



MIRFIELD SURGERY

Dr A. Goldstein
MRCGP

Dr N. Khan



Welcome

The practice comprises of two GP's, one practice nurse and a healthcare assistant along with administration and reception staff.

Within the surgery we provide services such as maternity, drug counselling, CPN and health visitors that patients can be referred to when appropriate.

The surgery is a one-storey building.

Surgery Opening Times

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|-----------|-------------|
| Monday | 8.15 – 6.30 |
| Tuesday | 8.15 – 6.30 |
| Wednesday | 8.15 – 1.00 |
| Thursday | 8.15 – 6.30 |
| Friday | 8.15 – 6.30 |

(Doors are closed at 6.00 pm although telephone services are still available until 6.30 pm)

(The surgery is also closed for lunch between 1.00 – 2.00 pm daily)

Appointments

Please telephone the surgery on 0845 072 4617 at 8.15 am. You will be offered the first available appointment on that day. If you wish to see a specific doctor, please inform the receptionists who will do their best to accommodate you.

Morning surgery runs between 8.30 am 11.00am. These times can vary due to circumstances.

If an appointment is not available that day, you will be asked to telephone the surgery the following day at 8.15m.

If you consider your condition requires you to be seen urgently by a doctor and cannot wait until the next available appointment, please inform the receptionist where the appropriate action will be taken.

Children

If you feel your child is very poorly and needs to be seen before the next available appointment, please ring the surgery where we will arrange for them to be seen as soon as possible by the first available doctor.

Cancellations

Please inform the surgery as soon as possible if you are unable to attend for your appointment. This can then be offered to someone else and may mean the next time you require an appointment more choice will be available.

Home Visits

If your illness prevents you from attending surgery, you may be visited at home at the discretion of the doctor on call. Please inform the receptionist if you feel your condition requires an emergency visit and the appropriate action will be taken.

To help the doctors with planning their visits, we ask that all home visits where possible can be passed to the surgery by 11.00 am.

You may be telephoned first by a doctor who will confirm that a home visit is necessary.

REMEMBER: - If you can attend surgery you will be seen sooner as a time cannot be given for a home visit and it is likely you will be seen between any surgery and clinics that are running that day.

Receptionists are unable to say what time doctors will visit, as emergency patients attending the surgery will be seen first!

In an Emergency

When the surgery is closed and you need urgent medical advice, please telephone 0845 072 4617 where you will be put through to Badger who are our providers of 'out of hours' service when our surgery is closed.

Telephone Queries

At times you may feel it necessary to speak to a doctor or nurse directly. Please feel free to discuss the query with a receptionist who will treat the situation with complete confidentiality and may be able to help sooner than if you were to wait for the doctor / nurse.

The best times to call to speak to the doctors is after 2pm. If you wish to speak to any other clinician, please call opportunistically and if they are not available immediately, the receptionist will take your number and they will return your call as soon as they are free.

Test Results

If you are ringing for test results, please ring on Tuesdays or Thursdays between 2.00 – 4.00 pm. Results will be given to patients themselves and parents / guardians of minors only.

Repeat Prescriptions

Repeat prescriptions will be issued without seeing the doctor if the drugs requested are printed on the right hand side of your prescription. To use this service you are required to tick which items you require and return it to the surgery at least 48 hours before you need your next prescription.

The prescription will only be issued if it has been at least three weeks since your last issue and you are not overdue your medication review (this date can be found on the right hand side of your prescription).

Contraceptive pill, hormone replacement therapy and antibiotics always require an appointment before a prescription can be issued.

Change of Address

If you move to a new property, please inform the surgery immediately of your new address. The receptionists will be available to advise you on whether you are still within our practice area.

Change of Other Details

Please inform the practice if you change any of your details such as telephone number or surname.

New Patients

All newly registered patients will be invited to attend a 'New Patient Health Check' with one of our nurses within the first few weeks of registering. This gives us the opportunity to meet you and your family.

The nurse will also perform some basic health checks such as height, weight, blood pressure and a urine sample.

Non NHS Services

Certain services such as private sick notes, insurance claim forms, passport applications, HGV medicals and some medical examinations are not covered by the NHS.

Charges are made in line with BMA recommendations. Fees are displayed at reception.

