

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 she will note this in your medical records. We will endeavour to comply with any reasonable preference but there may be occasions when this is not possible.

If you have not been seen at the surgery for three years (or for one year if you are over 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 the doctors.

From time to time Health Authority 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 if this is possible.

Patient rights and responsibilities

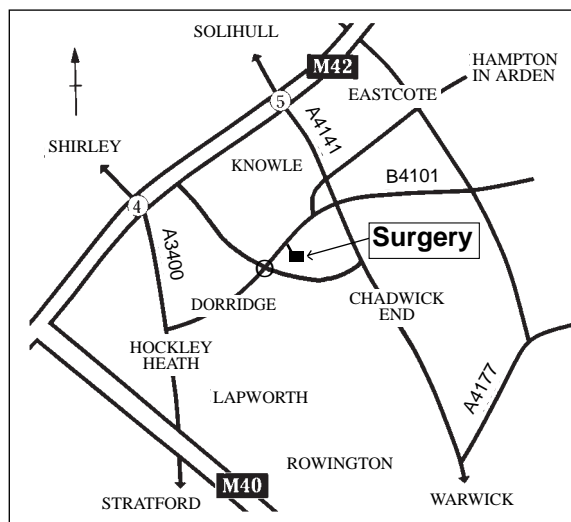
You have a right to expect a high standard of medical care from our practice and we will try at all times to provide the very best care possible within the resources available. In order to assist us in this we require that you take full responsibility to ensure that you keep medical appointments and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

Very occasionally a practice/patient relationship becomes untenable. In this situation the patient may choose to register with a different practice. The practice also has the right to remove the patient from their list. This would generally only follow a warning that had failed to remedy the situation and we would normally give the patient a specific reason for the 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 the list with immediate effect in order to safeguard practice staff and others. In this situation we would notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and circumstances leading to it. The PCT is then responsible for arranging further medical care for such patients.

Practice location:



The Practice covers the whole of the B93 post code area together with a few adjacent rural areas.j

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 either the Chairman of our Patient Participation
Group, Mrs. Marie Stubbings,
or the Secretary Mr. Ken Chalkley
by leaving a message for them at the surgery.

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

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

Practice Information



TEL: 01564 739194

FAX: 01564 771224

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

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

Dr. Michael J Bleby MA, MB, Bchir, DRCOG, MRCP.
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, ChB, DFFP.
Female. Qualified Manchester 1980.

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

Dr. Bleby—Monday, Thursday and alternate Wednesday mornings.

Dr. Hagon—Tuesday, Friday and alternate Wednesday mornings.

Dr. Holt—Monday, Tuesday and alternate Wednesday mornings.

Dr. Houghton—Thursday, Friday and alternate Wednesday mornings.

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.

Special interests include asthma, child health, diabetes, ENT, high blood pressure and heart disease, homeopathy, preventive medicine and women's health. A full range of family planning services can be provided, including fitting 'coils' and caps. Antenatal appointments are available with all the doctors during normal surgery hours. A range of minor surgical procedures are carried out at the practice and we are also able to provide anticoagulation monitoring.

Surgery opening times

Monday, Tuesday, Thursday and Friday
8.30-12.30 and 13.30-18.00

Wednesday.....8.30-12.30

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 period and between 6.00 and 6.30pm.

Surgeries run throughout the morning, and in the afternoon between 3.30pm and 5.30pm.

Our practice nurses, Simone Giddings and Janice Wilford, have a wide range of expertise including child and adult vaccinations, travel advice, 'well woman' checks & cervical smears, 'well man' checks, weight reduction and smoking cessation advice & support, ear syringing and contraceptive advice including routine pill, HRT and coil checks. Sister Giddings also plays a key role in our care of those with diabetes and respiratory problems such as asthma.

Our Health Care Assistants Linda Sealey and Anna Dunn will be able to help if you need a blood test, an ECG or a routine blood pressure check — please book an appointment via reception in the usual way.

We hold a monthly 'wart clinic' for the treatment of skin lesions with liquid nitrogen. Please check with a doctor or nurse before making your first appointment at this clinic.

Dr. Houghton carries out routine child surveillance checks in conjunction with the Health Visitors. Sister Wilford holds regular childhood immunisation clinics; but both nurses will also carry out routine immunisations by appointment during their normal surgeries.

All facilities are available on the ground floor with wheelchair access.

**Always ring
01564 739194**

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). In order for this system to work smoothly we prefer to book doctors' appointments no more than two working days in advance. If for any reason this is difficult for you please explain this to the receptionist and we will do our best to help.

If you think that your problem is likely to be resolved by a telephone discussion with the doctor or nurse rather than an appointment, please mention this to the receptionist. Be prepared to leave a telephone number and to be 'phoned back.

A doctor is normally available at the end of morning surgery (12.00 - 12.30) to give telephone advice.

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 (01564 739194)—before 11.00am if possible, or at any time in case of acute illness.

Out of Hours services

Outside normal working hours emergency medical services for our patients are provided by BADGER (which is staffed by local GPs and has a base at Solihull Hospital). The Out of Hours service is commissioned by Solihull Care Trust and a recorded telephone message provides the contact number when the surgery is closed.

NHS Direct (Tel: 0845 46 47) is available 24 hours a day to provide advice and information. You can also contact NHS Direct online at:

<http://www.nhsdirect.nhs.uk>

Repeat prescriptions

If you require repeat medication on a regular basis we will usually issue you with a computerised repeat prescription request form. Please tick the items you require and hand or post in the form; allow 2 working days before collecting your prescription during normal surgery hours.

If it is more convenient for you, you may leave your repeat request slip at Windridge chemist, Knowle; please allow a week between depositing your slip and collecting your medication from Windridge.

Prescriptions can be returned by post if a SAE is enclosed. Requests can also be made by fax (01564 771224). For safety reasons, we can only accept telephoned requests for medication in exceptional circumstances.