

The Hawthorns Surgery

331 Birmingham Road, Sutton Coldfield West Midlands B72 1DL

Main Number:	0121 373 2211
Appointments:	0121 373 2211
Secretaries:	0121 306 4600
Test Results:	0121 306 4600 (between 11.00am and 3.30pm)
Repeat Prescriptions:	0121 306 4604
Fax:	0121 382 1274

(Calls may be recorded for training purposes)

Visit our website

www.hawthornssurgery.co.uk

Welcome to The Hawthorns Surgery

This practice booklet will give you most of the information you need as a patient at the Hawthorns Surgery. If you have been coming here for many years we want to keep you well informed of our services. If you have joined us recently please make an appointment with our practice nurse for a 'New Patient Health Check' to let us know about your health needs as soon as possible.

History of our Practice

The practice was started in 1928 by Drs Whitehouse and Parkes at 85 Gravelly Hill North. In 1931 the practice moved to Wylde Green and in 1953 to "The Hawthorns", 323 Birmingham Road. The final move to the present address took place in 1968. Our premises have been extensively modified since then.

The practice provides a wide range of general medical services including family planning, maternity medical, child health surveillance, phlebotomy and minor surgery.

Opening Hours

The premises are open from 8.15am-6.30pm Monday to Friday. For urgent medical attention when the premises are closed, please telephone 0121 373 2211 (a recorded message will advise you of the telephone number to call for our out-of-hours provider).

Patient Registration with the Practice

Patients living within our practice area may apply to join the list by completing a signed application form, which can be obtained from the practice or our website. All new patients will be invited to participate in a new patient consultation.



This is our Practice Boundary if you have internet access you can input your postcode into our boundary search. If you do not please contact the Practice and we will check the postcode.

Doctors in the Practice

The Hawthorns Surgery is a Non Limited Partnership.

Dr Patricia Clarke	MB ChB FRCGP DRCOG FPA Cert	Birmingham 1979	(GP Partner)
Dr John Divall	BM FRCGP DRCOG FPA Cert	Southampton 1985	(GP Partner)
Dr Keith Wright	BSc MB ChB	Birmingham 1991	(GP Partner)
Dr Olav van Loon	MD MRCGP	Amsterdam 1994	(GP Partner)
Dr Matthew Condley	MB ChB MRCGP	Manchester 1998	(GP Partner)
Dr Mindie Mostert	MB ChB MRCGP DRCOG	Orange Free State 1997	(GP Partner)
Dr Ekdip Sangha	MB ChB MRCGP DRCOG DFSRH LoC IUT LoC SDI LoC Med (FRT for DFSRH) and DIPGUM		(Salaried GP)

Introducing the Staff

Practice Business Manager/Office Manager /IT Manager

Our experienced management team has responsibility for the overall management of the surgery.

Secretarial/Reception Staff

The Surgery employs Secretaries to support the GP's with referrals & queries, receptionists to book and facilitate appointments and administrators who all ensure the smooth running of the Surgery.

Practice Nurses

We employ Practice Nurses who run clinics and deal with immunisations, foreign travel advice, ear syringing, the removal of stitches, dressing of wounds and ulcers, blood tests and other investigations ordered by the doctor. Our nurses are: Janet Wood RGN, Lynda Payant RGN and Annette Coleman RGN.

Healthcare Assistants

We employ healthcare assistants to support the practice nurses and assist the doctors in minor surgery and in the ENT Clinic.

The Community Midwife Team

There is a community midwife team attached to this practice providing care for pregnant women and mothers and babies for up to 10 days after delivery. The team run the antenatal clinics.

Health Visitors

Our health visitors are located at Walmley Clinic although regular baby clinics are held here at the Hawthorns Surgery.

Pharmacist

Our practice pharmacist assists with issues relating to prescribing and is available by arrangement to discuss matters relating to prescriptions and medicines.

Education

This training practice is actively involved in the training of future GPs.

Each year doctors who have had hospital training will be attached to the practice for either six or 12 months. The current approved trainers are Dr Divall, Dr Clarke and Dr van Loon.

