



## GRAFTON ROAD SURGERY

11 Grafton Road, Shirley, Solihull, West Midlands,  
B90 1NG. Tel: 0121 474 4686 Fax: 0121 430 8462  
[www.graftonrdsurgery.co.uk](http://www.graftonrdsurgery.co.uk)

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### YOUR DOCTORS ARE:

*Dr Nasreen Ali* (Female)

MBCHB(Sheffield),DFFP

*Dr Raveendra Katamaneni* (Male)

MBBS(India),MRCP(UK),MRCPCH(UK),DCH

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# Welcome to Grafton Road Surgery

## OPENING HOURS AND APPOINTMENTS

Our usual opening hours are 8.00am to 6.30pm each weekday. We also have access to an extended access service which is run out of Richmond Medical Centre. Individual doctors hours vary within these times during the week. You can see a doctor or nurse during surgery time by contacting the surgery and making an appointment via our receptionists. You can also book some routine (i.e. non-urgent) appointments via the internet. Please speak to a receptionist to register for our Online Services. Our telephone lines can become very busy at peak times (8.00 to 11.00am each day) so you may be put on hold for a short time when we answer. You will be offered the next available doctor's appointment, but if you feel the problem is a medical emergency and cannot wait, please tell the receptionist. You may consult any of the doctors but for non-urgent and/or continuing problems. If this is the case, please book an appointment in plenty of time – we will always endeavour to comply with a request to see a specific doctor, but this may not always be possible if the appointment is not booked in good time and you should understand that, in such instances, you may have to wait longer to be seen by your preferred GP. If you cannot keep your appointment, please let reception know as soon as possible so that it can be offered to another patient who may need it. Please note: we monitor non-attendance of appointments. If, after a warning, the problem persists, we would regard that as evidence of a breakdown in the doctor/patient relationship and in such instances reserve the right to remove the patient from our practice list.

## GP SERVICES

Under its current contract, the practice provides services which are defined as:

- **Essential** - the management of patients with treatable illnesses, care of the terminally ill, and care of patients with chronic diseases.
- **Additional** - cervical screening, contraceptive services, child health surveillance, maternity services, minor surgery, immunisations.
- **Enhanced** - essential or additional services delivered to a higher specified standard eg extended minor surgery. From April 2013, enhanced services will be commissioned by the National Commissioning Board, the Local Authority and Solihull Clinical Commissioning Group. Any patient who has not been seen at the practice in the previous three years can request a review (for patients over 75 years of age an annual review can be requested).

## SERVICES

The following Services are provided by the Practice each week at the surgery. Please contact us to make an appointment

SERVICE	CLINICIAN	TIME
Child Immunisations	Practice Nurse	Monday & Friday
Cervical Smears	Practice Nurse	Monday to Friday
Post Natal & Child development	General Practitioner	Monday to Friday
COPD	Practice Nurse or Healthcare Assistant	Monday to Friday Patients will be recalled for the clinic, Please bring your inhalers with you
Asthma Clinic	Practice Nurse or Healthcare Assistant	Monday to Friday Please bring your inhalers to clinic
Minor Surgery	General Practitioner	When required
Diabetes	Dr Katamaneni or Practice Nurse	Please arrange a blood test approximately 2 weeks before your appointment
Phlebotomy (Blood Taking)	Healthcare Assistant	Tuesday to Friday
Warfarin INR	Richmond Medical Centre	Monday to Friday Please bring your yellow book

### **HOME VISITS**

Please try to come to the surgery whenever possible. If you are too ill to attend the surgery and really need a home visit, please ring 0121 474 4686 before 11.00am. The on-call doctor may wish to talk to you and offer advice and, if the doctor feels a visit is necessary, will authorise a home visit. Visits are usually done between 1.00 and 4.00pm and we cannot guarantee which doctor will call.

### **OUT OF HOURS**

Solihull CCG are currently responsible for providing out-of-hours care for patients of Grafton Road Surgery. Patients are asked to dial 111 to access healthcare services when the surgery is closed. The NHS 111 service will be handling calls and directing patients to the appropriate service. Information on accessing healthcare is available on the surgery answerphone when the surgery is closed. Solihull Urgent Care Centre is based Solihull Hospital and is open from 8.00am - 8.00pm seven days a week.

