

Registration

To register as a patient ask at Reception for details. If you wish to see a particular partner for some or all medical conditions please let the receptionist know and this will be noted in your medical records. We will endeavour to comply with any reasonable preferences but there may be occasions when this is not possible. If you have not been seen at the surgery for 3 years (or more than 1 year if you are 75+) - you can request a check-up appointment if you wish.

Access to patient information

Whatever is disclosed in the doctor-patient consultation is confidential between the patient and doctor.

From time to time Care Trust staff, who are subject to a duty of confidentiality, need to monitor diseases and their treatment, as well as needing to assess the quality of the service being provided in the practice. Data disclosed will be kept to the minimum required to serve the purpose and if possible will be anonymised before disclosure. If you are concerned about any of the ways in which your confidential data is being used further information is available from the practice manager. You are entitled to register an objection, which will be respected.

Patient rights and responsibilities

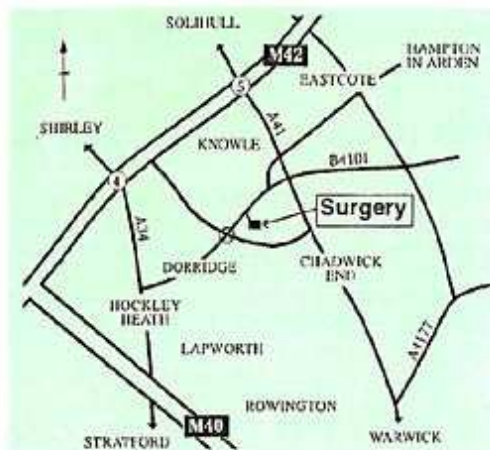
You have a right to expect a high standard of medical care from our practice and we will try at all times to provide the best care possible with the resources available. In order to assist us in this we require you take full responsibility to keep appointments and order prescriptions in a timely manner.

Very occasionally a practice/patient relationship becomes untenable. In this situation the patient may choose to register elsewhere. The practice also has the right to remove a patient from their list. This would generally happen following a warning and a failure to rectify the situation. In these highly unusual circumstances we will provide a specific reason for any such removal.

Violent patients—Zero tolerance

The NHS operates a Zero Tolerance Policy with regard to violence and abuse and the practice has the right to remove violent patients from their lists with immediate effect. Any such patients will be notified in writing and the reason for removal will be recorded in the patients medical record. The Care Trust is then responsible for arranging further medical care for such patients.

PRACTICE LOCATION



The Practice covers most of the B93 post code area together with a few adjacent rural areas. Please ask at reception for further clarification.

Please speak to any member of staff at the Arden Medical Centre if you have any comments, queries or suggestions about the service we provide, or contact the Chairperson of our Patient Participation Group (PPG), Mrs Marie Stubbings, by leaving a message at the surgery.

One of the doctors or the Practice Manager will be available for discussion should you feel at any time that you have cause for complaint.

Our web site - www.ardenmedicalcentre.co.uk provides information about the services offered by the practice.

PRACTICE INFORMATION



ARDEN MEDICAL CENTRE

Tel: **01564 739194**
Fax: 01564 771224

Downing Close, Station Road,
Knowle, Solihull, West Midlands. B93 0QA

www.ardenmedicalcentre.co.uk

The partners listed below form a non-limited partnership which holds a contract with Solihull Care Trust of 20 Union Road, Solihull, West Mids, B91 3EF (Tel: 0121 711 7171) to provide general medical services.

Dr. Michael J Bleby MA, MB, Bchir, DRCOG, MRCPG
Male, Qualified Cambridge 1980.

Dr. Jennifer A Hagon BSc, MB, ChB, DRCOG, MFHom, DFFP
Female, Qualified Birmingham 1978.

Dr A Susan Houghton MB, BS, DFFP
Female, Qualified London 1976.

Dr Jane Holt MB, BS, DFFP
Female, Qualified Manchester 1980.

All the doctors work part-time. Normal days of duty are:-

Day	Doctor
Monday	Dr Holt Dr Hagon
Tuesday	Dr Bleby Dr Holt
Wednesday <i>mornings only</i>	All GP's work alternate Wednesday mornings
Thursday	Dr Bleby Dr Houghton
Friday	Dr Houghton Dr Hagon

Arden Medical Centre is not a teaching practice.

Our priority as a medical centre is to provide our patients with a friendly, efficient and professional standard of medical care.

A full range of family planning services is available, including fitting 'coils', caps and hormonal implants and free condoms are available on request. A range of minor surgical procedures are carried out at the practice. We are also able to provide anticoagulation monitoring for patients on warfarin. Preventive medicine is important to us and we run weight management clinics and smoking cessation programmes.

▶ Surgery opening times

Day	Time
Monday, Tuesday, Thursday, Friday	8.30 to 12.30 13.30 to 18.00
Wednesday	8.30 to 12.30

In addition to the hours listed above a receptionist is available to answer emergency phone calls between 8.00 and 8.30 every weekday morning, and on Monday, Tuesday, Thursday and Friday over the lunchtime periods and between 6.00 and 6.30pm. Surgeries run throughout the morning and in the afternoons are usually between 3.00 and 5.30pm.

▶ Out of Hours (OOH) services

Call **01564739194**

Outside normal working hours emergency medical services for our patients are provided by BADGER (which is staffed by local GP's and has a base at Solihull Hospital). OOH service is commissioned by Solihull Care Trust and a recorded telephone message provides the contact number when the surgery is closed. NHS Direct (0845 46 47) is available 24 hours a day to provide advice and information. You can also contact NHS Direct via www.nhsdirect.nhs.uk

▶ Appointments

All patients are seen by appointment. You may choose to see any doctor you wish. This practice operates an advanced access system and you will be offered an appointment within two working days (same day appointments are always available if required). For this system to work smoothly we prefer to book doctors' appointments no more than 48 hours in advance. If this is difficult please let us know and we will provide other options for you... including pre bookable appointments on a Saturday morning.

We also offer the opportunity to discuss your medical problem via telephone. Please mention this to the receptionist and we will arrange for a telephone consultation. Alternatively we can call you back at the end of either morning or afternoon surgery.

Whilst we encourage our patients to consult us at the surgery whenever possible, home visits can be arranged for those housebound by illness or infirmity. Please telephone the surgery on 01564 739194 before 11.00 am if possible, or at any time in case of sudden severe illness.

▶ Repeat prescriptions

If you require repeat medication on a regular basis we will usually issue you with a repeat prescription request form. Please tick only the items you require. The table shows the timelines we need to deal with your request

Drop	Collect	Time
Arden	Arden	2 working days
Arden	Windridge	4 working days
Windridge	Windridge	5 working days

Prescriptions can be returned by post if a SAE is enclosed. Requests can be made by fax

(01564 771224) or via the website

ALWAYS RING
01564 739194
for all appointments and queries