

SHAH ZAMAN SURGERY

Castle Vale Primary Care Centre
70 Tangmere Drive, Castle Vale,
Birmingham B35 7QX

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Dr. A. Zaman
Dr Abigail Rathbone
Dr Nuzhat Latif

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Tel: 0121 465 1500
Fax: 0121 465 1503
Website: szsurgery.co.uk

INFORMATION FOR PATIENTS

**Please keep this booklet in a safe place
and use the information it contains**

We are required to provide all our patients with a named GP who will have overall responsibility for the care and support that our surgery provides to you. As one of our patients, Dr Zaman will be your named GP. He will have overall responsibility for the care and support that our surgery provides to you but this does not prevent you from seeing any GP in the practice.

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**The practice covers the following postcode areas
B35 and parts of B23 B24 B36**

Smoking Cessation Clinics

These will be run by:-

Debra Lynes – Practice Nurse
Chris Rickus – Health Care Assistant

Substance Misuse Clinic

This is run by **Nigel Douglas (recovery worker)**
on a Tuesday every other week

**Please speak to any member of staff at the practice
if you have any comments, queries or suggestions
about the service we provide**

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**Patients arriving late for their appointment
may have to book another appointment**

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**All facilities are available on the ground floor
with wheelchair access**

Dr Asad Zaman (Male)

MBBS - 1995
 MRCP - 2005
 DFFP - 2006

Monday am and pm
 Tuesday am and pm
 Wednesday am
 Thursday am and pm
 Friday am and pm

Dr Abigail Rathbone (Female)

MBBS – 2009
 DRCOG – 2010
 DRCOG - 2012
 MRCP – 2015

Thursday am
 Friday am and pm

Dr Nuzhat Latif

MbChB – 2004
 DFFP - 2007
 MRCP – 2009

Monday am
 Tuesday am
 Thursday am and pm
 Friday am

Dr Zaman undertakes the teaching and training of GP Trainee doctors

It is our priority to provide our patients with a friendly, efficient and professional standard of medical care.

Special interests include asthma, child health, diabetes, blood pressure and heart disease. Family planning services are provided, including fitting contraceptive implants and coils, contraception pill, and depo injections. Antenatal and postnatal appointments are available with Doctors during normal surgery hours. A range of minor surgical procedures is carried out at the practice.

Surgery hours

Monday	8.30am-6.30pm
Tuesday	8.30am-6.30pm
Wednesday	8.30am-1.30pm
Thursday	8.30am-6.30pm
Friday	8.30am-6.30pm

Registering with the practice

Please ask the receptionist for details of how to register with the practice, or you can download the form from the practice website.

Please call after 2.30pm on Monday and Thursday afternoon for test results. If there is a test result that is urgent, the surgery will contact you.

August 2017

Repeat Prescriptions

If you require repeat medication on a regular basis we will issue you with a computerised repeat prescription request form. Please tick clearly the items you require on your request form and either hand in at the reception desk or post. Alternatively you may order your repeat prescriptions online. Please ask the reception staff for more details on how to do this. If you prefer, you can fax your request on 0121 465 1503. If you would like your prescription posting, please supply us with stamped addressed envelopes. **Please note that pharmacies cannot order your medication for you.**

Please order your repeat prescriptions 48 hours in advance (excluding weekends and bank holidays) before collecting your prescription from the surgery. Please take into account that the practice is closed Wednesday afternoon.

If it is more convenient for you, medication you have ordered can be collected by Lloyds Chemist at Castle Vale or K & K, Reed Square, Castle Vale and/or sent to your local chemist. You will need to inform the receptionist of your preference.

For safety reasons, we can only accept telephone requests for medication in exceptional circumstances.

Please do not ask a Doctor to issue repeat medication during a consultation.

Access to Health Records

You have the right to see your computerised and written records. We can make these available to you by appointment with the Practice. There may be a charge for access and copies. Please ask reception for details.

Freedom of Information Act

The Freedom of Information (FOI) Act came into force on 1st January 2005. The practice will comply with the FOI Act and sees it as an opportunity to enhance public trust and confidence in the practice. For more information, request a copy of the practice FOI Policy or website address: www.foi.nhs.uk

Data Protection Act 1998

This provides safeguards to keep personal data confidential and prevents personal data being used in ways that the individual does not consent to or is not a lawful purpose.

Violent patients – Zero tolerance

The NHS operates a Zero Tolerance Policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff and others. In this situation we would notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and circumstances leading to it. The Birmingham CrossCity CCG is then responsible for arranging further medical care for such patients.

Complaints

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, please ask to speak to the Practice Manager. Alternatively please contact NHS England on 0300 311 2233 or england.contactus@nhs.net. We would like you to let us know as soon as possible, ideally within a matter of days, because this will enable us to establish what has happened more easily.

