

# The Manor Practice



## **James Preston Health Centre**

61 Holland Road  
Sutton Coldfield  
West Midlands  
B72 1RL

### **Opening Times**

Monday to Friday 8.00am - 6.30pm

## **Ashfurlong Medical Centre**

233 Tamworth Road  
Sutton Coldfield  
B75 6DX

### **Opening Times**

Monday 8.00am - 8.00pm

Tuesday to Friday 8.00am - 6.30pm

Saturday 8.00am - 12.30pm

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

# Welcome to the Practice

## Doctors

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The partner practice together as a non-limited partnership. Their details and professional qualifications are as follows:

<b>Dr Mark L Forshaw</b>	Senior Partner MB ChB MRCP DRCOG
<b>Dr N J Speak</b>	MRCGP DCH DRCOG DFSRH
<b>Dr Caroline Wall</b>	MBBCh MRCP
<b>Dr Judith M Rimmer</b>	MBChB MRCP DRCOG
<b>Dr Ana Dasgupta</b>	MBBS
<b>Dr Fraser Hewett</b>	MBBCh MRCP

## Nurses at both James Preston & Ashfurlong sites

The doctors employ 11 part-time nurses.

<b>Beverley Wilding</b>	RGN, Asthma Diploma, Diabetes Certificate, Insulin for Life, Cervical Cytology, Immunisation and Vaccinations
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<b>Marie Nokes</b>	RGN, Diploma Community Studies, Nurse Prescriber
<b>Sarah Manion</b>	ANP, Diploma COPD and Diabetes
<b>Sarah Tuppen</b>	RGN Diploma of higher education, Nurse Independent and Supplementary Prescriber, BSc Professional Practice (generic), Asthma in focus degree
<b>Laura Shore</b>	RNA Diploma of higher education

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<b>Maria Thorley</b>	RGND
<b>Hayley Sigston</b>	RNA Diploma of higher education
<b>Linda Duddy</b>	Health Care Assistant
<b>Janet Harrison</b>	Health Care Assistant
<b>Nina Jarvis</b>	RGN Diploma of higher education, BSc, Certificate in Diabetes Care, Asthma Diploma
<b>Katie Mason</b>	RGN

## Management at both James Preston & Ashfurlong sites

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<b>Lesley Davis</b>	Practice Manager
<b>Carol Moore</b>	Admin Manager
<b>Christine Griffiths</b>	Finance Manager

## Pharmacist support

A qualified pharmacist from the CCG works in the practice one day a week to give prescribing advice to medical staff.

A PCN qualified pharmacist also supports the practice two days a week

## Attached staff to both sites

The doctors are also assisted by external health care professionals who are employed by the Clinical Commissioning Group (CCG):

### District Nursing Team

### Clerical Support

### Health Visitors

### Midwives

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## To Make an Appointment

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All consultations are by appointment.

The surgery opening hours are:

- Monday to Friday 8.00am - 6.30pm Mondays to Fridays
- Monday 6.30 – 8.30 (pre booked appointments at Ashfurlong site only)
- Saturday 8.00am - 12 noon (pre booked appointments Ashfurlong site only)
- Please contact the surgery between 8.00am and 6.00pm Monday to Friday to make an appointment on;

**James Preston Health Centre** 0121 355 5473

**Ashfurlong Medical Centre** 0121 323 2121

You can also request an appointment using our online services (please ask at reception for further details

Routine appointments are booked in 10 minutes slots and are for one medical problem; If you have a more complex problem or several problems to discuss, please book a double appointment with reception to allow the doctor extra time with you.

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## Telephone Consultations

The doctors and practice nurses are pleased to give telephone advice during a pre bookable telephone consultation

Telephone consultations are designed for medication review, follow-up appointments or general problems, where no examination is needed.

## New Patients

### Registration

Please take your medical card to reception or if you are unable to find it, the staff will ask you to complete a new patient registration form.

All new patients are asked to complete a health care questionnaire. This gives the practice invaluable information, particularly when we are waiting for your medical records to reach us from your previous GP practice

All patients have a right to express a preference to receive medical services from a particular doctor or health care professional either generally or in relation to any particular condition. We ask that any such requests are put in writing. We shall endeavor to comply with any reasonable preference expressed, but cannot give an assurance that your preferred practitioner will be available when you need an appointment.

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## How to Request a Repeat Prescription

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Patients on repeat medication will receive a computer-produced prescription form with a tear-off sheet on the right hand side.

Requests for repeat prescriptions should be made one week before your medicine is finished.

