

2019

HIGHGATE MEDICAL CENTRE



PRACTICE LEAFLET

By: Mrs. S Dawood (Practice Manger)

St Patrick's Community Centre for Health
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Our mission is to provide a very personal , excellent and high standard of health care to our practice population which is comprehensive, friendly, accessible and meets the needs of our patients. We are a friendly, experienced and professional team who strive to exceed expectations and respond positively to the ever changing Government Health Agenda. We will listen to the view of our patients offering them choice in their care and treat all our patients with courtesy, respect and as equal individuals in all aspects of patient services in a courteous and professional manner. We hope to provide you with an excellent service and hope you find your patient experience a pleasant one and welcome feedback.

Mrs. S Dawood
Practice Manger

THE PRACTICE TEAM

DOCTORS

Dr. Sharad S. Pandit., M.S., F.R.C.S., (male) full time (Principal GP)

Qualified MBBS 1974 - India
Qualified MS & FRCS : 1980
Registered in UK 1976)

Dr. Jui Pandit, MB Bch, M.R.C.G.P, (female) full time (Partner)

Qualified MB Bch – Cardiff, UK
Qualified BSC, MRCGP – UK

Dr. Umar Farooq (male) part time (long term locum GP)

PRACTICE MANAGER

Mrs. Sureya Dawood, Dip. PM

Management, organization and smooth running of the daily practice. Management of premises and staff, health and safety, risk assessments, complaints, organizing policies and procedures in place, fire safety, all other management duties.

HEALTH CARE ASSISTANT

Mrs. Nasira Khalid

Triaging doctors and nurses patients every day, new patient health checks, taking blood pressures, arranging hypertensive, diabetic and asthma clinics for doctors, administering the flu vaccine, ECG's, phlebotomy and all other healthcare checks and duties within the scope of the job.

OTHERS

Assistant Practice Manager	:	Miss. Myesha Noor
IT Officer / BEMS Coordinator	:	Mr. Fahim Sarwar
Reception Team Leader	:	Miss. Irtiqa Arif
Medical Secretary	:	Mrs Rohima Begum
Admin Assistant/Receptionist	:	Miss Rukshana Begum
Admin Assistant/e-referral lead	:	Mrs Sadiyya Zaman
Receptionist/Phlebotomist	:	Mrs Samantha Chand
Receptionist	:	Miss Amandeep Kaur
Receptionist	:	Miss Suman Idris

GENERAL INFORMATION ABOUT THE PRACTICE

Fully computerized (EMIS WEB Computers System) used routinely during consultations as improvement of efficiency and information management. We strictly adhere to the Data Protection Act 1998. The Medical Centre is close to the City Centre on bus routes numbers 8,35 and 50. Facilities for the disabled and wheel chair bound are present.

Highgate Medical Centre does not discriminate anyone against their race, religion, gender, colour, appearance, disability, marital status. We value diversity, patient's life styles, beliefs, race, colour, gender, age, social status, mental / physical disability will not prejudice registration of patients, examination, investigation or treatment offered by the medical centre.

Highgate Medical Centre is staffed from 8:00 am till 6.30 pm on Monday, Tuesday, Wednesday, Thursday and Friday. We operate an extended late night surgery on Monday and Fridays when the surgery is open until 7.30 pm. Highgate Medical Centre is committed to equality in all aspects of patient's services. All patients will be treated with dignity and respect. We value diversity, patient's life style, beliefs, race, colour, gender, sexuality, age, social status, mental and physical disabilities will not be prejudice, registration of patients, examination, investigations or treatment offered by the medical centre.

ON-LINE ACCESS

On-line access is available to you to use by registering on the BSOL app. It will help you book GP appointments, order repeat prescriptions and give you access to view your record on-line. If you are interested in this service, please ask at reception for further information and allocation of your unique user details.

CHAPERONES

All patients may have a chaperone present during their consultation. Please give adequate notice so this can be arranged for you by a member of staff. All the staff are chaperone trained and this is displayed in each consulting room.

CONFIDENTIALITY

Patient confidentiality is of paramount importance to us and is respected regardless of the patients age. If you wish to discuss any issue relation to patient confidentiality please contact either the Practice Manager or one of the doctors.

Sometimes we are asked to share patient information with other health professionals for reasons of audit and research. Anyone having access to medical records is bound by the same rules of confidentiality as we are ourselves.

All information about patients is confidential : from the most sensitive diagnosis to the fact of having visited the surgery or being registered at the practice. All patients can expect that their personal information will not be disclosed without their permission except in the most exceptional of circumstances, when somebody is at grave risk of serious harm. Patients are assured that all matters relating to them will be treated with the utmost confidentiality.

