

Birmingham and Solihull (BSOL) ICB

We are part of Birmingham and Solihull Integrated Care Board. Should you wish to contact them please write to; NHS Birmingham and Solihull Integrated Care Board, Alpha Tower, 8th Floor, Suffolk Street Queensway, Birmingham, B1 1TT or call 0121 203 3300.

MyHealthcare Federation

We are part of MyHealthcare Federation which is made up of over 55 local Practices. This provides us with a platform to offer patients both a traditional GP service and also more innovative health service to meet the needs of our local population.

Complaints

We welcome suggestions about how we can improve our medical services. If you experience any difficulties, we hope that you will report this to our Management Team as quickly as possible, but it must be within 12 months of the incident. We believe this will give us the best chance of putting right whatever has gone wrong. This does affect your right to approach NHS England to investigate on your behalf. If you feel you cannot, or do not wish to raise your complaint directly with us, you should contact; NHS Birmingham and Solihull Integrated Care Board, Patient Experience and Complaints Team, Alpha Tower, 8th Floor, Suffolk Street Queensway, Birmingham, B1 1TT Tel: 0121 203 3313 or email bsol.patientexperience@nhs.net; again this must be within 12 months of the incident.

At any point during your complaint you can approach the organisation below for support and advice; POHWER – PO BOX 14043, Birmingham, B6 9BL. Tel: 0300 456 2370 Minicom: 0300 456 2364 or email pohwer@pohwer.net web address: www.pohwer.net

If you are not satisfied with the response you receive from us or NHS England you are advised to contact the Ombudsman. Helpline 0345 015 4033, Textphone (Minicom) 0300 061 4298 or in writing to: Parliamentary and Health Service Ombudsman, Citygate, Mosley Street, Manchester, M2 3HQ. Further details at www.ombudsman.org.uk/

Rights and Responsibilities of the Patient

RIGHTS

- Receive emergency care
- Have the appropriate drug and medicine prescribed when you are ill
- Be referred to a consultant when you are ill where clinically appropriate
- Express a preference for a particular practitioner by requesting verbally when making appointments
- Have access to medical records
- Be treated with courtesy and respect at all times
- Have all personal information protected and handled confidentially

RESPONSIBILITIES

- To book appointments with appropriate staff
- To keep appointments or cancel at least 4 hours before your appointment time
- To arrive to your appointments on time
- To treat staff with courtesy and respect at all times
- To abide by the rules of the Practice

Violent and Abusive Behaviour

We operate a zero tolerance policy. If patients are abusive or violent the police will be called and the patient will be removed from our practice list. NHS England will be informed and the patient will only be able to access health care services from a designated centre.

Failure to Attend Appointments

The practice follows a policy for patients who fail to attend their appointments and you are likely to be spoken to by a member of staff if you repeatedly fail to attend appointments. Missed appointments impact upon our ability to offer appointments to patients who are unwell. Please follow the 'Keep It or Cancel It' motto.

Confidentiality/ Privacy

All patient information is confidential, whether in note form or on computer. Our practice staff have access to this information and they follow a strict code of conduct. No information will be given to anyone without the patient's prior knowledge and/or written consent. The exceptions to this are when you are referred on, for example, to hospital where we do not ask for written consent or where the patient is at risk to himself / herself or a risk to others. For more information on this see our website or ask at Reception

<https://bournbrookvarsitymedical.co.uk/patient-record>

Bournbrook Varsity Medical Centre

1a Alton Road, Selly Oak, Birmingham B29 7DU

Telephone: 0121 472 0129

www.bournbrookvarsitymedical.co.uk



@BournbrookMC

fb.me/BournbrookMC



Welcome to the Bournbrook Varsity Medical Centre. This leaflet contains information about our facilities and services. We hope you find it useful. *Please keep this leaflet to hand*

