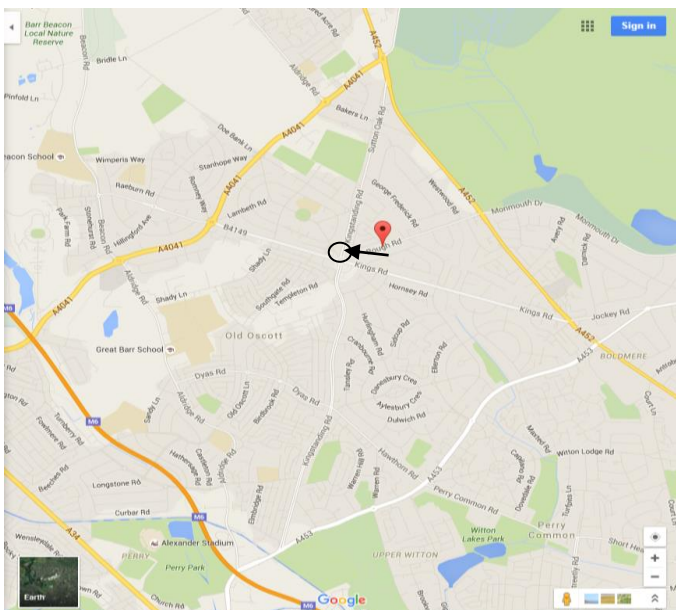


YOUR SURGERY STAFF TEAM
Kingstanding Circle Surgery

Dr Sahota	GP Partner
Dr Cassam	Salarised GP
Dr Iszatt	Salaried GP
Mrs Lisa Floyd	Business Partner
Michelle Billingham	Practice Nurse
Jotee Cassidy	Practice Nurse
Sharon Franks	Health Care Assistant
Gary Parcell	Paramedic Practitioner
Kane Barratt	Phlebotomist / Receptionist
Deb Smith	Secretary
Ruth Dawes	Administrator
Sophie Ball	Receptionist/Workflow
Maura Mulligan	Receptionist/workflow
Maria McDonnell	Receptionist/Administrator
Lyn Bristow	Receptionist
Katie Hawkins	Receptionist
Lenny Foster	Receptionist
Carol Dawson	Receptionist



Other NHS services you may wish to utilise out of normal surgery hours;

NHS 111 simply dial 111

**Book appointment via 111 for
 Warren Farm Urgent Care Centre
 Warren Farm Road, Kingstanding
[B44 0PU](http://www.nhs.uk/111)**

(Open 365 days a year 8am – 8pm)

**Out of Hours Service on:
0121 647 1385**

Kingstanding Circle Surgery comes under the BSOL Commissioning Group. Their contact details are;

**NHS Birmingham and Solihull
 Clinical Commissioning Group**

**First Floor
 Wesleyan
 Colmore circus
 Birmingham
 B4 6AR
 Telephone
 0121 203 3341**

NHS Choices
<http://www.nhs.uk/Pages/HomePage.aspx>

Patient Advice & Liaison Service (PALS)
 Tel: 0121 203 3313 / Email:
bsol.patientexperience@nhs.net
 Formal complaint: bsol.complaints@nhs.net

Patient's Leaflet.....



PRACTICE LEAFLET

'Kingstanding Circle Surgery'
26 Rough Road
Kingstanding
Birmingham
B44 0UY

Tel: 0121 647 1385

Email: nhsbsolccg.adminkcs@nhs.net

kingstandingcirclesurgery.co.uk

LOCATION

The surgery is located on Rough Road, Kingstanding. There are two roads by which you can approach the surgery.

1. from Chester Road North
2. from Kings Road / Kingstanding Road

Patients registered on the practice will be covered by the NHS Birmingham & Solihull Cluster.

PARKING FACILITIES

Limited practice parking is available, please enter your registration each time you attend the surgery or chemist. Roadside parking is available on Rough Road but please ensure your vehicles **DO NOT** block entrances to residents of the surrounding areas property.

