

CLINICS AT THE PRACTICE

These Clinics can be accessed by telephone or in person at the reception.

Child Immunisations	Child Health Clinic
Diabetes Clinic	Smoking Cessation
Asthma Clinic	COPD Clinic
Travel Immunisations	Family Planning
Coronary Heart Disease Clinic	Mental Health Clinic
Hypertension Clinic	Wound Management
Ear Irrigation Clinic	Flu Vaccine Clinic

Women's Health & Cervical Smear Clinic

NHS Health Check Clinic for those aged 40-74 yrs

(Please let us know if you have not seen a Doctor or Health Professional in the last 3 years, as you may need to have a health check - If you are aged 75 or over you may need a full health check every year)

TRAINING STATUS

We are a training Practice for Health Care Assistants, Final Year Medical Students, Junior Doctors and specialist GP Trainees.

THE PRACTICE TEAM

DOCTORS: Drs Nishat Ahmad & Bhikhu Pattni

PHARMACIST PRESCRIBER: Miss Mehar Nigar

PRACTICE NURSE: Dorothy Taylor

HEALTH CARE ASSISTANT: Rehana Aziz

RECEPTION/ADMIN TEAM Monica

Coady, Shakila Sabir

PRACTICE MANAGER: Miss Surjit Kaur

BUSINESS ADVISOR: Ishfaq Ahmed

HOUSEKEEPING: Minster Cleaning Services

HOW CAN WE IMPROVE OUR SERVICES

If you wish to make any comment(s) about our services please let our reception staff know. We have a Practice Policy to enable you to notify us of any concerns. Please ask at reception for the procedure of making complaints/suggestions.

CONFIDENTIALITY of MEDICAL INFORMATION

All information held about you is treated with the strictest confidence. We will not disclose information to a third party without written authorisation from you. We are bound by the Data Protection Act 1998 in the way we handle all patient information and computer held Data. You may have access to your medical records; (subject to procedures) Notice must be given and it may take up to 4 weeks. You will be charged for accessing

your notes and for any photocopies you may need. Information may be shared between professionals for the purpose of your treatment.

You're Rights & Responsibilities

You have the right to access health care and be treated with respect, dignity, confidentiality, equality and privacy.

Your responsibility is to actively participate in decisions related to your healthcare, collaborate and show respect to other patients and Health Care Professionals.

The Practice operates a Zero Tolerance Policy and will not tolerate any abuse towards any Health Care Professional working in the Practice. This includes damage to the Practice and staff personal property. If this happens you will be removed from the Practice Patient List and are likely to be prosecuted for criminal damages.

Yardley Medical Centre does not discriminate on the grounds of race, religion, gender, or sexual orientation, nationality, political affiliation or disability and is an Equal Opportunities Employer.

OUR PRIMARY CARE PARTNERS

USEFUL NUMBERS:

1. NHS Birmingham Cross City Clinical Commissioning Group
Bartholomew House, 142 Hagley Road,
Birmingham B16 9PA Tel: 0121 255 0700
www.bhamcrosscityccg.nhs.uk
2. Walk-in Centres:
Washwood Heath Urgent Care, Clodeshall Road,
Saltley Tel: 0121 322 43 10. 9am-9pm.
Selly Oak GP Walk in Centre, 15 Katie Road, Selly
Oak, B29 6JG Tel No. 0121 415 2095. 8am-8pm
The Patient Advisory Liaison Service (PALS) can
be contacted on: 0121 411 0414/ 0415
3. NHS Direct Tel: 111
4. In the event of a medical emergency please phone 999.
5. Badger out of hours service, 121 Glover Street, B9
4EY. Tel No. 0121 766 2100.