Dr Clarke, Dr Wright, Dr van Loon and Dr Condley teach undergraduate medical students. It is possible that, as part of the educational process, medical students will have access to medical records. All medical students sign confidentiality documents.

Patient Participation Group

We have developed an online patient participation group. Patients wishing to join the Virtual Patient Participation Group can do so by completing a form on our website www.hawthornssurgery.co.uk.

The main aim of the group is to:

- foster improved communication between the practice and its patients
- contribute to the continuous improvement of services according to the needs of the community and the practice.

We like to recruit patients from as broad a spectrum as possible to get a truly representative sample. We need young people, workers, retirees, people with long-term conditions and people from non-British ethnic groups.

If you are happy for us to contact you by email please visit our website go to www.hawthornssurgery.co.uk and click the link to complete a 'Patient Group Sign-up Form'.

Birmingham Cross City CCG (BCCCG)

As part of the Government's plan to re-fashion the NHS The Hawthorns Surgery is now part of a wider consortium of GP practices called the Birmingham Cross City CCG (BCCCG).

For more information visit www.bhamcrosscityccg.nhs.uk/ click on the tab 'Public Involvement'.

Otherwise you can contact them at:

Bartholomew House
142 Hagley Road
Edgbaston
Birmingham
B16 9PA
Telephone: 0121 255 0700

Surgery Hours

The practice is open from 8.15am-6.30pm Monday to Friday.

We offer GP appointments from: 08.30 – 11.00 and 15.00 - 18.00

Confidentiality

Patients wishing to speak about confidential matters away from the reception desk should tell the receptionist.

Touch-screen Self Check-in

Patients may check in at our reception desk or, alternatively, may use our automated self check-in screen. The touch-screen offers total confidentiality, avoids unnecessary queuing and is quick and easy to use.

To See Your Doctor At The Surgery

The doctors will see you by appointment ONLY, made by telephoning or calling at reception. Urgent cases will be seen the same day if possible, otherwise you will be offered the first available time. Routine appointments may be booked up to three weeks in advance - subject to availability.

Those patients needing to be seen urgently the same day may be asked to come at the end of morning or afternoon surgery, but should be prepared to wait. If you cannot keep an appointment please let us know.

Results Of Investigations

- The Practice will contact you if your results are abnormal and need further investigations we will not normally contact you if your results are normal. Results normally take up to 5 working days to be received by the Practice and some complex tests more than 5 days.
- Call 0121 306 4600 between 11.00am - 3.30pm when our staff will have more time to deal with your enquiry All patients' records on file or on the computer are confidential. In order to maintain confidentiality, laboratory and X-ray results will only be given to patients themselves, or to parents of minors if appropriate.

Home Visits During the Day - Telephone 0121 373 2211

If you need a home visit contact the receptionist, who will take your request. Our Doctors may ring prior to making a home visit. Except in an emergency please telephone before 10.00am.

In an Emergency

For urgent problems, out of normal surgery hours, the surgery contact Badger Group telephone 0300 555 9999 giving the name of your doctor. For routine calls telephone 0121 373 2211 between 8.30am & 18.30pm Monday to Friday.

On Line Services

Patients are able to register for online services, booking/cancelling appointments and repeat prescription requests. To register for these services there is a registration form available either via our website www.hawthornssurgery.co.uk or in Reception, please complete and return to the Practice. Please note Photo ID will need to be provided. A registration token letter will be given to you, once you have received this please register the token via our website.

Text Message Service

The Practice now offers a specific appointment reminder service (including annual health reviews, health campaigns e.g. Flu Vaccination) via SMS Text. If you do not wish to receive reminders please complete an opt out form available at Reception.

Please keep the Practice up to date with mobile phone numbers.

We will not send personal information via the text facility

Text messages are generated using a secure facility that are transported via public network onto a personal mobile telephone and as such may not be secure, however the Practice will not transmit any information which would enable an individual patient to be identified.