### **REQUEST TO SPEAK TO A DOCTOR OR NURSE ON THE TELEPHONE**

For some matters, a doctor or nurse may be able to advise you by telephone. The receptionists will take your telephone number and your call will be returned as soon as possible. We ask that patients are available for the Doctor or Nurse to call you. Non-urgent or routine queries for specific members of the practice team will be passed to the relevant member of staff and will be dealt with on their return to the practice. You will be informed if they are due to be absent from the practice for more than a few days.

### **REPEAT PRESCRIPTIONS**

If you are on regular repeat medication then the right hand side of your prescription will act as your repeat prescription order form. You should complete the form as required and either post it to us or place it in the repeat prescriptions box in the practice reception area. You can also order repeat medication via the internet. You will need to register for this service at the practice. Please speak to a receptionist for further information. Whichever method you choose, your prescription will be ready for collection two working days later, after 5.00pm. Telephone requests for repeat prescriptions cannot be accepted unless you are housebound. Once a year you will need to see a doctor to review the medication you have on repeat prescription. This review date is printed on each prescription for your information.

### **THE PRACTICE TEAM**

#### ***Practice Nurse***

Our practice nurse can help you with your minor illnesses and is trained in health promotion and screening. Their skills include giving injections, taking smears, managing asthma and other chronic lung diseases, diabetes and blood pressure problems.

#### ***Health Care Assistant***

The health care assistant is not a nurse but is trained to carry out a range of procedures such as taking blood, taking blood pressure readings, doing heart tracings (ECGs) and new patient health checks.

#### ***Other Health Professionals***

We also have a team of district nurses, phlebotomy, midwives, health visitors and counsellors who work within the surgery. If you wish to see a counsellor you will need to see a doctor and they will advise accordingly. Appointments and/or further information are available via reception.

### **PRACTICE MANAGER**

Behind the scenes, our practice manager deals with the operational and administrative management of the practice and will personally help answer any queries or complaints which you may have about our service. Other valued and essential members of the team are receptionists, secretaries, administrative and cleaning staff.

### **Comments, Suggestions And Complaints**

We welcome comments and suggestions on our standard of service. We aim to provide the highest standard of care. If you feel that this has not happened, please contact the practice manager. Feedback can be given verbally, in writing and through our website. We are happy to discuss any issues with patient's advocates, provided we have the appropriate consent to do so. The practice has an in-house complaints procedure in line with NHS regulations. A member of staff will be able to give you a leaflet explaining the system on request. For advice and support, patients may approach the Independent Complaints Advisory service on Tel: 024 7669 7443 ext. 228 or E-Mail: [office@independentadvocacy.org](mailto:office@independentadvocacy.org) Website: [www.independentadvocacy.org](http://www.independentadvocacy.org) or NHS England on 0300 311 2233 or email [england.contactus@nhs.net](mailto:england.contactus@nhs.net). If a complainant is unhappy with the practice's response they can contact the Health Service Commissioner, known as The Ombudsman on 0345 015 4033.

### **Patients' Responsibilities**

Please cancel appointments which are no longer needed - these can be offered to other patients. Please arrive on time for your appointment. Please book one appointment for each person. Please note that routine appointments are 10 minutes in duration. Please treat our staff with courtesy and respect. Please notify us if you change your name, address or contact numbers - it is important that we can contact you if needed.

### **DISABILITIES**

Our premises are fully accessible to disabled people and include the provision of a toilet suitable for wheelchair access. There is an induction loop at the reception counter for patients who are deaf or hard of hearing.

### **Security**

Closed circuit television (CCTV) is installed at the practice premises for the purposes of staff, patient and premises security. Cameras are located at various places on the premises, and images from the cameras are recorded. The use of CCTV falls within the scope of the Data Protection Act 1998.

### **Non-NHS Services**

There are some services, which are not covered by the NHS, for which the doctor will make a charge including completing private health insurance forms, passport forms, medicals for pre-employment and some travel vaccinations. These fees are reviewed on a regular basis and a list is available at reception.

### **National Opt Out Facility**

You can choose whether your confidential patient information is used for research and planning. Your patient information is used by the NHS, local authorities, university and hospital researchers, medical colleges and pharmaceutical companies researching new treatments. You can choose to opt out of sharing your confidential patient information for research and planning. There may still be times when your confidential patient information is used: for example, during an epidemic where there might be a risk to you or to other people's health.

**What should you do next?** You do not need to do anything if you are happy about how your confidential patient information is used.

