

# 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 - 8.15pm

Tuesday to Friday 8.00am - 6.30pm

Saturday 8.00am - 12.30pm

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

# Welcome to the Practice

## Doctors

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

|                             |  |
|-----------------------------|--|
| <b>Dr Nigel J Speak</b>     | Senior Partner MB ChB (1982) Birmingham<br>FRCGP DCH DRCOG DFRSH (full time) |
| <b>Dr Judith Rimmer</b>     | MB ChB (1986) Birmingham<br>MRCGP DRCOG (part time)                          |
| <b>Dr Mark Forshaw</b>      | MB ChB (1990) Birmingham<br>MRCGP DRCOG (full time)                          |
| <b>Dr Mira Roe</b>          | MB ChB (2005) Birmingham   |
| <b>Dr Caroline Wall</b>     | MB MCh (2008) Wales  |
| <b>Dr Isobel King</b>       | MB ChB (2009) Birmingham MRCGP   |
| <b>Dr Guan Chan</b>         | MB ChB (2001) Bristol MRCGP, PG Dip Diabetes                                 |
| <b>Dr Fraser Hewett</b>     | MB ChB (2004) Liverpool MRCGP  |
| <b>Dr Rosalind Goodgame</b> | MB ChB (2007) Sheffield  |
| <b>Dr Anasuya Dasgupta</b>  | MBBS MRCGP MRCPCH (2003 Calcutta)  |

## Nurses

The doctors employ eight part-time nurses. Their details and professional qualifications are as follows:

|                         |   |
|-------------------------|---|
| <b>Marie Nokes</b>      | RGN, Diploma Community Studies, Nurse Prescriber,<br>Minor Illness Clinic   |
| <b>Beverley Wilding</b> | RGN, Asthma Diploma, Diabetes Certificate, Insulin for Life,<br>Cervical Cytology, Immunisation and Vaccinations                  |
| <b>Nina Jarvis</b>      | RGN, Diploma of Higher Education, BSc, Asthma Diploma,<br>Cytology, Diabetes & Immunisations and Vaccinations                     |
| <b>Sarah Tuppen</b>     | RGN, Diploma of Higher Education, BSc Professional<br>Practice, Nurse Prescriber, Minor Illness Clinic, Asthma in<br>Focus        |
| <b>Laura Shore</b>      | RNA, Diploma of Education, BSc  |
| <b>Hayley Sigston</b>   | RNA, Diabetes   |
| <b>Katie Mason</b>      | Practice Nurse  |
| <b>Janet Harrison</b>   | Health Care Assistant   |
| <b>Linda Duddy</b>      | Health Care Assistant   |
| <b>Sarah Manion</b>     | ANP, Nurse Prescriber, RGN, Diploma COPD and Diabetes   |
| <b>Marie Nokes</b>      | RGN, Diploma Community Studies, Nurse Prescriber,<br>Asthma Diploma, Diabetes Certificate, Insulin for Life,<br>Cervical Cytology |
| <b>Maria Thorley</b>    | RGND  |

**Nina Jarvis** RGN, BSc, Cervical Cytology, Immunisations and  
Vaccinations

**Sarah Tuppen** RGN, Diploma of Higher Education, BSc Professional  
Practice, Nurse Prescriber, Minor Illness Clinic, Asthma  
in Focus

**Hayley Sigston** RNA, Diabetes

**Linda Duddy** Health Care Assistant

**Janet Harrison** Health Care Assistant

## Administration Staff

The doctors also employ the following practice administration staff:

**Julie Miller** Practice Manager

**Carol Moore** Admin Manager

**Christine Griffiths** Finance Manager

**Anna Cinar** Medical Secretary

## Attached Staff

The doctors are also assisted by health visitors, district nurses and midwives who are employed by the Primary Care Trust:

**District Nursing Team: 0300 555 1919**

## To Make an Appointment

All consultations are by appointment.

The surgery opening hours are:

- Monday to Friday 8.00am - 6.30pm (Mondays at Ashfurlong 8.00am - 8.15pm only)
- Saturday 8.00am - 11.30am (at Ashfurlong Medical Centre only, tel: 0121 323 2121)
- Please contact the surgery between 8.00am and 6.00pm Monday to Friday to make an appointment.

**To book an appointment either:**

- Telephone the surgery:
- **James Preston Health Centre** 0121 355 5473
- **Ashfurlong Medical Centre** 0121 323 2121
- Come in person to the surgery
- Request an appointment using our online services

Routine appointments are booked 10 minutes. 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.

