

JOIN OUR PPG!

The Patient Participation Group (PPG) is a collection of patients at a surgery who have an interest in the services provided. Patient Participation Groups cross barriers, embrace diversity and work in partnership with the surgery to improve common understanding and help identify new services to meet patients' needs.

- Do you have something to say but don't have the time to attend meetings?
- Do you have ideas on how to improve your local practice?

If so, join our virtual PPG Forum today!

Contact: reservoirroad.ppg@nhs.net or please ask a receptionist for further information.

In order to get the most out of our Practice we want to create a safe, friendly outlet for helpful, constructive ideas and comments.



Reservoir Road SURGERY

www.reservoirroadsurgery.co.uk

**STOCKLAND GREEN PRIMARY
CARE CENTRE
192 RESERVOIR ROAD
ERDINGTON
BIRMINGHAM
B23 6DJ**

Tel No: 0121 465 2950

Email: reservoir.roadsurgery@nhs.net

The Doctors

Dr Glyn W Durston (male)
MB: BCh: DRCOG: MRCGP
Qualified Cardiff 1981

Dr Turabali M Maimoon (male)
MB: ChB: FRCS (OTOL) (Edinburgh): LMSSA (London 1984): DLO
Qualified Nairobi 1978

Dr Kamran Khan (male)
BSc (Hons): MB: ChB: DRCOG: MRCGP
Qualified Leicester 1995

Dr Umar Imrani (male)
MB 2013 ChB
Qualified Leicester 2013

Dr Syeda Huwaida Siddiqui (Female)
MB BS 2002 NTR
University of Health Sciences

Dr Pooja Popat (f)
MB ChB 2013 University of Leicester

Dr Marwa Saeed (f)

MB ChB 2013 University of Sheffield

Other doctors assist us from time to time.

Surgery Opening Hours

8:30am - 6:30pm Monday to Friday
8:30am - 11.45am Saturday

Extended Access

From 1st July 2020 we will be offering evening and weekend appointments at Poplars Surgery 17 Holly Ln, Birmingham B24 9JN for Reservoir Road patients. Appointments must be booked in advance at Reservoir Road Surgery.

Disabled Access

There are disabled parking spaces in the patient car park and the main doors have been modified for wheelchair access. If you are unable to find a disabled space near to the main doors please contact security in main reception who will guide you to another space with easy access.

Our clinic rooms are all located on the ground floor and there are specially adapted toilets fitted with rails etc. situated off the waiting room. Please ask at reception for directions and help.

GDPR

WHAT IS CONSENT?

Consent is permission from patients/staff – an individual's consent is defined as:-

Any freely given

Specific and informed

Indication of his/her wishes by which the data subject (patients/staff) agrees to relevant personal data being processed.

The changes in GDPR mean that we must get explicit permission from patients/staff when using their data. This is to protect your right to privacy and we may ask you to provide consent to do certain things like contact you or record certain information about you in your clinical/staff records.

Individuals have a right to withdraw consent at any time.

For further information about how the practice complies with GDPR, you can contact the Practice Manager 0121 465 2950.

WHAT GDPR WILL MEAN FOR PATIENTS/STAFF

YOUR DATA:

- must be processed lawfully, fairly and transparently.
- Collected for specific, explicit and legitimate purposes.
- must be limited to what is necessary for the purposes for which it is processed.
- must be accurate and kept up to date.
- must be held securely.
- It can only be retained for as long as is necessary for the reasons it was collected.

PATIENTS/STAFF RIGHTS

- Being informed about how their data is used.
- To have access to their own data.
- To ask to have incorrect information changed.
- To restrict how their data is used.
- Move their patients/staff data from one organisation to another.
- To object to their personal information being processed (in certain circumstances).

GDPR

What is GDPR?

GENERAL DATA PROTECTION REGULATIONS

GDPR is a new law that determines how your personal data is processed, kept safe and the legal rights that you have in relation to your own data. The regulation applies from 25 May 2018.

GDPR will supersede the Data Protection Act. It is similar to the Data Protection Act (DPA) 1998, which the practice already complies with but strengthens many of the DPA's principles.