Prescriptions

We have changed how our prescription ordering system works, patients on long-term medication who are eligible for repeat prescriptions can order them in a number of ways:

- **In Person** - drop your repeat slip in at reception with the required items clearly marked.
- **By Post** - send it to us with a stamped addressed envelope if you want us to post it back to you.
- **By Telephone Housebound Patients Only** - on 0121 306 4604.
- **By Fax** - to 0121 382 1274.

Online - follow the link to our website www.hawthornssurgery.co.uk to access a registration form or call in at the Practice. Please note that a registration form will need to be completed and returned to the Practice to obtain a registration token. Photo ID will need to be provided in order for registration to be given at Reception. Our practice pharmacist assists with issues relating to prescribing and is available by arrangement to discuss matters relating to prescriptions and medicines. (Please note that antibiotics may not be requested using this service unless prior approval has been given by your Doctor)

Repeat Prescription Collection Service

To minimise the inconvenience to you why not take advantage of the Repeat Prescription Service, which is offered FREE by our local pharmacists. When requesting a repeat prescription by letter or by telephone simply give the name of the local pharmacist you use, and we will arrange for your prescription to be collected by them. Please advise us if you wish to change this arrangement. There will be no need for you to make a journey to the surgery - just collect your repeat prescription direct from the chemist of your choice.

Additional Services offered at The Hawthorns Surgery

Primary Care ENT Clinic

This service is located at The Hawthorns Surgery. Dr Divall and Dr van Loon have been accredited to triage and provide an advice and / or treatment service for patients with common chronic ear, nose and throat conditions. One of the aims of this service is to improve access to ENT services for the patients and GPs of North Birmingham.

Family Planning/Contraception/Sexual Health

We offer a comprehensive service including sexual health screening, HIV screening, coil fitting, coil checks, emergency "morning after" advice, during normal surgery hours and also at our Well Woman Clinics. Female sterilization, male vasectomy and fertility advice is provided during normal surgery times. All appointments are confidential.

Minor Surgery

These minor operations are arranged individually by the doctor after seeing the patient at a normal appointment.

Three-Yearly Health Checks

Patients who have not seen a doctor for the past three years can have a health check-up on request. Please make an appointment to see the practice nurse.

Child Health Surveillance

Child health surveillance check-ups are carried out by the health visitors, and babies are also seen by the doctor at a six to eight week check.

Patients Over 75

A general health screen is available for patients over the age of 75 years who would like an annual check-up.

Fees for Private Work

Some services and certificates given by the doctor are not covered by the National Health Service, and fees become payable by the patient for this private work - for example, pre-employment medical examinations, HGV medicals, insurance claims, private certificates and some travel vaccinations. Please ask the receptionist if you are not sure. Please note that only cash or cheque can be accepted for the payment of private fees.

Service and Care

At the Hawthorns we aim to provide you with a high standard of service and care, delivered in pleasant surroundings, with the help of attentive and courteous staff.

It is our duty to give you treatment and advice. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

Computer-Based Research

As part of this practice's contribution to clinical care, we may provide important anonymised information on diseases and treatments for research by third parties including academic, patient and commercial organisations. No identifiable information such as your name and address is provided. This data can be combined with similar data from many other practices to give more than one million anonymised records. Such information contributes to our understanding of health and health care.

This practice is registered under the Data Protection Act for the provision of research data, Registration Number E0281199. If you do not wish to share this data please either write to the Practice or collect a form from reception.

Confidentiality

Everyone working for the practice has a legal duty to keep information about you confidential and secure.

You may be receiving care from other people as well as the NHS (like Social Services). We may need to share some information about you so we can all work together for your benefit. We will only ever use or pass on information about you if others involved in your care have a genuine need for it. When we pass on any information we will ensure it is kept confidential and secure. We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be passed on. Again if we do need to disclose your information we will ensure it is kept secure.

Anyone who receives information from us is also under a legal duty to keep it confidential and secure. We are required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by a qualified health professional. Occasions when we must pass on information include: notification of new births; where we encounter infectious diseases which may endanger the safety of others, such as meningitis or measles (but not HIV/AIDS); where a formal court order has been issued.

Our guiding principle is that we are holding your records in strict confidence and with a high level of security.

