask at the reception and a member of staff will be happy to help.

Patient Confidentiality and Data Protection

Personal information is gathered to help with care and treatment. This information is recorded on computer, and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the Practice Team.

New Patients

To register at the Practice please bring your medical card. If you don't have a medical card, please ask at reception for a GMS1 form. You can also now register online via our website.

Changes of Address

Please let us know promptly of any changes of address or telephone numbers – it may be important in an emergency.

We are a long established practice which offers a high standard of modern medical care. We offer health promotion and disease prevention clinics run by the practice multi-disciplinary team. Our practice is an accredited training practice which means Foundation Year 2 (FY2) doctors and general practice specialist registrars work in the surgery.



**315 Sheldon Heath Road
Birmingham
B26 2TY**

**Tel: 0121 7432626
Fax: 0121 742 2147**

Surgery Hours

Mon	9 :00—18:30	
Tues	9 :00—18:30	
Wed	9 :00—14:00	16:00—18:30
Thurs	9 :00—14:00	16:00—18:30
Fri	9 :00—18:30	

www.downsfieldmedicalcentre.nhs.uk

Part of Birmingham & Solihull ICB

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us. We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

General Practitioners

**Dr Vipran Vijaya—Senior Partner
(Male) MB ChB**

Dr Zahra Shabbir—Sessional GP
(Female)

Dr Mehnaz Jabeen - Sessional GP
(Female)

Nursing Team

Noreen Jadoon (Practice Nurse)

Daxa Patel (Nurse Practitioner)

Dawn Smith (Nurse Associate)

Practice Manager

Miss Suzy Bhogal

If you have any queries, constructive comments, criticisms or complaints about the service provided by the Practice, the manager will be happy to receive your letters or see you personally by appointment.

Receptionists and Administrative Team

Our receptionists are the front line of our service. They are trained to deal with your queries and difficulties, and are bound by the same rules of confidentiality as the rest of the healthcare team.

Access to Your Medical Records

Under the Data Protection Act 199, you are also entitled to access your medical records or any other personal information held about you and you can contact the Practice Manger to do this, You must make your application in writing with 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. It will cost £10 for information held in the computerised format and up to £50 for manual records (depending on the size). If you are applying for medical records on behalf of someone else, you will need their consent or a power of Attorney.

Appointments

For appointments please ring 0121 743 2626. Most appointments can be booked four weeks in advance. For

emergency/ same day appointments please ring on the day at 9am or 4pm. These appointments are given out over the phone. You can also have a telephone consultation. You can book appointments through our website www.downsfieldmedicalcentre.nhs.uk.

If you can't keep an appointment, please cancel by phone. Or online.

By Appointment with the Doctor

General medical services, Non-NHS examinations, Maternity services, Minor operations, Child health surveillance, Contraceptive and Family Planning services.

By Appointment with the Practice Nurse

Wednesday and Thursday

Well Woman and cervical smear clinic

Health checks for over-75s

Travel immunisations and advice

Repeat treatment checks

General health advice

New patient checks

Dressings and removal of stitches

Blood pressure checks

Tetanus, 'flu and other adult injections

Blood tests (when needed with other tests and treatments)

Minor injuries, ECG recordings, Asthma care,

Help2quit,

Dietary advice, Diabetes care, Well Man clinic

By Appointment with the Midwife

Thursday

The community midwife care for all pregnant women and will cater for them in surgery by appointment or at home if previously arranged, Post natal checks are done in surgery by the doctor.

Health Visitor

The health visitor is located at the Richmond Health Centre 0121 465 2250 and has clinics for anything a new mum may want to discuss.

Baby Immunisation & 8 Week Check

The practice will contact you when your child is due for his/her 6-8 week check or immunisations.

District Nurse

Home visits will be provided by our district nurses to patients who are housebound, the elderly, the terminally ill, the disabled and those who have been discharged from hospital.

Out of Hour Services

If you require medical attention or advice outside surgery hours please telephone Badger on 0300 555 9999

In addition to this service there is Erdington Walk in Centre Tel no 0121 686 8011 or you can dial NHS 111 for urgent medical advice. If you are suffering with chest pains or breathing problems we would advise you to call 999.

Practice Complaint Procedure

If you have a complaint or concern about the service you have received from the practitioners or any of the staff working in the practice, please ask to speak to, or write to the Practice Manager.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out this way and you wish to make a formal complaint, please write to the Practice Manager. A leaflet explaining our complaints procedure is available at reception and also on our website. If the complaint can not be resolved internally then patients are able to write to NHS England for the complaint to be investigated thoroughly. The contact information is available on our complaints leaflets.

Patient Participation Group (PPG)

Downsfield Medical Centre are keen to hear what our patients have to say about our service and wherever possible wish to involve patients in the service development. Please ask at reception if you are interested in joining our PPG Group.