THE MAIN CHANGES ARE:-

The Practice must comply with Subject Access Requests - a written signed request from an individual to see what information is held about them - like where we require your consent to process data. This must be freely given, specific, informed and unambiguous.

New special protection for personal data.

The Information Commissioner's Office must be notified within 72 hours of a data breach.

Higher fines for data breaches.

WHAT IS PERSONAL DATA?

Personal data is information that is related to a single person, such as his/her name, age, medical history, diagnosis etc.

Welcome

The doctors and staff would like to welcome you to Reservoir Road Surgery. We will endeavour to provide the highest level of care for all our patients.

The Practice is a partnership; the partners are Drs Durston, Maimoon and Khan.

The Practice is part of the Birmingham and Solihull Clinical Commissioning Group, First Floor, Wesleyan, Colmore Circus Queensway, Birmingham B4 6AR . Telephone number 0121 203 3300 . Visit their website at <https://www.birminghamandsolihullccg.nhs.uk/>

New Patients

Our Practice Area is covered by the B23 and B24 postcodes.

If you wish to register with our practice we require:

- Your NHS number and details of your last doctor. This information is on your Medical Card if you have one.
- Proof of your name, date of birth and current address (e.g. passport, driving license, birth certificate, rent book)
- If you are newly arrived from a country outside the EU we need to see your passport and visas (originals only, copies are not acceptable)
- At the time of registration we will make you an appointment with our Practice Nurse for a health check. When we will also ask you a little about your medical history and current medication until your notes arrive from your previous doctor. It is important that you keep this appointment.

Temporary Residents

If you are away from home and in need of urgent medical attention please contact the nearest doctor - ask the people you are staying with who they are registered with- you will be seen as a temporary resident. Equally if you have friends or relatives staying with you, we will be happy to see them as temporary residents, but there may be a charge if they are from a country with no reciprocal healthcare arrangement. Ask at reception for details.

Appointments

Consulting Hours

Morning: Monday to Friday: 9:00am to 11:30am

Evening: Monday to Friday: 4:00pm to 5:45pm

Saturday: 08.30am to 11:45am

Appointments may be made by telephone or in person from 8:30am each day. A limited number of appointments are available to book in advance but may go quickly.

Please remember one person per appointment.

When arranging an appointment, please be prepared to attend straight away if requested to do so. We have more appointment times available in the mornings and we ask you to use these and, where possible, leave the evening ones free for those patients who work. If you feel you may require a longer consultation e.g. for a smear test, please tell the receptionist. If you wish to see a particular doctor you may have to wait but you are welcome to see any doctor who has an appointment available.

Urgent Appointments

If we have no appointments but you need to be seen the same day the receptionists will do their best to help you. We run an emergency clinic that starts from 3:00pm with the on call doctor and to book one of these appointments you need to call the surgery at 2:00pm. Doctors will see “extra” emergency patients even if their session is fully booked, but you must be prepared to see whichever doctor is available, and to wait if necessary.

Please remember urgent appointments are for urgent medical problems and the doctor will only deal with the immediate problem.

Symptoms of a cold include:

- runny nose, beginning with clear mucus and developing into thicker, green mucus as the cold progresses,
- blocked nose,
- sore throat,
- sneezing, and cough.

People with a cold can also suffer with a mild fever, earache, tiredness and headache. Symptoms come on over one or two days, and gradually get better after a few days. Some colds can last for up to two weeks.

According to the Common Cold Centre in Cardiff, a cold is most contagious during the early stages when the person has a runny nose and sore throat.

Flu usually comes on much more quickly than a cold, and symptoms include:

- sudden fever of 38-40C (100-104F),
- muscle aches and pains,
- sweating,
- feeling exhausted and needing to lie down,
- dry, chesty cough, and sneezing.

Flu symptoms appear one to three days after infection occurs and most people recover within a week, although you might feel tired for longer. A severe cold can also give muscle aches and fever, so it can be hard to tell the difference.

Whether it's a cold or flu, seek medical help if you have a chronic condition (such as asthma, diabetes or heart disease), or if you have a very high fever as well as an unusually severe headache or abdominal or chest pain.

Stop the viruses spreading

Cold and flu viruses are spread by droplets that are sneezed or coughed out by an infected person. Other people can breathe in these droplets, or transfer the droplets to their eyes or nose on their fingers.

