

## Patient information

Whatever is disclosed in the doctor-patient consultation is confidential between the patient and doctor. From time to time NHS organisations (who are subject to a duty of confidentiality), need to monitor diseases and their treatment, as well as assessing the quality of the service being provided in the practice.

Any data disclosed will be kept to the minimum, required to serve the purpose and where 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.

Arden Medical Centre also participates in primary care research and is a member of Research Ready (accredited by the Royal College of General Practitioners).

Under the Data Protection Act, patients have the right to apply for access to their health records. Further information is available from the Practice Manager.

## 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 need you to take responsibility for keeping appointments and to order prescriptions in a timely manner.

We aim to provide a high standard of service, but if you feel you have reason to complain, please speak to a member of staff. A copy of our practice complaints procedure is available from the surgery.

Very occasionally a practice/patient relationship becomes untenable. In this situation the patient may choose to register elsewhere. The NHS operates a Zero Tolerance Policy with regard to violence and abuse. The practice has the right to remove these patients from their list with immediate effect. This would generally happen following a warning and a failure to rectify the situation. In these highly unusual circumstances patients will be notified in writing and the reason for removal will be recorded in the patient's medical record. The National Commissioning Board is then responsible for arranging further medical care for such patients.

## Accessibility Standards

We want to make sure that patients can understand the different types of information that is given to them. If you have any communication needs, please let the practice know.

## Practice Location



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

## Communication

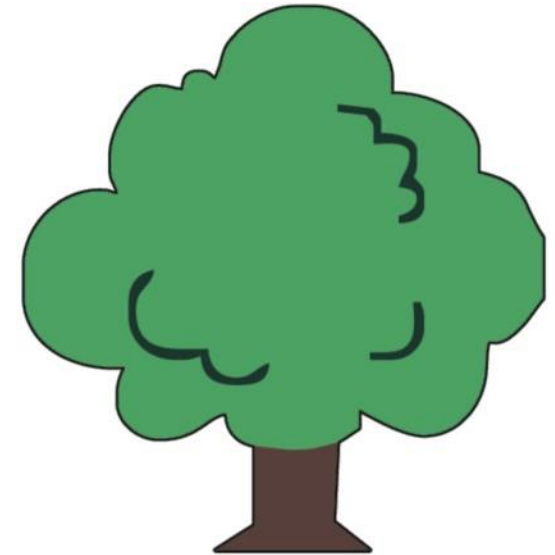
The practice has a Patient Participation Group (PPG) which welcomes any comments or suggestions about the service we provide. You are welcome to contact the PPG. Their details are available on the website or you can leave a message at the surgery.

The PPG produce a quarterly newsletter which is available at the surgery or on our website [www.ardenmedicalcentre.co.uk](http://www.ardenmedicalcentre.co.uk), which also provides information about the services offered by the practice.

**This leaflet is available in different formats it required.  
Please ask at reception.**

**ALWAYS RING  
01564 739194**  
for all appointments and queries

## 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](http://www.ardenmedicalcentre.co.uk)

**Arden Medical Centre**

The partners listed below form a non-limited partnership to provide general medical services.

Dr. Jane Holt MB, ChB.DFSRH Female,  
Qualified Manchester 1980

Dr. Nomaan Ullah MBBS, DRCOG  
Male, Qualified London 1997

Dr. Clare Bailey MBBS, DRCOG, DFSRH, MRCGP  
Female, Qualified London 2001.

Dr. Lucy Barnsley BM, DFFP, DRCOG MRCGP  
Female, Qualified Southampton 2001.

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

Day	Doctor
Monday	Dr Holt Dr Ullah
Tuesday	Dr Bailey Dr Holt
Wednesday Mornings only	All GP's work alternate Wednesday mornings
Thursday	Dr Ullah Dr Barnsley
Friday	Dr Bailey Dr Barnsley

Arden Medical Centre is a teaching practice for qualified doctors. For more information, please visit our website.

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 medical services are available at Arden Medical Centre including:

- Minor surgery and joint injections
- Family planning (IUD/IUS/Implants)
- Sexual health (including free condoms)
- Anticoagulation monitoring
- Smoking cessation services
- Chronic disease monitoring
- Travel advice and vaccinations

## 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 8.00am - 8.30am each weekday morning, 12.30pm – 1.30pm (when we are closed for administration duties) and weekday evenings between 6.00pm - 6.30pm.

Surgeries run throughout the morning and in the afternoons

## Out of Hours services - Call 01564 739194

Outside normal working hours emergency medical services for our patients are provided by Birmingham and District General Practitioner Emergency Room (BADGER). This service is commissioned by Solihull Clinical Commissioning Group. A recorded telephone message provides the contact number when the surgery is closed. NHS 111 is available 24 hours a day to provide advice and information. Calls to NHS 111 are free from a landline and mobiles.

## Registration

To register as a patient ask at reception for details. New patient check-up appointments are available (and are recommended if you are on regular medication).

If you have not been seen at the surgery for 3 years (or more than 1 year if you are 75 years +) you can request a health check appointment if you wish.

All patients have a named GP who is responsible for generally overseeing your medical care. However for your day to day consultations or if your named GP is not available you can continue to see any Doctor within the practice. Patients are welcome to contact the surgery if they wish to know their named GP

## Appointments

Appointments can be made by telephone, in person or online ([www.ardenmedicalcentre.co.uk](http://www.ardenmedicalcentre.co.uk) (for registered users)). All patients are seen by appointment.

This practice operates a system whereby you are able 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. Same day appointments are always available. Online appointments with a GP can be booked up to 1 week in advance.

We also offer telephone consultations where a GP will call you at a pre-arranged time.

Home visits can be arranged for housebound patients if necessary. Please telephone the surgery on 01564 739194 (before 11.00am if possible).

## 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 WorkingDays
Arden	Windridge	4 WorkingDays
Windridge	Windridge	5 WorkingDays

Repeat prescriptions can be requested in various ways:

- Online at [www.ardenmedicalcentre.co.uk](http://www.ardenmedicalcentre.co.uk) (online registration required).
- Dropping in at the surgery.
- By post (SAE needs to be enclosed).
- Fax (01564 771224).

Please note we are unable to take prescription requests over the telephone.

### Electronic Prescribing Service (EPS)

The practice offers the EPS service which allows your regular prescriptions to be sent electronically to the pharmacy of your choice. Please ask at the pharmacy (of your choosing) to complete the forms and nominate them for this service.

Any unwanted/unused medication should be returned to your local pharmacy and not to the surgery as we are unable to dispose of these.