



## PATIENT INFORMATION LEAFLET

### SITES:

Blossomfield Hub  
308 Blossomfield Road, Solihull B91 1TF

Dickens Heath Medical Centre  
94 Old Dickens Heath Road, Shirley, Solihull B90 1SD

Grove Surgery site  
3 Grove Road, Solihull, West Midlands B91 2AG

Haslucks Green Medical Centre  
287 Haslucks Green Road, Shirley, Solihull, West Midlands B90 2LW

Monkspath Surgery site  
Farmhouse Way, Shirley, Solihull, West Midlands B90 4EH

Shirley Medical Centre  
8 Union Road, Shirley, Solihull, West Midlands B90 3DT

The Jacey Practice  
93 Northbrook Road, Shirley, Solihull B90 3LX

**0121 705 1105**  
(From 08.00 – 18.30)

[www.solihullhealthcarepartnership.nhs.uk](http://www.solihullhealthcarepartnership.nhs.uk)

Email: [admin.shp@nhs.net](mailto:admin.shp@nhs.net)

Facebook: [www.facebook.com/SolihullHP](http://www.facebook.com/SolihullHP)

**Solihull Healthcare Partnership (SHP) is a partnership which provides NHS GP services to over 55,000 patients through one individual GP practice operating from seven sites across Solihull/Shirley.**

SHP's vision is to provide local care to patients, forging a strong relationship between our multidisciplinary team within our healthcare centres and patients, whilst at the same time being part of a larger organisation and benefitting from the wider resources of a larger organisation.

### **Our Doctors**

<b>Dr Nyla Abbasi</b>	<b>f</b>	<b>Dr Sunil Kotecha (GP Partner)</b>	<b>m</b>
<b>Dr Tahiraa Afzal</b>	<b>f</b>	<b>Dr Kapil Lad (GP Partner)</b>	<b>m</b>
<b>Dr Shadan Alam</b>	<b>f</b>	<b>Dr Arturo Lupoli (GP Partner)</b>	<b>m</b>
<b>Dr Majid Ali (GP Partner)</b>	<b>m</b>	<b>Dr Shamah Mahmood</b>	<b>f</b>
<b>Dr Seema Batool</b>	<b>f</b>	<b>Dr Rajib Pal (GP Partner)</b>	<b>m</b>
<b>Dr Natasha Behl (GP Partner)</b>	<b>f</b>	<b>Dr Bilal Patel (GP Partner)</b>	<b>m</b>
<b>Dr Michelle Caughey-Rogers (GP Partner)</b>	<b>f</b>	<b>Dr Nish Patel (GP Partner)</b>	<b>m</b>
<b>Dr Harsha Dhokia</b>	<b>f</b>	<b>Dr Maryam Rana</b>	<b>f</b>
<b>Dr Beverley Dickinson (GP Partner)</b>	<b>f</b>	<b>Dr Charandeep Sadhra</b>	<b>m</b>
<b>Dr Deborah Edwards</b>	<b>f</b>	<b>Dr Nicola Sawle</b>	<b>f</b>
<b>Dr Mark Fernando</b>	<b>m</b>	<b>Dr Mark Sterry (GP Partner)</b>	<b>m</b>
<b>Dr Maria Font (GP Partner)</b>	<b>f</b>	<b>Dr Elizabeth Stokes (GP Partner)</b>	<b>f</b>
<b>Dr Bhavesh Gandhi (GP Partner)</b>	<b>m</b>	<b>Dr Mark Webb (GP Partner)</b>	<b>m</b>
<b>Dr Simon Green (GP Partner)</b>	<b>m</b>		
<b>Dr Barbara Guilfoyle</b>	<b>f</b>		
<b>Dr Raja Hamaoui</b>	<b>f</b>		
<b>Dr Bayan Hariri</b>	<b>f</b>		
<b>Dr Yemi Idowu</b>	<b>m</b>		
<b>Dr Ebbie John</b>	<b>f</b>		
<b>Dr Ria Jones</b>	<b>f</b>		
<b>Dr Jippin Kizhakkepatt</b>	<b>m</b>		