If you do not want your confidential patient information to be used for research and planning, you can choose to opt out securely online or through a telephone service. **You can change your choice at any time. To find out more or to make your choice visit [nhs.uk/your-nhs-data-matters](https://www.nhs.uk/your-nhs-data-matters) or call 0300 303 5678**

### **HOW TO REGISTER AS A NEW PATIENT**

We do not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation, appearance or medical condition. We accept requests to join the list from eligible people who live in the practice area. To register as a new patient, you will be asked to complete a registration form. We will also require proof of identity and entitlement to free NHS healthcare. If you are eligible to join you will become a patient of the practice, but not of a particular GP. You may express a preference to consult a particular GP but this cannot be guaranteed.

### **Violence And Aggression**

The practice operates a zero-tolerance policy towards any form of verbal or physical aggression. Breaches of this policy will result in instant removal from the practice list.

### **CONFIDENTIALITY**

All the records held in the practice are completely confidential. No identifiable information is released without your written consent. Our computer is used to store some information and this information is covered by the General Data Protection Regulation (2018).

### **Medical Records**

The staff at the practice record information about you and your health so that you can receive the right care and treatment. We need to record the information so that it is available each time we see you. Your medical records are confidential, and everyone working at the practice has a legal duty to keep information about you confidential. The information recorded may be used for reasons other than your personal care, for example, to protect the health of the general public and to plan for the future; train staff and carry out research. We are involved in research studies which require access to anonymous information from patients' notes. You cannot be identified from these notes as all personal data (name, address, post code, date of birth) are removed. Individual anonymised records are added to a much larger database from many patients across the UK which is used by researchers outside the practice. This data may be anonymously linked to other data, such as hospital data. If you would like to opt out of this data collection scheme, please let your doctor know and your records will not be collected for this anonymous research. This will not affect your care in any way. If anything to do with the research would require that you provide additional information about yourself, you will be contacted by your GP to see if you are willing to take part; you will not be identified in any published research.

### REMOVALS POLICY

There are several reasons why patients are removed from the surgery register:

1. The patient has moved outside the practice area
2. The patient persistently does not keep appointments, without prior notification
3. There is a breakdown of trust in the doctor/patient relationship
4. The patient has been verbally abusive to the doctors or staff or their behaviour is inappropriate
5. The patient has been violent or has threatened violence

We have a duty to protect staff from abuse, harassment and violence. In the case of verbal abuse or harassment, we would normally issue a warning but will not hesitate to remove patients immediately if the circumstances warrant this action.

Violent patients **will** be removed from the practice list immediately, using the relevant NHS procedure, which is part of the NHS Zero Tolerance Project. Any incidents of violence or threatened violence will be reported to the police.

### FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

### Birmingham and Solihull Clinical Commissioning Group (BSOL)

BSOL Clinical Commissioning Group (CCG) has been authorised to lead the local NHS by commissioning (buying and monitoring) high quality healthcare services for the people of Solihull. BSOL CCG can be contacted at:

Friars Gate, 1011 Stratford Road

Solihull, West Midlands B90 4BN

Email: [solihull.ccg@nhs.net](mailto:solihull.ccg@nhs.net)

Telephone: 0121 713 8399

You can find information about the CCG on their website, [www](http://www.birminghamandsolihullccg.nhs.uk).

[www.birminghamandsolihullccg.nhs.uk](http://www.birminghamandsolihullccg.nhs.uk)

### ACCESS TO RECORDS

You have a right of access to your health records. If you would like to know more, please ask for a leaflet, or speak to the practice manager. NHS England, Solihull CCG, or its successor, and The Care Quality Commission, may require access to patients records for audit purposes.

### Car Park

There is adequate, free car parking space available at the front of the surgery.

### GENERAL PRACTICE RESEARCH

We participate in the General Practice Research Framework trials and from time to time search patients' medical records for suitable subjects who may then be offered the opportunity to take part in the

### Test Results

You should always contact the surgery to obtain the results after you have had a test. To do this please ring reception after 2.30pm. Please do not telephone prior to 2.30pm. as results are not usually available before this.

### CONTRACEPTIVE SERVICES

We offer a full range of contraception services including:

- Prescribing the contraceptive pill
- Emergency contraception
- Condoms

Appointments can be made with the doctors or nurses for contraceptive services. We respect the confidentiality of patients in these matters from the age of 12 years.

