



THE BIRCHES, BROAD LANE, TANWORTH-IN-ARDEN
SOLIHULL B94 5DY

Tanworth-in-Arden Medical Practice

Tel: 01564 742274 • Fax: 01564 742959

Opening Hours

Monday-Friday 8.30am - 1.00pm 2.00pm - 6.30pm

We are closed Saturdays and Sundays and Bank Holidays

www.tiamp.co.uk

Welcome To Tanworth-in-Arden Medical Practice

History

We are a semi rural dispensing practice located just outside the village of Tanworth-in-Arden. We moved into our purpose built premises in 2001 and became known as The Birches. We offer a wide range of services to our patients plus offering additional NHS services the opportunity to use our building, such as Abdominal Aortic Anuerysm Screening (AAA screening), Psychological Therapy (IAPT) and digital retinopathy clinics. We are a training practice offering places to GP Registrars. They are fully qualified doctors who are undergoing their final training to become a GP. We also accept medical students from Warwick University.

Our GP Partners are Dr K Green, Dr W Morris and Dr L Facey. Dr J Panesar is our salaried GP. All are available to offer appointments to all our patients. As a training practice we also have GP Registrars to offer further appointments to our patients. We have two practice nurses and a HCA plus a phlebotomist in-house.

Doctors And Staff

Doctors

Dr Keith Green	(Senior Partner)	MBChB (Birmingham 1977) MRCP
Dr Wendy Morris	(Partner)	MB BS MRCPG DRCOG DFSRH (Newcastle upon Tyne 1984)
Dr Laura Facey	(Partner)	MBChB MRCPG DRCOG DFSRH (Birmingham 2007)
Dr Jasbir Panesar	(Salaried GP)	BM BSc MRCPG (Southampton 2007)

GP Registrars

GP Registrars are with us from 6 - 12 months.

Nurses

Philippa and Julie

Phlebotomist

Jane B

Assistant Practice Manager

Claire

Head Receptionist

Alison

Head Dispenser

Jenny

Wider NHS Team

Midwife

Astrid Wilson based at Warwick Hospital

Health Visitor

Julie and Jo based at Alcester

Healthcare Assistant

Jane T

Practice Manager

Venetia

Secretary

Val

Receptionists

Irene, Debbie, Sally, Donna, Lesley, Becky

Dispensers

Maureen, Jane, Denise, Karen

District Nurses

Georgie and Jo plus wider team based at Alcester

Consulting Times For Doctors

Monday	8.30am - 12.30pm	2.30 - 5.30pm
Tuesday	8.30am - 12.30pm	2.30 - 5.30pm
Wednesday	8.30am - 12.30pm	2.30 - 5.30pm
Thursday	8.30am - 12.30pm	2.30 - 5.30pm
Friday	8.30am - 12.30pm	2.30 - 5.30pm

Appointments

Appointments can be made either over the telephone or in person at reception. We do not ask our patients to queue for an appointment as we do not want to encourage sick patients to stand outside. We would also prefer our receptionists to be free to answer the telephone to book appointments.

Many of our patients will book to see a doctor or a nurse on a regular basis. However we do not see enough of some of our registered patients. If you are between the ages of:-

18 and 74 - we recommend that if you have not seen a doctor or a nurse at all within the last 3 years - to book a routine appointment

Aged over 75 - if you have not seen a doctor or nurse at any time in the last year - to book a routine appointment for a health review

Routine Appointments

We appreciate that many of our patients either work or are in full time education and find it difficult to get time off so we are offering appointment times either before or after education/work. We are also opening up more of our routine appointments up to eight weeks in advance, to allow our patients choice and ensuring an appointment is booked without the need to phone us for an 'on the day appointment'.

On The Day Appointments

We still aim to offer appointments on the day for more **urgent** medical needs that cannot wait for a routine appointment. If you ring between 8.30 and 9.00am we guarantee an appointment with a doctor the same day. We cannot however guarantee a particular doctor or a particular time but if you need to be seen on the day this should not be an issue as all the GPs at the practice can assist you.

If you wish to see a specific doctor you can request the next available routine appointment - but be prepared to wait.

Any young children that are unwell will be seen on the day.

