The Wand Medical Centre

15 Frank Street
Highgate
Birmingham
B12 0UF

Tel: Appointments/Enquiries
0121 440 1561
8:30am-6:30pm
Fax: 0121 440 0060
Tel: Cancellations
0121 440 5772
Urgent care out of hours 0121 766 2100

Complete Family
Health Care
PARTNERS

Dr Jennifer Taylor, MBBCH, DFSRM (Cardiff 1988) (Female)

Dr Daryl Goodwin, MA(OXON), BMBCH, DRCOG, FRCGP
(Oxford 1979) (Male)

Dr Ellis Hamilton, MBBS, MRCGP (London 1999) (Male)

Dr Onyinye Okonkwo
MBBS (Nig, 1998), MRCGP, DFSRH, DRCOG (Female)

Dr Sarah Benn MBChB (Leicester 1990)
MRCGP DFRSH DA (Female)

OTHER DOCTORS IN THE TEAM

Registrars
Medical Students

We also have locum doctors who attend from time to time.
THE IN-HOUSE TEAM

Practice Manager                 Geoff Stockton

One secretary, Three Administrators, Five Receptionists

NURSING TEAM

Practice Nurse Manager           Lesline Thompson

Practice Nurse                   Rishpal Kharbow

Health Care Assistants           Alhan Ali & Suki Salhan

Respiratory Nurse

Research Nurse                   Somi Spannuth

DISTRICT NURSES

HEALTH VISITORS

VISITING STAFF (All by appointment)

Midwives, Counsellors, Phlebotomists (blood tests),

Citizens Advice Bureau.

Alcohol Workers

Drug Counsellors
The Wand Medical Centre

PRACTICE INFORMATION

The Wand Medical Centre is open from 8:30am until 6:30pm on weekdays. On Wednesdays we close between 1pm and 3pm for staff training and meetings.

There is disabled access to all patient areas and 2 dedicated parking bays for Disabled Badge holders only.

The receptionists and manager welcome any questions, comments or suggestions you may have about the practice. We act on suggestions received in our suggestions box in reception. If you have problems please tell us first. If you have praise, please tell everyone.

We also have a Patient Participation Group, and welcome new members and interest from patients interested in contributing to the development of patient services within the Practice. Please ask to speak with Geoff Stockton, Practice Manager if you wish to discuss the PP Group in any further detail. Copies of our recent Patient Survey and action plan arising from the survey are available on the Practice web-site.

Special forms are available on reception for this.

TEACHING AND TRAINING

We teach medical students during term time from the University of Birmingham. The practice is also involved in post-graduate GP registrar training and the retainer scheme. We also have student nurses working with us to experience the work they are training to do.

There will be a notice displayed when the students are here. It is of course your choice if you do not wish a student to be present during your consultation.

HOW TO REGISTER AS A PATIENT

Ask for a new patient application form from reception. You will also be asked to complete a New Patient Questionnaire about your personal background and health. We process this information under the Data Protection Act and will maintain your confidentiality at all times.
If you have a chronic medical condition such as asthma, or are taking regular medication we encourage you to book an appointment with one of our nurses for a medical review. All new patients will be booked a new patient check appointment when they register.

If you are registering a child under 6 1/2 years old it is important that we have their immunisation details as part of the registration process. For example, suitable evidence is contained in the child's RED BOOK. Please bring that with you.

**HOW TO MAKE AN APPOINTMENT**

The doctors can be seen weekdays Monday to Friday.

Mornings from 8:30am until midday.
Evenings from 3:30pm until 6:30pm.

The appointment telephone number is 0121 440 1561 and is open Monday, Tuesday and Friday 8:30am to 6:30pm and on Wednesday and Thursday between 8:30am to 1:00pm. You are entitled to express a preference which doctor you see. If the doctor of your choice is not available you will be offered an alternative doctor.

You can see a doctor of your choice but you may wait longer. Doctors work different hours, which makes it harder to see some doctors than others.

