



SHERWOOD HOUSE MEDICAL PRACTICE

Doctors: Dr Miller, Dr Hofmann, Dr Irfan, Dr Chew,
Dr Fulton, Dr Amir, Dr Jaffar, Dr Kasujee, Dr Eslam

9 Sandon Road, Edgbaston
Birmingham B17 8DP

Tel: 0121 420 0100

www.sherwoodhousemp.co.uk

Email: sherwood.ppg@nhs.net

Welcome To Sherwood House Medical Practice

Appointments and visit requests 0121 420 0100

Prescriptions enquiries (not requests)..... 0121 420 0109

Out-of-Hours emergency number 0845 603 1764 or 0121 420 0100*

* Please have a pen and paper ready as you will be given a number to ring

SURGERY OPENING TIMES

Monday and Wednesday 7.30am - 6.30pm

Tuesday, Thursday and Friday 8.00am - 6.30pm

Consulting Times/Telephone Appointments with GPs (by appointment)

Monday 7.30am - 6.30pm

Tuesday 7.30am - 6.00pm

Wednesday 7.30am - 6.30pm

Thursday 7.30am - 6.30pm

Friday 7.30am - 6.30pm

Telephone appointments from 7.30am

Door opening times: Monday to Friday 7.30am

Consulting Times with Practice Nurses/Phlebotomy

Monday 7.30am - 4.00pm

Tuesday 8.00am - 6.00pm

Wednesday 7.30am - 6.00pm

Thursday 8.30am - 2.15pm

Friday 8.00am - 6.00pm

PRACTICE TEAM

The Doctors

Dr L Miller	1989 London	MB BS MRCGP DRCOG
Dr H Hofmann	1990 Heidelberg	MD MRCGP DRCOG DGM DFFP Dip Occ Health
Dr R Irfan	2001 Punjab	BSc MB BS MRCGP DRCOG
Dr A Chew	1994 Glasgow	MB ChB DRCOG MRCGP
Dr E Fulton	2005 Newcastle	MB BS MRCGP DRCOG
Dr A Amir	2003 Pakistan	MB BS MRCGP DRCOG DFRH
Dr N Kasujee	2016 Nottingham	BMBS BmedSci MRCGP DRCOG
Dr E Allam	2018 Egypt	MBBCh
Dr S Jaffar	2013 Pakistan	MBBS

Finance/Bookkeeper

Claire

Senior Practice Co-ordinator

Saima

Quality And Outcomes Co-ordinator

Rebecca

Practice Nurse

Tracy

Nurse Associate

Lisa

Phlebotomists

Jackie, Vicki

Senior Receptionists

Nikki, Jenny

Team Leader

David

Receptionists

Sylvia, Ann, Gail, Sally, Helen, Charlotte, Maggie, Karen, Jane

Computer Administration

Tina

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

For 24 hour information click to: www.sherwoodhousemp.co.uk

Just a simple eye test? More like a potential life-saver!

IT'S TRUE, having your eyes tested will not just check the quality of your vision, but can also identify any potential sight or life-threatening conditions.

Specsavers in Bearwood is keen to raise awareness of the importance of eye health and regular eye examinations and is urging everyone to think of sight tests as a part of their regular healthcare routine.

The store at 599 Bearwood Road aims to provide the very best in eyecare for the local community. Together with all the latest equipment, the store also offers free digital retinal photography as part of the routine eye examination to anyone aged over 40- or when a GP or ophthalmic optician recommends it. The process uses a digital camera that can detect and monitor many conditions, including glaucoma, diabetes, high blood pressure and tumours.

Under the NHS, sight tests are free for a number of people including children under 16 (under 19 for those in full-time education) those over 60, or over 40 who are the brother, sister or child of a diagnosed glaucoma patient, together with those receiving NHS support. Visit the NHS website for more information.

To book an appointment or for more information, please visit Specsavers, 599 Bearwood Road, Bearwood, Smethwick B66 4BJ or call 0121 4200340.