Appointments And Medical Access Online

You can book your appointments and access your medical records online. To do this you need to register with the practice and obtain a password to enable you to access this service. Please complete an application form available from reception.

Speak To A Doctor Or Nurse

If you need to speak to a doctor or nurse, rather than attend for an appointment, please ask for a telephone consultation. These requests are allocated as an appointment within a surgery so are for 10 minutes and limited to one patient with one query. Please be aware that many medical conditions cannot be diagnosed over the phone so you may still have to attend for an appointment, therefore taking up two appointments and denying other patients an appointment.

If you wish to speak to a doctor regarding a family member, we cannot discuss any medical issues without prior consent from our patient.

When We Are Closed

If you require medical attention when the practice is closed, please phone **111** to access NHS Direct. This service is run by a team of doctors, nurses and other health care professionals who will assess your medical need and inform you of the best course of medical attention.

Alternatively, please use the Solihull walk-in centre located at Solihull Hospital which is open from 8.00am to 8.00pm seven days a week **0121 709 7711**.

For medical emergencies phone **999**.

Home Visits

We encourage, where possible, all our patients to attend the surgery to see a doctor. Home visits are **only** for our patients who are housebound, terminally ill or frail and where there is a medical need. Transport issues are **NOT** a reason for a home visit.

Please ring the surgery **BEFORE** 11.00am to book for a same-day home visit. Requests made after this time will be booked for the following working day.

Please provide as much information as possible to our reception team when requesting a home visit and please ensure your address and telephone number(s) are up to date.

There is no guarantee that a particular doctor will visit you at home and the time is determined by clinical workload and urgency of the request.

Repeat Medication

1. **By telephone** - on the main telephone number **01564 742274** any time between 9.30am and 1.00pm and 2.00 - 6.30pm.
2. **On line** via our website - you will need to register first - please ask any of our receptionists for information.
3. **In person** - mark the items you wish to order and either hand in at reception or put in the repeat box in the porch. If the practice is closed, put in the letter box provided.
4. **By fax** - clearly state your name, address and the items you wish to order. Fax to 01564 742959.
5. **By post** - mark the items on your repeat request slip or clearly write your details and the items you require.

Please note: We request that you wait **two working days** before collecting your prescription regardless of how you requested your medication.

If you have any changes in your medication, or develop any allergies, please let us know as soon as possible so that we may update your records.

Repeat Prescriptions Online

Having upgraded our software, we are pleased to offer you online repeat prescription requesting. To use EMIS Patient Access, you will need a Practice ID number, Access ID number and a password. Please contact the surgery for information on setting up your Patient Access.

Delivery

If you are over the age of 60, are housebound and a dispensing patient, as a practice we offer a free delivery service for our patients. You will have to sign for your prescriptions and check the medication is correct, therefore you will have to be at home at the time of your delivery.

If you have a problem with remembering to take your medication, we offer weekly medipacks. Please ask at reception for information on either of these services.

Register With The Practice

To register with us as a patient please contact reception in person and you will be given our New Patient Registration information. This includes Form GMS1 (per patient) which needs to be completed and returned to Reception. This will be used to enter you onto our practice database. You will be given a copy of our practice leaflet and invited to attend to have a new patient consultation. It can take some time for your full medical records to arrive so we need to ensure we have a medical history available as soon as possible after registering with us. Our reception team will be happy to assist you if you have any queries or require assistance. We can only accept patients who live within our inner practice boundary area.

Named Accountable GP For All Patients

From 1st April 2015 all practices in England are required by the Government under the terms of the latest GP contract, to allocate all patients (including children) a named accountable GP. This excludes patients aged 75 and over who have already been allocated a named accountable GP. The named GP will take responsibility for the co-ordination of all appropriate services and ensure they are delivered where required to each of our patients. The named GP is largely a role of supervision. It is important to stress this is purely an administrative exercise and does not affect the way we operate or your overall treatment and care. There is no condition within the regulations of the contract for you to see your named GP when you book an appointment, so you will still be able to see any of the doctors at the practice when you are unwell. If you wish to know your named GP please contact the practice. If you do not wish to have a named accountable GP please notify the practice so that we can amend your records.