In all surgeries we try to keep to time but sometimes run late. Someone may have been very ill or upset and your doctor may have had to see them urgently or spend extra time with them, please be patient when this happens—one day it may be you.

**URGENT APPOINTMENTS**

Where there are no routine appointments left on a particular day we have an emergency walk-in session. This session is only for urgent medical problems that cannot wait until the next day. The doctor will only deal with urgent problems. The walk-in session starts at 11:00am and ends at 11:50am. For these urgent problem as each patient is only allocated 5 minutes.
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Please arrive for the "Walk-in" between these times, although you may have to wait to be seen depending on the demand on the day.

WHO TO SEE

Seeing a doctor or nurse
All patients are seen by appointment only. Each appointment is for 1 person only. If you want several members of your family seen each person will need to have their own appointment.

Here is how some other surgery team members can help you: all can be seen by appointment.

These are some of the special skills:-

Practice Nurses:  Asthma care
                          Cervical smears
                          Diabetes care
                          Injections, immunisations and travel advice
                          Health checks
                          Smoking advice
                          Blood pressure testing
                          Routine oral contraception pill
                          Emergency contraception

Midwife:  Pregnancy care (but see one of the regular doctors first to book your pregnancy care).

Health Visitor:  Advice on feeding, growth and care of babies and under 5’s.

SEEING THE DOCTOR YOU CHOOSE
You are welcome to see any of the doctors. It does not have to be the named doctor on your medical card, because the doctors here are partners and work as a team. If you wish to see a particular doctor, it is advisable to book an appointment in advance. If the doctor of your choice
Telephone Appointments:

If you think your problem can be dealt with by speaking to a doctor by phone. You may ask for or be recommended to have a telephone consultation when the Dr will call you at the end of morning surgery.

TELEPHONE CALL TIMES
Any calls made to us between 8:30am and 10:00am, Monday to Friday, should be relating to booking an appointment. For any other enquiries, please call after 10:00am.

ARRANGEMENTS FOR SPEAKING TO A NURSE
You may speak to a nurse if one is not seeing a patient at the time of your call. If they are busy the receptionist will take a telephone number and pass your details to the nurse who will call you back when she is free. Please remember the nurse may finish work and not have time to return your call.

HOME VISITS

VISITS REQUESTED ARE FOR PEOPLE WHO ARE TOO ILL OR DISABLED TO ATTEND SURGERY

OUTSIDE OUR NORMAL WORKING HOURS WE USE BADGER WHO CAN BE CONTACTED ON 0121 766 2100.
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For home visits please telephone before 10:30am on the day the visit is requested. Your details will be taken by the receptionist and a doctor will phone back to discuss the visit request.

Usually a doctor will telephone and gather more information before deciding whether or not a visit is necessary. It is the doctor's decision whether the patient's care needs a home visit.

It would help the doctor to plan the order of visits if you give some information about why the visit is requested and any instructions that would make finding your address easier.

Please give a contact telephone number so the doctor can contact you if further information is needed.

Other Consultations Available

If you are 75 years or older and have not seen a doctor in the last 12 months you are entitled to a free health check. This can also be booked at reception.

If you are over 16 years old and under 75 years old and have not seen a doctor for three years you are entitled to a free check up with a doctor or a nurse. This can be booked at reception.

Repeat Prescriptions

Repeat prescriptions are a privilege and not a right and have to be ordered 48 hour in advance of collection providing patients are up to date with
Their medication reviews. Only housebound patients can request repeat prescriptions by phone.

Repeat prescriptions are available on weekdays. Please refer to the leaflet ‘Repeat Prescriptions—Help us to help you’.

If you are not housebound you may hand your request in at reception, post it to us (with a stamped addressed envelope if you want it posted back) or fax it to us, the number is on the front of this booklet. You should only order items on your repeat prescription list.