PRACTICE LEAFLET

Yardley Medical Centre (YMC)

1222 Coventry Road, Birmingham,
B25 8BY

Telephone Number 0121 772 1898

Fax 0121 608 1222

www.yardleymedicalcentre.co.uk

Dr Nishat Ahmad

MBChB, MRCGP, Dip.Derm
(Cardiff)

Dr. Bhikhu Pattni

MBChB, LMSSA Society of
Apothecaries (of London)

Practice Manager: Surjit Kaur

Welcome to Yardley Medical Centre

OPENING TIMES

Yardley Medical Centre	
Monday:	9:00am - 1:00pm & 2:30pm - 6:30pm
Tuesday:	9:00am - 1:00pm & 2:30pm - 6:30pm
Wednesday:	9:00am - 1:00pm CLOSED
Thursday:	9:00am - 1:00pm & 2:30pm - 6:30pm
Friday:	9:00am - 1:00pm & 2:30pm - 6:30pm

APPOINTMENTS

We operate an appointment system at all sites. Patients may pre-book appointments with the doctor between 9.20am-11.20am and 4.30pm-6.20pm. We also provide a walk in service for emergencies. Please telephone or ask at reception.

SERVICES

We have easy access for the disabled at all sites. We can provide interpreting services if required. There is audio frequency induction loop system to aid hearing. Guide dogs are welcome on the premises.

ACCESS TO THE CLINICAL TEAM

There are three ways to access the clinical team

1. Telephone to book an appointment
2. Turn up in person to book at reception
3. Walk-in clinic on the day (for the Doctor only)

PRESCRIPTION REQUESTS

Repeat prescription requests will be ready after 48hrs. We prefer not to do same day requests for repeat prescriptions. Only medicines that are authorised by the Doctor/Nurse will be issued. You must keep the tear off slip to order further items as you need them. Do not wait until you have run out of medicines to re-order your repeat medicines. You may call into the surgery or post your requests with a stamped self addressed envelope for us to post back. You may also order your repeat medication online at www.yardleymedicalcentre.co.uk follow the link for prescriptions & complete the form. Children cannot collect prescriptions on behalf of their family members.

ETP – Electronic Prescribing is now operational. For this service you must consent your chosen pharmacy and nominate them to order and collect your repeat

prescriptions on your behalf. We may then send them your repeat prescriptions electronically.

NEW PATIENTS

If you wish to join the Practice you need to fill in the forms available at reception. If accepted you will be given an appointment with the Practice Nurse or Health Care Assistant for a full health check. This is an opportunity to discuss any health needs or concerns you may have.

TRAVELLING ABROAD

If you are planning to travel abroad and need immunisations you must come into the surgery at least four weeks before your intended date of travel and fill in the form available at reception. Injections are free but there will be a charge for any immunisation certificates you may need for your travel.

TEST RESULTS

Results are checked by the Doctor/Practice Nurse before any details are disclosed to you. If there is anything of concern appropriate action will be taken by the Practice. Most blood test results usually take 7-10days to come and x-ray & scan results may take three weeks or longer. This can vary depending on the nature of the test and the laboratory doing the test.

HOME VISIT REQUESTS

If it is not possible for you or your relative to come into the surgery to be seen by the Doctor/Practice Nurse, we offer the opportunity of a home visit. This is for those patients who are very ill or housebound. In all cases it will be up to the Doctor to decide if a home visit is necessary. You must call the surgery early in the morning before 10am to request a home visit. You must provide the reception staff with as much information as possible such as: name of patient, date of birth, address and telephone number to pass onto the Doctor. When the Doctor has made a decision the reception staff will let you know.

Remember, be patient as the surgery can be very busy early in the morning and we may take a little time to ring you back. Please do not abuse this service.

WHEN THE SURGERY IS CLOSED

We use the BADGER Services (Birmingham and District GP Emergency Room) for our Out of Hours medical cover.

If you need urgent medical advice you should ring BADGER on: 0300 555 9999 or 0121 766 2100

Patients can also contact NHS Direct on 111 for medical advice at any time.

ETHNIC MONITORING

Ethnic monitoring helps the NHS to plan appropriate services in your area. The collection of this information involves a simple tick box.

ONLINE SERVICES

To book an appointment, on line please contact the receptionist at Yardley Medical Centre for details to register.

For booking appointments, ordering prescriptions and viewing your medical records please visiting the following websites:

1. <http://patient-access.co.uk>
2. <http://e-life.co.uk>

For ordering prescriptions only please visit:

3. www.dimec.me/contact

Yardley Medical Centre aims to offer their patients access to information that they can understand and offer any communication support that you might need.

Please ask for details at reception if you require information in:

- a. Large print
- b. Braille
- c. Easy read
- d. Via email