

Helping staff to review the care they provide to make sure it is of the highest standard.

Training and education, for example, support of registrars (but you can choose whether or not to be involved personally).

Research approved by the Local Research Ethics Committees. If anything to do with the research would involve you personally, you will be contacted to see if you are willing to take part. You will not be identified in any published results without your agreement. The Practice is RCGP Research Ready and part of the Primary Care Research Network (PCRN), NHS National Institute for Health Research.

Looking after the health of the general public, i.e. the Health Protection Agency uses anonymous information to continue to protect the health of the population as a whole, i.e. identify or investigate infectious diseases, hazardous chemicals, notifiable diseases (e.g. food poisoning, measles and tuberculosis). Reports are published regularly on the HPA website, www.hpa.org.uk
Managing and planning the NHS, for example:

- o Making sure that our services can meet patients' needs in the future
- o Preparing statistics on NHS performance and activity
- o Investigating complaints or legal claims within the NHS
- o Financial controls and NHS Auditors

NHS England is rolling out a new national service called Care.data. For more information, please visit the following websites:

Central Care Records: midlandscentralcarerecords.nhs.uk

NHS Care Record Guarantee: nigb.nhs.uk/guarantee.crs_guarantee.pdf

Summary Care Record: nhsrecords.nhs.uk

Care.data: nhs.uk/caredata

Health and Social Care Information Centre (HSCIC): hscic.gov.uk

Patient Participation Group

Patient Participation Groups are developed as a way to extend patient involvement in the general practice. It is a format that encourages people to engage with the NHS at the same time as engaging in their own healthcare.

- " PPG members can provide practical support for the practice
- " We hold regular PPG meetings at the practice and listen to their suggestions
- " We implement PPG suggestions in our practice service
- " We always welcome our patients to join the PPG
Please leave your details with one of the receptionists and the co-ordination will get back to you.

Our Clinical Commissioning Group is:

Birmingham Cross City CCG

Bartholomew House, 142 Hagley Road, Edgbaston Birmingham B16 9PA

Telephone: 0121 255 0700 Fax: 0121 682 0090 Email: bhamcrosscity@nhs.net

Washwood Heath Health & Wellbeing Centre, Clodeshall Road, Saltley, Birmingham B8 3SW
www.oakleafmedicalpractice.co.uk



Oakleaf Medical Practice

Working together to provide high quality care for a better future

WE ARE A TEACHING & TRAINING PRACTICE



Washwood Heath Health & Wellbeing Centre, Clodeshall Road, Saltley, Birmingham B8 3SW

Tel: 0121 270 0015 Fax: 0121 322 4419

www.oakleafmedicalpractice.co.uk

Introduction

Welcome to Oakleaf Medical Practice. The surgery has been open since November 2009 and serves the Washwood Heath, Alum Rock, Saltley, Hodge Hill and surrounding areas.

GP Partners & Named Accountable Gps

Dr Nadeem Khalid	Male GP	MBChB, BMSc (Hons) Pathology, MRCGP
Dr Mohammed Waheed	Male GP	MBBS, LMSSA, LRCP, LRCS
Dr Wahid Khan	Male GP	MBChB, DCHP, DRCOG, MRCGP
Dr Jawaid Iqbal	Male GP	MBChB, DRCOG, MRCGP

The doctors above practice together as a non-limited partnership

Salaried Gps

Dr Zarmeen Mir	Female GP	MBBS
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Long-term Locum GP's

Dr Zora Suleman	Female GP	MBChB, DFFP, MRCGP
Dr Imran Ali	Male GP	MBChB, BMedSci (Hons), MRCGP
Dr Imran Yakub	Male GP	MBChB, BSc (Hons), MRCGP
Dr Samiah Lateef	Female GP	BSc (Hons) Medical Science, MBChB, MRCGP
Dr Razia Shaik	Female GP	MBBS, DFSRH, MRCGP
Dr Noorunissa Oomatia	Female GP	MBBS
Dr Mohammed Akbar	Male GP	MBBS, MRCGP

The Health Care Team

Practice Nurse	Nurse Eileen Gardner (SRN L2)	Female
Healthcare Assistants	Fereshta Seyam	Female
	Sameerah Iqbal	Female
	Lisa Blake	Female
	Nirmala Patel	Female

Non-Clinical Team

Jawaireya, Sadiah, Haider, Rajpreet, Bakhtawara, Shureka, Pamela, Talhat, Abdur Raheem, Ibraheem, Sajid, Kanika

Administrator

Mr Singh

Looks after the day-to-day management of the practice, services and staff.

Practice Manager Noreen has overall responsibility of running the practice

A Teaching & Training Practice



Health Education
West Midlands

In August 2015, we became a teaching practice attached to the West Midlands Deanery to provide teaching for medical students. We will receive our first medical student in August 2016. We will always seek your consent for any involvement in this training process.

Notification of Results

Patients who do not have a follow-up appointment with the doctor or nurse can contact the practice to get the result of their tests. Results may take up to a week or longer to come back to the surgery depending upon how busy the hospital is. Please contact the surgery for your test results.