Change Of Details

Please let us know via our reception team, **if you change address** - we need to keep your medical details up to date. If you are not sure whether your new address is within our practice area, please check with our head receptionist, Alison. If you change your contact **telephone numbers** (mobile and landline) please let our reception team know as we may need to contact you in the future. A form is available in our porch area.

Test Results

If you have had an investigation such as a scan or sample taken eg: smear or blood test, you can contact us any time after 10.00am Monday - Friday. We aim to keep the telephone lines free for appointment booking and home visit requests before this time.

We do not routinely contact patients about their test results, it is up to you to contact us. The exception is if the results are urgent.

- Blood tests results are usually back within two-three days
- Urine and swab results take a minimum of three days to seven days
- X-rays and other investigations may take up to two weeks and is dependent on the hospital

If your test results are back but have not been checked by a doctor, you will be informed and asked to contact us again. Please note that our receptionists are not medically trained and will not be able to interpret your test results. Once the results have been looked at by a doctor, our receptionists can then let you know the outcome. We cannot always give full results over the phone, you may be asked to make an appointment to discuss the result.

Obtain A Fit Note

A 'fit note' is the informal name for the Statement of Fitness for Work.

If you are off sick for seven days or less, you may 'self-certify' using a form provided by your employer. If you are off sick for more than seven days, you will need a Fitness for Work or 'fit note' and will need to see your doctor.

Services

Contraception/Family Planning

We offer a range of contraception services at the practice. This includes the pill, the mini-pill, hormonal injections, implants and coils. If you need to decide which method is best for you please book an appointment.

Emergency Contraception

We are able to prescribe the 'morning after pill' within 72 hours of the incident occurring. You will need to book an appointment within this time.

Maternity Services

Our community midwife Astrid runs an antenatal clinic at the surgery on alternate Wednesdays from 9.30am - 12 noon. We ask that you remember to bring your green maternity notes to all appointments including doctors and nurses.

Childhood Immunisations

We offer all routine vaccinations with the practice nurse. Please visit www.nhs.uk for full details of the immunisation schedule. We encourage all children registered with us to complete full courses of immunisations against preventable diseases.

Minor Surgery/Cryotherapy

Dr Green holds a minor surgery/cryotherapy session every Wednesday morning.

Immunisations/Vaccinations

Our practice nurses are able to offer a full range of NHS vaccinations to eligible patients including seasonal flu, pneumonia and shingles. Non-NHS vaccinations are also available.

INR Monitoring

We offer weekly appointments for INR checks for those patients on Warfarin medication.

Ear Syringing

Our HCA and practice nurses can offer this service.

Weight Management And Dietary Advice

Appointments are available with our practice nurse. They will advise you on how to maintain/achieve your healthy weight.

Cervical Smears

Available by appointments with a doctor or our practice nurses. A recall system is in place so you will be contacted by letter when your next test is due. You will be called every 3 years from the age of 25 - 49. Then every 5 years until the age of 65.

Breast Screening

Women aged between 50 and 65 are automatically invited for breast screening every three years.

Midwife Clinic

Held at the practice on alternate Wednesdays. Six week baby and mother checks are booked with a doctor.

Wound Dressing

Our nurses are able to attend to various wounds and apply or replace dressings as required, including post-operative wounds. They are also able to do compression therapy dressings. Our practice nurses can also remove stitches.

Blood Pressure

We have a blood pressure machine available for our patients in our main waiting area. Our doctors and nurses will also take your blood pressure, if necessary, during a consultation.

Asthma Clinics

Asthmatic patients are offered an annual review to assess control and medication. Patients often find www.asthma.org.uk a useful source of information.

Diabetes Clinics

Diabetes is often picked up only on routine testing. Patients with Type 2 Diabetes are offered regular checks including blood tests, foot checks, dietary advice and we also hold digital retinal screening for eye checks. Please read more about diabetes checks at www.nhs.uk

Smoking Cessation

This service is run by our practice nurses. Leaflets are available in our main waiting area. If you need further information or advice please book an appointment with one of our nurses.

Health Care Checks

We offer NHS health care checks which are carried out by our nurses. If you **qualify** for a health check we will **contact you**. Please see www.nhs.uk for more details.

HRT Checks

We offer a variety of HRT medication and advice with our doctors and practice nurses.

