

The Manor Practice



James Preston Health Centre

61 Holland Road
Sutton Coldfield
West Midlands
B72 1RL

Opening Times

Monday to Friday 8.00am - 6.30pm

Ashfurlong Medical Centre

233 Tamworth Road
Sutton Coldfield
B75 6DX

Opening Times

Monday 8.00am - 8.15pm

Tuesday to Friday 8.00am - 6.30pm

Saturday 8.00am - 12.30pm

www.manorpractice.co.uk

www.manorpracticejamespreston.co.uk

www.manorpracticeashfurlong.co.uk

Welcome to the Practice

Doctors

The doctors practise together as a non-limited partnership. Their details and professional qualifications are as follows:

Dr N J Speak	Senior Partner MB ChB (1982) Birmingham FRCGP DCH DRCOG DFSRH (full time)
Dr Judith M Rimmer	MB ChB (1986) Birmingham MRCGP DRCOG (part time)
Dr Mark L Forshaw	MB ChB (1990) Birmingham MRCGP DRCOG (full time)
Dr Nim S Cave	MB ChB (1988) Glasgow MRCGP DFSRH (part time)
Dr Mira B Pattni	MB ChB (2005) Birmingham
Dr Caroline Wall	MB MCh (2008) Wales
Dr Isobel King	MB ChB (2009) Birmingham MRCGP
Dr Guan Chan	MB ChB (2001) Bristol MRCGP, PG Dip Diabetes
Dr Fraser Hewett	MB ChB (2004) Liverpool MRCGP

Nurses at James Preston Health Centre

The doctors employ eight part-time nurses. Their details and professional qualifications are as follows:

Marie Nokes	RGN, Diploma Community Studies, Nurse Prescriber, Minor Illness Clinic
Beverley Wilding	RGN, Asthma Diploma, Diabetes Certificate, Insulin for Life, Cervical Cytology, Immunisation and Vaccinations
Sarah Manion	RGN, Diploma COPD and Diabetes
Nina Jarvis	RGN, Diploma of Higher Education, BSc, Asthma Diploma, Cytology, Diabetes & Immunisations and Vaccinations
Sarah Tuppen	RGN, Diploma of Higher Education, BSc Professional Practice, Nurse Prescriber, Minor Illness Clinic, Asthma in Focus
Laura Shore	RNA, Diploma of Education, BSc
Hayley Sigston	RNA, Diabetes
Janet Harrison	Health Care Assistant
Linda Duddy	Health Care Assistant

Nurses at Ashfurlong Medical Centre

Marie Nokes	RGN, Diploma Community Studies, Nurse Prescriber, Asthma Diploma, Diabetes Certificate, Insulin for Life, Cervical Cytology
Maria Thorley	RGND
Nina Jarvis	RGN, BSc, Cervical Cytology, Immunisations and Vaccinations
Sarah Manion	RGN, Diploma of COPD and Diabetes
Sarah Tuppen	RGN, Diploma of Higher Education, BSc Professional Practice, Nurse Prescriber, Minor Illness Clinic, Asthma in Focus
Hayley Sigston	RNA, Diabetes
Linda Duddy	Health Care Assistant
Janet Harrison	Health Care Assistant

Administration Staff at James Preston Health Centre

The doctors also employ the following practice administration staff:

Julie Miller	Practice Manager
Carol Moore	Admin Manager at James Preston Health Centre
Helen Newman	Admin Manager at Ashfurlong Medical Centre
Anna Cinar	Medical Secretary

Pharmacist

Helen Fisher

A qualified pharmacist who works in the practice one day a week to give prescribing advice to medical staff.

Attached Staff

The doctors are also assisted by health visitors, district nurses and midwives who are employed by the Primary Care Trust:

District Nursing Team:	0300 555 1919
Midwives:	07974 740988

To Make an Appointment

All consultations are by appointment.

The surgery opening hours are:

- Monday to Friday 8.00am - 6.30pm (Mondays at Ashfurlong 8.00am - 8.15pm only)
- Saturday 8.00am - 11.30am (at Ashfurlong Medical Centre only)
- Please contact the surgery between 8.00am and 6.00pm Monday to Friday to make an appointment.

