

# Keynell Covert Surgery Practice Leaflet

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33 Keynell Covert, Kings Norton, Birmingham, B30 3QT

**Tel** 0121 458 2619 **Fax** 0121 459 9640 **Web** [www.keynellcovert.co.uk](http://www.keynellcovert.co.uk)

The doctors and staff at Keynell Covert Surgery are pleased to offer the highest standard of patient-centred healthcare. We welcome new patient registrations.

## GP Partners

**Dr Rajul Patodi** (Female)  
B.Sc., MBBCh, DRCOG, MRCGP

**Dr Sanat Kumar Patodi** (Male)  
MBBS, MS (General Surgery), D.Orth

*- Partnership under GMS Contract (not a limited partnership) -*

## Practice Staff

Mrs Rachel McGeown RN, BA, BSc  
Practice Nurse

Mrs Janet Weaver  
Medical Receptionist

Mrs Valerie Waters  
Healthcare Assistant (HCA)

Mrs Janette Armstrong  
Medical Receptionist

Mr Ahmad Mudassar Jamil  
Practice Manager

## Surgery Opening Times

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>AM</b>	0900 – 1300	0900 – 1300	0900 – 1300	0900 – 1300	0900 – 1300	Closed	Closed
<b>PM</b>	1600 – 1900	1600 – 1830	Closed	Closed	1600 – 1900	Closed	Closed

## Doctor Consultation Times

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>AM</b>	0900 – 1130	0900 – 1130	0900 – 1130	0900 – 1130	0900 – 1130	Closed	Closed
<b>PM</b>	1600 – 1900	1600 – 1800	Closed	Closed	1600 – 1900	Closed	Closed

## How to Register as a Patient

We welcome new patients. To register, please ask at reception for a form, or telephone us so we can post one out to you. We'll then ask you to present the completed forms at the surgery. If you have a Medical Card, please bring this with you. We will ask you attend a new patient health check so that we can complete your registration.

## Catchment Area

We are open to patients living within a 3 mile radius of our post code B30 3QT.

## Appointments

To make an appointment you can ring 0121 458 2619, visit reception during our normal opening times or book online anytime via EMIS Access (please ask reception for more information). Wherever possible you will be given an appointment with the doctor of your choice. You may book up to one month in advance.

Please remember each appointment is for 10 minutes and for one person only. The receptionist will ask you for a brief reason for the appointment to ensure that you are booked to see the most appropriate person. You can be assured that this information is confidential.

Please be aware that your doctor cannot deal with several problems safely and thoroughly in 10 minutes.

Doctors and nurses do their best to run to time, but sometimes a patient is particularly unwell and their consultation may over-run. This causes appointments to run late. We ask you for your patience and tolerance when this happens.

## Cancel an appointment

If you will not be able to attend a scheduled appointment, please let us know in advance so that we can offer the appointment slot to someone else in the community that needs it. If you are signed up for Patient Care Text Messaging, you may cancel via text message too. You may also cancel an appointment via your online EMIS Access account.

Recurrent non-attendance is a significant waste of NHS resources. Please be advised that we monitor patient non-attendance and in some cases may ask those that repeatedly miss appointments to register elsewhere.

## Urgent Appointments

Same day appointments are available for urgent medical problems. Please contact us early in the morning so we may facilitate your request. The clinical team may contact you back to discuss further. An appointment may be offered with the doctor or Nurse Practitioner.

*Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms.*

## Extended Surgery Opening Hours

GP appointments, including telephone consultations, are available during extended opening hours as follows:

**Monday:** 6:30pm - 7pm

**Friday:** 6:30pm - 7pm

Please allow us to give priority to members of the community that work during normal morning or afternoon surgery hours.

## Get Help Out of Hours

### NHS 111

If you have an urgent problem outside of Surgery hours that cannot wait until the surgery re-opens, please call NHS 111.

Calls are free of charge from mobile and landlines. This service is operated by the NHS and available 24 hours per day throughout the year. NHS 111 may direct you to the clinical team at *PrimeCare* who are commissioned by Birmingham Cross City CCG to provide some out of hours services.