### To request a repeat prescription you can:

- Take it in person to the appropriate surgery
- Send it by post, or
- Request a repeat prescription via our Online Services

### If you do not have the tear-off sheet, please remember to give:

- quantity
- dosage
- drug name
- your full name and date of birth
- preferred method of collection of the prescription, ie the surgery or pharmacy.

Your prescription will be ready for collection within 72 hours.

If you enclose a stamped addressed envelope, it will be returned to you by post. Many chemists offer a delivery and collection service. This means that you do not have to come to the surgery to collect your prescription and then take it to a chemist. Speak to your preferred chemist directly for details.

## Test Results

~~You can expect under normal circumstances the results of tests and investigations ordered by your doctor to be available to you within:~~

- X Rays - 2 weeks
- Smears – 8 weeks
- Most other tests - 1 week
- Please note, some tests do take longer.

Please telephone the practice after 2pm for test results and allow sufficient time for the results to be available before you enquire. If it is necessary to make an appointment to discuss the findings of a test result please try make it with the doctor who arranged the tests.

## Cancellations

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If you can't keep your appointment, please let us know as soon as possible, either by using our online appointment cancellation service or by telephoning the practice so that we can make the appointment available to another patient.

Patients who fail to attend an appointment without notifying the practice, waste doctor and nurse time and prolong unnecessarily the waiting time for other patients.

## Home Visits

We provide medical care, which is ideally based at our surgery and home visits are for genuine medical reasons only.

Requests for home visits should be made only if the patient is housebound

Please make your request before 10.00am if possible except in an emergency.

Please telephone to request a home visit please call 0121 354 2032

Please be prepared to give as much information as possible so that we can accurately determine the urgency of the visit, as there are many situations where telephone advice may save you time for your particular health need.

In a real emergency that cannot wait, please call **999**.

## NHS Walk-in Centre

**You may find that the NHS Walk-in Centre can help you. These are located at:**

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Warren Farm  
Urgent Care Centre  
Warren Farm Road  
Kingstanding  
Birmingham  
B44 0PU  
0121 465 5600

Erdington Centre  
196 High Street  
Erdington  
Birmingham  
B23 6SJ

0121 686 8010

## NHS 111

Provides advice and information on what to do if you are feeling ill. Telephone 111

## Seeing a Specialist - Choose and Book

When you and your GP agree that you need to see a specialist, Choose and Book is a service that allows you to choose your hospital or clinic and book an appointment with a specialist "on-line".

You will be able to choose, with the help of your GP, up to at least four hospitals or clinics.

For more information visit the Choose and Book website

<https://www.nhs.uk/using-the-nhs/nhs-services/hospitals/nhs-e-referral-service/>

The Healthcare Commission provides information about hospitals' performance.

## Emergencies

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### Urgent Medical Treatment

For urgent cases that require a doctor during surgery opening times, please contact our receptionist on:

- 0121 354 2032 for James Preston Health Centre or
- 0121 323 2121 for Ashfurlong Medical Centre.

### Out of Hours

Our out-of-hours services are provided by Badger on 0121 766 2100.

The out-of-hours times are:

- Monday to Friday 6.30pm - 8.00am
- Saturday 12 noon until Monday morning 8.00am

Patients may be asked to attend during normal surgery opening hours ie 8.30am to 6.30pm at both sites Monday to Friday and until 8.00pm on Mondays, and 8.30am to 12 noon on Saturdays at Ashfurlong Medical Centre.

### Accident and Emergency - Dial 999

Whatever the day or time, if you or someone else experiences:

- Severe chest pain
- Loss of blood
- Suspected broken bones

go to your nearest Accident and Emergency Department or call **999**. Accident and Emergency Departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

## Clinics and Services

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### Chronic Disease Monitoring

- Asthma Clinic
- Cardiac Monitoring
- COPD - How we can help
- Diabetes Clinic

### Pregnancy, Birth and Babies Health

- Antenatal Clinic
- Babies' Healthchecks

### Children's Health

- Baby/Child Health Surveillance Clinic

### Young Adults Service

- Teenager confidential advice

### Lifelong Health for Men and Women

- Well Man/Well Woman Checks
- Cervical Smears

### Additional Services

- Minor Surgery
- Smoking Cessation
- Travel Immunisations
- Sutton Medical Consulting - Consulting Suite
- Non-NHS Medicals

### Disabled Access

Both practices have disabled access, designated disabled parking bays and disabled toilet facilities.

Please do not hesitate to let us know if you have any special difficulties or requirements when visiting the practices.

### Car Parking

There are a limited number of parking spaces in the car park.

Parking is often limited at both sites; please avoid surgery times when performing non appointment based tasks such as picking up prescriptions or dropping of correspondence this will help greatly those who are trying to attend their appointments. We ask you to respect the reserved parking for disabled driver spaces.