SURGERY OPENING TIMES

Day	From	To	
Monday	8.00am	7.30pm	Late night surgery
Tuesday	8.00am	6.30 pm	
Wednesday	8.00am	6.30 pm	
Thursday	8.00am	6.30 pm	
Friday	8.00am	7.30pm	Late night surgery
Saturday	CLOSED		
Sunday	CLOSED		

REGISTERING WITH THE PRACTICE

Documents needed to register:-

DOCUMENTS BELOW OR IF NOT AVAILABLE DOCUMENTS IN NEXT BOX INSTEAD	
Passport if available	Birth certificate, Driving licence
Utility bill to prove address	Bank statement
Home office documents	any other documents as proof of legal residence in the UK
Completion of GMS1 registration form	
Completion of registration form given to you by reception staff	

Persons wishing to register are required to bring all the documents as detailed above. You may register as a patient if you live within the practice boundary (3 mile radius from the practice), by filling out a new patient registration form available from reception. You will be asked to fill out a health questionnaire, and to make an appointment with our practice nurse for a health check. If you are from abroad – proof of your legal status to reside in the UK is needed (either a home office document or visa status stamped in your passport). You will be required to fill in the relevant registration forms aswell. We will then invite you to make an appointment to see one of our nurses for a new patient medical health check to enable us to gather more basic information about your health. When you register with us, you are registering with the practice not with a specific doctor. When your preferred doctor is not available to see you we will provide an explanation and offer appointments with other clinicians.

Registering a new baby

To register your new baby you will need to complete a purple GMS1 registration form available from reception. We must have full official name of the baby and their NHS number in order to register them on the system.

Booking your appointment

Please telephone the surgery for an appointment, all consultations are by appointment only and on the day appointments are strictly by telephone only. The receptionists will always try to give you an appointment on the day of your choice with the doctor of your choice. Any patient who needs to see a doctor urgently can do so on the same day but not necessarily with the doctor of your choice. Please do not request an urgent appointment for a minor or long standing problem.

CONSULTING TIMES

The appointment time given for a GP consultation is usually 8-10 minutes, although it can be longer for more complicated reviews and procedures. If you have a significant problem and think you will need more time with your GP you may be asked to book a double appointment next time. AS well as giving your GP, more time to work through your health issue this will also help your fellow patients by making sure the GP does not run late for their appointments.

CONSULTING TIMES	
Monday	9.00 am – 12.00 pm – For morning surgery Ring the surgery from 8.00 am in the morning and make an appointment for all doctors, nurse or health care assistant
Tuesday	
Wednesday	
Thursday	
Friday	
Diabetic, Asthma, Hypertension & Anti Coagulation clinics with Dr. Jui Pandit Mon, Tues, Wed, Thurs & Friday	Please ring surgery for further details 4.00pm – 6.30 pm
Monday	3.30 – 6.30 pm – For evening surgery Ring the surgery from 3.00 pm in the morning and make an appointment for all doctors
Tuesday	
Wednesday	
Friday	
The Centre is also opened during the afternoon between 12.00pm – 4.00pm for other chronic clinics, also for collection of prescriptions or any other patient queries	

SPECIAL CLINIS

Thursday	Post-natal clinic	9.00am – 12.00pm
	6-8 weeks baby check & Imms	9.00am – 12.00pm
	Cervical Screening	9.30am – 11.30pm
Thursday	Ante-natal midwife clinic	9.00am – 12.00pm
Flu Immunisation clinics	Towards the end of each year we hold regular influenza vaccination clinics. Not everyone is invited for a “flu jab” so please remember to keep your appointment.	<p>The flu vaccination is recommended for the following groups :-</p> <ul style="list-style-type: none"> • All patients aged 65 and over • Chronic respiratory disease • Chronic heart disease • Chronic renal disease • Diabetes • Immunosuppression • Pregnant women • 2,3 and 4 year old children

ATTENDING THE SURGERY

We operate an appointment system for all doctors. The patients have to ring from 8:00 am to make an appointment with a clinician or health care professional.

When you come to the surgery report to reception. This is your first link with the surgery and reception staff will give you all the help you need. The aim of the Practice is to provide all the medical help that is needed and available under the NHS.

