

PRACTICE STAFF

Mr A M Jamil	Practice Manager
Mrs. Aileen Dermendzhiev	Practice Nurse (RGN)
Mr. Michael Ryder	Prescriptions/Data/IT Manager
Mrs. Yasmin Begum	HCA/Medical Receptionist
Sameera Khatoon	HCA/Medical Secretary
Mrs. Roohi Ahmad	Medical Receptionist
Mrs. Yasmin Begum	Medical Receptionist
Mrs. Riffat Din	Medical Receptionist
Miss Madiha Naaz	Medical Receptionist (Apprentice)

THE FREEDOM OF INFORMATION ACT

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there's a good reason, the organisation must provide the information within 20 working days. Please contact the Practice Manager for more details.

There may be a charge for this information.

OPENING TIMES (Reception Desk & Phone Lines)

Mon:	9am till 6:30pm
Tue:	9am till 6:30pm
Wed:	9am till 6:30pm
Thu:	9 - 1 pm
Fri:	9am till 6:30pm
Sat:	9am till 11:30am
Sun:	closed

N.B. A Telephone Messaging Service is operated by Primecare on all weekdays from 8am to 9am and from 1pm to 2pm. Primecare full cover starts from 1pm on Thursday.

TELEPHONE NUMBERS

Routine Enquiries, Emergencies and Home Visits

0121 327 4427/5417 (All Home Visit requests to be made before 11am preferably)

Appointments & Prescriptions

Contact 0121 327 4427/5417 to book your appointment and other routine enquiries. You can also book Appointments Online. We only accept repeat prescriptions request over the telephone between 12pm-1pm and 3pm-4pm. Please attend the surgery during surgery opening times. You can drop your repeat prescription request in the box located in the Reception Area. A 48 hour notice is (excluding weekends) required before collection. Or alternatively you can order online. You can post us your requests with a self addressed stamped envelop and we will post your prescription. Please allow enough postal time for your request to be processed.

Enquiries and Results

0121 327 4427/5417

Only Between: 12 -1pm noon & 3pm -4pm

PATIENTS RIGHTS AND RESPONSIBILITIES

We aim to provide patients with the best clinical care and support in a friendly environment. We can help you best if you help us.

Your responsibilities are:

- To ask the doctor or nurse about anything that you don't understand.
- To treat staff politely and courteously, as you would wish to be treated yourself.
- To tell the surgery and other medical providers/ hospitals straight away if you change your name, address or telephone number. It helps us keep our records up to date.
- To understand that the results of tests are only given by the doctor or nurse to the person who had the test, or for children, to the parent or guardian.
- To ask for our out of surgery calls only in a real emergency.
- To choose whether to take part in medical research or medical student training.

Your rights are:

- To be registered with a family doctor.
- To change your doctor easily & quickly.
- To be offered a health check.
 - When joining the doctor's list.
 - If you're 16-74 years old and haven't been seen in last 3 years.
 - Annually, if you are 75 or above.
- To receive emergency care at any time through the doctor.
- To have appropriate drugs and medicines prescribed.
- To be referred to a consultant acceptable to you when the doctor thinks it necessary and to be referred for a second opinion if you and the doctor agree that this is desirable.
- To have access to your health records, subject to any limitations in law.
- To know that those working for the NHS are under a legal duty to keep the contents of your records confidential.

ENCATCHMENT AREA

We are open to patients mainly living around 2-3 miles radius from B8 1RE. We mainly cover Washwood Heath, Saltley, Alum Rock, Small Heath, Bordesley Green, Ward End and all adjacent areas.

SERVICES UNDER THE CONTRACT

We provide core GMS services such as Cervical Screening, Chronic Disease Management, Immunisations & Vaccinations, Contraceptive Services and Maternity Services. We are also signed up to other Enhanced Services, Quality Outcome Framework & Aspiring Clinical Excellence Scheme. Please contact us for more details.

Gate Medical Centre

120 Washwood Heath Road,
Birmingham B8 1RE

Tel: 0121 327 4427/ 5417 Fax: 0121 327 8638

www.GateMedicalCentre.nhs.uk

PRACTICE LEAFLET

Information for Patients

Last updated: 09/2016

General Practitioners

Dr Mohammed Nasir Imam (Male) MBBS
Sole Partner

Dr Alia Butt Siddiqi (Female) MRCP
Dr Arshad Mahmood (Male) MBBS
Dr Hanif Babar (Male) MBBS
Mrs. Aileen Dermendzhiev (Registered
General Nurse)

(Gate Medical Centre holds GMS Contract)

APPOINTMENTS

All surgeries operate by an appointment system, and can be made in person, by telephone or through our website. We operate a flexible appointment system and we are able to offer same day Dr's appointments. Similarly we are able to offer you an emergency appointment (subject to our judgement) as long as you ring us as early as possible preferably 9am, and willing to wait. On the day Appointments are offered on first come first served basis. You can also book an appointment up to 2 months in advance. If you are unable to attend for your appointment please let us know so that we can offer this to another patient.

