

## 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.

## Patient Feedback

We are always happy to receive feedback from patients. Patients can complete a feedback form, speak to reception, or ask to speak with the Practice Manager. Our complaints leaflet is available on the website, or from reception.

## Zero Tolerance

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.

## Practice Location



## 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.

## 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.

## Privacy Notice

Our Privacy Notice is available on our website and on display at the surgery.

## CQC

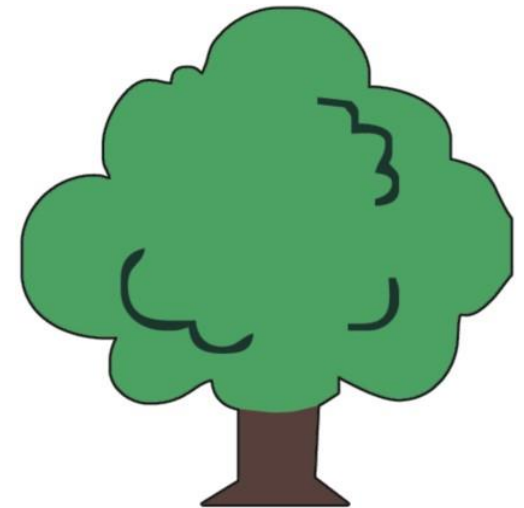
We were last inspected by the Care Quality Commission in March 2019 and have been rated as Good with Outstanding in a number of areas. The full report can be accessed via our website.

## Practice Manager

Our Practice Manager is Mrs Jayne-Anne Jolley.

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

## PRACTICE INFORMATION



## ARDEN MEDICAL CENTRE

**Tel: 01564 739194**

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

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

## Clinical Staff:

### GP Partners:

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

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

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

Dr. Suzie England MB, ChB. MRCGP DRCOG  
Female, Qualified Birmingham 2006

### Nursing Staff:

Nurse Jane Lobban  
Nurse Debbie Truman  
HCA Amanda Villarreal

Day	Doctor
Monday	Dr Barnsley Dr Ullah
Tuesday	Dr Bailey Dr Barnsley
Wednesday	All GPs work alternate Wednesday mornings
Thursday	Dr Ullah Dr England
Friday	Dr Bailey Dr England

## Medical Services available include:

- Minor surgery and joint injections
- Family planning (IUD/IUS/Implants)
- Sexual health (including free condoms)
- Chronic disease monitoring
- Travel advice and vaccinations
- NHS Health Checks

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

## Teaching Practice

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

We also have 2<sup>nd</sup> and 3<sup>rd</sup> year Medical Students from Warwick Medical School.

## Registration

We accept patients who live in the B93 Postcode area.

To register as a patient ask at reception for details. New patient check-up appointments are available (and are required 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.

## Surgery Opening times

Surgeries run throughout the morning and in the afternoons.

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.

### Extended hours (Arden)

We offer a limited number of appointments between 7:30am and 8:00am on Monday/Tuesday (nurse and GP) and from 6:30pm and 7:15pm on Tuesday (GP). Please ask a member of staff for more details or to book an appointment.

### Extended access appointments (Knowle Hub)

Appointments are available during weekday evenings and weekend mornings with HCA, nurse or GP. To book an appointment please speak with our reception team.

### Out of Hours services - Call 01564 739194

On a Wednesday afternoon clinical cover for our patients is provided by Hampton in Arden surgery. If you are in need of medical care between the hours of 1pm – 6.30pm please call 01675 442510. Please be aware by calling this number that the clinical and reception team will have full access to your medical records.

During all other times when the surgery is closed call 111. NHS 111 is available 24 hours a day to provide advice and information.

## Named GP

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.

## 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.

Repeat Prescriptions can be requested:

- 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).
- We encourage all patients to request their repeat prescriptions electronically. Further information is available from reception.

We do not take prescription requests over the telephone.

**Please allow a minimum of 2 working days** (48 hours) for your repeat prescription to be done.

If you are asking for an item not on repeat, please allow 5 working days. In certain circumstances, you may be asked to make an appointment with a GP or Nurse before your medication is issued.

### Electronic Prescribing Service (EPS)

All patients are encouraged to nominate a pharmacy for their prescription to be sent to. Please ask at reception for more information.

### Unused Medication

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