SURGERY HOURS

MONDAY 8.00 am – 6.30 pm
TUESDAY & WEDNESDAY 7.15 am – 6.30 pm
THURSDAY & FRIDAY 7.30 am – 6.30 pm

Appointments – call 0121 647 1385 from 8am to be offered the 1st available appointment. If you wish to see specific GP/Nurse please inform the receptionist who will try their best to accommodate you. Appointments can also be made online. Please ask at reception for user details. If you are unable to attend an appointment please inform the practice at your earliest convenience so the appointment can be reallocated to another patient.

PATIENTS RIGHTS

1. **Registration:** To register please bring your NHS number and proof of address. Patients joining this practice are offered a new patient health check (**age 16 and over**) with the nurse within the first few weeks of registering giving us the opportunity to meet you/your family and to perform some basic health checks (i.e. height, weight, BP, urine etc).
2. **Chaperones:** If you would prefer to have a chaperone present during an intimate examination please tell the Doctor / Nurse. You can either bring a friend or we will ask a member of the staff (male or female as appropriate) to be present.

3. **Referrals:** You have the right to be referred to a hospital and consultant of choice acceptable to you when the doctor thinks it is necessary and also to be referred for a second opinion if you and the doctor agree that this is desirable.

4. **Access:** You have the right to have access to your health records subject to any limitations in the law and to know that those working for the NHS are under legal duty to keep their contents confidential. Depending on the nature of your request there may be a fee associated with this request. The practice operates a strict confidentiality policy.

PATIENTS' COMMENTS

A complaints / comments box is available at the surgery. Patients will receive a full and prompt reply to any complaints / comments made about the NHS service provided. Suggestions for improvements of services or complaints at the practice can be made to reception, to the Practice Manager who will issue you with a comprehensive practice complaints guide/policy.

SERVICES

1. **Home visits:** Patients are requested to contact the surgery before 10.30 am if they are unable to attend the surgery and require a home visit which are dealt with on a strictly priority basis and are at the discretion of the doctor. Patients may be called prior to the visit to confirm a visit is necessary. Please inform reception if you feel the visit is an emergency.
2. **Travel Vaccinations:** Are offered by the Practice with a minimum of **Six weeks** notice.
3. **Childhood Immunisations:** All children immunised according to the timetable.
4. **Cervical Smear & Screening:** Routine procedure patients are requested to make an appointment. Invites will also be sent to patients.
5. **Maternity Services:** The surgery offers antenatal care and post-natal care in collaboration with hospital services, with eight week baby checks.

6. **Family Planning:** Guidance, advice in relation to family planning including contraceptives and birth control. Both routine and emergency services are available at the practice.

7. **Health Promotion Clinics:** Only by appointment

(a) **Hypertension screening** for prevention of heart attacks and strokes. Patients are monitored, managed with condition and prognosis thoroughly explained to the patient.

(b)

i. Diabetic Clinic.	ii. Asthma Clinic.
iii. CHD/Stroke.	iv. COPD.
v. Minor Surgery.	V1. Dementia / Learning Disabilities

(c) **Smoking Cessation:** Please speak to a member of staff, the doctor or practice nurse who will advise further.

(d) **Lifestyle Choice:** We have a range of clinical staff at practice to offer advice on lifestyle choice e.g. diet, exercise etc.

8. **Paediatric Surveillance:** Check-ups, routine immunisations, growth & development of newborns, babies/toddlers and children.

9. **Week-end/public holidays:** When the surgery is closed **for emergencies ONLY** please call **0121 647 1385** for further instructions for the 'out of hours' service. Urgent care centres are also available – please visit www.nhs.uk for details of your nearest one.

10. **Repeat Prescriptions:** Drugs issued as printed on right hand side of prescription, please tick items required and return to practice at least allowing a minimum 48 hours notice. Contraceptive pill, hormone replacement and antibiotics ALWAYS require appointment prior to prescription being issued. Please ask at reception to order online.

11. **Disabled persons:** The practice has suitable access for disabled patients. A low level bell located at the front entrance to which staff will respond and help in any way possible enabling easy access to patients.

Please advise us immediately of any change of name, address or telephone number. It is very important that we have up-to-date information.

PLEASE NOTE: THIS PRACTICE OPERATES A ZERO TOLERANCE POLICY