Experts in eyes and ears

Bearwood
599 Bearwood Road
0121 420 0340

West Bromwich
New Square Shopping Centre
0121 553 0685
www.specsavers.co.uk

Specsavers

Prescriptions

Evgenia

Medical Reports

Emmie

Secretaries

Jane, Sandra, Debbie

Attached Staff

The following staff are also based within the practice:

Community Midwife, Private Podiatrist, Health and Well Being Coach

APPOINTMENTS

Routine Appointments

- All consultations with the doctor or nurse are confidential.
- Please book routine appointments in advance (available up to four weeks in advance) if possible.
- You are free to see any doctor or nurse in the practice, but please try to see the same doctor/nurse for an ongoing/continuing problem.
- Reception will try to give you a convenient appointment with the doctor or nurse of your choice.
- If they are unable to do this, an alternative date or doctor/nurse will be offered.
- The length of routine appointments for a doctor is limited and generally allows us to deal with one issue only. If a longer time is required, or you have multiple problems that require attention, then please book a double appointment or more than one appointment.
- Please use the booking in screen or report to a receptionist.
- If you are unable to keep an appointment, please cancel the booking to allow another patient to be substituted in a timely fashion. This can be done via the phone system, option 1 and then option 1 again.

Emergency Appointments

- Emergency appointments are not available for repeat prescriptions or sick notes.
- Emergency appointments will be accommodated on the day. Patients are advised to phone into the practice at 8.00am in the morning, and at 1.00pm in the afternoon. Reception staff will then instruct patients when to come to the surgery and all patients are asked to be prepared to wait.
- If you are too ill to wait, please inform the receptionists who will alert the doctor on call.

For 24 hour information click to: www.sherwoodhousemp.co.uk

ATTENDANCE ALLOWANCE

You could be eligible for more than £5,000 tax free every year if you are:

- ✓ **aged 66 or over**
- ✓ **working or retired**
- ✓ **suffering from any medical conditions**



Scan the QR code or visit www.opg.co.uk/aa to learn more and receive help with your application.



NHS
Blood and Transplant

Right now more than **7000 people** are waiting for an organ transplant.

➤ You can save up to nine lives when you die as an organ donor and transform many more by also donating tissue.

Add your name to the NHS Organ Donor Register, and let your family know what you've decided.



Visit organdonation.nhs.uk
Use the NHS App or
call 0300 123 23 23

@nhsorgandonor



It's not a 999 emergency, but you need medical help fast?



Call 111 for medical advice, assessment and direction to the best medical treatment for you

www.nhs.uk/111

Need a website but don't know where to start?

Reach a wider audience - convert visitors into customers.



From just £27.50 + VAT per month with no up-front payment and no extra costs we can provide you with your own business generating website.

Scan for more info



email payasyougo@opg.co.uk

Online Appointments

Web appointments are now available at the practice. Should you wish to use the online service please complete a "Patient Access to Online Services" form (available from reception), or visit www.nhs.uk/nhs-app and register for the NHS App.

Telephone Consultations

- Telephone consultations can be booked for morning surgery or afternoon surgery. The doctor will call you, and you will need to ensure that you are available to answer your telephone.
- You will also need to ensure that your telephone will accept anonymous calls, as sometimes calls will come through as unknown.
- Because of confidentiality issues, messages are not always left on an answering machine.

HOME VISITS

- These are done in between surgeries and are at the discretion of the doctor after discussion and are performed for medical need and not convenience.
- As home visits are very time consuming, please do not request a visit unless you are genuinely too ill to attend the surgery. Please attempt to arrange transport to the surgery with family members/neighbours/taxi if at all possible.
- If a home visit is necessary, please request it before 10.00am (except in emergencies).
- Visits will be prioritised according to the urgency of the presenting medical condition.
- It is not possible to request a specific doctor for a home visit.

OUT-OF-HOURS SERVICES

- NHS 111 - 111 - available 24 hours a day - offering a nurse-led telephone service of healthcare advice and information. Information is also available on the NHS website on: www.nhs.uk/111
- NHS Walk-in centre - open from 8.00am until 8.00pm every day. This centre is located at Summerfield GP and Urgent Care Centre, 134 Heath Street, Winson Green, Birmingham B18 7AL. 0345 245 0769.
- NHS Walk-in centre - open from 8.00am until 6.00pm Monday to Friday and 9.00am until 5.00pm Saturday. This centre is located on the Lower Ground Floor, Boots the Chemist, 66 High Street, Birmingham (opposite Marks & Spencer).
- Accident and Emergency - open 24 hours - for critical and life-threatening conditions such as heavy blood loss, poisoning, suspected broken bones and deep wounds.
- Ambulance service - call 999 - for emergencies, such as loss of consciousness, severe chest pain, serious accidents or severe blood loss.