**In addition to our doctors we have other healthcare professional's as part of our multidisciplinary team including Clinical Pharmacists, Pharmacy technicians, Advanced Nurse Practitioners, Physician Associates, Social Prescribers, Nurses, Health Care Assistants and Phlebotomists.**

## SURGERY SITE OPENING TIMES

**08.30 – 18.30**

**(Excluding Bank Holidays & every Wednesday, 12.30pm-1.30pm)**

MONDAY: 08.30 – 18.30

TUESDAY: 08.30 – 18.30

WEDNESDAY: 08.30 - 12.30 & 13.30 – 18.30

THURSDAY: 08.30 – 18.30

FRIDAY: 08.30 – 18.30

SATURDAY AND SUNDAY: CLOSED

### **CORE OPENING HOURS**

**You can call us on 0121 705 1105. Our telephone lines are open from 08.00 to 18:30, Monday to Friday (excluding Bank Holidays).**

**Services can be accessed by telephone, online or in person at one of our surgery sites.**

Details of our opening times at our surgery sites are available above. You are able to access us face-to-face by visiting one of our surgery sites to ask in person about booking an appointment, repeat prescription requests and for general queries.

**Our surgery sites are open from 08:30 to 18:30, Monday to Friday (excluding Bank Holidays):**

- Dickens Heath Medical Centre
- Grove Surgery site
- Haslucks Green Medical Centre
- Monkspath Surgery site
- Shirley Medical Centre
- The Jacey Practice

This ensures we are able to prioritise our focus on patients being able to access us through our telephone system when the demand is at its highest and support improving patient access for the majority of patients.

**All sites are closed on Wednesdays from 12:30 to 13:30, and 12:30 to 18:30 at Dickens Heath Medical Centre**, as part of our ongoing staff training and development, which is a priority to ensure we continue to improve service delivery and patient care. Our telephone lines remain open throughout the training and in the event of urgent patient needs, we can still be contacted. Any occasional closure due to further training will be displayed within surgery sites, and on our web site and our social media.

### **APPOINTMENTS**

We operate an appointment system for both same day acute care and routine appointments based on clinical need. Appointments can be made either for a specific GP or for the next available appointment - **Appointments can be booked by telephoning 0121 705 1105 or by visiting one of our surgery sites.**

When patients contact our carefully trained Care Navigator team, they will be asked screening questions regarding their health concern or condition/s, so they can assess the most appropriate way to provide their care and ensure it is provided by the most

appropriate health care professional. Face-to-face appointments are available to all patients where there is a clinical need and if a patient requests a face-to-face consultation they may be offered one, if appropriate, following Care Navigation.

Please remember to cancel any unwanted appointments.

We also deliver extended access appointments at weekends and evening.

Patients can be seen at any of our surgery sites as all medical records are computerized and accessible at any surgery.

### **ONLINE SERVICES**

Patients over 16 years of age can register to use the online service. Online services currently provide patients with access to their medical records, repeat medication ordering and COVID-19 vaccination status. Using the service will help you to manage your own health and access healthcare features whenever you need to.

You can visit our web site, and order repeat prescriptions and access your medical records on the NHS App and Patient Access – To access and find out more visit:

[www.solihullhealthcarepartnership.nhs.uk/online-services](http://www.solihullhealthcarepartnership.nhs.uk/online-services)

We are in the process of reviewing our online services to improve patient access and services, and will keep patients updated via our web site and social media.

### **SICK NOTES**

For illnesses lasting 7 days or less, a sick note is not required. On returning to work, complete a self-certification form which is available from your employer.

### **HOME VISITS**

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please advise our staff over the telephone. A clinician will then telephone you to discuss your request. Home visits are usually carried out between 12:30 and 14:00, Monday to Friday.