To book an appointment either:

- Telephone the surgery:
 - James Preston Health Centre 0121 355 5473 (appointment line closes at 6.00pm)
 - Ashfurlong Medical Centre 0121 323 2121
- Come in person to the surgery
- Request an appointment using our online services

Routine appointments are booked 10 minutes. If you have a more complex problem or several problems to discuss, please book a double appointment with reception to allow the doctor extra time with you.

Consultation Times

James Preston Health Centre

	Morning		Afternoon
Monday			
Dr Pattni	8.00 – 10.30	Dr Cave	1.05 – 3.25
Dr Forshaw	8.15 – 10.50	Dr Speak	3.00 – 6.00
Dr Speak	8.00 – 12.30	Dr Wall	3.00 – 6.00
		Dr Hewett	3.15 – 6.00
Tuesday			
Dr Wall	8.00 – 11.05	Dr Rimmer	1.45 – 3.30
Dr Rimmer	9.00 – 11.00	Dr Wall	3.00 – 6.00
Dr Speak	8.00 – 10.30	Dr Hewett	3.15 – 6.00
Dr Cave	9.00 – 10.55	Dr Chan	3.15 – 6.00
Wednesday			
Dr Wall	8.00 – 11.00	Dr Pattni	3.00 – 5.30
Dr Chan	8.00 – 11.00	Dr Forshaw	3.15 – 6.05
Dr King	8.00 – 11.00	Dr King	3.15 – 6.00
Thursday			
Dr Forshaw	8.15 – 10.50	Dr Chan	3.15 – 6.00
Dr Rimmer	9.00 – 11.00	Dr Hewett	3.15 – 6.00
Friday			
Dr King	8.00 – 11.00	Dr Forshaw	3.15 – 6.05
Dr Hewett	8.00 – 11.00	Dr Pattni	3.00 – 5.30
Dr Wall	8.00 – 11.00	Dr King	3.15 – 6.00

Appointments: 0121 355 5473

Home Visits: 0121 354 2032

Ashfurlong Medical Centre

	Morning		Afternoon
Monday			
Dr Hewett	8.00 – 11.00	Dr Pattni	3.00 – 5.30
Dr Wall	8.00 – 11.00	Dr King	3.15 – 6.00
Dr Cave	9.00 – 10.55	Duty Doctor	6.30 – 8.00
Dr King	8.00 – 11.00		
Tuesday			
Dr Forshaw	8.30 – 11.00	Dr Speak	3.00 – 6.00
Dr Hewett	8.00 – 11.00	Dr King	3.15 – 6.00
Dr Chan	8.00 – 11.00		
Dr King	8.00 – 11.00		
Wednesday			
Dr Pattni	8.00 – 11.00	Dr Speak	3.15 – 6.05
Dr Rimmer	9.00 – 11.10	Dr Hewett	3.15 – 6.05
		Dr Rimmer	1.45 – 3.30
Thursday			
Dr Speak	8.00 – 10.35	Dr Rimmer	1.15 – 2.30
Dr Hewett	8.00 – 11.00	Dr Forshaw	3.15 – 6.05
Dr Chan	8.00 – 11.00		
Dr Cave	9.00 – 11.00		
Friday			
Dr Forshaw	8.30 – 11.05	Dr Hewett	3.15 – 6.00
Dr Chan	8.00 – 11.00	Dr Wall	3.00 – 6.00
Dr Cave	9.15 – 11.35	Dr Chan	3.00 – 6.00

Saturday

Duty Doctor 8.00 – 11.30am

Appointments: 0121 323 2121

- Please note surgery times may be subject to change.

New Patients

Registration

We welcome all new patients living within our practice boundary which can be viewed on the back page of this booklet.

All new patients are asked to complete a health care questionnaire, this gives the practice invaluable information, particularly when we are waiting for your medical records to reach us from your previous Shared Services Agency.

All patients have a right to express a preference to receive medical services from a particular doctor or health care professional either generally or in relation to any particular condition. We ask that any such requests are put in writing. We shall endeavour to comply with any reasonable preference expressed, but cannot give an assurance that your preferred practitioner will be available when you need an appointment.

All new patients are also invited to participate in a new patient health check.