Your local pharmacist will also be able to give you free health advice and you do not need an appointment. NHS 111 can direct you to a pharmacy that operates extended hours on a rota basis.

### Local Urgent Care Walk-in Centre

If our surgery is closed and you need to see a doctor, you may attend the NHS walk-in centre. No appointment necessary.

### South Birmingham GP Walk-in Centre

**Telephone:** 0121 415 2095

**Address:** 15 Katie Road, Selly Oak, Birmingham, B29 6JG

**Open:** 8am-8pm, 365 days per year.

## Life Threatening Emergencies

At any time, if you have a life threatening emergency including chest pain or shortness of breath, please telephone 999 and ask for an ambulance.

## Home Visits

You may request a home visit if you are housebound or too ill to attend the surgery.

Please try and telephone before 10am and the receptionist will take details of the patient, contact telephone number and reason for the visit. This information is passed on to the doctor who may ring you to assess further.

Home visits take place at the end of at the end of morning surgery between 12pm and 4pm.

Please remember that several patients can be seen in the practice in the time needed to make one home visit. There are also better facilities for examining and treating patients at the surgery.

## Telephone Advice

For telephone advice from a Doctor, please leave a message with reception by phone. A doctor will call after or between scheduled appointments, during practice opening times only.

## Blood Test Results

Please telephone the surgery after 11am. For confidentiality reasons, results will only be given to the patient, named carer or parent of a child.

When you undergo any investigations you will be told how long before the results are returned to the practice. It is your responsibility to check your results and make an appointment to discuss them with the doctor if advised.

## Prescriptions

Repeat prescriptions can be requested in person, online or by post. When the surgery is closed you can post your request through the letterbox. During normal opening times please use the box marked 'Prescriptions'.

Unless using the online prescription service, requests must be in writing to avoid errors. Please use the detachable tear off slip from a previous prescription.

Requests for repeats prescriptions will be dealt with within 2 working days.

Please read any messages on the tear off slip. You may need to see the doctor or nurse before your next repeat prescription can be issued, as part of your long term medication review.

If you enclose a stamped addressed envelope we will post your prescription back to you. Please allow enough postal time before you need your medication.

If you are housebound and have no help to fetch your medication, we can arrange to have it delivered by a local pharmacy. Please ask one of the reception staff who will be happy to help make this arrangement.

The practice offers the Electronic Prescribing Service (EPS). This allows us to send prescriptions electronically to a pharmacy of your choice. If you wish to collect your prescription direct from a local pharmacy, please let us know.

Telephone or fax requests will only be accepted under exceptional circumstances, e.g. housebound patients, and by prior agreement with one of the partners.

There is further information about prescription exemptions and fees on the NHS website and the waiting area.

### Urgent prescriptions

If you have an urgent prescription request, please inform reception staff as early as possible. We will do our best to accommodate your request, which may require that a doctor first calls you.

## Chaperones

The practice has a chaperone policy and any patient has the right to request a chaperone be present during a consultation. This will usually be a suitable member of staff, with the agreement of the patient.

Please mention this at the time of booking or speak to your GP at the start of your consultation if you would like a chaperone.

The clinician may also require a chaperone for some examinations.

## Your Preference for a Practitioner

Patients or anyone authorised on behalf of a patient have the right to express their preference to be seen by their preferred Practitioner. The Practice will make a reasonable attempt to meet your preference based on availability of the practitioners.

## Disabled Access

Our site is accessible to wheelchairs through our front door. We have a ramp from the street for your convenience. Wheelchairs can manoeuvre through to both of our consulting rooms.

The WC and toilet have been modified to help people with diminished mobility, however the WC may not be large enough for all wheelchair types. The nearest dedicated disabled toilet facilities are at Broadmeadow Health Centre, which is next door to our site.