### **SMS SERVICES**

SHP offers a text messaging service to confirm appointment bookings or cancellations, and also for brief messages of a non-clinical nature. If you provide us with your mobile phone number these services will be used, unless specifically requested that they are not.

### **OUT OF HOURS**

If you require medical assistance which cannot wait until the surgery re-opens, please call 111. Calls to the NHS 111 service are free from both landlines and mobiles. The NHS 111 Service will advise you of the best way to access the service you need. If required they will call an ambulance for you. They will also advise us of the outcome of your call.

### **IN AN EMERGENCY**

If you have a life-threatening emergency please dial 999. If you are suffering with chest pain or possible symptoms of stroke (facial weakness, arm and leg weakness, speech problems) please dial 999.

Accident and Emergency (A&E) departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment. A&E is for life-threatening illnesses and injuries and should only be used in a real emergency.

If you are unsure about which service you need, you can contact NHS 111.

### **TEST RESULTS**

The practice has a strict policy regarding confidentiality and data protection. We will only release test results to the person to whom they relate, unless that person has given prior permission for the release of the results or they are not able of understanding the results. Test results can be obtained by ringing reception after 2pm. Patients with tests results requiring action will be contacted by the practice. Please note that our care navigators who will speak to you are not medically trained and will only be able to read any comments made by a clinician and will not be able to comment or interpret any results or reports. Any results that wish to be discussed will be through discussion with one of our clinicians.

### **REPEAT PRESCRIPTIONS**

Patients on regular medication will find a list of their medications on the right hand side of their current prescription. When medication is needed, the appropriate items should be marked and this sheet left in the collection boxes at our surgery sites, handed into Reception or posted to us. The prescription will be ready for collection from 48 working hours later (excluding weekends), or can be posted to you if a stamped, addressed envelope is enclosed with the request. Repeat prescription requests are no longer accepted by telephone as this can lead to mistakes being made and the telephone lines becoming engaged, except if you are housebound, classed in a patient vulnerable group or it has been previously agreed for you to order by telephone by a doctor due to a medical reason.

Repeat prescriptions can be requested via our website

[www.solihullhealthcarepartnership.nhs.uk](http://www.solihullhealthcarepartnership.nhs.uk) or through the NHS App or Patient Access.

If you advise us of your nominated pharmacy, prescriptions can be sent directly to them without the need for you to collect a paper prescription.

### **SERVICES**

In addition to GP consultations the partnership offers a range of special clinics and services:

- 24 hour blood pressure monitoring  
- by invitation
- Asthma / COPD review appointments
- Baby clinic
- Blood tests - needs referral by a GP
- Care planning - by invitation
- Contraceptive and sexual health services
- Diabetic review appointments
- Dressings and suture removal
- ECG
- Minor operations
- Smears – by invitation
- Smoking cessation
- Spirometry – needs referral by a GP
- Cancer Screening - bowel cancer, bowel cancer screening, breast screening
- Children's Health
- Hospital Referrals
- Chronic Heart Disease - angina, heart attacks, heart failure
- Diabetes
- Respiratory
- Men's Health - prostate cancer, testicular cancer
- NHS Health Checks
- Family Planning
- Sickness Certificates
- Social Prescribing
- Travel Clinic
- Vaccinations
- Childhood Immunisations

- Women's Health - breast screening, cervical screening, emergency contraception

### **SPECIAL CLINICS**

SHP run a variety of clinics alongside normal medical sessions such as: Antenatal - Child Development - Adult and child immunisations - Chronic Disease Management sessions such as asthma; COPD; high blood pressure, heart disease reviews - Diabetic Clinics - NHS Health Checks - Minor Surgery - Family planning services/HRT checks -Specialist drug monitoring - Annual Influenza vaccination.