The Data Protection Act 1998, which came into force on 1 March 2000, allows you to find out what information about you is held on computer and in certain manual records. This is known as 'right of subject access' and it applies to your health records. If you wish to have access to a copy of your health records please contact the practice manager.

Help Us To Help You

- Cancel appointments as soon as you realise you no longer need them.
- Book an appointment for each patient who wishes to be seen.
- Let us know if you change your address or telephone number.
- Only ask for medical services outside normal hours in an emergency.
- Do not ask a doctor to call at home unless you are too ill or infirm to attend surgery.

Complaints/Comments

The Practice has a complaints procedure that is available on our website and copies that are available at reception. If you have a complaint or comment please contact the Practice.

Violent Or Abusive Patients

If a patient commits an act of violence or is abusive towards the doctors, a member of the staff or to any other person present on the practice premises or in the place where the medical services are being provided, they will be removed from the practice list with immediate effect. The police will also be asked to attend.

Disabled Access

All ground floor consulting rooms, the treatment room and waiting areas are accessible to patients in wheelchairs, although assistance may be required.

Freedom of Information

What does it mean for you?

The right under the Freedom of Information Act ('the Act') and the Environmental Information Regulations (EIR) to request information held by public authorities, known as the right to know, came into force in January 2005. The Act and the EIR allow you to access recorded information (such as e-mails, meeting minutes, research or reports) held by public authorities in England, Northern Ireland and Wales. Under the Act, a public authority includes:

- Central government and government departments
- Local authorities

- Hospitals, doctors' surgeries, dentists, pharmacists and opticians
- State schools, colleges and universities
- Police forces and prison services

Additional information is available at www.informationcommissioner.gov.uk and a Freedom of Information factsheet is available at Reception upon request.

Medical Advice

Cervical Smears

Women between the age of 24 ½ and 64 years are strongly advised to have regular cervical smear tests. If an abnormality is detected it can be treated immediately. Smears are recommended once every three years up to 50 years of age and 5 years after 50 years of age. This test is carried out by one of our experienced practice nurses.

Pneumococcal Vaccination

Recommended for all patients over 65 years to help protect against pneumococcal infection. Appointments may be made with the practice nurse for this FREE injection.

Holiday Vaccinations

People going abroad or taking holidays need to protect themselves against infectious diseases prevailing in particular countries. For details please book an appointment to be seen in the travel clinic.

Yellow Fever

We are an approved Yellow Fever Centre.

Measles, Mumps and Rubella

These can all now be prevented by immunisation. Please ensure that your children are up to date with their MMR vaccinations. It is safe and effective and a vital measure to protect your child.

Advice On Child Immunisation's

It is important that all children and babies are immunised. Illnesses such as diphtheria, tetanus and polio are, thankfully, rare because of current immunisation policies, but if contracted can be crippling or even fatal. Whooping cough (pertussis) causes a very distressing illness with severe prolonged coughing which can lead to lung damage. Any risk associated with vaccination, if indeed there is any, is minute and has certainly been overstated in the past. We do strongly recommend that all babies have their vaccinations. If you have any queries or worries about any aspect of your child's immunisations, please feel free to talk them over with the doctor or the practice nurse.

Car Parking at the Surgery (At Owner's Risk)

- The practice cannot accept responsibility for loss of, or damage to vehicles.
- Please do NOT leave valuables in your car.
- For your convenience there is access to reception from the car park at the rear.
- Disabled parking and wheelchair access are available at the front entrance. Please display your Blue Badge.

USEFUL TELEPHONE NUMBERS

NHS 111 (free phone)	111 from landline or mobile
Relate	0121 643 1638
Samaritans	0121 666 6644
ChildLine	0800 1111
Birmingham Dental Hospital and School	0121 236 8611
Heartlands Hospital, Bordesley Green	0121 424 2000
Birmingham Women's Hospital, Edgbaston	0121 472 1377
Queen Elizabeth Hospital, Edgbaston	0121 627 2000
Genito-Urinary Clinic, Whittall Street	0121 237 5700
Good Hope Hospital	0121 424 2000