

## Teaching practice

The practice is a teaching practice and occasionally Student GPs or Qualified Trainee GPs may, as part of their training, be required to sit in with their trainer GP during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the Student GP/ Qualified Trainee GP will not sit in on your consultation.

## How to register at the practice

The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

## Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

You may also be offered a health check when you join the practice for the first time (see the practice website for a full list of your rights and responsibilities).

## Services we provide

Along with routine appointments, the practice offers the following services:

- **Family planning** – Our GPs and practice nurses offer a full range of family planning services
- **Immunisations** – The nursing team administer vaccines for both adult and child immunisations
- **Minor surgery** – Your GP will advise on minor operations
- **Cervical Screening** – For women aged 25 – 65. The nursing team undertakes these tests.
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Other services**– NHS Health checks for adult patients aged 40 to 74 years. Details are available from reception and on the practice website.
- **Travel advice** – We provide a large range of vaccines that are required when travelling abroad. See our website for further details.

We also offer the following clinics and checks: antenatal, baby, post-natal, smoking cessation, counselling for drug and alcohol addiction

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website, social media and within the practice.

## Opening hours

Mon–Friday	8:30 am	6:30 pm
Saturday	Closed	Closed
Sunday	Closed	Closed

### Branch surgery: Shirley Road

Mon–Friday	8:30 am	6:30 pm
Saturday	Closed	Closed
Sunday	Closed	Closed

### Improved access/Extended hours

Mon–Friday	6:30 pm	8:00 pm
Saturday	9:00 am	5:00 pm
Sunday	Closed	Closed

## Are you using the right service?

<p><b>SELF-CARE</b></p>  <p>What's in your medicine cabinet?</p> <p>Visit NHS choices at <a href="http://www.nhs.uk">www.nhs.uk</a></p> <p>Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting</p>	<p><b>PHARMACY</b></p>  <p>Feeling unwell and unsure what medication is right</p> <p>Need advice or help on medicines</p> <p>To help you self-care</p>	<p><b>NHS 111 (24/7)</b></p>  <p>Still unsure and want more advice then dial 111</p> <p>It's urgent but not an emergency</p> <p>NHS 111 is available 24 hours a day</p>
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<p><b>GP ADVICE</b></p>  <p>Self-care not working or persistent symptoms</p> <p>Chronic pain</p> <p>Long term conditions such as asthma or diabetes</p>	<p><b>WALK IN CENTRE</b></p>  <p>Minor injury or illness</p> <p>Symptoms not getting better and you cannot see your GP</p>	<p><b>A&amp;E or 999</b></p>  <p>Emergencies only</p> <p>Severe bleeding</p> <p>Choking</p> <p>Breathing difficulties</p> <p>Chest pain</p> <p>Stroke</p>
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# Patient Information Leaflet



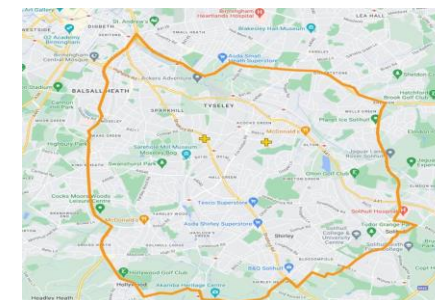
Hall Green Health is a partnership providing NHS Services under an NHS England Medical Services Contract.

977 – 979 Stratford Road  
Hall Green, Birmingham  
B28 8BG

Telephone No. 0121 777 3500

Website: [www.hallgreenhealth.co.uk](http://www.hallgreenhealth.co.uk)

## GP services are provided to the following areas:



Further information can be sought from [www.nhs.uk](http://www.nhs.uk)

## The Practice Team

This practice operates under a partnership agreement and provide services on behalf of the NHS.

## GP Partners

Dr Aireen Abdul-Razak – Managing Partner

Dr Masood Nazir

Dr Sonia Ashraf

Dr Ann Cartmill

Dr Nashat Qamar

Dr Shiraz Malik

Dr Sobia Wyne

Dr Aftab Arif

Dr Noreen Mahmood

Dr Sabba Ali

## Practice Management

Glynis Croxon-Jones – Practice Manager

Jamal Syed – Operational Manager

For our full practice team, please visit our website. Details are shown on the front of this leaflet.

## Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please log on to the practice website at [www.hallgreenhealth.co.uk](http://www.hallgreenhealth.co.uk). Should you be unable to access the website, please ring 0121 777 3500 and a member of our administrative staff will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

## Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence

## Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available online on our website.

## Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

## NHS England Contact

Hall Green Health provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

This leaflet was produced from the Patient Information Leaflet Policy dated 10/08/2022

## Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located at the front of the practice.
- Online – For more information, please see our website at [www.hallgreenhealth.co.uk/digitalpractice/medicines-and-prescriptions/](http://www.hallgreenhealth.co.uk/digitalpractice/medicines-and-prescriptions/)

**Please allow 72 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.**

## Comments, suggestions and complaints

If you would like more information about any of the services we provide, please ask a member of staff, telephone or log onto the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service and you can do this via our website; [www.hallgreenhealth.co.uk/practice-information/feedback-complaints/](http://www.hallgreenhealth.co.uk/practice-information/feedback-complaints/)

## Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please use the practice website to request one or contact reception requesting a call-back after logging a call [before 10.00 am]. A clinician will then telephone you to discuss your request.

Home visits are usually carried out in the afternoon, Monday to Friday.

## When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via [www.nhs.uk](http://www.nhs.uk)