Doctors

[]	Dr Christina Allen	(F)	MBChB (Birmingham 1985) DRCOG DFRSH	Partner
[]	Dr Matthew Swallow	(M)	BMBS (Exeter & Plymouth 2012), MRCGP	Partner
[]	Dr Sarah Clarke	(F)	MBBS (Newcastle 2005) DRCOG MRCGP DFRSH	Partner
[]	Dr Alexander Dungate	(M)	BM BCh (Oxford 2014)	Partner
[]	Dr Marie Philp	(F)	MBChB (Birmingham 1998) DRCOG MRCGP	Associate
[]	Dr Sameer Ali	(M)	BMBS (Bristol 2010) MPH MRCGP	Associate
[]	Dr Anjandeep Nijjar	(F)	MBChB (Leeds 2001) MRCP MRCGP	Associate
[]	Dr Helen Cole	(F)	MBChB (Birmingham 2009) MRCGP DFRSH	Associate
[]	Dr Jo Tatlock	(F)	MBBS (Newcastle 2004) MRCGP DFRSH	Associate
[]	Dr Nadia Ahmad	(F)	MBChB (2007) MRCGP	Associate
[]	Dr Noreen Grant	(F)	MBChB (2009) MRCP, MRCGP	Associate
[]	Dr E Al-Shammmary	(F)	MBChB (Birmingham) MPH MRCGP	Associate

GP Registrars

We are an accredited training practice with GP Registrars, who are fully qualified doctors, undertaking extra training to qualify as a General Practitioner.

Practice Nurses

Ms Sheerina Morgan
Miss Catherine O'Connor

Health Care Assistants

Miss Nadia Khan
Miss Safura Mahate
Miss Claire Merchant

Management Team

Our Partners, Practice Manager and two Operations Managers are responsible for the overall management of the Practice.

Named Accountable GP

We are required to allocate a named accountable GP to all patients. Your accountable GP is named above and is marked with a tick.

This GP is responsible for your overall care at the Practice but this does not affect your ability to make an appointment with any of the GP's in the Practice.

Should you express a wish to change your named GP we will do our best to accommodate your wishes. Please write to the Practice Manager requesting the change.

Practice Catchment Area

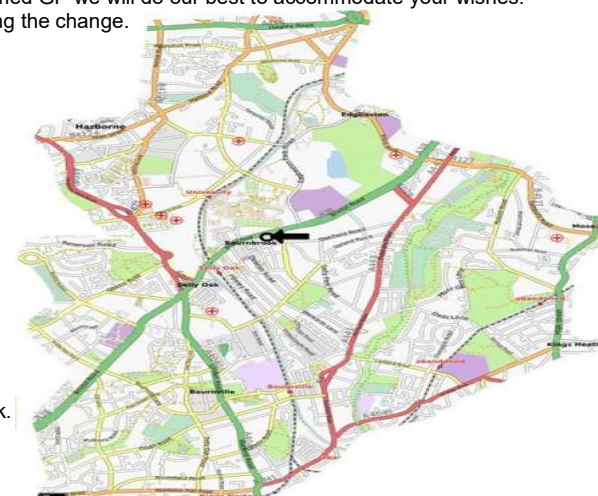
The practice area generally surrounds the University.

We cover within limits: B29, B5, B15, B17 and B30 postcodes dependent upon the proximity to the Practice.

We are accessible using main bus routes; 61, 63, 76, 144, 98 and are a 5 minute walk from Selly Oak Train station.

Parking is limited to street parking only.

To register with our Practice you can find the registration form on our website or packs are also available at our Reception Desk.



Opening Hours

Day	Times (Premises and Phone lines)
Monday to Friday	8.00am – 6.30pm
Saturday	8.30am – 10.45am (Premises only)

Appointment System

If you feel you need to see a doctor for an urgent or routine appointment, please go to our website and complete an online triage form using the 'contact us' icon. The online form is open 8am-6.30pm every weekday (except for bank holidays). Patients without internet access can also phone us and the Reception team will complete the form for you. A GP will view each form and patients who need an appointment will be allocated one directly or sent a link to book when it suits.

Admin Queries

Please go to our website and complete an admin query form using the 'contact us' icon. This form is open 24/7 and viewed by our admin team within 2 working days. If you are unable to access the online form please call us.

Chaperones

We will always respect your privacy, dignity and your religious and cultural beliefs particularly when intimate examinations are advisable - these will only be carried out with your express agreement and you will be offered a chaperone to attend the examination if you so wish.

You may also request a chaperone when making the appointment or on arrival at the surgery (please let the receptionist know) or at any time during the consultation.

Extended Access

There are times when our GPs may offer our patients alternative options instead of an appointment at the Practice. This can include appointments from our local HUB where a GP colleague can provide a telephone consultation off site. With your permission they will be able to access your medical records to offer a safe and comprehensive service. This is in conjunction with MyHealthcare Federation. We can also refer patients to local Pharmacies via the Pharmacy First scheme. Pharmacists are trained to deal with minor illnesses and can prescribe medication where needed.