For 24 hour information click to: www.sherwoodhousemp.co.uk

REPEAT PRESCRIPTIONS

- Repeat prescriptions can only be requested if the medication has been put on the patient's repeat medications list. All other medication is prescribed in consultation with a doctor, for which an appointment must be made.
- Fax/Telephone requests for repeat prescriptions will not be accepted.
- Repeat prescriptions are usually prepared within 48 hours of the request being submitted. It is the patient's responsibility to ensure that requests are submitted before their medical supplies run out. We therefore request that this is done a few days beforehand.
- Please note, that should there be any query with a repeat prescription, then they may occasionally take longer, and hospital prescription requests take up to seven working days.
- For repeat prescriptions that are required before the weekend, we kindly request that patients submit their request form no later than 1.00pm on a Thursday for collection on a Friday evening.
- Requests for repeat prescriptions should be placed in the black box on the wall of the surgery as you enter Sherwood House waiting area, and should be collected from reception.
- Should you wish the prescription to be posted to you, then please enclose a stamped addressed envelope with your request.
- On occasions, the repeat prescription will indicate that your medication needs review with a doctor and will request that you make an appointment with the doctor you usually see. You will need to do this **before** you request any further prescriptions.
- On some occasions you will be requested to make an appointment to have a blood test – this is done to ensure that your medication is correct, and will need to be done **before** you request further prescriptions.
- Please note: from 1st April 2015 patients with online passwords will also be able to view their medications and allergies online.
- Repeat Prescriptions can be requested online if you have signed up with **Patient Access**. Should you wish to register for the online service, please complete a 'Patient Access to Online Services' form which is available from reception or the website, and you will be given a password.
- All new patients who are on repeat medication from previous doctors will need to make an appointment with a doctor at this surgery before any medication can be issued. Please bring all medication with you when you attend appointments.

SICK NOTES

- During the first week of illness, sickness absence from work should be covered by a self-certification note. These will be available from your employer.
- A doctor will only provide a sick note if the sickness period is over seven calendar days (including the weekend) and the patient has consulted the doctor.
- A doctor cannot provide a retrospective sick note. (The only time this can occur is if an individual doctor who is being asked to issue a certificate has seen the patient whilst sick.)
- Emergency appointments should not be used for requests for sick notes.
- If patients attend a hospital and are advised by a doctor not to work, then the hospital doctor should provide a sick note. Please request a sick note at the hospital if this is not the case.

CLINICS AND EXTRA PATIENT CARE SERVICES

- We provide a comprehensive range of extra patient care facilities in conjunction with Secondary Care. This includes a number of different clinics as detailed below.
- Some clinics will invite patients to attend, and others can be booked. As the day and time of these clinics may periodically change, please check with reception for details.

Antenatal Clinic	Arranged by appointment	(Midwives)
CHD Clinic	Arranged by appointment	(Doctor)
COPD Clinic	Arranged by appointment	(Doctor)
Child Immunisation	Arranged by appointment	(Nurse)
Diabetic Clinic	Arranged by appointment	(Doctor)
Flu Clinic	Arranged by appointment	
Health checks	Arranged by appointment	
Minor surgery	Arranged by appointment	
Phlebotomy Clinic	Arranged by appointment	(Phlebotomist)
Rheumatology	Arranged by appointment	(Doctor)
Smear Clinic	Arranged by appointment	(Nurse)

Note: Asthma patients are seen by doctor/nurse during routine appointments.