Protect yourself and others against colds and flu by:

- coughing or sneezing into a tissue,
- throwing a used tissue away as soon as possible,
- washing your hands as soon as possible, and
- having a flu jab every year if you are in one of the at-risk groups.

Cold or flu?

One-third of Britons believe flu is just a heavy cold, but every year thousands of people die from complications following flu.

Help prevent the spread of colds and flu by:

- Sneezing or coughing into a tissue.
- Throwing the tissue away.
- Washing your hands.
- Getting the flu jab if you're eligible.

Colds and flu can share some of the same symptoms (sneezing, coughing, sore throat) but are caused by different viruses, and flu can be much more serious.

If you're generally fit and healthy, you can usually manage the symptoms of a cold or flu yourself without seeing a doctor. Look after yourself by resting, drinking non-alcoholic fluids to avoid dehydration, and avoiding strenuous activity. Painkillers (such as ibuprofen or paracetamol) can relieve aches and pains if necessary.

However, some people need to take extra care as they're more at risk of serious chest complications, such as pneumonia and bronchitis. Everyone over 65 is more at risk of complications. People under 65, including children, are more at risk of complications if they have:

- serious heart or chest complaints, including asthma,
- serious kidney or liver disease,
- diabetes,
- lowered immunity due to disease or treatment, or
- have had a stroke or transient ischemic attack (TIA).

Everyone in an at-risk group is eligible for a free flu vaccination. This is the best protection against the virus. Around four million people under 65 in England are in one of these high-risk categories, but only 52% of them had the flu jab in 2011/12.

Symptoms

There are around 200 viruses that cause colds, and three that cause flu. (There are many strains of these flu viruses, and the vaccine changes every year to protect against the most common ones.)

Home Visits

Requests for home visits should be made before 10:00am where possible, by telephoning 465 2950. The receptionists will ask you for the reason for the visit; this is to allow the doctor to assess the urgency. Please remember to leave your telephone number as the doctor may wish to speak to you by telephone before the visit to ask more questions.

If you have been in hospital and wish to be seen please let us know immediately, as information of your discharge may take several days to reach us from the hospital.

Out-of-Hours Service - ALWAYS telephone 111

The out-of-hours service is for **EMERGENCIES ONLY**, when the surgery is closed. Be prepared to take a message and another telephone number for our out-of-hours' provider who are Badger on 0300 555 7575. If a visit is required, please put a light on, it would also help if you have a door number which is clearly visible.

If you have a minor illness or injury you can go to your local Walk-in Centre rather than your doctor or A & E. You don't need an appointment, just turn up. You'll be seen by a nurse who can provide treatment for a range of minor injuries and illnesses. The nearest Walk-in Centres are: Warren Farm Urgent Care Centre and Erdington Health and Wellbeing Centre:

Warren Farm Health Centre

Warren Farm Road
Kingstanding
B44 0PU
0121 465 5613

Erdington Health and Wellbeing Centre

196 High Street
Birmingham
B23 6SJ
0121 686 8010

Maternity Services

We hold an antenatal clinic every Monday and Wednesday at 1:00pm where you will see a midwife or one of the doctors. Relaxation classes are held on Wednesdays at 9:30am at the Stockland Green Health Centre, 192 Reservoir Road. Home births can be discussed with the midwife who will also supply details of parent craft classes. Please let us know when you come home from hospital as it can take several days for information to come to us from the hospital. Six to eight weeks postnatal examinations are arranged with one of the doctors in surgery.

Complaints

Occasionally you may be unhappy about something that has happened or about your treatment. If this is the case please feel free to speak to or write to our Assistant Practice Manager Sandra Rimell in confidence if you feel this is necessary. We will then endeavor to put the matter right. If you feel that this has not satisfactorily resolved the problem, you can approach the Parliamentary and Health Service Ombudsman to review your case (www.ombudsman.org.uk).

Change of Address

If you are moving address, please let us know where you are going, so we can find you if we need to. It is important that we know where exactly you live, as we may have to visit you at home if you are very ill.

Telephone Numbers

Please let us have your telephone number and especially any change - it may be vital for us to contact you. Cable numbers are especially difficult, as directory enquires do not cover them. We can assure you that these numbers will not be given out to anyone else.

