

# **Manor House Lane & Marston Green Surgeries**



## **Manor House Lane Surgery**

**1 Manor House Lane  
Birmingham  
B26 1PE  
Tel: 0121 7432273**

## **Marston Green Surgery**

**20 Chelmsley Lane  
Birmingham  
B37 7BG  
Tel: 0121 779 3171**

**<https://www.manorhouse-marstongreensurgeries.co.uk/>**

## **About Our Practice**

### **Welcome to Manor House Lane and Marston Green Surgeries.**

We are a group of General Practitioners providing General Medical Services for primary care operating under a traditional partnership model. We are proud to have a highly skilled multi-disciplinary team providing care for our patients. As a training practice, our health professionals are involved in the education of GP Registrars, administrative practice staff and other healthcare professionals.

We work in collaboration with 6 other practices supporting patients across Shard End, Kitts Green, Castle Vale and Sheldon. Collectively this group of practices work as a Primary Care Network (PCN) called Shard End and Kitts Green (SEKG). Working at scale, collaboratively, allows our Surgery to benefit from varying roles, that ordinarily we would not be able offer, these roles include:

- First Contact Practitioner – this role supports patients that have muscle and joint pains
- Physician Associate – Working under the supervision of a GP, Physician Associates allow for additional appointment capacity, which helps to meet demand
- Clinical Pharmacists – our own in-house Pharmacist supports queries regarding medications, and supports patients with Long Term conditions like Diabetes and Asthma, giving patients additional access to discuss their medical needs.
- Social Prescriber – Not all problems require medication or a Clinician appointment. Our social prescribing team offer support with social issues, from accessing exercise, weight loss clinics, supporting with financial issues, loneliness to name a few.

Being part of a PCN is a requirement of the contract under which we work to improve and build primary care services, and to meet the changing needs of the community.

The Practice is in the region of Birmingham & Solihull Integrated Care Board (ICB). This is the statutory NHS organisation responsible for developing a plan for meeting the health needs of the local population, managing the NHS budget and arranging for the provision of health services in the Integrated Care System (ICS) area. More details can be found at <https://www.birmingham.solihull.icb.nhs.uk/>

NHS Birmingham and Solihull ICB,  
First Floor, Wesleyan,  
Colmore Circus,  
Birmingham, B4 6AR.  
Calling 0121 303 3300.

## **Meet our Team**

### **Doctors**

Dr Victor Sagoo – Partner (male)  
MBBCh 1992 GMC 3658169

Dr Rizwan Syed- Partner (male)  
BM DRCOG 1996 GMC- 4316776

Dr Najla Ahmed- GP (female)  
GMC 7026582

Dr Saira Jamil- GP (female)  
GMC 6057954

### **Nursing & Health Care Team**

Sarah Black – Advanced Nurse Practitioner  
Sarah Jarratt- Practice Nurse  
Manjit Shergill- Diabetes Specialist Nurse  
Karen Martin –HCA  
Maragaret Forman- HCA  
Rafal Draskowski- Phlebotomist  
Nikki Ferdinand- First Contact Practitioner (Physio)

### **Allied Health Professionals**

Ikhlas Javaid- Pharmacist  
Hemantkumar Mistry- Pharmacist  
Marwa Siddiqui- Physian Associate  
Qasim Khan - Paramedic

## **Management**

Sabrina Jussab- Practice Manager  
Debra Petrie- Dolphin- Practice Manager

## **Reception Team**

Julia Bevan- Reception Manager

Fiona  
Nicola  
Emma  
Alisha  
Julie  
Kerrie  
Pat  
Kim  
Deborah  
Billie

## **Admin Team**

Michelle - Team Leader  
Karen - Secretary/Admin  
Katy – Secretary/ Admin  
Oliver – Admin  
Zirra- Admin

## **Core Opening Hours**

Monday 08:00am – 18:30pm  
(excluding Bank Holidays)  
Tuesday 08:00am – 18:30pm  
(excluding Bank Holidays)  
Wednesday 08:00am – 18:30pm  
(excluding Bank Holidays)  
Thursday 08:00am – 18:30pm  
(excluding Bank Holidays)  
Friday 08:00am – 18:30pm  
(excluding Bank Holidays)

## **Extended hours**

To support patient access we also offer appointments outside of core opening hours during the week, at weekends. We offer appointments on some Saturdays between 9am and 1pm. These appointments are offered at Manor House Lane Surgery. These appointments have to be pre booked.

Please contact reception for further details.

## **What to do if we are closed**

When the surgery is closed please call **NHS 111**

You can call 111 when you need medical help, but it is not a 999 emergency. **NHS 111** is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

You can also find help on the NHS website [www.nhs.uk](http://www.nhs.uk)

## **Accessibility**

If you need any help our team will be pleased to assist you. We have the following access for our disabled patients and visitors:

- Hearing loop
- Wheelchair access
- Disabled toilets

## **Carers and Housebound Patients**

If you look after somebody, are looked after by a carer or if you are housebound, please tell our reception team. It is important that we have this information on your medical records so that we can provide appropriate care and support.