## Our NHS Services

### Chronic Disease Management

- Asthma & COPD
- Diabetes
- Hypertension
- Chronic Heart Disease
- Stroke & TIA
- Rheumatology Monitoring.

### Women's Health

- Antenatal and Postnatal Care. The midwife is based at Broadmeadow Health Centre
- Cervical Screening
- Family Planning.

### Child Health Services

- Childhood Immunisations
- Neonatal checks
- Health Visitors based at Broadmeadow Health Centre.

### Other Services

- Smoking cessation
- Spirometry
- Electro cardiograms (ECGs)
- Well person clinics and NHS Health Checks
- New patient checks

- Physiotherapy Referral
- District Nursing Services based at Broadmeadow Health Centre
- Ear syringing
- Phlebotomy services
- Joint injections
- Learning Disability Annual Health Checks
- Influenza and Pneumococcal immunisations for at-risk patients (including carers)
- Sexual Health Advice including chlamydia testing
- Travel advice and vaccines.

## Our Non-NHS Services

Sometimes GPs are asked to provide additional services, which fall outside their contract with the NHS. In these circumstances, they are entitled to make a reasonable charge for this provision. To ensure that reports or certificates are accurate, the patient's entire medical record needs to be checked. This cannot be completed overnight so please allow for reasonable notice.

## Complaints & Suggestions

We are keen to provide patients with the best possible care. If you have suggestions for improving our service, please discuss them with our Practice Manager or post a written note into the suggestion box in the Waiting Area.

We aim to give a friendly and professional service to all of our patients. If you have any concerns about any aspect of our service, please let us know by contacting the Practice Manager via reception.

In the majority of cases, concerns can be resolved satisfactorily. However if you feel we have not dealt with the issues as you would wish, you do have the right to contact NHS England.

We have a separate Complaints Leaflet available.

## Confidentiality

The practice complies with Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

## Data Protection Act

All information held about patients is completely confidential. The Practice is registered with the Information Commissioners Office under the Data Protection Act 1998.

## Freedom of Information

The Information Commissioners Office (ICO) has published a new Model Publication Scheme that all public authorities are required to adopt.

Further information about the Model Publication Scheme can be found on the ICO website.

## Other Leaflets

In the surgery, you will find a wide variety of leaflets which will inform you of all the services and other useful patient information regarding your health care needs. Please also read the useful posters on the notice boards in the Waiting Area.

## Local Clinical Commissioning Group and NHS Area Team Details

### **Birmingham CrossCity CCG**

Bartholomew House  
142 Hagley Road  
Birmingham  
B16 9PA

Tel: 0121 255 0700

Email: [bhamcrosscity@nhs.net](mailto:bhamcrosscity@nhs.net)

### **NHS England Area Team Midland & East (West Midlands Office)**

St Chads Court  
213 Hagley Road  
Birmingham  
B16 9RG

**Tel:** 0121 695 2222

## Patients Rights and Responsibilities

We aim to provide patients with the best clinical care and support in a friendly environment. We can help you best if you help us.

### **Your rights are**

- To be registered with a family doctor.
- To change your doctor easily and quickly.
- To be offered a health check.
- To receive emergency care at any time through the doctor.
- To have appropriate drugs and medicines prescribed.
- To be referred to a consultant acceptable to you when the doctor thinks it necessary and to be referred for a second opinion if you and the doctor agree 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 records confidential.

### Your responsibilities are:

- To ask the doctor or nurse about anything that you don't understand.
- To treat staff politely and courteously, as you would wish to be treated yourself.
- To tell the surgery and other medical providers / hospitals straight away if you change your name, address or telephone number. It helps us to keep our records up to date and to contact you when necessary.
- To understand that the results of tests are only given by the doctor or nurse to the person who had the test or, for children, to the parent or guardian.
- To ask for out of surgery calls only in a real emergency.
- To keep your appointments at all times or cancel them in good time so that we can offer them to other patients

## Zero Tolerance on Violence and Aggression

We support the NHS zero tolerance campaign. Violent and abusive patients will be reported to the police and removed from the practice list.