Results of Tests

If you have had a blood test, urine check etc, you will be asked to either telephone or come to the surgery for the result. Unless the doctor has told you to call earlier in the day, please try to call us after 1:00pm. Please leave 48 hours after the test before calling.

Results telephone number: 0121 465 2950

Repeat Prescriptions

We regret we are not able to take repeat prescription requests over the telephone. To order your repeat prescriptions, please present your computer slip or written request - including your name, address and medication required - to the receptionist. You can also post your request to us, including any stamped self-addressed envelope for return. Please allow several days for posting either way, fax your request to 0121 465 2951 or use our website www.reservoirroadsurgery.co.uk.

Your responsibilities are:

- Treat the staff politely and with courtesy, as you would wish to be treated yourself. The Practice adopts a zero tolerance policy towards patients who are verbally or physically abusive towards any member of staff and if you behave in an abusive manner you will be removed from our list.
- Ask about anything you do not understand.
- **Tell the surgery immediately if you change your name, address or telephone number.**
- Appointments - if you are unable to attend for your appointment please let reception know immediately, to enable another patient to be seen. If you are unable to attend a hospital or clinic appointment, please let them know immediately, to enable another patient to be seen.
- Understand that the results of tests are only given to the person having the test, or the parent/guardian for a minor.
- Ask for home visits before 10:00am in the morning.
- Ask for out-of-hours calls only in real emergencies and have a pen and paper ready (and another coin if ringing from a telephone box) as you will be given another number to ring.
- Repeat prescriptions must be in writing and either faxed or handed into reception and with a stamped self-addressed envelope if you wish them to be sent by post.
- **Please allow 48 hours for repeat prescriptions to be processed.**
- Repeat prescriptions are continually monitored and the doctor may wish to see you before the next issue.

Access to Health Records:

- In accordance with the Data Protection Act 2018, General Data Protection Regulations and Access to Health Records Act, patients may request to see their medical records. Please speak to the reception team about our 'subject access request' policy. No information will be released without patient consent unless we are legally obliged to do so.
- If you are applying for medical records on behalf of someone else, you will need their written consent or a Power of Attorney.

Practice Charter

We would like to introduce our surgery practice charter to you. It is a statement of your rights and responsibilities as a patient at this surgery. We are keen to work with you in providing the best possible care available.

Your rights are:

- To be registered with a family doctor
- To change your doctor easily and quickly
- To be offered a health check :
 - when joining a doctor's list for the first time
 - if you are aged between 16 and 75 and have not seen your doctor in the past three years.
- To receive emergency care at any time through a family doctor
- To have all necessary and appropriate medicine prescribed
- To be referred for a consultant opinion when your family doctor thinks it necessary, and to be referred for a further opinion if you and your family doctor agrees this is desirable
- To have access to your health records, subject to any limitations in law
- To know that those working for the NHS are under a legal duty to keep the contents of your health records confidential
- To choose whether or not to take part in medical research or medical student training
- To be given detailed information about local family doctor services through the Shared Services Agency
- To receive a copy of the doctors practice leaflet, setting out the services he or she provides
- To receive a full and prompt reply to any complaint you make about NHS services

The doctors and staff are here to help you. Please help us to help you.

Please order your prescription in plenty of time to allow continuity of your treatment. We find it very difficult to process prescriptions "immediately" because medication has run out. If you do run out of your regular medication please ask your usual pharmacist, as they may be prepared to give you a small supply 'on loan' until your prescription is ready. Normally antibiotics or oral contraceptive pills are **not** repeated without the patient being seen.

The doctors will wish to review your condition and medication periodically and you will be asked to make an appointment before the next prescription becomes due, please make this appointment in good time.

If you wish to allow a third party i.e. family member etc discuss your medical record or collect prescriptions / documents etc. please complete the below 3rd party confidentiality & consent form - this will then be scanned onto your medical record & noted by our staff. You can withdraw consent at any time by notifying the surgery. Please ensure you state fully who can be involved & to what extent

Child Health

The practice runs an immunization clinic at the surgery on a Wednesday morning. Please book an appointment for this. You will be offered an appointment between 9.30am and 11.30am. A doctor is always in attendance.

