

## CHAPERONES HOW TO FIND US

When being examined by the doctor some patients feel more comfortable with a chaperone. If you wish someone else to be present during examinations, please tell the receptionist so that this can be arranged.

## COMPLAINTS PROCEDURE

We follow the NHS procedure for complaints and a leaflet explaining this procedure is available from reception. If you require any information, please talk to our practice manager who will be pleased to discuss your concerns.

## HOW TO FIND US

**We are situated on Percy Rd off the roundabout On Warwick Rd**



### By Bus:

These services run along Stratford Road:  
**5, 5A, 6**

This service runs along Warwick Road  
**37**

**By Car:** There are parking facilities onsite.

SERVICE AVAILBLE ONSITE:	
ASTHMA CLINICS	DIABETIES CLINICS
CHLAMYDIA SERVICES	ADVICE ON FAMILY PLANNING
COIL AND IMPLANT FITTING	LIFE STYLE COUNSELLING
CITIZENS ADVICE BUREAU	ECG CLINIC
CHILD IMMUNIZATION CLINIC	STOP SMOKING CLINIC
NHS HEALTH CHECKS	MINOR OPERATIONS
BLOOD TESTS	DRUG ADDICTION CLINIC
PATIENT EDUCATION GROUP MEETING	WOUND MANAGEMENT
TRAVEL VACCINATIONS	FLU VACCINATIONS

## Evenings and weekends

For urgent advice and treatment when our practice is closed, Out Of Hours Emergency no – 0121 766 6113 or

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## GREET MEDICAL PRACTICE

50 Percy Road, Greet, B'ham, B11 3ND

Tel: 0121 766 6113

Fax: 0121 753 3217

Website: [www.greetmedicalpractice.co.uk](http://www.greetmedicalpractice.co.uk)

# A Guide to Our Services

## Opening hours:

Monday	8:00am – 8:30pm
Tuesday	8:00am – 6.30pm
Wednesday	8:00am – 6.30pm
Thursday	8:00am – 6.30pm
Friday	8:00am – 6:30pm

**We are closed** Monday-Friday from 1pm – 2pm

**The aim of this practice is to provide the highest quality of health to meet the health needs of our patients by working in partnership.**

## The Doctors

**Dr Jessica Agarwal** MRCP DFRSH DRCOG

**Dr M D Agarwal** MBBS FRCS

**Dr M. Zubair** MRCP

## Practice Nurse

## Health Care Assistants

**Mrs Amarjit Kaur**  
**Mrs Nasreen Akhtar**

## The Staff

**Mrs Agarwal** is the Practice Manager responsible for administration of the practice. She will be pleased to hear patient's comments and suggestions on the service offered by the practice

**Reception Staff** will be pleased to help you by booking routine and emergency appointments with both doctors and nurses and arranging repeat prescriptions and offering help and advice with any of your questions. It is a legal requirement that confidentiality of patient records is maintained at the highest standard by our staff.

## Registering with the Practice

The practice does not discriminate on the grounds of race, gender, class, age, sexual orientation or appearance, disability or medical condition.

Before making an appointment you must be registered

with the practice. When registering please provide 2 proofs of address:

Address ID: Bank statement, utility bill, mortgage statement. Please note driving license will **not** be a valid form of address ID

**Practice Nurse** undertakes numerous and varied tasks including: blood pressure and weight checks, ear syringing, cervical smears, immunisations, dressings and assisting at minor surgery. They are available to advise on minor ailments, stings and injuries as well as having specialist training in diabetes, heart disease, elderly care, respiratory disease, contraception, HRT and smoking cessation.

**District Nurses** will visit housebound patients who are unable to visit the surgery. This can be arranged through your doctor or by the hospital.

## Disabled Access

The surgery entrance, consulting rooms and toilets on the ground floor provide access for wheel chair users. There is disabled parking on the premises.

## APPOINTMENTS

Routine consultations with the doctor/nurses are made by appointment by calling the surgery. Urgent cases will be seen the same day; otherwise you will be offered the first available appointment. If you request an urgent appointment you will be offered a 5 minute emergency appointment and the doctor will only be able to deal with an urgent problem requiring immediate attention. If you wish to raise any other matter with the doctor you will need to book a routine appointment. **IF YOU CANNOT KEEP AN APPOINTMENT, PLEASE INFORM US AS QUICKLY AS POSSIBLE.**

## TELEPHONE CALLS

Our lines are open from 8.30 am to 1.00 pm and from 3.00 pm to 6.30 pm, but are very busy, especially in the morning. To find out test results, please ring between 3.30 pm and 5.00 pm.

## HOME VISITS

We ask our patients to come to the surgery whenever possible. However, if you are too ill to attend surgery and need a home visit, please ring before 10.30 am. Please give the receptionist as much information as possible so that the doctor can allocate priority to house calls.

## OUT OF HOURS EMERGENCIES

In the first instance always ring 0121 766 6113. Your call will be transferred either directly to the doctor, or an answer machine message will tell you how to contact the duty doctor. Have a pen and paper ready to write down the appropriate number. Some of our out of hours calls are dealt with by a co-operative of local GPs. If you cannot reach the doctor straight away and the patient is very ill (e.g. severe chest pains, heavy bleeding, difficulty in breathing or sudden collapse,) then call 999 and ask for an ambulance.

## REPEAT PRESCRIPTIONS

If you are taking regular medication your doctor will usually issue you with a computerized repeat prescription slip. This should be brought to the surgery or sent with a SAE, allowing 2 WORKING DAYS for the prescription to be issued. Prescriptions can also be ordered online- please ask the receptionist for details. **WE CANNOT TAKE REQUESTS FOR REPEAT PRESCRIPTIONS OVER THE TELEPHONE.**

To collect repeat prescription from reception, please come after 2pm.