### **NON-NHS SERVICES**

The National Health Service (NHS) provides most health care to most people free of charge, but there are exceptions: prescription charges have existed since 1951 and there are a number of other services for which fees are charged. Sometimes the charge is because the service is not covered by the NHS, for example, providing copies of health records or producing medical reports for insurance companies, solicitors or employers. Please ask at our surgery site receptions for more information.

### **PRACTICE INFORMATION**

#### **COMMENTS, SUGGESTIONS & COMPLAINTS**

SHP aims to give patients the best possible care. We really value personal experiences and concerns being raised and shared directly with us. We do want to hear from you.

Please share your feedback, concerns, questions and suggestions, and we will listen and respond. Your feedback is invaluable in improving our patient care and services.

We want to make it as easy as possible for our patients to share their feedback, using the appropriate routes below:

**Have Your Say:** online feedback forms on our web site

[www.solihullhealthcarepartnership.nhs.uk](http://www.solihullhealthcarepartnership.nhs.uk)

**Directly via email:** [nhsbsolicb.shpcomplaints@nhs.net](mailto:nhsbsolicb.shpcomplaints@nhs.net)

**Write to us:** Solihull Healthcare Partnership Management, Shirley Medical Centre, 8 Union Road, Shirley, Solihull, West Midlands, B90 3DT, or drop off at any one of our surgery sites

If you are unhappy about any aspect of our service, please contact us via our Have Your Say page on our web site - [www.solihullhealthcarepartnership.nhs.uk](http://www.solihullhealthcarepartnership.nhs.uk)

We have a complaints procedure and policy in place, and will respond promptly.

#### **PATIENT PARTICIPATION GROUP**

SHP has an active Patient Participation Group (PPG) – Your Patient Voice – Where your voice is heard, you can share your views, your questions answered, and with opportunities to influence and contribute to improving SHP patient care and services. SHP PPG is a patient-led, independent group that benefits from meeting regularly, as well as regular communication with the Partnership. If you would like to find out more or get involved,

patients can join at [www.solihullhealthcarepartnership.nhs.uk/patient-participation-group](http://www.solihullhealthcarepartnership.nhs.uk/patient-participation-group) or by email to [shp.ppg@nhs.net](mailto:shp.ppg@nhs.net)

### **PATIENT UPDATES & INFORMATION**

For the latest patient information and updates, visit our official SHP Facebook page: [www.facebook.com/SolihullHP](http://www.facebook.com/SolihullHP), on twitter: [@SolihullHP](https://twitter.com/SolihullHP), on our web site: [www.solihullhealthcarepartnership.nhs.uk/latest-news](http://www.solihullhealthcarepartnership.nhs.uk/latest-news), at our surgery sites, directly by telephone, text and in writing, and via the official SHP PPG updates, mailings and monthly newsletters.

### **NEW PATIENT REGISTRATIONS**

If you live within our practice area and wish to register, please speak to a member of the Care Navigation team on reception at our surgery sites or visit our web site for further details. We will require proof of residence when you register (i.e. a utility bill). You will be asked to complete a registration form for each person registering. In addition, all patients will be asked to complete a new patient questionnaire allowing us to provide medical care in the interim period while your medical records are transferred from your previous practice. If you have not been registered with a GP in the UK previously, please provide your passport.

If you move out of the practice area, you will need to register with a new practice as soon as you move.

Once you are registered with the practice, every patient is allocated a named GP. You can, at any time, express a preference for a particular doctor, and we will do our best to respect your choice. Please ask the Care Navigator when you call or visit us at reception when making an appointment. However, not all the doctors in the practice provide all services and specific doctors may not be immediately available.

### **TRAINING**

We are committed to training healthcare professionals at SHP. Being a training practice means that we have Specialist Trainees (STs) and Foundation Doctors (F2s) working in our team. All are fully qualified doctors – the ST Doctors are training to become GPs, and the F2 doctors are doing more general training in the second year after qualification as doctors. We also sometimes have medical students sitting in on consultations as part of their educational process. Your support in this is very much appreciated. We always ask your consent for this and if you prefer the student not to be present, your care will not be affected.