How to Request a Repeat Prescription

Patients on repeat medication will receive a computer-produced prescription form with a tear-off sheet on the right hand side.

Requests for repeat prescriptions should be made one week before your medicine is finished.

To request a repeat prescription you can:

- Take it in person to the appropriate surgery
- Send it by post, or
- Request a repeat prescription via our Online Services

If you do not have the tear-off sheet, please remember to give:

- quantity
- dosage
- drug name
- your full name and date of birth
- preferred method of collection of the prescription, ie the surgery or pharmacy.

Your prescription will be ready for collection within 48 hours.

If you enclose a stamped addressed envelope, it will be returned to you by post. Many chemists offer a delivery and collection service. This means that you do not have to come to the surgery to collect your prescription and then take it to a chemist. Speak to your preferred chemist directly for details.

If you are no longer taking particular medication please let us know so that it can be deleted from your medication record.

- Please note we do not take medication requests over the telephone.

Electronic Prescribing

Most prescriptions can be sent electronically to your nominated pharmacy. Please ask at reception for more details.

Test Results

You can expect under normal circumstances the results of tests and investigations ordered by your doctor to be available to you within:

- X Rays – 2 weeks
- Smears – 4 weeks
- Most other tests – 1 week
- Please note, some tests do take longer.

Please telephone the practice after 11.00am and 4.00pm for test results and allow sufficient time for the results to be available before you enquire. If it is necessary to make an appointment to discuss the findings of a test result please try make it with the doctor who arranged the tests.

Cancellations

If you can't keep your appointment, please let us know as soon as possible, either by using our online appointment cancellation service or by telephoning the practice so that we can make the appointment available to another patient.

Patients who fail to attend an appointment without notifying the practice, waste doctor and nurse time and prolong unnecessarily the waiting time for other patients.



THE HOME OF QUALITY



Abbey Rose Nursing Home

34-38 Orchard Road
Erdington
Birmingham B24 9JA
Tel 0121 377 6707

30 Bedded Elderly Care



Priestley Rose Nursing Home

114 Bromford Lane
Erdington
Birmingham B24 8BZ
Tel 0121 373 0134

45 Bedded Elderly Care

Both Homes are equipped to an excellent standard and are run by well qualified, friendly staff.

They have attained 2 star rating with the National Care Home Inspectorate assuring good quality.

Our aim is to create a welcoming and friendly home from home where we strive to provide a safe, secure and comfortable environment for all our residents.

For friendly, no-obligation help, advice or viewing, contact one of the managers or visit our website at www.maccare.com

Nightingales Care Home

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- *Day care facilities*
- *Meal delivery service*



34 Florence Road, Sutton Coldfield B73 5NG

Tel: 0121 3500243

Email: tuskhome@talktalkbusiness.net

www.tuskhome.co.uk

Would a Care/Nursing Home Provide the Solution?

One part of life's rich tapestry is that things are constantly changing. Perhaps one of the more difficult things to cope with is admitting that we, or our loved ones, are growing older and are, perhaps, finding it difficult to cope with living alone. At such times thoughts turn to residential care. This is a big decision so it's very important to make the right choice.

Until recently there were two distinct types of home available – Nursing Homes and Care Homes (often referred to as Rest Homes or Retirement Homes). The title means very little but the type of care available varies considerably from home to home. The aim in all cases is to ensure that care is flexible and tailored according to the needs of the individual.

Some homes now cater for both nursing and residential care. This means avoiding the trauma of having to move again if the patient's health deteriorates and nursing care becomes necessary.

Normally, in either case, there is a programme of activities available to all residents who wish to take part. The objective in most homes is to encourage residents to retain their interests and enjoy life in general as much as they can.

The quality of accommodation and care can vary significantly between homes and exploring the various options may be difficult. So arrange a visit and ask your questions personally. Treat your visit as if you were buying a house and trust your feelings and instincts. The choice is YOURS – it is your right to choose!

Advertising Feature

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Spire
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www.spirelittleston.com



Telephone Consultation

The doctors and practice nurses are pleased to give telephone advice. You may be asked to ring back or leave a contact telephone number if your doctor or practice nurse is not immediately available.

Telephone consultations are designed for medication review, follow-up appointments or general problems, where no examination is needed.