## **Named Accountable GP**

All registered patients have a named GP. This is the GP who will have overall responsibility for your care whilst you are registered with the Practice. If you wish to know the GP who has been allocated to you, please ask at reception.

Our doctor's work as part of a multi-disciplinary team and you may wish to book an appointment with a practitioner of your choice. We will do our best to accommodate your request; however, as not all the practitioners in the practice provide all our services specific practitioners may not be immediately available. You may be asked to accept an alternative if, for example, your clinical need is urgent, or the service required is delivered by another member of the team.

## **Appointments**

Appointments can be made by completing the online form <https://accurx.nhs.uk/patient-initiated/M89009>. These forms are being triaged on the day and appointments offered where appropriate.. Our staff are trained to seek advice from a clinician if the matter is urgent. An appointment may then be arranged, or you may be signposted to suitable alternative care provision. If you are unable to complete the form for any reason, staff are able to support you with this over the phone.

## **Chaperones**

We respect the privacy, dignity, and cultural and religious beliefs of our patients. If you would like a chaperone during your consultation, please ask at reception or speak to your clinician.

## **Home Visits**

Home visits can be requested for patients who are unable to travel or be brought to the surgery because of serious illness and/or infirmity. If you need a home visit and are unable to attend the practice, please telephone the surgery before 11am if possible. We will ask for your contact details and the reason you require a home visit. A clinician may contact you before visiting to ensure that a visit is appropriate or whether the problem can be managed in a different way.

## **Interpreter Services**

If English isn't your first language, don't worry we can help you by arranging an interpreter. If you need an interpreter, please let us know when booking your appointment. We will advise how long it will take for an interpreter to be arranged.

If you are unable to keep your appointment, please let us know as soon as possible so that the interpreter can be cancelled.

## **Cancellations and Lateness**

If you cannot keep your appointment, please tell us so it can be made available for other patients.

Please note, if you arrive more than 10 minutes late we will make every effort to see you, however you may have to re-book your appointment.

## **Online Access**

If you have access to the Internet we recommend that you register for an NHS Account and/or download the NHS App for services such as ordering repeat medication, viewing test results and accessing your medical records. More details can be found at [NHS App and your NHS account - NHS \(www.nhs.uk\)](https://www.nhs.uk)

Alternatively, you can register with the practice for online access to our clinical system.

## **Repeat Prescriptions**

Repeat prescriptions are normally for patients on long- term medications. Most prescriptions are now processed electronically. Please let us know your preferred pharmacy, and your prescription will be sent there directly. You can change or cancel your choice of pharmacy at any time. Simply let us know before ordering your next prescription and allow time for the update to take place to avoid your next prescription being sent to the wrong place.

Paper prescriptions will continue to be available in special circumstances, but almost all prescriptions will be processed electronically.

Repeat prescriptions can be ordered:

- Online
- In person – please bring or send in your computer-generated repeat prescription slip, indicating which items are required.

Please make sure you order your repeat medication at least two working days in advance. Please remember to make allowances for weekends and public holidays as they do not count towards the two working days processing time.

We review your medication periodically. When you order your prescription please ensure that you have not gone past your review date (stated on the right-hand side of your prescription). If your review date is overdue further prescriptions may not be issued until you have had a review appointment.

### **Social Prescriber Service**

If you need help or support with social issue such as, housing, finances, advice, food banks, energy and fuel issues, access to digital services, then please speak to our reception team who can offer you an appointment with the relevant team.

### **Test Results**

We carry out a range of tests in our practice such as blood tests. If your test results are normal, we will not usually contact you. If you have an abnormal result or your test needs repeating you will be contacted with further details.

If you would like to know your test results you can contact our reception team. Our reception team can only share comments made by the doctor on the test result. Results will only be given to the patient, unless prior arrangements are agreed for third party representation.

Results are also available via your NHS app.

### **Sickness Certifications - Fit Notes**

For the first week of illness, you may use a self-certification form which is available from your employer. Alternatively you can complete and download an online form at [Ask your employer for Statutory Sick Pay - Ask your employer for Statutory Sick Pay - GOV.UK \(tax.service.gov.uk\)](https://www.gov.uk/tax-service/gov-uk)

If you are still ill after this time you will need to make an appointment with a clinician to discuss your illness and request a certification called a Fit Note which tells your employer that you are unfit to work.

If you require an extension to the Fit Note, you can contact the practice and we will arrange for a clinician to review your request.

If you have been under the care of a hospital doctor, the duty to provide a Fit Note rests with the doctor who at the time has clinical responsibility for you. For guidance explaining how and when hospital doctors should use a Fit Note, please see [Statement of fitness for work: a guide for hospital doctors - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/fitness-for-work-a-guide-for-hospital-doctors)

### **Hospital Transport**

If you have been referred by our staff for onward care or treatment you will need to make your own arrangements with the hospital for your appointments. Should you need help with hospital transport please contact the hospital directly.

### **Non-NHS services**

Some services provided are not covered under our contract with the NHS and therefore attract charges as private work. Examples include private sick notes, insurance reports, and fitness to travel forms, holiday cancellation forms, private medical examinations, and some travel vaccinations that are not covered by the NHS.