ECGs

As and when the medical need presents we can perform ECGs for our patients at the practice.

Blood Tests

Our HCA and phlebotomist can do blood tests in-house Monday - Wednesday. Blood tests have to be performed in the morning. Blood tests are performed only upon a request by a GP.

Well Men/Women Checks

Appointments booked with our practice nurses - includes blood pressure, height, weight and a urine test. If blood tests are required, a morning appointment would need to be booked.

Health Visitor Clinics

Our health visitors hold their clinics every 2nd and 4th Thursday of the month at the practice. They are available for regular health checks up until the child is 5 years old.

Additional Services For Our Patients

We offer several services, above and beyond our NHS contract as we feel this benefits our patients. As a practice we absorb this cost. These services include:- cryotherapy, INR clinics, minor operations, Medi Packs, home medication delivery service. We offer IAPT in-house, in-house digital retinopathy and in-house AAA screening.

Travel Advice - NHS And Private

If you are planning foreign travel and require vaccinations, please contact our reception team and ask for a travel form or download from our website. When you have completed this, please return the form to reception and an appointment, with our practice nurse, will be booked for you. Our nurses will check the information you have provided and be able to check your practice records and see what you require/are already covered.

We need you to book an appointment with our nurse(s) **at least six weeks prior to travel** due to the possibility of a course of vaccinations being required.

NHS Patients

Injections available FREE on the NHS for OUR REGISTERED PATIENTS are Typhoid, DTP and Hep A.

Private Patients

We are a Yellow Fever Centre. We offer a full range of travel advice. Convenient appointment times. Ample car parking on site. Hepatitis B vaccinations and monitoring available for occupational health. Contact us on 01564 742274

Registered As A Carer?

If you are registered at our practice it is important that you inform us if you are a carer.

Please ask at reception or contact us for information. Copies of our carer's pack are available at Reception upon request.

Practice Charter

A copy is available in our porch area - explains our patients rights to General Medical Services, our philosophy, our aims as a practice to our patients and our patient responsibilities. We are constantly working to achieve our aims for a better service for our patients.

Help The Practice Function?

You can help us to help you by:-

Letting us know if you need to cancel your appointment in time to offer to other patients

Being on time for your appointments

Contacting us for a home visit before 11.00am

Phoning between 9.30am - 1.00pm or 2.00 - 6.30pm on **01564 742274** for your repeat medication

Contacting us after 10.00am for any test results

Facilities

Automated arrival – located in our porch for our patients to check themselves in upon arrival. This saves time and stops patients having to wait to be checked in at our main reception. If you are more than 10 minutes late for your appointment you will be directed to speak to one of our receptionists.

Wheelchair access – we have disabled car parking spaces, wide access doors, disabled facilities on both floors and a lift.

Parking – we have a large car park to accommodate all our patients and staff.

Online prescriptions – you can order your repeat medication online. If you would like more details please speak to our reception team.

Online appointments – you can also book appointments online for our salaried GPs and registrars. To register please contact the practice for information.

Online medical record access – our patients can request this information from the practice. You will need to register, provide ID evidence and sign to acknowledge this service.

Confidentiality

We will make every effort to ensure confidentiality for all our patients. Without prior patient consent we will not divulge any information. We may ask you for personal information to ensure you receive the correct information and care. On occasions we may need to share your medical information with other members of our practice team eg district nurses but this is only necessary to provide or improve on the medical care you receive.

Freedom Of Information

The Freedom of Information Act gives you the right to request information held by a public sector organisation. We will ask you to complete a request form. There may be a charge for this information. All information held is in complete confidence.

Disability And Discrimination

We will provide care to all our patients without discrimination and irrespective of our patient's age, sex, race, beliefs or special needs. We expect that our patients will show no discrimination towards other members of the public, members of our practice team or other health care professionals in the NHS.

Care Data

The Government has decided to extract patient data from GP surgeries and send it to HSCIC. They can then decide what to do to the data. This includes selling it on to third parties such as insurance companies and other organisations. Currently, the information will be extracted without your permission. The only way to stop this is to opt out. If you change your mind, you can later opt-in. You cannot opt-out after the upload has taken place. If you wish to opt-out, please inform us.