You can self-refer for Coil fitting, & Implants, advice and information, order STI self-sampling kit, **book appointments at Umbrella on 0121 237 5700**. The Umbrella website will tell you which services can be found where : [umbrellahealth.co.uk](http://umbrellahealth.co.uk)

## HEALTH PROMOTION AND SELF TREATMENT OF COMMON ILLNESS & ACCIDENTS

**Folic Acid** - *IMPORTANT* if you are considering a pregnancy research in the last 10 years has shown that the risk of having a spina bifida baby can be reduced by up to 80% if the mother takes folic acid (a vitamin) supplements in the three months before getting pregnant and the first three months of pregnancy. Folic acid is available from the surgery or from your pharmacy.

### Carers

A carer is someone who, though not formally employed in this role, looks after a relative, friend or neighbour who has a long-term illness, disability, mental health problem or frailty due to old age. It is possible to get information, help and support as a carer, by contacting Birmingham City Council on 0121 303 1111 or by logging onto [www.birmingham.gov.uk/carers-info](http://www.birmingham.gov.uk/carers-info) or Solihull Carers

[www.solihullcarers.org](http://www.solihullcarers.org) Tel: 0121 704 8001 or  
[connectcc@solihull.gov.uk](mailto:connectcc@solihull.gov.uk)

### **Smoking Cessation**

If you would like help to stop smoking, please ask one of the doctors or nurses or a member of the reception staff, or alternatively contact **Solihull NHS Stop Smoking Service (0800 6226968)**

<http://www.quit51.co.uk>

Solihull NHS Stop Smoking Service offers one-to-one support for smokers to stop smoking at a range of venues across the borough, including drop-in sessions, some GP surgeries and pharmacies. Solihull's NHS Stop Smoking Service is made up of Specialist Stop Smoking Advisors who can offer friendly advice and free support to those people who want to go smoke free.

**Many common aches and pains can be simply treated at home without the need to consult a doctor.**

### **Burns**

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

### **Bed Sores**

Bed sores are far easier to prevent than cure. They are caused by prolonged pressure to certain parts of the body when lying in bed for long periods. They can be prevented by encouraging the patient to shift position as often as possible. Take care to smooth out creases in the bottom sheet to avoid irritation. If red marks appear at the pressure points such as heels, elbows, buttocks and hips, inform the doctor before they get worse.

### **Diarrhoea**

In adults, diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional Kaolin mixture or by medicines containing codeine. Holiday diarrhoea is often due to bacteria. Again, Kaolin mixture can be taken. Consult your doctor if the symptoms persist for more than a few days. Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding them a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

### **Back Pain**

Back pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong. Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse i.e. lifting too heavy weights etc, be sensible and take things easy. It is important to stay as active as possible. Take care to sit as upright as possible with a support for the small of the back. Take aspirin or paracetamol which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

### **Colds**

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take antibiotics as these will have no effect!

### **Gastroenteritis**

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed, medicines are often immediately vomited up. Large quantities of water, orange juice or thin soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies or young children, six hours.

### **Stomach Ache**

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help. If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

### **Sprains**

Treat with a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Then apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period.

### **Nose Bleeds**

Sit in a chair, lean forward with your mouth open, and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor

### **Minor Cuts and Grazes**

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

### **Sunburn**

Treat as for other burns with cold water to remove heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid over-exposure to the harmful effects of the sun.

### **Insect Bites and Stings**

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

### **Head Lice**

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription.

### **Chickenpox**

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off. Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

### **German Measles (Rubella)**

The rash appears during the first day and usually covers the body, arms and legs in small pink patches of about 2-4mm and doesn't itch. No other symptoms are usually present apart from occasional aching joints. It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date.

The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

### **Measles**

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight or ten days after that date. *Immunisation can prevent this disease.*

### **Mumps**

Symptoms are swelling of the gland in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight or ten days after that date. If the pain is severe you should consult your doctor. *Immunisation can prevent this disease.*

### **On Line Appointments**

Patient Online will help you to take greater control of your health and wellbeing by increasing online access to services. You will be able to book appointments online, order repeat prescription and view parts of your medical records. When you register at Grafton Road Surgery you Automatically be registered for online services. Please let reception know if you decline this service. You may not be able to use the online services if you not have access to a computer/phone or the internet. Please do not worry. Please ask at reception for more information.