Online Services

Sign up for online services via our website to order medication, cancel appointments, view test results, immunisation history, send us messages, change your address details and view your medical records.

Repeat Prescriptions

If you sign up to the NHS App you will be able to order your medications online. We also have a dedicated Medicines Support Department, you can call them Mon-Fri 8am-6pm to order your medications on 0121 468 0462. Repeat prescriptions take 48 hours to process once we receive them from MSD. You can also nominate a pharmacy for your prescriptions to be sent to automatically. If you would like to request your items online and/or nominate a pharmacy please ask a Receptionist who will organise this for you.

What to do When we are Closed

Ring 111 from your telephone and speak to someone at the NHS 111 team who will direct you to the most appropriate service.

South Birmingham GP Led Walk In Centre open 7 days a week 8.00am to 8.00pm. Our local centre is located at 15 Katie Road, Selly Oak, Birmingham B29 6JG. Appointments can be arranged by calling 111.

How we use your Information

We aim to provide you with the highest quality of health care. To do this we must keep records about you, your health and the care we have provided or plan to provide you. More information on this is available in Reception, see leaflet "How we use your Information". <https://bournbrookvarsitymedical.co.uk/patient-record>

Home Visits

Please request urgent home visits before 10.00am please. Home visits are for patients who are too ill or infirm to attend the surgery. Please give as much detail as possible so that the doctor can prioritise the visits. Please note that home visits take up to five times longer than if you come to the Practice.

Results (available to view with online services)

Alternatively telephone the Reception Team weekdays after 2pm.

Certificates and Reports

There is a charge for the completion of certificates and reports which are not covered under the NHS. These include; mitigation letters. You will be advised of the fee. On receipt of your request the Practice will supply the information within and maximum of 28 days. Further information about non-NHS fees can be found at our website: <https://bournbrookvarsitymedical.co.uk/non-nhs-services>

Annual Reviews and Services Provided

Patients who suffer from certain long-term conditions will be invited to attend an annual review every year. This is also an opportunity for the doctor, nurse or pharmacist to review your general health and medication.

These annual reviews are provided through our contract with the NHS. The contract states that we should cease inviting patients after we have offered three appointments or if the patient has refused a review confirmed in writing. We kindly request that if you do not want an annual review you let us know in writing, as appointments which are not kept are a waste of resources.

The Reception Team will send a text message, telephone or write to the relevant patients to arrange an appointment but we recall our patients based on their birth month. Please feel free to call us to arrange your review when your birth month comes around.

We provide our services under a General Medical Services (GMS) Contract. Some of the services we offer include:

- Treatment of acute and chronic illness
 - Treatment for minor injuries
 - Preventative care
 - Sexual health services (including HIV screening)
 - Contraception **FREE** Pills, Injections, Coils & Implants
 - Family planning
 - Cervical screening
 - NHS Health checks
 - Maternity Care
- Child development and health
 - Immunisations
 - Travel advice and vaccinations
 - Minor surgery (joint injections and minor invasive surgery)
 - Health promotion
 - Alcohol assessment and referral
 - Diabetic screening and management
 - Asthma review and guidance
 - Stress and anxiety management

Plus lots more – feel free to call us and we will sign post you to the most appropriate service for you.

Patient Participation Group

The Practice seeks and values patient feedback and support. If you are interested in finding our more, speak to a member of staff or go online to: <https://bournbrookvarsitymedical.co.uk/patient-participation-group>

Useful Telephone Numbers

Bournbrook Varsity Medical Centre	0121 472 0129	Out of Hours Service	111 (RING WHEN WE ARE CLOSED)
South Bham Walk In Centre	111	NHS 111 - Signposting	111 (Accessible 24/7)
Medipharma Chemist, Oak Tree Ln	0121 472 0693	Queen Elizabeth Hosp.	0121 371 2000
Allied Pharmacy, Bristol Road	0121 472 0155	Bham Dental Hospital	0121 466 5555
Oaks Pharmacy, Bristol Road	0121 472 0174	Bham Walk In Centre	0121 255 4500
Adult & Childrens Social Services	0121 303 1234/ 0121 303 1888		

PLEASE ONLY DIAL 999 OR ATTEND A&E FOR SERIOUS LIFE THREATENING CONDITIONS OR FRACTURES
INAPPROPRIATE USE OF THIS SERVICE COULD DELAY TREATMENT FOR SOMEONE SERIOUSLY ILL