TRAVEL ADVICE / IMMUNISATIONS

- Travel advice and vaccinations are on request by routine appointment booked with our Practice Nurse Tracy. Prior to booking your appointment, please complete a Travel Vaccine form from reception and state that the appointment is for travel advice when you book the appointment.
- Please remember that we do not have last-minute appointments and would suggest that you book an appointment at least 8 weeks before you intend to travel.
- There is no charge for the majority of travel vaccines which are available on the NHS eg Tetanus, Polio, Typhoid and Hepatitis A; however, there is a charge for some vaccines including rabies, Japanese B encephalitis etc.
- Malaria protection is also not available on the NHS, and should you require malaria protection, different medication will be recommended depending on the area that you travel to. You will need to pay your chemist for the supply of this.
- Please note that advice given by travel agents is not always accurate due to the fast changing nature of diseases worldwide. The practice has up-to-date information, and would therefore advise patients to book an appointment to discuss their travel plans. This is especially true for travel outside of North West Europe, which may bring the traveller into contact with diseases less common at home.
- For those patients with access to the internet, a useful site for information is that of the Foreign and Commonwealth Office on: www.fco.gov.uk

NON-NHS SERVICES

- All requests from patients or outside agencies will need to be put in writing either via email or letter.
- Medical reports, GP letters, Certificates, Private Medical Examination services are provided outside the scope of NHS guidelines and recommended charges are made for these services.
- Services include: Fitness to travel certificates, provident association claims (BUPA, PPP), employers' reports, LGV, PCV, DVLA, taxi driver examinations with/without full medical etc.
- Please note that there is a standard turnaround time of 4-6 weeks, however the practice gives priority according to clinical need, and as much notice as possible needs to be given for such non-NHS requests.
- Requests for copies of medical records have a turnaround time of 4-8 working days, there is no charge for this request.

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

REGISTERING WITH THE PRACTICE

- If you have recently moved into the area and live at a permanent address within our practice boundaries (can check this via the website or with reception), then we will be able to register you with our practice.
- All new patients are asked to complete a health questionnaire and a registration form. These require various details, such as your previous address, address of your last GP, medical history etc. These forms are required as your medical records may take time to arrive at the practice from your previous doctors.
- Please, if possible, bring your ID when registering at the practice.
- You can also register online, please visit the surgery for more details.
- If you are outside of our practice boundaries, then we will be unable to register you.
- If you have a specific request or situation that you wish to raise, then please put this in writing to the senior practice co-ordinator. This request will be considered by the practice and a written response will be given.
- All our patients are provided with a named GP. However this doesn't prevent patients seeing any doctor of their choice at the practice.
- We have two online applications **Patient Access and NHS App. Both applications will allow you to book appointments, access your medical records and manage your medication. For more information don't hesitate to ask at reception. Please note for us to link your medical records to the NHS App you need to be signed up to the Patient Online Access first.**

CHANGE OF PERSONAL DETAILS

- Please inform the receptionist if you change your name, address, marital status or telephone number so that the new details may be entered onto your records correctly.

GENERAL DATA PROTECTION ACT

- We are a computerised practice, and registered under the General Data Protection Act. All records are treated as confidential.

CONFIDENTIALITY

- All consultations with a doctor or nurse are confidential. Details of a consultation or medical condition will not be discussed with friends or relatives unless the patient has given specific consent to do so.
- The practice often gets requests from outside agencies, eg solicitors, insurance companies etc for information based on medical records. These cannot be answered unless the patient has signed an appropriate consent form.

For 24 hour information click to: www.sherwoodhousemp.co.uk

DISABLED ACCESS

- The entrance doors to the surgery are automatic and wide enough to admit wheelchairs.
- The surgery has several specifically disabled patient parking bays (in front of the surgery at the entrance).
- Please do not use these bays unless you are disabled.
- The surgery has a wheelchair available on request, should a patient require help to attend for a visit.

DIVERSITY

- The practice is open to all patients.

PRACTICE PHILOSOPHY

- We aim to offer a patient-orientated primary care service and maintain the highest attainable standards of care. We will respect your confidentiality at all times.
- As a practice we also have continued education and the development of all staff, and are also committed to training and education of both medical students and registrars.

MEDICAL STUDENTS

- The surgery is a recognised training practice and is involved with teaching commitments of medical students linked to Birmingham University.
- Therefore on occasions, students may be present or involved during some of the consultations. This will only occur if the patient has consented for the students to be present, and all consultation details will remain in confidence.
- Should you wish for students not to be present during your consultation, then this will not affect your care or consultation with the doctor in any way.
- In addition to attending consultations, the students also sometimes need to talk to patients with certain illnesses to aid them in their training. Should you be interested in helping them, then please let reception know.