EXTENDED SURGERY OPENING HOURS

Saturday: 9am-11:30am

Note: Priority is given to patients who cannot attend week day's appointments like working people, students.

URGENT APPOINTMENTS

We will still have urgent appointments each day for the doctor. (*Urgent appointments are not for Repeat Prescriptions, travel vaccinations, fitness for work certificates or for signing forms*).

HOW TO REGISTER AS A PATIENT

If you are new to the area and you want to register with Gate Medical Centre, please ask at our Reception or visit our website (www.gatemedicalcentre.nhs.uk) to register online. If you have your Medical Card/NHS Number then please bring this along with you along with proof of address. We may require additional information. Following your registration you will be required to have a new patient check to enable your registration to be fully complete. Patients with No Fixed Abode can also register.

HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness, mobility issues and infirmity. They should be requested before 11 am if at all possible. Dr may call first to assess the patient's health needs before committing a visit.

TELEPHONE ADVICE

Doctors and Nurse are available normally around 1pm to give telephone advice.

Patient Advice & Liaison Services (PALS)

Freephone 0800 0304563

PRESCRIPTIONS

REPEAT— requests for repeats prescriptions will be dealt with within 2 working days.

URGENT-requests for urgent prescriptions will be ready to be collected by 4 pm the same day, but please try to request these in person and at morning time. Surgery will assess the urgency on a case to case basis.

CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP/Clinician.

OUT OF HOURS (WHEN WE ARE CLOSED)

If you have an urgent problem and you cannot wait until the surgery re-opens, please ring Primecare on 01785 783 459 for medical advice. Practice has commissioned Primecare- a GP Out of Hour Service Provider Organization (www.primicare.uk.net) to provide its Out Of Hour Services. You can also ring NHS 111 for any non-emergency enquiries.

LIFE THREATENING EMERGENCIES

If you suffer a life threatening emergency like chest pain, please ring 999 and ask for an ambulance.

DISABLED ACCESS

Wheelchair and Disabled Access is accessible via the ramp from the Main Entrance. Please request a ramp to be in place by ringing the bell (located on the left hand side of main entrance) and reception staff will help you. Wheel Chairs can go in any consulting rooms, ramp free. Disabled Toilet is located in the corridor by Dr's rooms. There is also a dedicated Reception Counter for Wheel Chair Users.

A portable Hearing Loop is also available.

COMPLAINTS & SUGGESTIONS

We welcome your value added feedback, comments and suggestions to help us improve our services. Our reception staff will actively try to address your concerns or complaints so please do let them know. If you still wish to take your concerns further, our staff will help you with this or you can email your concerns directly to Practice Manager on ahmad.jamil@nhs.net. Or alternatively you can use the Suggestion Box in the desk or fill a feedback form on our website. **You can also take our "Complaints & Comments Leaflet"** from leaflet stand for more information about complaints process.

DATA PROTECTION

All information held about patients is completely confidential.

The Practice is registered under the Data Protection Act 1998. This Act protects data held on the computer system.

OTHER LEAFLETS

You will find a wide variety of leaflets which will inform you of all the services and other useful patient information regarding your health care needs. Please also read useful posters on the notice boards in the reception area.

SURGERY/CLINIC TIMES

Monday: 9am-12pm, 3-6pm

Tuesday: 9am-12pm, 3-6pm

Wednesday: 9am-12pm, 3-6pm

Thursday: 9:30am-12:30pm,

Friday: 9am-12pm, 3-6pm

Saturday: 9:30am-11:30am

Note: We are closed on Sundays.

Please note Dr's clinic times may vary.

Nurse Clinic:9am-1pm & 1:30pm-6pm

PATIENT PREFERENCE OF A PRACTITIONER

Patients or anyone authorized on behalf of a patient have a right to express their preference to be seen by a preferred Practitioner and practice will make reasonable attempt to fulfill that based on available practitioners. Such preference will be received in writing and will be recorded on Patient notes.

LOCAL URGENT CARE CENTRE

Washwood Heath Urgent Care Centre

Washwood Heath Health and Wellbeing Centre

Clodeshall Road, Saltley B8 3SN

Tel: 0121 322 4310

Opening Hours (9am to 8.30pm Monday to Sunday (open bank holidays and weekends except Christmas Day)

NHS ZERO TOLERANCE PROJECT/POLICY

The Practice supports the NHS Zero Tolerance Campaign. Violent and abusive patients will be reported to the police and stuck-off the GP's list as per relevant rules.

LOCAL CCG AND AREA TEAM DETAILS

Birmingham CrossCity CCG

Contact: Email; bhamcrosscity@nhs.net

Bartholomew House, 142 Hagley Road, Edgbaston, Birmingham, B16 9PA. Tel: 0121 255 0700

NHS England Area Team Midland & East (West Midlands Office), St Chads Court, 213 Hagley Road, Birmingham, B16 9RG, Tel: 0121 695 2222,