### Grafton Road Surgery Patients' Charter

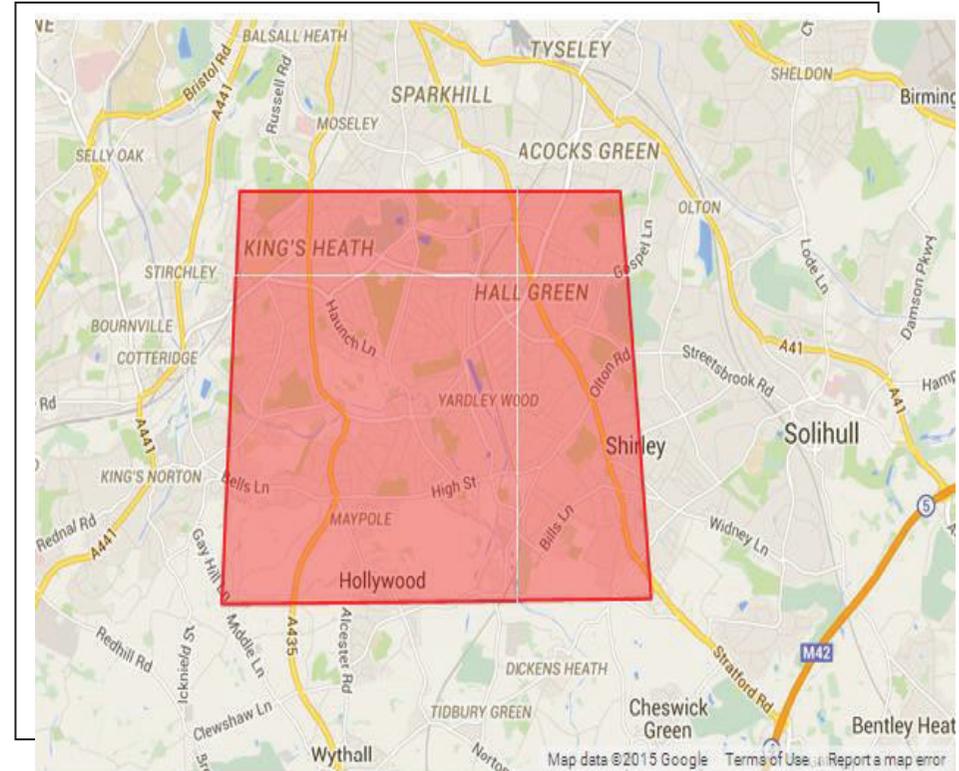
We are committed to providing the highest quality service. This will be achieved by working together. HELP US TO HELP YOU.

#### Our Commitment:

1. Premises will be clean and accessible to all patients.
2. Two incoming telephone lines are provided on one number, which can be used 24 hours a day to obtain advice on how to contact a doctor. Lines are answered as promptly as possible.
3. Confidentiality will be maintained at all times. A separate interview room is available if you would like to speak with the receptionist in private.
4. Urgent requests for appointments will be assessed the same day. Routine appointments will be offered.
5. Practice staff will wear name badges for ease of identification and will offer a friendly, courteous service at all times.
6. Repeat prescriptions are available two working days after request.
7. If referral to a consultant or other agency is appropriate, this will be made within five working days of your consultation, wherever possible.
8. Practice leaflets are available with information about the practice and the services offered. Other health information is available on the practice notice boards and website.
9. We welcome your comments and suggestions - please address these to the practice manager. We operate a practice complaints procedure - details are available from reception.

#### Help us to help you:

1. Please treat our staff with courtesy and respect. We operate a zero tolerance policy for violence and aggression towards our staff.
2. Please arrive promptly for your appointment and let us know if you will be unable to attend or no longer require your appointment - it may be offered to somebody else.
3. Please book separate appointments if more than one patient is to be seen.
4. Please let us know if you change your name, address or telephone number.
5. Home visits are for patients who are too ill to attend the surgery or for those who are housebound. It is preferable, wherever possible, for patients to attend the surgery where we have far better facilities for examination and treatment. If you do require a home visit, please telephone the surgery before 11.00am.
6. Please telephone after 2.30pm for test results - results are usually not available before this time and the receptionist will have more time to help.



#### Useful Telephone Numbers

**Solihull Hospital 424 2000**

**Heartlands Hospital 424 2000**

**M R Pharmacy 704 4485**

**Solihull Council 704 8001**

**Birmingham City Council 0121 303 1111**

**Mammography Unit 024 7696 7200**

**Health Visitor 711 2133**

**Police – Solihull 0845 113 5000**

**Community Drug Line 0800 783 8899**

**Please note that there is no paediatric cover for Accident and Emergency at Solihull Hospital, therefore children will be referred to Heartlands Hospital.**