Please make sure you know how often your doctor wants to see you to check that your treatment still suits you. Please ask for our separate leaflet ‘Repeat Prescriptions—Help us to help you’ which includes details of chemist collection and home delivery service.

Look at the Review Date on the right hand side of the prescription in order to tell you when the Dr will need to review your treatment and medication next.

**OTHER SERVICES**

**Contraception services:**

*We provide emergency contraception, fitting of implants & IUD*

Are also available in surgery. If you need emergency contraception you will be dealt with urgently. You may book an appointment with a nurse. All doctors are qualified to provide family planning services of a routine nature. Some of the doctors will fit the coil (I.U.C.D.) among these services. Please remember that the nurses can do the health check for routine pill prescription reviews.

**Cervical Smear:**

All women from the age of 25 to 65 should have a smear every five years and the practice nurses and the doctors provide this quick and simple test.

**Child Health Surveillance:**
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New Patient Check Up:
All newly registered patients are expected to book for this whether or not they need to see the doctor.

Citizens Advice Bureau:
Local Branch to the Surgery is Tel 0844-477-1010

CLINICS
Immunisation and Well Baby:
Thursday 1:00pm to 2:45pm
Appointments are needed for all other clinics.

Ante-natal and Post-natal:
Ante-natal and post-natal appointments are available at this practice.

Supportive Counselling:
These clinics are run on various days of the week. Please ask your doctor to refer you.
Your Rights and Responsibilities as a Patient

You have a right to be treated with courtesy and respect.
We also expect you to treat us with courtesy and respect.

If you make an appointment and cannot keep it, please inform the surgery as soon as possible so that we can offer the appointment to someone else.

*CANCELLATION LINE IS 0121-440-5772*

Patients have a duty to co-operate with the working procedures of the practice.

Complaints:
If you have a complaint or concern about the service you have received from the doctors or any of the staff in this Practice let us know. We have a practice complaints procedure to deal with any complaint.

Your obligation:
You have a duty to arrive on time for your appointment. Our patient group recommended that anyone more than 15 minutes late for their appointment will be asked to re-book or to wait until the end of the surgery if the doctor or nurse can see them then.

Failing repeatedly to keep an appointments without reason could result in your removal from the practice list.
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You may request in writing to see your medical records. Please write to Mr Geoff Stockton — Practice Manager.

You have the right to confidentiality regarding your personal details. In order to respect this we ask that you do not request information about anyone other than yourself, this includes confirming attendance at surgery, test results or personal details. We normally seek consent from the patient before sharing any information about them with another person, even if this person is a member of their family.

You have the right to expect us to act in your best interest.

Who has access to your information?

The Wand Medical Practice provides a confidential service to all our patients, including those under 16 years old. All staff and contractors are trained to respect their duty of confidentiality to you, and have this written in their contracts. We keep paper and electronic records securely to prevent unauthorised access or misuse. This means that personal information regarding patients will not be disclosed to anyone without their permission, except in exceptional circumstances where somebody is at great risk of serious harm.
Violence and Abusive Behaviour

The Wand medical Practice believes that our staff have the right to work without fear. We do not tolerate abusive or threatening behaviour from anyone under any circumstances. Our policy is set out clearly in a separate leaflet “The Patient Charter” which is available on request.

We take action against anyone who does not respect the right of others to freedom from fear. This type of action may result in you being removed from the practice list.

OTHER USEFUL TELEPHONE NUMBERS:

Birmingham Walk-In Centre
Lower Ground Floor
Boots the Chemist
66 High Street
Birmingham
B4 7TA
Telephone: 0121 255 4500

(Provides consultations without appointment, contraception, STD checks and ear syringing.)

NHS 111
Telephone: 111
Web Address: www.nhs.uk/111

NHS111 will assess you, provide advice and direct you straight away to the local service that can help you best. NHS 111 is available 24 hours a day, 7 days a week and calls are free, including from mobiles.

For out of hours cover ring BADGER on 0121-766-2100