Freedom of Information

Information about your personal treatment about your care is normally discussed with the healthcare professionals with whom you come into contact. However, there may be other issues about which you would like further information. In order to comply with the Freedom of Information Act 2000, public sector organisations such as ours have to routinely publish information whenever possible. For further information, please refer to our website.

Zero Tolerance

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similar respectful way.

We take seriously any threatening, abusive or violent behavior against any of our staff or patients. If patients are violent or abusive, they will be warned to stop their behavior. We may exercise our right to take action to have them removed, immediately if necessary.

Patient Information and Confidentiality (Your Privacy)

We recognise that there may be times you wish to discuss sensitive matters. If you are not comfortable at the front desk, we will find a private area for this discussion.

Patients' records are held on the computer in accordance with the guidelines of the Data Protection Act.

It is important that we keep information about you and your health to ensure that you receive the best possible care and treatment. We keep this information securely and only share details when there is a genuine need.

The record is government property, therefore we will need prior written consent from the patient before releasing the information and this may also incur a charge.

Sometimes the law requires us to pass on information, for example, to notify a birth. The NHS Central Register for England and Wales contains basic personal details of all the patients registered with a GP. The register does not contain information about your health. In addition to using your information for your care and treatment, it may also be needed for other reasons, such as:

This service is available between the hours of 8am and 2pm weekdays only and is useful if you do not need an appointment but need to talk to the Doctor for advice.

Should you no longer need your appointment; early cancellation will enable us to provide care to another patient.

During your appointment with the doctor, there is only enough time to discuss two issues. For extra issues, you will need to book a new appointment.

Cancellation of Appointments

If you are unable to keep your appointment please cancel by ringing 0121 270 0015 as soon as possible. We need at least an hour's notice in order to give the appointment to another patient, otherwise it will be marked as a DNA (did not attend). DNAs are monitored because they can deny vital care to other patients. As of 1st April 2016, we will be contacting patients with repeated DNAs to discuss this with them.

Late Arrivals

If you arrive 10 or more minutes late for your appointment without letting us know in advance that you are delayed, you will not be seen and will have to re-book your appointment.

DNA Appointments

DNA (Did Not Attend) appointments are monitored because they can deny vital care to other patients and are a waste of vital NHS resources. As of 1st April 2016, we will be contacting patients with repeated DNAs to discuss this with them.

Please make sure you attend your booked appointments. A DNA letter will be sent if you fail to attend. Please note, your name may be removed if you DNA on more than one occasion. Please contact the surgery if you cannot attend an appointment.

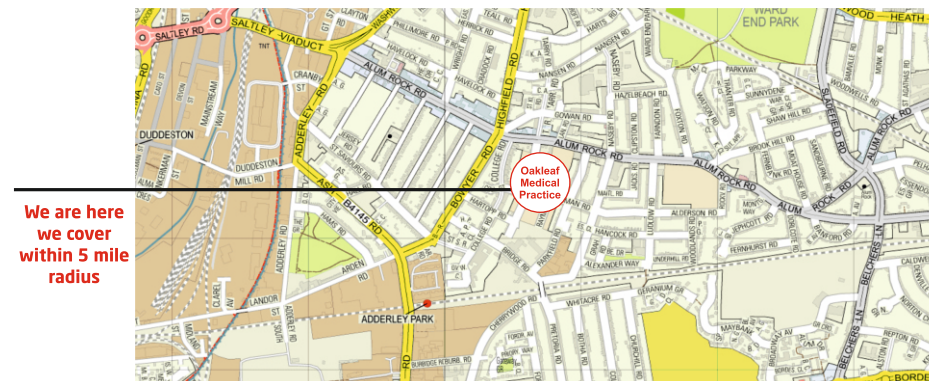
Text Message Reminders

Please ensure that you give us your up-to-date mobile phone number and we can send you free text reminders of any further appointments at the surgery. Please advise us if you DO NOT wish to receive these.

How to Register as a Patient

In order to ensure that all the services are able to reach you, we register patients within a 5-mile radius. If you move into this area, registration forms are available for your completion at reception or can be downloaded from our website and brought into the surgery with two required forms of ID: photo ID and proof of address.

IF YOU ARE OVER THE AGE OF 16: in order to complete your registration you will need to have a new patient health check done.



Responsibilities of the Patient

- Keep your appointment - if you are unable to keep an appointment please let us know as soon as possible so that it can be offered to someone else
- Value the team - We value our team tremendously and we are highly trained and committed to providing the best possible care and treatment. Whilst we appreciate that emotions sometimes run high, we do ask that you treat the team with respect and courtesy. We are here to help and it is not acceptable to verbally or physically abuse members of the team. In such instances, we may have to review whether you can remain registered with the practice
- Request home visits in a timely manner
- Contact us as soon as you have a query to give us the opportunity to resolve it
- Work with us to provide a high quality NHS service
- Keep personal details up to date, i.e. address and contact details
- Switch off your mobile phone before your consultation to avoid interruption

Patient Charter

- Treat our doctors and all practice staff with courtesy and respect. Remember that reception staff are working under doctors' orders
- Please try to keep your appointment, or inform the practice if you cannot. Otherwise, other patients may have to wait longer
- An appointment is for one person only. Where another member of the family needs to be seen or discussed, another appointment should be made
- You are responsible for your own health, and that of your children. We will give you our professional help and advice; please act upon it
- Please give a minimum of 48 hours' notice for repeat prescriptions
- Please only ask for home visits by the doctor when the patient is too ill to visit the surgery
- Please keep your phone calls brief and avoid calling during the peak morning time for non-urgent matters
- Test results take time to reach us, so please do not ring before you have been asked to do so

Home Visits

If you are housebound due to a clinical condition, and require a home visit, please call the surgery on 0121 270 0015. Requests for home visits should ideally be made before 11am.