At the same time we also conduct a Baby Development Clinic.

Smoking Advice

Help with stop smoking can be obtained by phoning the surgery and booking an appointment with the HCA

Contraception

Advice on all methods are available; please make a normal appointment to see a GP.

Smear Tests

We are involved in the Birmingham Health Authority recall scheme. This aims to call every eligible woman for a smear test, normally every three years. Smear tests can be done by one of our female doctors during surgery sessions or on a Tuesday evening with a female Practice Nurse. This appointment includes an internal examination and a blood pressure check. The Family Health Service Authority computer will normally send out the result to you, or you can contact the surgery. The results usually take several weeks to come out.

Diabetic Clinic

Regular Diabetic Clinics are held to enable us to monitor the condition and treatment of diabetic patients. Appointments for this clinic are made by the Practice Nurse, but can be made via reception in the usual way, either by telephone - 465 2950 - or in person.

Asthma Clinic

Asthma Clinics are held regularly to enable us to monitor the condition and treatment of asthmatic patients. Appointments for this clinic are made by the Practice Nurse, but can be made via reception in the usual way, either by telephone - 465 2950 - or in person.

Blood Pressure and Heart Disease Clinic

Blood pressure and heart disease checks can be booked with the Practice Nurse. Appointments for these clinics are made by the Practice Nurse, but can be made via reception in the usual way, either by telephone - 465 2950 - or in person.

Minor Operations

Some minor operations and joint injections can be carried out in the surgery. Your Doctor will decide if this is possible and will make arrangements for this to be done.

Freedom of information Act 2000

The Freedom of Information Act 2000 does not change the right of patients to protection of their patient confidentiality in accordance with the Human Rights Act 1998, Data Protection Act 2018 and common law. Maintaining your legal right to patient confidentiality continues to be an important commitment on our part. To help with this our Practice Manager has responsibility for ensuring the protection of patient confidentiality throughout the Practice.

What is a Publication Scheme?

The Publication Scheme is a complete guide to the information routinely made available to the public by Reservoir Road Surgery. It is a description of the information about our General Practitioners and Practice which we make publicly available. It will be reviewed at regular intervals and we will monitor its effectiveness.

Your rights to Information:

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Reservoir Road Surgery under the NHS Openness Code 1995.
- The Freedom of Information Act recognises that members of the public have the right to know how public services are organised and run, how much they cost and how the decisions are made.
- It obliges Reservoir Road Surgery to respond to requests about information that it holds, no matter what its format, and it creates a right of access to the information. These rights are subject to some exemptions which will be taken into consideration before any information is released.

Attached Staff

District Nurses

The Practice has several District Nurses attached to provide treatment and advice to patients at home, particularly following discharge from hospital.

Health Visitors

Our Health Visitors are based at the Stockland Green Health Centre, 192 Reservoir Road (Tel: 465 2350). They are able to give expert advice on your family's health. They will arrange appointments for your child at relevant intervals, if appropriate.

Midwives

The midwives run the antenatal clinic on Mondays and Tuesday's. You may contact the midwives directly by telephoning the number they give you when you attend.

Students

From time to time, as part of their training, we have medical, nursing or secretarial students in the practice. While we welcome your help with their training, please do not hesitate to tell us if you do not wish to see them—we will understand.

The Staff

Practice Management

Our Management team is responsible for the smooth running of the practice. If you have any suggestions or complaints, please do not hesitate to speak or write to us. We cannot improve our services without your help.

Receptionists

The Practice employs an Assistant Practice Manager, a secretary and 11 reception/admin staff. All the staff are happy to help you. If you have any questions please do not hesitate to ask. If they do not know the answer they will know someone who does.

Sometimes the receptionist requires more detail - any information will be treated in the strictest confidence. If you would rather speak to a receptionist away from the public area please let them know.

Practice Nurses

We currently have a 3 Practice Nurses and 1 Health Care Assistants who work in conjunction with each other and closely with the doctors.

They hold general surgeries each morning and evening where they carry out blood tests (requested by a doctor), stitch removal, injections, wound dressing, urine checks, travel advice and vaccinations, general health advice, diet, smoking and healthy living advice, new patient checks etc.