

## **The Doctors**

Dr Andrew Peacock (Partner)  
Dr Jeremy Clarkson (Partner)  
Dr Sarah King (Partner)  
Dr Jane Robertson  
Dr Karen Baker  
Dr Emma Southall

## **The Practice Manager** Phillippa Holroyd

**Practice Nurses & HCA's**  
Sister Deb Spicer  
Sister Amelia Day  
Carol Lloyd  
Tracie Evans-Synnott

## **Practice Opening Times**

Day	Time
Monday, Thursday & Friday	7.45 am to 6.30 pm
Tuesday	7.45 am to 7 pm
Wednesday	7.15 am to 6.30 pm

The practice phones are manned from 8 am till 6.30 pm and there appointments are available at various times when the practice is open

## **EXTENDED HOURS**

In the Redditch and Bromsgrove area, practices are working in partnership to provide extra appointments. In addition to the practice's normal hours outlined above, you can also book an appointment in the evenings or on Saturday and Sunday. Your appointment may be with another practice in the area and may not be at your registered practice. Some of these appointments are telephone only. These appointments are pre-bookable by contacting the surgery during our opening times – please ask for an extended access appointment

**Appointments:** Appointments can be made by phone, in person or online <https://barntgreen.gpsurgery.net/> (for registered users) or download the NHS APP. All patients are seen by appointment. Where possible we try to provide patients with an appointment with the practitioner of their choice. If your appointment is urgent we will provide same day access with any practitioner.

**Home Visits:** Home visits are for people who are house bound; there is no obligation for a doctor to visit if it is not necessary to do so. Visits are made at the doctor's discretion. If you require a home visit, please let the receptionist know before 10:00am wherever possible.

## **Online Consulting**

Online consultations enable people to make contact with their GP practice without having to wait on the phone or take time out to come into the practice. Online consultations enable patients to ask questions, report symptoms and upload photos. Please go to the practice website for more details.

## **Out of Hours**

If you need to speak to a Doctor urgently out of the practice opening times then please call NHS 111 for help & advice

## **NEW PATIENT HEALTH CHECK**

It is a policy of this practice that all new patients receive a health check with the nurse. The reason for this is because it often takes several weeks for your medical records to arrive from your previous GP. The information from the health check provides us with a picture of your current state of health which is vital in the event of your requiring medical attention. We also do not provide any repeat medical until you have had the health check.

## **REPEAT PRESCRIPTIONS**

You can order by the following methods:-

- drop your request in the box in the entrance hall
- post your request to us
- telephone answering machine 24 hours a day 7 days a week 0121 445 5011
- on line by using patient access(see the practice website) or by using the NHS APP
- Please allow 48 hour before collecting from the pharmacy.

**Electronic Prescribing Service (EPS)** - The practice offers the EPS service which allows your prescriptions to be sent electronically to the pharmacy of your choice. Please ask at the pharmacy of your choosing to complete the forms to nominate them.

Any unwanted/unused medication should be returned to your local pharmacy and not to the surgery as we are unable to dispose of these.

**Test Results** – The surgery receives many hospital letters and test results daily and we ask that patients contact us for any results they require. Please telephone for test results in the afternoon after 2.30pm whenever possible.

A Full range of medical services are available at the surgery including:

- Minor Surgery
- Travel, Adult & Childhood Vaccinations
- Sexual health & Family planning
- Anticoagulation monitoring
- Weight management
- Child Development Check
- Chronic Disease monitoring
- Antenatal Clinic

**Patient information.** Whatever is disclosed in the doctor-patient consultation is confidential between the patient and doctor. From time to time NHS organisations (who are subject to a duty of confidentiality), need to monitor diseases and their treatment, as well as assessing the quality of the service being provided in the practice.

Barnt Green Surgery also from time participates in primary care research. Any data disclosed will be kept to a minimum required to serve the purpose and where possible be anonymised before disclosure. If you are concerned about any of the ways in which your confidential data is being used further information is available from the practice manager.

Under section seven of the Data Protection Act, patients have the right to apply to access their medical records. Further information is available from the practice manager

**Patients' rights and responsibilities.** You have a right to expect a high standard of medical care from our practice and we will try at all times to provide the best care possible with the resources available. In order to assist us in this we need you to take full responsibility for keeping appointments and to order prescriptions in a timely manner.

We aim to provide a high standard of service, but if you feel you have a reason to complain, please ask for a copy of our practice complaints procedure which is available from the surgery. Please ask to speak to the Practice Manager any time you feel you have a cause for complaint. The Practice Manager is also happy to discuss any comments or suggestions you may have about Hampton Surgery.

Very occasionally a practice/patient relationship becomes untenable. In this situation the patient may wish to register elsewhere. The NHS operates a Zero Tolerance Policy with regard to violence and abuse and the practice has the right to remove abusive patients from its list with immediate effect. This would generally happen following a warning and a failure to rectify the situation. In these circumstances patients will be notified in writing and the reason for removal will be recorded. The national Commissioning Board is responsible for arranging further medical care for such patients.

**The partners listed in the practice form a non-limited partnership to provide general medical services**

**Registration** - If you are interested in registering with the practice and would like any further information, the staff will be happy to help.

It will be necessary to complete a family doctor services registration form which can be obtained from reception and arrange a new patient medical assessment. Please note that patients are registered with the practice and not a particular Doctor.

**Named GP** - From the 1st April 2015 practices are required under their contract to allocate a named GP to ALL patients including children. All patients at the surgery have been allocated a named GP who is responsible for generally over seeing your medical care. However for your day to day consultations or if your named GP is not available you can continue to see any Doctor within the practice. Your named GP can be found on the left hand side of your prescription.

As a patient you do not have to take any further action, but if you have any queries regarding this please do not hesitate to contact the practice manager to discuss.

**Communication with Patients** – the Practice has a Patient Participation Group (PPG) which along with the Practice Manager welcomes any comments or suggestions about the services we provide. You can contact the Chairman of the PPG by leaving a message for him at reception

**This leaflet is available in different formats if required.  
Please ask at reception.**

**Accessibility Standards - We want to get better at communicating with our patients. We want to make sure that all patients can understand the different types of information that is given to them.**

**If you have any problems with communication please let the practice know when you return these forms. We aim to meet all patient communication needs.**

## **BARNT GREEN SURGERY**

### **Practice Information**

82 Hewell Road  
Barnt Green  
Birmingham  
B45 8NF

#### CONTACT NUMBERS

RECEPTION 0121 445 1704

PRESCRIPTIONS 0121 445 1704 (option 4)

OUT OF HOURS 111

The Doctors and staff would like to welcome you to our practice. All the information about our practice and the services we provide is on the practice website.

<https://barntgreen.gpsurgery.net/>