Home Visits

We provide medical care, which is ideally based at our surgery and home visits are for genuine medical reasons only.

Requests for home visits should be made only if the patient is housebound or too ill to attend the surgery.

Please make your request before 10.00am if possible except in an emergency.

Please telephone to request a home visit:

- Weekdays 0121 354 2032

Please be prepared to give as much information as possible so that we can accurately determine the urgency of the visit, as there are many situations where telephone advice may save you time for your particular health need.

In a real emergency that cannot wait, please call **999**.

NHS Walk-in Centre

You may find that the NHS Walk-in Centre can help you. These are located at:

Warren Farm	Lower Ground Floor
Urgent Care Centre	Boots the Chemist
Warren Farm Road	66 High Street
Kingstanding	Birmingham
Birmingham	B4 7TA
B44 0PU	0121 255 4500
0121 465 5600	Monday to Saturday: 8.00am – 8.00pm
Monday to Sunday: 8.30am – 7.00pm	Sunday: 11.00am – 5.00pm

Erdington Health & Well Being Centre

196b High Street, Erdington

Birmingham B23 6SJ

Open seven days a week 8.00am – 8.00pm 365 days a year.

Seeing a Specialist - Choose and Book

When you and your GP agree that you need to see a specialist, Choose and Book is a service that allows you to choose your hospital or clinic and book an appointment with a specialist “on-line”.

You will be able to choose, with the help of your GP, up to at least four hospitals or clinics.

For more information visit the Choose and Book website.

The Healthcare Commission provides information about hospitals' performance.

Emergencies

Urgent Medical Treatment

For urgent cases that require a doctor during surgery opening times, please contact our receptionist on:

- 0121 354 2032 for James Preston Health Centre or
- 0121 323 2121 for Ashfurlong Medical Centre.

Out of Hours

Our out-of-hours services are provided by Badger on 0121 766 2100.

The out-of-hours times are:

- Monday to Friday 6.30pm – 8.00am
- Saturday 12 noon until Monday morning 8.00am

Patients may be asked to attend during normal surgery opening hours ie 8.30am to 6.30pm at both sites Monday to Friday and until 8.15pm on Mondays, and 8.30am to 12 noon on Saturdays at Ashfurlong Medical Centre.

Accident and Emergency - Dial 999

Whatever the day or time, if you or someone else experiences:

- Severe chest pain
- Loss of blood
- Suspected broken bones

go to your nearest Accident and Emergency Department or call **999**.

Accident and Emergency Departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

Clinics and Services

Chronic Disease Monitoring

- Asthma Clinic
- Cardiac Monitoring
- COPD - How we can help
- Diabetes Clinic

Pregnancy, Birth and Babies Health

- Antenatal Clinic
- Babies' Healthchecks

Children's Health

- Baby/Child Health Surveillance Clinic

Young Adults Service

- Teenager confidential advice

Lifelong Health for Men and Women

- Well Man/Well Woman Checks
- Cervical Smears

Additional Services

- Minor Surgery
- Travel Immunisations
- Non-NHS Medicals
- Smoking Cessation
- Sutton Medical Consulting – Consulting Suite

Disabled Access

Both practices have disabled access, designated disabled parking bays and disabled toilet facilities.

Please do not hesitate to let us know if you have any special difficulties or requirements when visiting the practices.

Car Parking

There are a limited number of parking spaces in the car park.

Parking is often limited at both sites; please avoid surgery times when performing non appointment based tasks such as picking up prescriptions or dropping of correspondence this will help greatly those who are trying to attend their appointments. We ask you to respect the reserved parking for disabled driver spaces.

Complaints Procedure

We hope that if you have a problem, you will use our Practice Complaints Procedure please request a leaflet from our Reception. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However you may choose to contact NHS England on 0300 311 22 33 between 8.00am and 6.00pm Monday to Friday to resolve the issue.

Zero Tolerance Practice

A zero tolerance policy to violent, threatening and abusive behaviour is now in place throughout the National Health Service. The staff in this practice have the right to do their work in an environment free from such behaviour and everything will be done to protect that right. At no time will any violent, threatening or abusive behaviour be tolerated in this practice.