YOUR OBLIGATIONS AS A PATIENT

We expect you to help us provide an effective and caring service by :-

- Treating members of staff with courtesy and respect – just as they will treat you.
- The practice does not discriminate on the grounds of race, gender, disability, social class, age, sexual orientation or medical condition.
- Patients have a right to absolute confidentiality.
- The practice will inform patients of services available by means of practice leaflets, notice board literature in the waiting room and our website.
- Patients may choose whether or not to take part in research or training.
- All new patients will be offered an appointment with the nurse or doctor.

- Patients shall be referred to a consultant specialist acceptable to them if their doctor thinks this is necessary.
- Any suggestions to improve services will be considered by the practice and a response will be given.
- Looking after your children at all times and ensuring that they treat other people and the building with respect.
- Remembering that an appointment is for one person only. Please book separate appointments if more than one person needs to be seen.
- Only requesting a home visit if you are not well enough to get to the surgery. If you do need a home visit, please request before 11 am.
- Keeping appointments and being on time, or giving as much notice as possible if you wish to cancel or alter an appointment. We can give an appointment you no longer want to someone else who needs it, if you let us know in time.
- If you arrive more than 10 minutes late, you will have to reschedule your appointment.
- If you have missed your appointments 3 times or more, you may be liable to be removed from the practice list.
- Please remember doctors are only human. They cannot solve all your problems and some illnesses cannot be cured.
- Informing the practice of any change of address and your up to date contact numbers.
- Making requests for prescriptions at least 2 working days before you need your medication.
- We exercise a zero tolerance policy on patients who are violent or aggressive towards staff. We have the right to remove them for our list if they repeatedly ignore their responsibilities to us.

OUR OBLIGATIONS TO YOU

As an NHS patient registered with our practice you are entitled to :-

- Courtesy and respect from the staff
- Privacy and confidentiality when speaking to any member of staff.
- Be given an appointment on the same day if you need to see the doctor urgently.
- A clear explanation of any treatment proposed for you by our practice team.
- Expect your medicines to be reviewed regularly if you are receiving repeat prescriptions.
- Be referred to a consultant when your GP thinks it is necessary and to be referred for a second opinion if both you and your GP agree.
- Have your telephone enquiries answered promptly and dealt with efficiently.
- Be informed of test, x-ray and outpatients results upon request.

ZERO TOLERANCE – REMOVAL OF PATIENTS

Highgate Medical Centre aims to provide the best possible health care for their patients. However there may be circumstances when it would be considered reasonable, or in the best interests of the patient, to remove patients from the list.

Situations which justify removal:-

- Violence- when a patient is physically violent or threatening towards a doctor, practice staff or other patients on the practice premises.

- Causes physical damage to practice premises or other patient's property.
- Gives verbal abuse or makes threats towards the doctor, practice staff or other patients.
- Gives racist abuse, orally or physically.
- Is violent or uses or condones threatening behaviour to doctors
- Crime & Deception
- Fraudulently obtains drugs for non-medical reasons.
- Deliberately lies to the doctor or other member of the primary health care team
- Attempts to use the doctor to conceal or aid any criminal activity.
- Steals from practice premises.
- Embarkation - where a patient has moved abroad for a period of 3 months or more
- Irretrievable breakdown of the doctor-patient relationship

PRIVATE & NON NHS SERVICES

Provision for private treatment can be arranged at Priory Hospital or at Nuffield Hospital. A list of non NHS services eg : employment medicals, passport and photo attestation documents are available **together with charges as per BMA guidelines.** Details are available on request. **Attestation will not be done immediately as it disturbs consultations and is usually dropped off one day and completed the following day unless in exceptional circumstances where a lot of detail information is required which may take a few days.**

LANGUAGES

Languages spoken by staff: English, Urdu, Punjabi, Hindi, Mirpuri, Marati, Bengali, Filipino. Interpreter services can be arranged for any other language spoken.

PRESCRIPTONS

Patients on regular medication do not always need to see the doctor for a prescription of their medications. You will be issued with a computer slip attached to the right side of your prescription. You may order your prescription by ringing the Prescription Ordering department on 0121 726 1240 or using the BSOL online app. Your prescription will be ready for collection within 2 working days, unless your medicine has to be specially ordered. We also offer on-line prescription requests which you may e-mail across to us. Please allow 48 hours for collection.

Hospital Prescriptions

We will require a minimum of 3 working days before we can issue a prescription that has been issued by a hospital doctor. Any medication that is urgently required should be requested from the hospital

pharmacy. With some hospital prescriptions you may need to first make an appointment to see the doctor before the prescription can be issued. If this is the case you will be advised by the reception staff accordingly. Please check hospital prescriptions before bringing them to the surgery as some hospital prescriptions can only be issued at the hospital pharmacy. This will be stated on the prescription.