Summary Care Record

As a practice we are NOW signed up for the Summary Care Record (SCR). **PLEASE DO NOT CONFUSE WITH CARE.DATA.**

SCR allows limited patient information to be viewed ONLY by other healthcare professionals, such as ambulance crews or A&E staff. It allows them to access your name, address and NHS number along with your medication, allergies and adverse drug reactions at a time when there is a medical need or urgency. If you are happy for this information to be available you do not need to do anything. As a patient at this practice you have a choice - if you do not wish to have a SCR please request and fill in the SCR opt out form (available at reception). If you have completed a form at your previous practice it is best to complete another form to ensure this information is on our system.

Children under 16 will automatically have a SCR created for them unless their parent or guardian chooses to opt them out.

You are free to change your mind at any time, just let us know.

Feedback

We welcome any comments/suggestions on the service we provide to you so we can constantly review the way we provide medical care to you. We have a suggestion box in the porch area for our patients. We aim to provide a friendly and professional service with the highest standard of NHS care. If you feel that this has not happened please contact the practice manager.

Complaints/Suggestion/Comments

We welcome comments and suggestions on our standard of care and service for our patients. We wish to offer a friendly and professional service, with patient care being of a high standard. If you feel this has not happened, please contact us. Feedback may be given verbally, by email, telephone or in writing. We are happy to discuss any issues with patient representatives, as long as we have the appropriate written consent to do so. We have an in-house complaints procedure in line with NHS regulations.

A member of our reception team will be able to give you a copy of our policy upon request.

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

Alternatively if you feel that you have a problem with the NHS that you are finding difficult to resolve contact:

PALS (Patient Advice and Liaison Services) are able to offer confidential advice, support and assistance in resolving problems and concerns quickly. To contact PALS telephone 0800 212 445 (Freephone) or 024 7653 6804 Email: pals@covwarkpt.nhs.uk or visit www.covwarkpt.nhs.uk/PALS. Leaflet available at reception.

Other options are: contacting NHS England on 0300 311 2233 or contact The Ombudsman on 0345 015 4033.

The Care Quality Commission (CQC) is responsible for checking whether hospitals, care homes and care services are meeting national standards. From April 2013 GP practices were required to be registered with the CQC. If you have a concern regarding your care the CQC can be contacted on: 0300 61 61 61 Email: enquires@cqc.org.uk or visit www.cqc.org.uk

Equipment Fund

If you would like to donate to our practice equipment fund please contact the practice manager, Venetia. Donations enable us to purchase equipment not provided by the NHS and directly assist our patients and patient care.

We have already purchased the blood pressure machine in our main reception area after a very kind donation to the practice by a patient and their family.

Staff Protection

This practice supports NHS zero tolerance. It is our policy that rudeness, racism, swearing, abusive, threatening or intimidating behaviour towards any member of staff or other patients will not be tolerated. If this occurs, you may find yourself removed from our practice list.

Chaperones

All patients are entitled to have a chaperone present at their consultation. Please request a chaperone at the time of booking your appointment, so we can arrange this in advance for you. Alternatively, you can always speak to the nurse/GP at any time during your consultation if you would like a chaperone present.

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Useful Numbers

Alexandra Hospital	01527 503030
Heartlands and Solihull	0121 424 2000
Nuffield Hospital	0121 456 2000
Spire Parkway	0121 704 1451
Priory Hospital	0121 440 2323
Warwick Hospital	01926 495321
City and Sandwell Hospital	0121 554 3801
Citizens Advice Bureau	0844 855 2322
Carers' Support Service	01926 493207
Age Concern (now Age UK)	01789 205059
Out of Hours (6.30pm - 8.00am)	0300 1 30 30 40
.....	111 for medical problems (replaced NHS Direct)
Breast screening	024 7696 7200
Birmingham and Midland Eye Centre	0121 554 3801
Arrowside (Alexandra Hospital)	01527 516398
Midland Eye Institute	0121 711 2020
QE Hospital	0121 627 2000

Practice Area

We are happy to accept patients living within our inner practice area. We currently have an outer practice area (shaded areas on the map). We still have patients registered with us who are living in these areas, but we are no longer accepting any new patients from these areas.