Carers

If you would like to be registered with us as a carer, or a patient with a carer, please let a doctor or nurse know or complete a referral form. We can then help you and let you know about other support services available to carers.

Chaperones

If a chaperone is required, patients are advised to ask for one at the time of booking an appointment so that arrangements can be made and the appointment is not delayed. The healthcare professional may also require a chaperone to be present for certain consultations.

Facilities for less able patients

Wheelchair access to the building is via the front entrance. We have a lift which allows access to the first floor, where we are based.

Repeat Prescriptions

Requests for repeat prescriptions can be made by calling 0121 270 0015 between 11.30am and 5.00pm. The request can also be left in the black box at reception and if you are registered for online services, you can request a repeat prescription online. Please give **TWO FULL WORKING DAYS NOTICE**. Prescriptions will not be faxed to pharmacies.

Waiting Times

All efforts will be made to see patients on time at the surgery. However, surgeries can run late for a number of reasons. If clinics start to run 30 minutes late or more, we will aim to let you know.

Unfortunately, if patients are more than 10 minutes late for an appointment the healthcare professional may not be able to see you, or you may be asked to wait until the end of their clinic or rebook the appointment.

Services that we provide

Family Planning	Daily	Doctor, practice nurse, midwife
Antenatal/postnatal care	Daily	Female doctor/practice nurse, midwife
Child health	Daily	Practice nurse
Baby immunisations	Wednesday 9.30-2	Practice nurse
Asthma and COPD	Monday morning	Practice nurse
Phlebotomy	Monday, Tuesday, Wednesday	Healthcare assistant
Over 40s health check	Thursday	Healthcare assistant
Baby clinic	Wednesday morning	Doctor
Diabetic clinic	Thursday morning	Doctor and practice nurse
Minor surgery	Friday morning	Doctor
Citizens Advice Bureau	Friday morning	CAB advisor
Stop smoking	Saturday morning	Healthcare assistant
Travel vaccinations	Saturday	Practice nurse
Alzheimer's drop-in	First Friday of every month, 12 -2pm	Alzheimer's advisor
Prostate Cancer	Third Monday of every month	Nurse specialist from Prostate Cancer UK
Cervical Screening	Wednesday 2-6pm, Saturday	Nurse

Further information is available from the reception or from our website: oakleafmedicalpractice.com.

Practice Opening Hours

	Reception Hours	Consulting Hours
Monday	8am-8pm	9am-1pm 2pm-7pm
Tuesday	8am-6:30pm	9am-1pm 2pm-6pm
Wednesday	8am-6:30pm	9am-1pm 2pm-6pm
Thursday	8am-8pm	9am-1pm 2pm-7pm
Friday	8am-6:30pm	9am-1pm 2pm-6pm
Saturday	9am-2pm	9am-1pm
Sunday	9am-1pm	9am-12 noon

Doctors and healthcare staff may not be available outside of the consulting hours, but our receptionists will be available to deal with non-clinical queries.

Out of Hours

When the surgery is closed, our out of hour's service is provided by Badger, Please ring 111 This is commissioned by the Birmingham Cross City Commissioning Group (BCCCCG). Their address is Bartholomew House, 142 Hagley Road, Edgbaston, Birmingham, B16 9PA.

Comments, Suggestions & Complaints

We always try to provide the best services possible, but there may be times when you feel this has not happened. We have a procedure in place to enable you to let us know if you have a complaint or concern about the service you have received from either doctors or staff working at the practice. If you wish to make a complaint, please request or pick up a complaints leaflet. All complaints will be acknowledged within three working days of receipt. You can write to the practice manager or e-mail england.contactus@nhs.net.

Patient Choice

We do our best to accommodate your rights as a patient to express a preference of practitioner. However, there may be occasions where this is operationally difficult, particularly with sudden illness and same day appointments. If a referral is required to another healthcare provider, we will aim to offer you a choice.

Appointments

Appointments may be made by calling the surgery on 0121 270 0015 from 8am during the weekdays and from 9am at the weekends or online, once you have registered online. If the practice is closed, you can be seen at the walk in center downstairs in the building. They are open seven days a week from 9am onwards.

Upon booking your appointment, reception staff are required to ask the reason for which you need to see GP/Nurse. This helps to provide a better level of service and also help GP's to priorities according to their medical needs. If all appointments are fully booked, you can ask for a GP callback by leaving your contact details and a message for the on call Doctor to ring you back the same day or the following day.