TEST RESULTS

Test results will only be given by the Doctor or Nurse to the person who had the test. You are welcome to ring the surgery to find out if your results are back, but the results will not be given by the receptionist. Medical staff will make all efforts to inform of abnormal reports. Please note that because of confidentiality the report will only be given to the patient. You will be advised to contact the surgery one week (5 days) after having your test to check if the test result is back. We will not ring you if your test is normal. We will only ring you if your test has come back as abnormal and you will be advised accordingly.

HOME VISITS

- Home visits are for patients aged 65 years and over who are housebound
- Home visits are for patients who have a disability and cannot attend the surgery due to their disability

We encourage patients to attend the surgery as we can see four patients in the surgery in the time it takes to do one visit to a patients home. Please ring before 11:00 am for an urgent home visit and speak to the Receptionist who will put your call through to the Practice Manager to deal with any urgent requests or the receptionist will take a message for the GP on duty to ring you back after the morning clinic and deal with your request appropriately. Home visits are for patients who are housebound and too ill to attend surgery. Do not ask visits for trivial reasons i.e. cold, or ask for a visit because there is no transport to get the surgery.

Kindly note that home visits are by request and not on demand!

EMERGENCIES

Medical attention is available for emergencies outside surgery hours and the number to call is 111 NHS Out of Hours service. If you call the surgery out of hours you will be given the Out of Hours number for NHS 111. Phoning this number connects you to a call handler at the communications section of NHS Out of Hours service who will take your details. Tell them your name, address, telephone number and the reason why you are calling. A GP will ring you back to discuss your problem. A home visit may be arranged for you if you are not fit enough to travel. Phone calls will be recorded electronically.

Your local pharmacy can dispense simple medicines such as Calpol, ear drops, Paracetamol etc. without a prescription, this is called the minor ailment scheme. You will need to provide the pharmacy with your NHS number. Telephone numbers of your local chemists are listed at the end of this leaflet. Please be courteous.

TELEPHONE MESSAGES

Please leave a valid telephone number with reception when calling. If you need to speak to the doctor please ring and leave a message in the morning and a staff member will ring you back to either help deal with your query or advise you appropriately (do not disturb the doctor during surgery hours in the morning or evening). Your call is usually returned back in the afternoons between 1.00-4.00 pm.

If you require test reports or other medical information please ring and leave a message for relevant staff member. Please leave land line telephone numbers for this purpose.

CHANGE OF ADDRESS AND TELEPHONE NUMBERS

If you have changed your address or telephone number please remember to let us know. It is very important that we have your up to date address, telephone or mobile number. Please inform the surgery as soon as possible if you change your name, address or telephone number.

COMPLAINTS AND SUGGESTIONS

We welcome your comments/suggestions. There are boxes in reception waiting area for this purpose. A complaint can be made in person in writing or by telephone call to the Practice Manager. Any correspondence relevant to a complaint is filed separately from the patient's medical record. Your complaint will be discussed and fully investigated by a GP or the Practice Manager depending upon the nature of your complaint. All written complaints will be discussed in a meeting arranged at the practice.

Alternatively you can contact NHS England Customer contact centre on 0300 311 22 22 or e-mail : englandcontactus@nhs.net

AREAS COVERED (Catchment Area)

Depending on the availability to register we cover the following areas in our catchment :

Highgate, Balsall Heath, Sparkbrook, Sparkhill, Edgbaston (city centre side only). The address must be within 3 mile radius of the practice. Any address further than the 3 mile radius might be rejected.

WALK-IN CENTRES

Local walk-in centres are generally open from 8 am – 8 pm. If your GP surgery is closed, It is better to attend a walk in centre than A&E for an issue you consider urgent but is not a medical emergency e.g. minor cuts and wounds.

SECURITY AND CCTV MONITORING

We would like to inform all visitors to the surgery that 24 hour CCTV security surveillance cameras protect the premises. Cameras are located within and outside the building but not in the consulting rooms to protect and safeguard both patient and staff safety at all times.

PATIENT PARTICIPATION GROUP

We hold a regular patient meeting (PPG) in order to involve patients in the decisions concerning the surgery. The group is made up of volunteer patients whose aim is to help patients access services and understand their healthcare. The group meets every 3 months. New members are always welcome. If you would like any further information on the PPG please ask at reception

FRIENDS AND FAMILY TEST

The NHS Friends and Family Test is a way of gathering your feedback so we can continually review our service. Please fill in a card and post in the box provided in reception.