Our reception team will be happy to advise you about the fees for these services, along with appointment availability if necessary. We will need sight of any forms in advance to enable us to advise on fees and assess any specific requirements.

Payment will be requested in advance and an approximate waiting time for the completion for these types of forms will be given. Please note that sometimes we may not be able complete a form or provide a service and may advise you accordingly.

These requests are considered clinically not urgent and cannot be completed during a routine consultation.

### **Change of Personal Details**

To provide the best services to you, we need to ensure we have your correct details. If you have recently changed your address, phone number, email address or name please let us know:

- Online – visit our website at <https://mirfieldsurgery.nhs.uk/> where you can click on the Update Personal Details Icon to provide your new details and any supporting documentation.

- In person - if you are unable to update your details online you can visit the surgery with any supporting documentation and our reception team will be pleased to help.

Please note that if you change address, and no longer live within the practice boundary area, you will be asked to register with a GP surgery closer to your home.

### **Feedback, Complaints and Concerns**

We aim to provide our patients with a caring, friendly, and professional service. We welcome all feedback so if you are not happy, please tell us.

We hope that we can sort out most problems easily and quickly. Often this will be at the time they arise and with the person concerned. Please tell them what is worrying you and they will do their best to resolve your concerns quickly and informally.

However, if they can't or you wish to make a formal complaint, please let us know as soon as possible, and your complaint will be managed in line with our formal complaints process.

You can provide feedback our services or tell us about your concerns:

- In person or by telephone
- Online through our website: <https://www.manorhouse-marstongreensurgeries.co.uk/homepage>
- In writing to the Practice Manager by letter or completing a form available from reception

If you feel you cannot raise your complaint with us directly, and your complaint is about care you have received at the practice, then you can instead contact NHS Birmingham and Solihull Integrated Care Board using the details included in this leaflet

### **Confidentiality**

We take confidentiality very seriously. The Practice is registered with the Information Commissioners Office (ICO). We comply with the Data Protection Act (2018) and GDPR. All staff recognise the importance of this. We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded electronically and/or via manual medical records. For the effective functioning of a multi-disciplinary team this requires that medical information about you is shared between members of this practice and, on occasion with other health care professionals. We will not release any information about you to other third parties unless we have your consent to do so.

Our Privacy Notice describes how we collect, use, and process your personal data, and how, in doing so, we comply with our legal obligations to you. You can view a copy of our Privacy Notice on our website or by visiting the surgery.

### **Zero Tolerance for Violent or Abusive Patients**

We are committed to taking all reasonable precautions necessary to ensure the health, safety, welfare and well-being of our employees, patients, and visitors. We endeavour to ensure that all employees are protected from physical and verbal abuse while they are working and strongly support NHS guidelines regarding zero tolerance.

We operate a Zero Tolerance Policy for patients. Anyone attending the surgery who is abusive, violent, aggressive be it verbally, physically or by acting in any threatening manner whatsoever to members of staff or other persons present on the practice premises, will risk removal from the practice list. In extreme cases we may contact the police to remove offenders from the practice premises.

### **Equality and Diversity**

Our practice is committed to eliminating individual and institutional discrimination, harassment and victimisation across all protected characteristics set out in the Equality Act 2010 relating to patients and employees which are: Race, Sex, Disability, Sexual Orientation, Religion or Belief, Gender Reassignment, Age, Marriage and Civil Partnership and Pregnancy and Maternity.

All staff complete equality and diversity training

### **Patients' Charter**

Patients have the right to:

- Be seen by a doctor/healthcare professional for diagnosis and treatment of their medical condition. This is facilitated by making appointments from the range offered by the practice.
- Participate in public health programmes such as vaccinations.
- Not to be unlawfully discriminated against in the provision of NHS services including on grounds of gender, race, religion or belief, sexual orientation,
- Disability (including learning disability or mental illness or age.
- Be treated with dignity and respect, in accordance with their human rights



- Accept or refuse treatment that is offered, and not to be given any physical examination or treatment unless valid consent has been given.
- Privacy and confidentiality and to expect the practice to keep their confidential information safe and secure.
- Access to their own health records.
- Choose their GP practice, and to be accepted by that Practice unless there are reasonable grounds to refuse, in which case they will be informed of those reasons.
- Express a preference for consulting with a particular doctor within their GP Practice.
- Have any complaint they make about the services we provide dealt with efficiently, to have it properly investigated, know the outcome and escalate the complaint to the independent Health Service Ombudsman.

Patients have the responsibility to:

- Inform the surgery if they are unable to keep their appointment, thus making an appointment available for another patient.
- Treat staff and other patients or visitors at the practice with respect and that causing a nuisance or disturbance on the premises is not acceptable.

### **New Patients**

All patients are required to be a resident within the practice boundary area below. You can either register online from our website or in person at reception. Please provide proof of identity including photographic identification and proof of address. We can still register you if you are unable to provide these documents.

If you are registering a child, please register in person and bring along your child's red book.

For more information on how to register please contact us and we will be happy to advise you further on the process.

### **Boundary**