Evening and weekend appointments for Manor Practice patients are also available at Ley Hill Surgery, 228 Lichfield Road, Sutton Coldfield B74 2UE

Monday to Friday 6.30pm to 8pm

Saturday & Sunday 8.30am to 12.30pm,

**Please note appointments must be booked in advance through Manor Practice.**

## New Patients

### Registration

We welcome all new patients living within our practice boundary which can be viewed on the back page of this booklet.

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 Shared Services Agency.

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 endeavour to comply with any reasonable preference expressed, but cannot give an assurance that your preferred practitioner will be available when you need an appointment. All new patients are also invited to participate in a new patient health check.

### How to Request a Repeat Prescription

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 48 hours.

If you enclose a stamped addressed envelope, it will be returned to you by post.

Many chemists offer a delivery service if you do not have a nominated chemist. Please speak to your preferred chemist directly for details.

If you are no longer taking particular medication please let us know so that it can be deleted from your medication record.

- Please note we do not take medication requests over the telephone.

### Electronic Prescribing

Most prescriptions can be sent electronically to your nominated pharmacy. Please ask at reception for more 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 – 4 weeks
- Most other tests – 1 week
- Please note, some tests do take longer.

Please telephone the practice after 11.00am and before 4.00pm 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

If you can't keep your appointment, please let us know as soon as possible, either by using our online appointment cancellation service, by telephoning the practice or responding to a text reminder message you may have received, 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, as well as impacting on significant costs to the NHS.

### Telephone Consultation

The doctors and practice nurses are pleased to give telephone advice. You may be asked to ring back or leave a contact telephone number if your doctor or practice nurse is not immediately available.

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

### 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 or too ill to attend the surgery.

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

Please telephone to request a home visit on weekdays on 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:

|                                   |                                     |
|-----------------------------------|-------------------------------------|
| Warren Farm Urgent Care Centre    | Lower Ground Floor                  |
| Warren Farm Road                  | Boots the Chemist                   |
| Kingstanding                      | 66 High Street                      |
| Birmingham                        | Birmingham                          |
| B44 0PU                           | B4 7TA                              |
| 0121 465 5600                     | 0121 255 4500                       |
| Monday to Sunday: 8.30am – 7.00pm | Monday to Saturday: 8.00am – 8.00pm |
|                                   | Sunday: 11.00am – 5.00pm            |

Erdington Health & Well Being Centre

196b High Street, Erdington

Birmingham B23 6SJ

Open seven days a week 8.00am – 8.00pm 365 days a year.



## THE HOME OF QUALITY



### Abbey Rose Nursing Home

34-38 Orchard Road  
Erdington  
Birmingham B24 9JA  
Tel 0121 377 6707

30 Bedded Elderly Care



### Priestley Rose Nursing Home

114 Bromford Lane  
Erdington  
Birmingham B24 8BZ  
Tel 0121 373 0134

45 Bedded Elderly Care

**Both Homes are equipped to an excellent standard and are run by well qualified, friendly staff.**

**They have attained 2 star rating with the National Care Home Inspectorate assuring good quality.**

**Our aim is to create a welcoming and friendly home from home where we strive to provide a safe, secure and comfortable environment for all our residents.**

**For friendly, no-obligation help, advice or viewing, contact one of the managers or visit our website at [www.maccare.com](http://www.maccare.com)**

To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.

Instant access to private healthcare at Sutton Medical Consulting Centre.

Call 0121 580 7119 and ask about your self-pay options.



Spire  
Little Aston Hospital

[www.spirelittleaston.com](http://www.spirelittleaston.com)



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## Seeing a Specialist - Choose and Book

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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. 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 8.15pm 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

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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

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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 off correspondence as 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

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We hope that if you have a problem, you will use our Practice Complaints Procedure please request a leaflet from our Reception. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However you may choose to contact NHS England on 0300 311 22 33 between 8.00am and 6.00pm Monday to Friday to resolve the issue.

## Zero Tolerance Practice

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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

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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. The Data Protection (Subject Access) Fees and Miscellaneous Regulations 2000 provides that whereas the normal maximum access fee that may be charged is £10, for health records a fee of up to £50 may be charged for paper notes and £10 for computerised records.

## **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 endeavour 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.

## **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 + mobile 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.

## **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 Primary Health Care Team. 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

## **Patient Participation Reference Group**

The practice has a well established patient group who meet regularly every six weeks, and have an online virtual membership for patients who have limited time to spare. The purpose of these groups is to assist the practice in feedback of needs and concerns in our service provision.

The practice welcomes patients who wish to contribute and join either group.