REGISTRARS

- The surgery is involved in the teaching and mentoring of Registrars. These are trained and fully qualified doctors who have experience in hospitals and now wish to become GPs.
- These registrars undertake all aspects of being a GP (consultations, house visits etc), and are under the supervision of one of the doctors in the practice during their time in the practice.
- On occasions, the registrars will need to make videos of their consultations. This will only occur if the patient has consented for the video to be used, and refusal will not affect your care with the doctor in any way.

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

COMMENTS, SUGGESTIONS, COMPLAINTS

We endeavour to offer you the best service possible at all times, but there may be occasions when you feel you wish to comment, suggest or complain about certain aspects.

If you wish to make any comments/suggestions that would help us to improve the services that we provide then please e-mail sherwood.ppg@nhs.net

Should you wish to complain, ask to see the Senior Practice Co-Ordinator Saima Hussain to discuss your concerns or write/e-mail with details of your complaint to e-mail: saima.hussain13@nhs.net

Should we be unable to resolve your complaint immediately, then please ask for a copy of our complaints leaflet and form, all written complaints will be investigated and you will receive a written reply with an explanation.

The staff employed by the practice include: Doctors, Practice Nurses, Reception staff, Prescription and Admin, Senior Practice Co-Ordinator, Outcomes Co-Ordinator and Finance Co-Ordinator.

There are self-employed staff located within the building and complaints should be addressed to them directly (for more details, please ask the Senior Practice Co-Ordinator).

Should you be unhappy with the reply from the practice you can complain to the following services:

Birmingham and Solihull Integrated Care Board (ICB) on Tel: 0121 203 3300 or via email: contactusbsolics@nhs.net

PALS - Patient Advice and Liaison Service deal with complaints regarding hospital services. Their contact details are available on NHS Choices or can be obtained by ringing the switchboard at the hospital to which the complaint relates to.

Independent Complaints Advisory Service (ICAS) and Birmingham Advocacy Hub This service assists people in making their complaint.

POhWER Birmingham Advocacy Hub
PO Box 14043
Birmingham
B6 9BL

Tel: 0300 456 2370
Email: pohwer@pohwer.net

Parliamentary and Health Service Ombudsman

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0345 015 4033

For 24 hour information click to: www.sherwoodhousemp.co.uk

PATIENT PARTICIPATION GROUP (PPG) AND VIRTUAL PATIENT GROUP (VPPG)

- The practice has a friendly PPG which is now well-established. The group usually meet on a Monday evening at 5.30pm on a bimonthly basis. The group is open to both men and women of all ages and ethnic origin. Currently the ages range from teenage to elderly, both male and female and are representative of our patients' ethnic mix.
- Alongside this the practice also has a Virtual Patient Group (VPPG) which the practice communicates with via email. Should you be interested in working with the practice to review the services offered by being a member of either the PPG or VPPG, please contact Mary Parkes on maryeparkes@btinternet.com or Rebecca who works at the surgery. We would welcome the opportunity of working with you to improve the standards of care we currently offer.

ZERO TOLERANCE

- We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

FREEDOM OF INFORMATION

- The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

NOTES

USEFUL TELEPHONE NUMBERS AND ADDRESSES

Out-of-Hours Emergencies 999
(for emergencies such as loss of consciousness, severe chest pain, serious accidents or severe blood loss)

NHS 111 111

Midland Metropolitan University 0121 553 1831

Birmingham Children's Hospital..... 0121 333 9999

University Hospital Birmingham 0121 627 2000

Birmingham Women's Hospital 0121 472 1377

Birmingham and Solihull ICB

Contact by Tel: 0121 203 3300 www.birminghamsolihull.icb.nhs.uk

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Independent Complaints Advisory Service (ICAS) and Birmingham Advocacy Hub

This service assists people in making their complaint.

POhWER Birmingham Advocacy Hub

PO Box 14043

Birmingham

B6 9BL

Tel: 0300 456 2370

Email: pohwer@pohwer.net

[www: pohwer.net/birmingham](http://www.pohwer.net/birmingham)

Parliamentary and Health Service Ombudsman

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel : 0345 015 4033

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