Patient Information Sheets

The surgery now issues patient information sheets every three months. These sheets contain important information regarding issues within the practice such as new members of staff, introduction of new clinics and systems as well as notifying patients of up to date achievements / problems. Please ask at reception for previous copies or up to date information sheets.

Disabled Access / Aids

There is a front entrance to the surgery at a low level for wheelchair users.

Confidentiality

The doctors, nurses and all other members of staff operate a strict policy of patient confidentiality. You should therefore feel comfortable in disclosing any information you think is important in the knowledge that all information is protected and will not be released to anyone without your consent.

Specialist Clinics

- Clinics are held on a regular basis for the following:
- Diabetes
- Asthma
- Coronary Heart Disease / Stroke
- COPD
- Hypertension (High Blood Pressure)
- Childhood Immunisations
- Routine Health Checks (Man / Woman)
- Family Planning
- Travel Immunisations
- Flu Vaccinations
- Cervical Smears
- Minor Surgery

Non-Discrimination Policy

We are committed to equal opportunities regardless of gender, creed, sexual orientation, age, colour or race. If you have a particular need or concern, please make us aware.

Suggestions

If you have any suggestions on how we can improve our services, please let us know. Your suggestions can be placed in the suggestion box available in reception.

Practice Complaints Procedure

If you have a complaint about the service our practice provides for you, the following procedure is to be followed:

How to complain

We hope that most problems can be resolved easily and quickly, at the time they arise and with the person concerned. If your problem cannot be resolved in this way and you wish to make a complaint, we would like to know as soon as possible – ideally, within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily.

The practice has a system where before an official complaint is made a discussion is held with the Practice Manager and a ‘patient concern’ form is completed.

If after a discussion you still feel as though you would like to make a formal complaint, you must put your complaint in writing with as many details as possible and address it to:

Martin Saunders, Practice Manager, Mirfield Surgery Scholars Gate
Lea Village Birmingham B33 0DL

What we shall do

We shall acknowledge your complaint within 2 working days and aim to have looked into your complaint within ten working days of the date when you raised it with us, provided the appropriate personnel are not away from the surgery. We shall then be in a position to offer an explanation, or a meeting with the people involved. When we look into your complaint we shall aim to:

- Find out what happened and what went wrong
- Arrange for you to discuss the problem with those concerned, if you would like this.
- Make sure you receive an apology, where this is appropriate
- Identify what we can do to make sure the problem does not happen again

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have permission to do so. A note signed by the Person concerned will be required, unless they are incapable of providing this due to illness.

Further Steps

We hope that if you have a problem, you will use our practice complaints procedure, and we will reach a resolution of it locally.

We believe that this will give us the best chance of converting the circumstances and an opportunity to improve our practice.

However this does not affect your right to approach the Strategic Health Authority if you feel you cannot raise your complaint with us or if you are dissatisfied with the result of our investigation.

You should contact the Health Authority Complaints Manager:

Jane McGrandles
Complaints Manager
Birmingham Health Authority
St. Chad's Court
213 Hagley Road
Edgbaston
Birmingham
B16 9RG

Tel: 0121 213 1035

If you remain dissatisfied with the response to your complaint you now have the right to ask the Healthcare Commission to review your case. This should be done within two months of the receipt of this letter. The Healthcare Commission is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide services. You can contact the Healthcare Commission on 0845 6012 3012 or write to them at Healthcare Commission, Complaints Team, Peter House, Oxford Street, Manchester M1 5AN or visit their website at www.healthcarecommission.org.uk.

Your Rights and Responsibilities when using practice services

You will be treated as an equal in the care and attention you receive.

You will be treated as an individual and will be given courtesy and respect at all times, irrespective of your ethnic origin, religious belief, personal attributes or the nature of your health problems.

Following discussion, you will receive the most appropriate care given by suitably qualified people. No care or treatment will be given without your informed consent.

Within the limitations of the law, you are entitled to see your medical records. This should be discussed initially with the Practice Manager and a fee will be chargeable for this service.

We will give you full information about the services we offer. Every effort will be made to ensure that you receive the information which directly affects your health and the care being offered.

People involved in your care will give you their names on request and ensure that you know how to contact them.

You should let us know immediately if you change your name or address.