Data Protection Act - Patients' Rights

The right of access to personal data is described in the Data Protection Act 1998 (DPA). It states that a Data Subject (ie the patient, or the patient's nominated representative eg a solicitor) having submitted a request in writing and paid the appropriate fee (see overleaf), is entitled to be provided within 21 days with a copy of the Personal Data (ie the medical records/notes) held about him or her. The Act requires that a copy of the data must be supplied in permanent form unless the supply of such a copy is not possible, would involve disproportionate effort, or the Data Subject (the patient or solicitor) agrees otherwise.

The general rights as set out in the DPA are modified by two orders. The Data Protection (Subject Access Modification)(Health) Order 2000 provides that information need not be disclosed if it would be likely to cause serious harm to the physical or mental health of the Data Subject or any other person and describes the mechanisms for ensuring that decisions as to whether to disclose or withhold information are taken by the appropriate health professional. The Data Protection (Subject Access) Fees and Miscellaneous Regulations 2000 provides that whereas the normal maximum access fee that may be charged is £10, for health records a fee of up to £50 may be charged for paper notes and £10 for computerised records.

Confidentiality

Our staff will not reveal, to anybody outside the practice, personal information they learn in the course of their work without the patient's consent. Nor will they discuss with colleagues any aspect of a patient's attendance at the surgery in a way that might allow identification of the patient, unless to do so is necessary for the patient's care.

We are obliged by law to provide certain information eg notification of certain infectious diseases.

Chaperone

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. The chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, i.e. a trained member of staff.

Wherever possible we would ask you to make this request at the time of booking so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible we will endeavour to provide a formal chaperone at the time of request.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

Access to Patient Information

In order to provide care for you we are obliged to keep records. This is increasingly done using computers. We are obliged to comply with the Data Protection Act 1998 and other guidance on privacy and data confidentiality and we take this very seriously.

In order to manage services and improve the quality of care we provide we share some information on Practice activity, but this information is anonymised i.e. names and other identifying details are removed.

Change of Name or Address

If you change your:

- name
 - address
 - telephone number + mobile number
- please notify the receptionist as soon as possible. It is difficult for all concerned if we cannot contact you.

Please make sure we have an up to date phone number (particularly if you have changed to cable).

The Manor Practice Charter

We aim to provide the best possible service to our patients and hope you will feel that we achieve that aim.

The care of your health is a partnership between yourself and the Primary Health Care Team. The success of the partnership depends on an understanding of each other's needs and co-operation between us.

Our responsibility to you:

- You will be greeted courteously
- You have the right to confidentiality
- You have the right to see your medical records subject to the limitations of the law
- You will be seen on the day of your choice whenever possible
- You will be seen by your own doctor whenever possible
- You will be informed if there will be a delay of more than 20 minutes for your appointment
- You will be referred to a Consultant when your GP thinks it necessary
- You will be given the result of any test or investigation on request or at your next appointment
- Your repeat prescription will be ready for collection within 48 hours of your request
- Your suggestions and comments about the services offered will be considered sympathetically and any complaint dealt with quickly

Your responsibility to us:

- Please treat all surgery staff with the same respect – we are all just doing our job
- Do not ask for information about anyone other than yourself
- Tell us of any change of name or address, so that our records are accurate
- Only request an urgent appointment if appropriate. Home visits should only be requested if you are really too ill to attend surgery, and night visits should be for emergencies only
- Please cancel your appointment if you are unable to attend
- Please be punctual, but be prepared to wait if your own consultation is delayed by an unexpected emergency
- Please allow sufficient time for your consultant's letter or the results of any tests to reach us
- You will be advised of the usual length of time to wait
- Use the tear off slip to request your repeat prescription whenever possible
- Please attend for review, when asked, before your next prescription is due
- Do let us know whenever you feel we have not met our responsibility to you
- We would, of course, be pleased to hear when you feel praise is due as well

Patient Participation Reference Group

The practice has a well established patient group who meet regularly every six weeks, and have an online virtual membership for patients who have limited time to spare. The purpose of these groups is to assist the practice in feedback of needs and concerns in our service provision.

The practice welcomes patients who wish to contribute and join either group.

For the latest information click to: www.manorpractice.co.uk



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