SAFEGUARDING

SAFEGUARDING

Every child, or even adult can get hurt, put at risk of harm or abused, regardless of their age, gender, religion or ethnicity. For this reason we will ensure these groups of people are protected from maltreatment and to protect them from harm. This is everyone's responsibility. If you have any concerns about any adult or child please speak to the practice. Further information to report any form of abuse is contained in our useful contacts section for both adults and children.

CONCERNS ABOUT A CHILD

The Child Advice Safeguarding Services (CASS) provides a single point of contact for professionals and members of the public who want to seek support or raise concerns about a child. If you think a child is in immediate danger contact us straightaway or call the Police on 999.

SAFEGUARDING CONTACTS

Birmingham Safeguarding Adults Board – If you think there has been a crime contact the police straightaway. Call West Midlands Police on 0345 113 5000 or 101. From outside the West Midlands phone 0345 113 5000. If it is not an emergency and you want to report adult abuse please call the “Adults and Communities Access Point” (ACAP) on 0121 303 1234 and press option 1 on your keypad. You may also e-mail your concerns but we would encourage you to call us first wherever possible to ensure that we are aware of your concerns. Please send any e-mail messages for ACAP to ACAP@birmingham.gov.uk

Childrens Advice Safeguarding Service (CASS) – Monday to Thursday 8.45 am to 17.15 pm, Friday 8.45 am to 16.15 pm – 0121 303 1888. Outside these hours – 0121 675 4806

Care Quality Commission - CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle-upon-tyne, NE1 4PA. Telephone : 03000 616161 – Web : www.cqc.org.uk

MINOR AILMENT SCHEME

You can approach any pharmacy for medication if you are suffering from any of the following illnesses :-

You will need your NHS number to give to the pharmacy.

- Cold Sores
- Piles
- Dry skin conditions
- Headaches
- Block nose, hay fever symptoms (service not for children aged under 5)
- Eczema
- Anti histamines
- Vaginal thrush
- Teething problems in babies
- Head lice
- Indigestion and Heartburn
- Temperature and body aches,
- Worms
- Oral thrush
- Burns
- Scabies
- Cystitis
- Warts, verrucas and corns
- Constipation
- Cough
- Ear wax
- Nappy rash
- Athletes foot
- Mouth ulcers
- Sore throat

SELF TREATMENT OF COMMON ILLNESSES & ACCIDENTS

Many common aches & pains can be simply treated at home without the need to consult a doctor.

BURNS

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes. If the skin is unbroken but blistered, apply a loose dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

COLDS

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or Paracetamol. Do not bother to take antibiotics as these will have no effect.

STOMACHE

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help. If the pain persists for longer than eight hours or increases in intensity you should consult your doctor.

SPRAINS

Treat with a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Then apply, firmly a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period.

NOSE BLEEDS

Sit in a chair, lean forward with your mouth open, and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

MINOR CUTS AND GRAZES

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

INSECT BITES AND STINGS

Antihistamine tablets can be obtained from the chemist without a prescription and will usually relieve most symptoms. Bee stings should be scraped away rather than plucked in order to avoid squeezing the contents of the venom sac into the wound.

HEAD LICE

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription.

DIARRHOEA

In adults diarrhoea is usually caused by a viral infection and cannot be treated directly. However it is important to stop eating all foodstuffs, including milk, and to maintain an adequate intake of clear fluids. If holiday diarrhoea persists more than two days consult your doctor. Diarrhoea in very young children and babies need to seek medical advise.

When to see medical advise :-

- If the diarrhoea or discomfort does not begin to settle within 48 hours
- If there is continuous pain rather than separate bouts of stomach cramp
- If diarrhoea occurs in an infant under six months
- If an attack comes shortly after a visit to a foreign country
- If the patient suffers repeated attacks
- If there is blood mixed with the stool

USEFUL TELEPHONE NUMBERS

CHEMISTS

Brook	:	0121 772 5335
Eastchem	:	0121 772 6351
Fakir	:	0121 440 1642
Horton	:	0121 440 5163
Sirpal	:	0121 442 4849
Merali	:	0121 440 2512
Medisina	:	0121 448 1250

HOSPITALS

University Hospital Birmingham - Queen Elizabeth	0121 371 2000
Birmingham Heartlands Hospital	0121 4242000
Sandwell and West Birmingham Hospital - City Hospital	0121 554 3801
Birmingham Womens/Childrens Hospital	0121 333 9999