

Before booking any appointment with the Doctor consider booking with the Practice Nurse or the Healthcare Assistant. Here are some of the services we provide.

Service	Healthcare Professional	Description
Well Person Check /NHS Health Check	Practice Nurse/HCA	General health check and advice on smoking, alcohol, stress management, healthy diet and general well being.
HIV TEST	Practice Nurse	The practice has an OPT OUT policy on HIV testing. Unless you inform us that you DO NOT wish to have an HIV test – this will be done routinely.
Cervical Smears	Practice Nurse	Women between the ages of 25-64 have a smear every 3 years
Family Planning Services	Doctor	We offer a full range of family planning services; see Dr Rahman for coil fitting and implants.
Full Maternity Care	Doctor	Which includes ante-natal and post-natal care, shared with local hospitals.
Childhood Immunisations	Practice Nurse	We offer a full development screening and immunisation service for babies
Flu Vaccinations	Practice Nurse/HCA	For patients over the age of 65 and patients with chronic diseases we offer free flu vaccinations during the flu season
Minor Surgery	Doctor	We do joint injections at the practice; see Doctor for this service.
Dressings	Practice Nurse/HCA	For Change of dressings and removal of sutures.
Chronic Disease Reviews	Healthcare Assistant and Practice Nurse	Diabetic, Asthma, Blood Pressure and Heart Disease checks
Medication Reviews	Doctor	Review of repeat medication
Phlebotomy Services	HCA and Practice Nurse	Every day 09:30am – 17:00 pm, except Bank Holidays
Private Services	Doctor	Fee applicable if you require insurance reports, private letters or private consultations. A list of fees is available on request.
Travel Vaccinations	Practice Nurse	Travel vaccinations can be arranged at the practice. Speak to our receptionist for further advice.

#### OPENING TIMES

	Reception Hours	Doctors Hours (may vary)
Monday	08:00 - 18:30	09.00 - 12:30 15:00 - 18:30
Tuesday	08:00 - 18:30	09.00 - 12:30 15:00 - 18:30
Wednesday	08:00 - 18:30	09.00 - 12:30 15:00 - 18:30
Thursday	08:00 - 18:30	09.00 - 12:30 15:00 - 18:30
Friday	08:00 - 20:00	09.00 - 12:00 15:00 - 20:00
Saturday	Closed	Closed



## Welcome

The doctors and staff at FirstCare Practice would like to welcome you. We provide high quality, comprehensive health care services from comfortable and well equipped premises. At FirstCare we offer efficient services by investment in staff training and technology. DR S Rahman is the Named Accountable GP for all patients registered at Firstcare Practice. However, patients can consult with any GP of choice. Your personal data is kept secure and stored under the new GDPR Regulation.

## FirstCare Practice

**Balsall Heath Health Centre, 43 Edward Road, Balsall Heath Birmingham B12 9LP. Tel: 0121 4404666**

**Website: [www.firstcaremedicalpractice.nhs.uk](http://www.firstcaremedicalpractice.nhs.uk)  
(Website available in different languages)**

Doctors	Practice Nurse	Health Care Assistant (HCA)	Admin Team / Medical Secretary	Practice Manager
<b>Dr Shabana Rahman (F)</b> Languages Spoken: Urdu, English, Punjabi	<b>Rachna Kurl</b> Taking Blood samples, ECG, Dressings & removal of stitches, Contraceptive Advice, Diabetic reviews, Asthma Reviews Ear Syringing, Cervical Smear Taking, Travel Immunisations and advice	<b>Zaira Kauser</b> Taking Blood samples, Dietary Advice, New Patient Assessment and Health Check	<b>Miriam Mockbill</b> <b>Suzanne Manning</b> <b>Wafa Mockbill</b> <b>Sumayyah Nazir</b> Deal with telephone enquiries, making appointments, filing and much more. Trying to keep everyone happy is difficult, so please be patient.	<b>Kasim Choudhary</b> Responsible for the day to day running of the practice and dealing with complaints, comments or suggestions.
<b>Dr Zahair El-Haffar (M)</b> Languages Spoken: English, Arabic <b>Dr Wajid Ali (M)</b> Languages Spoken: Urdu, English, Punjabi <b>Dr Naim Suleman (M)</b> Languages Spoken: Urdu, English, Punjabi <b>Dr Umar Farooq (M)</b> Languages Spoken: Urdu, English, Punjabi				
<b>Dr Awal Mohammed (M)</b> Languages Spoken: Pushto , English	Childhood Immunisations		<b>Medical Secretary</b> Deals with all new and follow-up referrals, Medical Reports, Insurance Reports, Medical Records.	

## APPOINTMENTS

The practice operates an appointment system for the Doctors, Practice Nurse and Healthcare Assistant. Bookings are easily made by calling on 0121 4404666 and speaking to reception. Many routine conditions can be managed by other members of the healthcare team. A considerable number of appointments will be made available on the day. We continue to review our system regularly in order to give patients swift access.

## HOW TO BOOK AN APPOINTMENT

**SAME DAY MORNING EMERGENCY APPOINTMENT:- RING AT 9AM TO BOOK AN EMERGENCY APPOINTMENT – ALLOCATED ON FIRST COME FIRST SERVED BASIS – YOU CAN ALSO BOOK ONLINE VIA THE NHS APP.**

**PRE-BOOKING APPOINTMENTS:- RING ANYTIME BETWEEN 8AM AND 6.30PM TO PRE-BOOK UP TO 6 WEEKS IN ADVANCE – YOU CAN ALSO BOOK ONLINE VIA THE NHS APP.**

**SAME DAY AFTERNOON EMERGENCY APPOINTMENT:- RING AT 1PM TO BOOK AN EMERGENCY APPOINTMENT – ALLOCATED ON FIRST COME FIRST SERVED BASIS – YOU CAN ALSO BOOK ONLINE VIA THE NHS APP.**

**HOME VISITS:- RING AS SOON AS POSSIBLE AFTER 8AM.**

## HOME VISITS

- Home visits are for the housebound or for patients too ill to come to the surgery.
- If you do need a visit please let us know before 12.00pm unless, of course, an emergency arises later in the day. A GP will always triage the call first and provide advice.
- Whenever possible please try to attend the surgery, as you will be seen more promptly.

