

## **ACCOUNTABLE GP**

All patients are assigned to an accountable GP. This does not affect your right to see a healthcare professional of your choice at the practice.

## **YOUR RESPONSIBILITY**

As a patient registered at the practice, it is your responsibility to attend or cancel any booked appointments, to update the practice on any change of details and to engage with the monitoring of any health care conditions you may have.

## **COMMENTS, SUGGESTIONS & COMPLAINTS**

The reception team leader is available to advise you about administration and non-medical aspects of your care. We welcome comments and suggestions on our standard of service. We aim to provide the highest standard of care. If you feel that this has not happened please and wish to raise a complaint, the practice has an in-house complaints procedure in line with NHS regulations and any member of staff will be able to give you a copy of this on request.

## **VIOLENCE AND AGGRESSION**

The Practice operates a zero tolerance attitude towards any form of verbal or physical aggression. Breaches of this policy will result in instant removal from the Practice list and such incidents will be reported to the police.

## **CONFIDENTIALITY**

The Practice considers patient confidentiality to be of the highest importance. Only health care professionals involved in your care and employed administrative and reception staff have access to patient records.

However, Birmingham & Solihull ICB are entitled to request to see sample records periodically to perform audits on the quality of clinical care provided by the practice.

If you do not wish your records to be used for this purpose we would ask you to inform the Practice Manager in writing.

The practice is also bound by GDPR regulations are supported by an appointment data protection officer to ensure all legislation is followed. A copy of our patient privacy notice is available on our website.

## **Birmingham & Solihull Integrated Care Board (ICB)**

The NHS Birmingham and Solihull Integrated Care Board (ICB) was established on 1 July 2022, in line with the Health and Care Act 2022. An ICB is a statutory NHS organisation responsible for planning to meet the health needs of the local population, managing the NHS budget and arranging for the provision of health services. You can find more about the ICB at: <https://birminghamsolihull.icb.nhs.uk/>

## **USEFUL CONTACTS**

### **NHS111**

For confidential advice or help on particular conditions dial 111, or visit the service online at: <https://111.nhs.uk/>

[www.nhs.uk](http://www.nhs.uk)

The NHS website can also give you details of your nearest dentist, pharmacist or support group and useful information about the services that they provide.

<https://www.nhs.uk/service-search/find-a-gp>

The find a GP service can help you to locate GP surgeries in your local area.

[www.cqc.org.uk](http://www.cqc.org.uk)

The Care Quality Commission regulate and inspect health & social care in England, to view our latest inspection report please visit their website.



# **NORTHBROOK**

Group Practice

PROVIDING COMPASSIONATE CARE IN THE COMMUNITY

*(A non-ltd. partnership of 2 General Practitioners)*

**Dr Shereen Zaki** MBBS MRCGP DRCOG

**Dr Rajvir Thandi** MBChB MRCGP DRCOG

**Dr Mahil Kumar** MBBS DLO DOHNS MRCGP

**Dr Jennifer Clarke** MBChB DRCOG MRCGP

**Dr Hiren Chauhan** MBChB MRCGP

**Dr Sonya Dabydeen** DCH, DRCOG, MBChB

**Dr Saadia Butt** MBBS, MRCGP

**Dr Nimah Bholah** MBChB MRCGP DFRH

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## **INTRODUCTION**

Welcome to Northbrook Group Practice. We are a practice that is constantly striving to improve patient care. We have a dynamic team clinical and no-clinical staff that deliver a wide range of services to meet our patients needs.

## **OPENING TIMES**

Monday to Friday 8.00 am to 6.30 pm.

Additional extended hours appointments are available to those who may need them e.g. working patients from 7.10am on Fridays and on Monday evening until 7.10pm.

## **PRACTICE AREA**

The practice area covers parts of Shirley, Solihull, Hall Green and Acocks Green with the postcodes B28, B90 & B91. Please ask at reception for the exact area

## **HOW TO REGISTER AS A NEW PATIENT**

Registration is a simple process. To register, collect a form from the reception desk. For any children under 5 years we will need to see a copy of their 'red' vaccination book.

Upon registration with the practice you will be able to sign up for our online services, to book appointments, order prescriptions and update your details online.

## **APPOINTMENTS**

Face-to-face and telephone appointments are available by pre-booking only.

Current hours: 8.00 am -6.30 pm

Extended hours: 6.30 pm-7.10pm Mon  
7.10 am- 8.30am Fri

We now offer an additional extended access hub service at Hall Green Health Centre, 979 Stratford Road, Hall Green. Evening and weekend appointments are available with a doctor or a nurse.

## **TO BOOK AN APPOINTMENT**

You can use your online services account via our website, via the telephone 8.30am to 6.15pm or in person at the reception desk from 9am to book an appointment with your GP.

## **HOME VISITS**

Home visits are provided for elderly housebound patients or those who are terminally ill. It is always preferable for patients to come to the surgery when possible where we have better facilities for examination and treatment. Please telephone before 12.00p.m to be considered for a same day visit.

## **WHEN THE PRACTICE IS CLOSED**

If you need urgent medical attention which cannot wait until the surgery re-opens. Please dial:

- 999 for a life-threatening emergency
- 111 for urgent medical assistance

## **REPEAT PRESCRIPTIONS**

To order a repeat prescription:

- We strongly encourage patients to make use of their online services account to order prescriptions online.
- Place your request slip in the box at the reception desk, clearly indicating which drugs you require.
- Post the request slip to us with a s.a.e. and we will return your prescription.

Please allow up to 48 hours for your prescription to be processed.

## **PRACTICE TEAM**

Our multi-skilled clinical practice team consists of GP's, Nurses, Health Care Assistants a First Contact Physiotherapist, Phlebotomist and a Clinical Pharmacist.

Our non-clinical team consists of Managers, Team Leaders, Receptionists, Administrators, Care Coordinators, a Medical Secretary and a Prescription Clerk.

District Nurses, Health Visitors and Midwifery teams work closely with the practice to support the patient care.

We are a training accredited practice who work closely with Birmingham City University and St Helens and Knowsley Teaching Hospitals NHS Trust.

## **SERVICES**

The practice offers the following services:

- Child Health Surveillance
- Childhood Immunisations
- Family Planning (Coil/Implant Services)
- Maternity Care
- Minor Surgery/Joint Injections
- Cervical Screening
- Long Term Condition Management
- Travel Health
- NHS Vaccination Services
- First Contact Physiotherapy Service
- Weight Management
- Medication Monitoring
- NHS Health Checks/Over 75 Checks where applicable

## **NON -NHS SERVICES**

There are some services outside of the NHS for which the doctors will make a charge, e.g. insurance forms. These services and fees are set by the British Medical Association.

## **ACCESSIBILITY**

We are a single level building with disabled parking bays and ramp access. The building has a disabled toilet and hearing loop available in reception. Our patient calling system in reception is both visual and interactive for those with hearing or site impairments. If you require translation services, we are able to arrange this for you. We are a dementia friendly and veterans accredited practice.