

FIRS SURGERY

87 Kempson Road, Castle Bromwich

BIRMINGHAM B36 8LR

www.firssurgery.nhs.uk

OPENING TIMES

Mon: 8:00am – 6:30pm

Tue: 8:00am – 6:30pm

Wed: 8:00am – 6:30pm

Thu: 8:00am – 6:30pm

Fri: 8:00am – 6:30pm

Sat: CLOSED

Sun: CLOSED

GP Extended Access

Evening and **Saturday** appointments are now available for patients who are registered with this GP practice.

The appointments will take place at **Harlequin Surgery, 160 Shard End Crescent, Shard End, B34 7BP.**

Appointments must be booked in advance through the reception team at this surgery and are available with a range of clinicians including GPs, nurses and health care assistants.

Appointments times are:

Monday to Friday 6.30pm – 8:00pm

Saturday morning only

Sunday not available

Emergencies, Visits and Out of Hours

NHS111

BADGER – 0300 555 9999

The practice commissions this service on behalf of its patients

Appointments & Prescriptions - 0121 747 3586

Enquiries and Test Results, X-rays

0121 747 3586 (2pm onwards)

Business & Enquiries - 012 747 3586

PRACTICE STAFF

Dr Masood Butt – Senior GP Partner
MBBS, Dip.Card, LRCPS (UK),
MSc (Cardiology) UK, MRCP (UK) (Male)

LOCUMS

Dr Zafar Ali (Male)

Corinne Smith – Practice Nurse (RCN)
Jade Carr – Health Care Assistant

Rebecca Danks – Receptionist
Jade Carr – Receptionist
Jabeda Khatun – Receptionist
Lorraine Warnock – Receptionist

Saima Kauser (Practice Manager)

Firs Surgery

PRACTICE LEAFLET

Information for Patients

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 the Practice Manager/Partner. There may be a charge for this information.

PARTNERS

Dr Masood Ahmad Butt

LOCUMS

Dr Z Ali

Welcome to the Firs Surgery, we hope that you will find this leaflet useful and an aid to finding out about the services that we offer. We would like to improve the services we offer therefore if you have any ideas or comments please do not hesitate to let us know.

APPOINTMENTS

We offer same day appointments to the patients who need medical attention as an emergency on the same day. To be able to get the same day appointments we advise patients to ring at 8.00 am in the morning and 4.00pm in the evening when our experienced receptionist take calls to help you with booking appointments. We recommend patients to book routine (non- emergency) appointments in advance to avoid any inconvenience or delay which can be done online too.

We also provide interpreters to our patients who cannot communicate to the doctor in his/her language. We advise patients to give us 48 hours to book an interpreter.

Please do not come to the surgery to see a doctor without an appointment. You can book routine appointments up to 14 days in advance. We also offer same day appointments for emergencies, which can be booked directly with Reception.

The patient has the right to express a preference of the practitioner they wish to see and the Practice will endeavour to meet the request, depending on availability of the clinician and medical urgency, patient may be offered a different clinician.

TELEPHONE ADVICE

The Practice operates a system of triage in which the Doctor calls the patient back within 24 hours depending on clinical urgency. Patients are advised to during surgery hours to arrange this.

ATTENDING AND CANCELLING APPOINTMENTS

Please endeavour to arrive at the surgery in good time for your appointment. Patients arriving late for their appointment may be required to rebook the appointment or at the doctors discretion, may be seen at the end of surgery.

On arrival please report to Reception desk.

Patients are called by Doctors and Nurses using

the intercom. Any patient concerned they may hear their name if called should notify the Receptionist on arrival at the surgery.

If you are not able to keep, or no longer require, an arranged appointment please inform you as soon as possible. We can then offer that appointment to another patient.

HOW TO REGISTER AS A PATIENT

If you are new to the area and are requiring to register with our GP, please ask at our Reception. If you have your NHS number then please bring this along with you. Your registration will only be completed once you have a new patient check. An appointment will be offered with our Nurse/HCA during your registration.

HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before 11am if at all possible.

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.

REPEAT PRESCRIPTIONS

When ordering your repeat prescriptions please remember to include the patient's full name, date of birth and address details, medication required and a contact telephone number.

Please note that you won't receive your prescription immediately. All requests made need to be given 48 hours for it to be reviewed and signed by the doctors.

We do not take prescription requests on the phone unless previously agreed by the surgery for elderly housebound patients.

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.

OUT OF HOURS

If you have an urgent problem when the surgery is closed. Please ring BADGER on 0121 766 2100 who cover out of hours. Please note that when contacting them, your telephone conversation will be recorded.

CLINICS AND SERVICES

Childhood Immunisations Clinics (Wednesday 9.30am – 10.30pm, every 2 weeks).

By appointment only:

Travel Vaccines, Asthma, Diabetes, COPD, Spirometry, CVD/Heart Disease, Hypertension, Phlebotomy (Blood Tests), Flu Vaccinations, Baby Clinic, Cervical Screening, Well Woman/Man Clinic, Family Planning, Ante-natal.

PATIENT PARTICIPATION GROUP

Firs Surgery is very keen to engage it's patients in the development of its Practices, and gaining feedback on the services they provide. The Practice has a Patient Participation Group which any patient can join. Please ask the Receptionist or Practice Manager for more details on how you could get involved.

ZERO TOLERANCE

Our staff work to care for others, and it is important for all members of the public and our staff to be treated with respect.