## EMERGENCIES

- If you require a doctor in an emergency you should ring the usual surgery number.
- The receptionist will try to accommodate any genuine emergencies and arrange for you to be seen by a GP. An emergency is a medical or social problem, which requires immediate and urgent attention.
- If all our emergency appointments are booked, you can still be seen at the nearest Walk In Centre's.

**OUT OF HOURS (EVENINGS AND WEEKENDS):** Please phone the surgery on 0121 440 4666. You will be automatically connected to the Out Of Hours Doctor on duty 24 hours a day, weekends and bank holidays who will deal with genuine emergencies. In addition, you have an option if you require health information or advice; you may telephone NHS 111. This is a 24 hour nurse- led advice line.

## REPEAT PRESCRIPTIONS

- Requests for repeat prescriptions must be made in person or writing using the repeat prescription slips and dropped in the prescription box at reception, which is clearly labeled.
- Please allow 48 hours before collection. Requests for repeat prescriptions will not be accepted by telephone, unless you are housebound. Please leave a stamped address envelope if you want the prescription to be returned by post.
- Prescriptions can be requested on line-see reception for details
- Please note that we do not accept prescription requests by telephone, due to medico-legal reasons. You can now order your repeat prescriptions online. For further information and log-in details please enquire at reception.
- Local pharmacies offer a free prescription order, collection and delivery service, please contact your local pharmacy for more information about this service.

## ON LINE SERVICES

- Book/cancel appointments
  - View medical records
  - Order repeat prescriptions
- Visit [www.firstcaremedicalpractice.nhs.uk](http://www.firstcaremedicalpractice.nhs.uk) or speak to a member of staff for more information.

## THE PRIMARY HEALTH CARE TEAM

- The clinic staff and administrative staff work together as a team, so we can coordinate high standards of care.
- Every team member plays an important and valuable role in allowing the practice to run efficiently.
- Many of the traditional roles that were undertaken by a doctor are now done by the Practice Nurse or Healthcare Assistant, both of who have a wealth of medical expertise. This allows more time for the GP to concentrate on more difficult cases.
- The doctor may arrange for you to have follow up appointments with other members of the team.
- We encourage our patients to take responsibility of your own health by not smoking, drinking alcohol in moderation, taking exercise regularly and eating a sensible diet.

## DISABLED ACCESS

The premises are accessible to wheelchair users and equipped with a hearing loop. Please ask for help if required.

## COMPLIMENTS, SUGGESTIONS AND COMPLAINTS

We aim to provide an efficient and courteous service and we welcome feedback of all kinds. If you wish to comment on any aspect of our service, whether positive or negative, please bring it to the attention of the Practice Manager. We welcome suggestions on how to improve our services. We have a practice complaints procedure that is detailed in a complaints leaflet available at reception.

Join our Patient Group that meet quarterly to discuss suggestions on how to improve the surgery and offer their views. See Miriam Mockbill to express an interest.

## INFORMATION FOR PATIENTS REGARDING BLOOD TESTS AND TEST RESULTS

- We are only able to take blood samples before 5PM.
- Results are available 7-10 days after your test.
- The practice will contact you only if your results are **abnormal**.
- Please be advised, reception are unable to give out results, you can book a **ROUTINE** appointment to discuss your results with the GP, should you wish to do so.

## CONFIDENTIALITY

The practice is compliant with the GDPR regulations. Patient Confidentiality is respected at all times. We are registered under the Data Protection Act. We may occasionally have doctors, nurses or students present. We may also take part in research trials. If you are not happy to take part please let us know. Your Care Connected (YCC) is an electronic record sharing system that allows authorised health and care staff to securely view key aspects of the GP record, to provide patients with better and safer care. Please see the following website for further information: <https://midlandsvourcareconnected.nhs.uk>

## VIOLENT AND ABUSIVE PATIENTS – ZERO TOLERANCE POLICY

Patients will be treated with respect & courtesy at all times, and practice staff also expect the same courtesy from patients. We have Zero Tolerance Policy for violent and abusive patients and hope not to have to enforce it.

## REGISTRATION INFORMATION

We are a growing practice and welcome new patients living permanently within 3 miles of the surgery. If you are unsure, the reception staff would be happy to advise. All new patients are requested to attend for a Health Check when they register. This is a 10 minute appointment with the Health Care Assistant or Practice Nurse.

## PATIENTS RIGHTS AND RESPONSIBILITIES

Patients have a right to be treated with respect and courtesy at all times and practice staff also expect the same courtesy from patients. Patients have the right to expect that their personal information will be held in confidence by practice staff. You will be seen by your preferred doctor. Any complaints and suggestions will be considered sympathetically. In return the practice has a right to work without having verbal or physical abuse. You will attend appointment times promptly and inform us if you cannot attend in advance.

## DISCRIMINATION

The practice will ensure that all patients and visitors are treated equally with dignity and respect and will not tolerate any discrimination against or harassment of any visitor for reason of age, gender, marital status, race, ethnicity, disability, medical condition, social class, appearance, sexual orientation, religion or belief.

**CARERS** – If you are a carer or have a carer, please let the practice know by speaking to a member of staff.