### **ZERO TOLERANCE POLICY**

SHP fully supports the NHS Zero Tolerance Policy. All members of staff are entitled to be spoken to and treated in a courteous manner. Violent or abusive patients will be requested to leave the premises and register with another practice. Criminal acts will be reported to the police. In addition to its Zero Tolerance Policy, SHP has a Social Media Patient Policy and patients are expected to adhere to the policy code of conduct at all times – please see our web site for full details. Appropriate action will be taken against any patient who posts online any defamatory comments or comments which may indirectly affect patient safety or compromise patient access with SHP.

## **CONFIDENTIALITY**

We take confidentiality very seriously. All staff realise the importance of this and it applies throughout our practice. Information is not given out to third parties without the consent of the patient. We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and Solihull Healthcare Partnership is registered under the Data Protection Act.

For the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.

To ensure compliance with the General Data Protection Regulation (GDPR), we must ensure that information is provided to patients about how their personal data is processed. We take the care of patient data very seriously and work hard to keep medical records up to date and accurate. We will collect information such as:

- Personal details, including name, address, next of kin
- Records of appointments, visits, telephone calls,
- Health records, treatment and medications, test results, X-rays, etc.
- Any other relevant information to enable us to deliver effective medical care
- Patient data is collected for the purpose of providing direct patient care; however, we can disclose this information:
  - If you give consent or
  - If it is required by law
  - If it is justified in the public interest

Should you have any questions about our privacy policy or the information we hold about you, you can contact the practice's data controller via email at [admin.shp@nhs.net](mailto:admin.shp@nhs.net) or in writing at Grove Surgery Site, 3 Grove Road, Solihull, West Midlands B91 2AG

The Data Protection Officer (DPO) for SHP is Mr Paul Couldrey from PCDC.

## **ACCESS FOR DISABLED & THOSE WITH ADDITIONAL NEEDS**

All our sites are fully accessible for patients with disabilities and those with additional needs. We are fully committed to supporting patients with disabilities and additional needs to receive accessible information, this includes support for service users, and for parents and carers. Please ask if you require any assistance.

## **INTERPRETING SERVICES**

Interpreting services are available for patients needing translation or those who are hard of hearing or deaf. Please ask at reception for more information. If you feel you need a longer appointment or need British Sign Language, an interpreter or a translator, please let us know when booking your appointment.

## **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 or healthcare professional.

## **PRIVATE SPACE**

If you would like to discuss a matter with reception in privacy please let the Care Navigator know and they will try to find a private space for you.

## **CAR PARK**



All our sites offer free car parking and disabled parking bays.

### **CHANGE OF ADDRESS**

Please let us know of any change of address and/or telephone numbers immediately, as failure to notify us may cause delays if we need to contact you.

### **SELF HELP & AWARENESS INFORMATION**

We have a wide range of leaflets covering a variety of problems, some of which are on display at our surgery sites. Please ask if you require help on a particular subject.

Information is also available on our website [www.solihullhealthcarepartnership.nhs.uk](http://www.solihullhealthcarepartnership.nhs.uk)

### **FREEDOM OF INFORMATION**

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. Please ask at our surgery site receptions for more information.

### **NHS BIRMINGHAM & SOLIHULL INTEGRATED CARE BOARD**

SHP is part of NHS Birmingham and Solihull, who are based at Friars Gate, 1011 Stratford Road, Shirley, Solihull, West Midlands B90 4BN. Tel: 0121 711 7171.

**We hope this information has been useful for you, if you have any further questions please visit our website [www.solihullhealthcarepartnership.nhs.uk](http://www.solihullhealthcarepartnership.nhs.uk) or contact us on 0121 705 1105.**

SHP is a single GP Practice Primary Care Network (PCN) and the registered practice address for correspondence is Solihull Healthcare Partnership, 3 Grove Road, Solihull, West Midlands B91 2AG.