In line with the rest of the NHS, and to ensure this is fully observed we have instigated a Dignity at Work and Zero Tolerance policy, whereby aggressive or violent behaviour towards our staff will not be tolerated under any circumstances.

Other numbers you can use in an emergency

BADGER – 0121 766 2100

NHS Choices— <http://www.nhs.uk/Pages/HomePage.aspx>

Urgent Treatment Centres

Washwood Heath Urgent Care

Clodeshall Road

Saltley

B8 3SN

Police (non urgent crime reporting)	101
Dementia support	0121 622 0578
Concern about child mistreatment (above out of hours)	0121 303 4362
City Hospital	0121 554 3801
Sandwell Hospital	0121 554 1381
Queen Elizabeth Hospital	0121 472 1311
Selly Oak Hospital	0121 627 1627
Heartlands Hospital	0121 424 2000
Childrens Hospital	0121 333 9999
Birmingham Maternity	0121 472 1377
Good Hope Hospital	0121 378 2211
Royal Orthopaedic Hospital	0121 685 4000
Nuffield Hospital	0121456 2000
Priory Hospital	0121 440 2323
Social Services (general enquiries)	0121 303 5595
Social Services (elderly care)	0121 3031234
St Patrick's Family Centre	0121 446 1010
Whittal Street Clinic	0121 237 5700
Citizen Advice	0121 236 3271
Neighbourhood Office	0121 303 5553
CRUSE	01216878011
Samaritan	0121 666 6644
Age Concern	0121 236 2197

DISABLED ACCESS

Single level floor plan

Wide doors

Disabled washroom facilities

Hearing loop available

CLINICAL TIMES:

Child Health – Development checks for babies will be done by contacting the Health Visiting team.

Baby (6 weeks) checks at Firs Surgery by appointment only every Tuesday from 12 noon.

Ante-Natal – Held in the surgery every week on Tuesday between 1.00pm – 3.30pm with Midwife.

INTERPRETER

If you require an interpreter to translate for you then the surgery can arrange for an interpreter from Birmingham Integrated Language and Communication Service (BILCS) but you will need to request this at the time you make your appointment. It usually takes 48 hours to arrange.

DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system.

The Practice complies with Data Protection and Access to Medical Records legislation and holds both written and electronic records for its patients, neither of which is disclosed to a third party without the patient's written permission.

Identifiable information about you will be shared with others in the following circumstances;

- To provide further medical treatment to you
- To help you get other service- this requires your consent
- When there is a duty to others – where anonymised patient information will be used at local and national

level to help Public Health and Government plan for services e.g. for diabetic care. If you do not wish to anonymous information about you to be used in such a way, please let us know.

- Reception and administration staff requires access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

PATIENT FEEDBACK AND COMPLAINTS

At Firs Surgery, we actively seek patients' opinions on our services. The practices welcome your views on our services, good and bad. Such feedback provides the opportunity to reflect or review our practice policies and improve patient services.

Patient feedback forms are available at Reception. The Receptionists or Practice Manager will be happy to talk to you about any comment you may have.

In addition, the Practice operates a formal complaints procedure in accordance with NHS guidelines, details of which are available on request. Complaint forms are available from Reception, or you can contact the Practice by either writing or by telephone.

Integrated Care Board Details

To obtain details of all primary medical services available within the Birmingham and Solihull ICB please contact the team:

Birmingham and Solihull ICB,

First Floor | Wesleyan | Colmore Circus | Birmingham | B4 6AR, 0121 203 3300

NHS England

NHS England provides confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

Please put your concerns in writing to either the email address england.contactus@nhs.net or postal address **NHS England, PO Box 16738, Redditch, B97 9PT**. If you wish to speak to a member of the NHS England team, please call on **0300 311 22 33**.

British Sign Language (BSL) if you use BSL, you can talk via a video call to a BSL interpreter. Visit NHS England's BSL service.

Accessible Information Standard

We want to make sure that we give you information in a way that is clear to you, and to have on record any communication needs you might have. Please complete an Accessible Information's Needs questionnaire available from the receptionists.

Our responsibility to you, your responsibility to us

The Practice:

- ❖ Will treat you and your family with respect
- ❖ Provides a warm, comfortable atmosphere for you to wait in
- ❖ Offers free road parking and ease of access
- ❖ Provides space for wheelchairs and pushchairs
- ❖ Offers access for disabled people
- ❖ Ensures that the Doctors can be contacted by staff during opening hours should an emergency arise
- ❖ Ensures that appropriate treatment and advice are given for your condition
- ❖ Guarantees patients with urgent problems have an appropriate consultation the same day
- ❖ Ensures that material on a wide variety of health and social matters is available
- ❖ Provides translation as required
- ❖ All staff to wear name badges at all times
- ❖ Assures you that all information held about you is held in strictest confidence and that confidentiality will be maintained at all times
- ❖ Ensures all staff are appropriately trained

In return we ask:

- ❖ You treat us all with courtesy and respect
- ❖ You please keep your appointment or cancel as soon as possible if you don't need it.
- ❖ You attend for your appointment on time.
- ❖ You be patient, some problems take longer than others to sort out.
- ❖ You take responsibility for your health care and take up the offers of health checks, immunisations, cervical smears, breast screening etc.

Practice Area:

General practice radius includes:

3 miles radius from B36 8LR

(August 2022)