It is our job to give you treatment and advice. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

Please ask for a night visit only when you feel it is truly necessary. Home visits by the doctor are only for patients who are too ill to visit the surgery.

Please do everything you can to keep appointments, or tell us as soon as possible if you cannot. Remember, your cancelled appointment can be given to someone else.

Be ready to tell us of your past illnesses, medication, hospital admissions and any other relevant details.

We will provide you with information about how to make suggestions or express concerns about the care we offer. We want to continue to improve our services, and therefore welcome any comments you may have. You may discuss your comments with the doctor whom you normally see, or if it is not relating to your health, with the Practice Manager.

Data Protection Act 1998

All our patient data is protected, accessed and stored in accordance with the above data protection act of 1998.

General Advice and Guidance

Advice on Immunisation

We strongly recommend that all children and babies be immunised against Diphtheria, Tetanus, Polio, Pertussis, HIB, Men C and MMR. Thankfully, these serious illnesses are rarely seen nowadays due to the high uptake of vaccination.

Health Promotion

We encourage all our patients to share the responsibility for their health, both in preventing disease and in treating existing diseases. Prevention is always better than cure.

Many of the most serious diseases can be prevented by a healthy lifestyle and without the need for drugs. Please feel free to discuss your general health and ask for advice. Below are some of the ways you can help to live, not only longer, but also a fitter, healthier and more enjoyable life.

Smoking

This is the single largest preventable cause of ill health in the UK. It is a major cause of cancer, heart attacks, angina and chest disease. If you would like advice and help in giving up, please ask.

Diet

A healthy diet not only helps control weight, but also reduces cholesterol and helps prevent heart attacks. Please ask the nurse for further advice.

Exercise

Regular exercise helps prevent heart disease as well as reduce weight and making you feel better. If you are overweight or are out of shape please ask for advice before starting vigorous exercise.

Blood Pressure

High blood pressure can in the long term increase the risk of heart attacks and strokes. Reducing blood pressure can reduce these risks. Treatment does not always require tablets.

All adults are advised to have their blood pressure checked at least every five years. If you have not had yours checked recently, please arrange for an appointment with the nurse.

Self Treatment of Common Illnesses and Accidents

Back Pain

Back pain causes 13 million working days to be lost in Britain each year. The spine being made up of 24 bones and associated cartilage and tendons supports the whole weight of the upper body and, therefore, it is understandable that sometimes it sometimes goes wrong.

Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as usual, the pain has been caused by abuse i.e. lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back.

Take paracetamol, which will not only relieve the pain but will help to relieve inflammation.

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 and take plenty of drinks. If you have a headache or are feverish, take paracetamol as instructed on the packaging. Antibiotics will have no effect on the common cold!

Chickenpox

On the first day a rash appears as small red patches about 3 – 4 mm across. Within a few hours of these developing, small blisters appear in the centre of these patches.

During the next three to four day's further patches will appear and the earlier ones will turn 'crusty' and fall off. Oily calamine lotion may be applied to soothe the often severe itching. Cool baths may also help.

The most infectious period is from two to three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

Minor Cuts and Grazes

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

Diarrhoea

Diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. The symptoms can usually be eased by fluids. Holiday diarrhoea is often due to viruses. Again, fluids can be taken. In both the above cases, consult your doctor if the symptoms persist for more than a few days.

Diarrhoea in very young children and babies need careful attention. Most babies have loose bowel action during their first six months, due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding it cooled boiled water or Dioralyte.

If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

Nosebleeds

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

Sprains

Firstly apply a cold compress, containing ice if possible, for 15 – 30 minutes to reduce the swelling. 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.

Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid over-exposure to the harmful effects of the sun.

Head Lice

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Firstly wet combing and the conditioning method should be used. Medicated head lotion can be obtained from the chemist without prescription if the first method has been unsuccessful.

Insect Bites and Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms.

Note: Bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

Useful Telephone Numbers

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| Birmingham Heartlands Hospital | 0121 424 2000 |
| Lloyds Chemist | 0121 784 2448 |
| Moss Pharmacy | 0121 783 5562 |
| Moss Pharmacy | 0121 783 2475 |
| Eastern Birmingham PCT | 0121 333 4113 |

Mirfield Surgery

Scholars Gate
Lea Village
Birmingham
B33 0DL

Tel: 0845 072 4617