### Complaints Procedure

We have an in-house complaints procedure. Our practice manager will ensure that the complaint is investigated as thoroughly and quickly as possible.

### Zero Tolerance Practice

A zero tolerance policy to violent, threatening and abusive behaviour is now in place throughout the National Health Service. The staff in this practice have the right to do their work in an environment free from such behaviour and everything will be done to protect that right. At no time will any violent, threatening or abusive behaviour be tolerated in this practice.

## Data Protection Act - Patients' Rights

The right of access to personal data is described in the Data Protection Act 1998 (DPA). It states that a Data Subject (ie the patient, or the patient's nominated representative eg a solicitor) having submitted a request in writing and paid the appropriate fee (see overleaf), is entitled to be provided within 21 days with a copy of the Personal Data (ie the medical records/notes) held about him or her. The Act requires that a copy of the data must be supplied in permanent form unless the supply of such a copy is not possible, would involve disproportionate effort, or the Data Subject (the patient or solicitor) agrees otherwise.

The general rights as set out in the DPA are modified by two orders. The Data Protection (Subject Access Modification)(Health) Order 2000 provides that information need not be disclosed if it would be likely to cause serious harm to the physical or mental health of the Data Subject or any other person and describes the mechanisms for ensuring that decisions as to whether to disclose or withhold information are taken by the appropriate health professional.

## Confidentiality

Our staff will not reveal, to anybody outside the practice, personal information they learn in the course of their work without the patient's consent. Nor will they discuss with colleagues any aspect of a patient's attendance at the surgery in a way that might allow identification of the patient, unless to do so is necessary for the patient's care.

We are obliged by law to provide certain information eg notification of certain infectious diseases.

## Chaperone

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. The chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, i.e. a trained member of staff.

Wherever possible we would ask you to make this request at the time of booking so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible we will endeavor to provide a formal chaperone at the time of request

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

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## Access to Patient Information

In order to provide care for you we are obliged to keep records. This is increasingly done using computers. We are obliged to comply with the Data Protection Act 1998 and other guidance on privacy and data confidentiality and we take this very seriously.

In order to manage services and improve the quality of care we provide we share some information on Practice activity, but this information is anonymised i.e. names and other identifying details are removed.

## Change of Name or Address

If you change your:

- name
- address
- telephone number

please notify the receptionist as soon as possible. It is difficult for all concerned if we cannot contact you.

Please make sure we have an up to date phone number (particularly if you have changed to cable).



## The Manor Practice Charter

We aim to provide the best possible service to our patients and hope you will feel that we achieve that aim.

The care of your health is a partnership between yourself and the CCG. The success of the partnership depends on an understanding of each other's needs and co-operation between us.

### **Our responsibility to you:**

- You will be greeted courteously
- You have the right to confidentiality
- You have the right to see your medical records subject to the limitations of the law
- You will be seen on the day of your choice whenever possible
- You will be seen by your own doctor whenever possible
- you will be informed if there will be a delay of more than 20 minutes for your appointment
- You will be referred to a Consultant when your GP thinks it necessary
- you will be given the result of any test or investigation on request or at your next appointment
- Your repeat prescription will be ready for collection within 48 hours of your request
- Your suggestions and comments about the services offered will be considered sympathetically and any complaint dealt with quickly

### **Your responsibility to us:**

- Please treat all surgery staff with the same respect - we are all just doing our job
- Do not ask for information about anyone other than yourself
- Tell us of any change of name or address, so that our records are accurate
- Only request an urgent appointment if appropriate. Home visits should only be requested if you are really too ill to attend surgery, and night visits should be for emergencies only
- Please cancel your appointment if you are unable to attend
- Please be punctual, but be prepared to wait if your own consultation is delayed by an unexpected emergency
- Please allow sufficient time for your consultant's letter or the results of any tests to reach us
- You will be advised of the usual length of time to wait
- Use the tear off slip to request your repeat prescription whenever possible
- Please attend for review, when asked, before your next prescription is due
- Do let us know whenever you feel we have not met our responsibility to you









• We would, of course, be pleased to hear when you feel praise is due as well

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- Chronic Bronchitis and Emphysema
- Coronary Heart Disease
- Arterial Disease in Limbs  
which can lead to Gangrene
- High Blood Pressure and Stroke
- In Pregnancy Smoking can cause the Retardation of a Baby's Growth and Premature Birth.

SMOKING CAN HARM OTHER PERSONS BY MAKING THEM "SECONDARY SMOKERS".

IF YOU ARE A SMOKER CONSIDER THE POSSIBLE CONSEQUENCES OF WHAT YOU MAY BE DOING TO YOURSELF AND TO OTHERS.

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