For more information please refer to:-

<http://www.nhs.uk/choiceintheNHS/Rightsandpledges/complaints/Pages/NHScomplaints.aspx>

Out of Hours service

If you fall ill at night or during the weekend and are too ill to wait until the surgery opens, our out of hours emergency medical services for our patients are provided by Birmingham & District GP Emergency Room (BADGER), who can be contacted on **0300 555 9999**. This is staffed by local GPs and has a base at Good Hope Hospital, Heartlands Hospital and Solihull Hospital up to 11.00pm. There is also a base at BADGER, 121 Glover Street, Birmingham B9 4EY which is manned 24hrs.

NHS 111 is also available to provide advice and information. **You should call the NHS 111 service if you need medical help fast, but it's not a 999 emergency.**

You can also contact the local community pharmacies, NHS Walk-in Centre located at Boots Chemist, 66 High Street, (Opposite Marks & Spencer), Birmingham which is open Monday to Saturday 8.00am – 8.00pm and Sunday 11.00am – 5.00pm and also Erdington Health and Wellbeing Walk-in Centre located at 196 High Street, Erdington, which is open daily from 8.00am until 8.00pm, and can be contacted on 0121 686 8010.

This service is commissioned by Shah Zaman Surgery

Routine Appointments

These are available every morning between 9.00am and 11.30am and every afternoon (except Wednesday) 3.30pm and 5.30pm. Please note that a routine appointment with the doctor is for 10 minutes only.

Urgent Appointments

If we have no appointments but you need to be seen the same day, please tell the receptionist who will book you an appointment, though the doctor may not be of your choice. **You must be prepared to wait.** Please note that urgent appointments are for medical problems only. An emergency appointment with the doctor is for **5 minutes**.

Home Visits

Requests for home visits should be made before 10.00am if possible and only if the patient is too ill to attend the surgery. The doctors will decide if a home visit is clinically necessary. Home visits are normally for housebound elderly patients. **Lack of transport is generally not considered an excuse to call for a home visit.**

If you cannot keep your appointment, please let us know in order that another patient may be seen. Delays in obtaining an appointment are caused by patients failing to cancel their appointments.

Communication by telephone

If you think that your problem can be resolved by a telephone discussion with the doctor or nurse rather than an appointment, please mention this to the receptionist. Doctors and Practice Nurses are happy to advise patients by telephone but not while they are seeing patients in the surgery. The receptionist will advise you of the best time to call back or you may be asked for your telephone number so that the doctor or nurse can call you back.

Nurses

Our Practice Nurses, have a wide range of expertise including adult vaccinations, travel advice, ear syringing, 'well woman' checks and cervical smears, 'well man' checks, NHS Health Checks, weight reduction, contraceptive advice including routine pill, HRT and coil checks. The nurses also play a key role in the care of those with diabetes, heart disease and respiratory problems such as asthma and COPD.

Debra Lynes (RGN, RN) – Thu pm

Bsc(Hons), Asthma Dip, COPD Dip,
ARTP spirometry, Contraception level 3,
Practice Nurse certificate, Specialist
Nurse ENB151/UKCC, Non-Medical
Prescribing

Lorraine Hewkin (DSN) – Tue am/pm

RGN, ONC certificate, Asthma Dip, Non-
Medical Prescribing, Diabetes Warwick
University Certificate

Saiqah Younis – Mon, Tues, Wed, Thurs am

DIP in Adult nursing

BSC In Practice nursing

Our practice nurse, Lorraine Hewkin, under the supervision of Dr Zaman, holds Diabetic Clinics every Tuesday.

Chris Rickus and Natalie Allen our Health Care Assistants, will be able to help if you need an ECG, routine blood pressure check or blood tests

Dr Zaman carries out routine child surveillance checks in conjunction with the Health Visitors.

Change of name, address or telephone/mobile number

Please let us know of any changes to your name, address or telephone/mobile number. This will enable us to keep accurate records and also assists us in the event we need to contact you. If you are making changes to name, we will need evidence, e.g. marriage certificate.

Contact details of Birmingham CrossCity Clinical Commissioning Group

Bartholomew House, 142 Hagley Road, Edgbaston, Birmingham, B16 9PA. Tel: 0121 255 0700. The CCG can provide details of all local medical services.

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

Access to patient information

From time to time Health Authority staff, who are subject to a duty of confidentiality, need to monitor diseases and their treatment, as well as needing to assess the quality of the service being provided in the practice. Data disclosed will be kept to a minimum required to serve the purpose and if possible will be anonymised before disclosure. If you are concerned about any of the ways in which your confidential data is being used please contact the Practice Manager. You are entitled to register an objection, which will be respected if this is possible.

Patient rights and responsibilities

You have a right to expect a high standard of medical care from our practice including your choice of GP, and we will try at all times to provide the very best care possible within the resources available. However this may result in a 2 week wait for an appointment. In order to assist us in this we require that you take full responsibility to ensure that you keep medical appointments and help us to help you. Very occasionally a practice/patient relationship becomes untenable. In this situation the patient may choose to register with a different practice. The practice also has the right to remove the patient from their list. This would generally only follow a warning that had failed to remedy the situation and we would normally give the patient a specific reason for the removal.