



**Welcome to**

**Cofton Medical Centre**

**2 Robinsfield Drive**

**West Heath**

**Birmingham**

**B31 4TU**

**Tel: 0121 693 5777**

**[www.coftonmedicalcentre.nhs.uk](http://www.coftonmedicalcentre.nhs.uk)**

**Opening Times**

**Monday to Friday**

**8:00 to 18:30**

The information in this leaflet is available in large print and on our website where you can access it in different languages

Practice Team, Doctors and Nurses	Page 3
Training and Teaching	Page 4
Our Services	Page 5
Additional Services	Page 6
Registering with the Practice	Page 7
Overseas and Temporary Visitors	Page 7
Opening Hours	Page 8
Out of Hours Services	Page 8
Appointments	Page 8 and 9
Repeat Prescriptions	Page 10
How to make a Complaint	Page 10
Practice Charter	Page 11
Other Local NHS Services	Page 12
How we use your records	Page 13
Data Sharing in the NHS	Page 14
- Summary Care Record	Page 15
- Your Care Connected	Page 16
- MyHealthcare	Page 17
Accessible Information	Page 18
Patient Confidentiality	Page 19
Useful Numbers	Page 20

## Practice Team

We deliver a full range of health services through a highly skilled, professional team of clinical and administrative staff. We also offer a wide range of services from attached staff such as counsellors, midwives and health visitors. The Practice Manager is Luke Powell.

## Doctors

Dr K Blackford (Female, Mon, Tues, Weds and Fri) MBChB—  
*Dr Blackford has a special interest in respiratory diseases and substance misuse.*

Dr Z Noor (Male, Mon, Tues, Weds, Thurs and Fri) MBChB, DRCOG, MRCP—  
*Dr Noor has a special interest in orthopaedics and minor surgery.*

Dr V Lloyd (Female, Mon, Thurs and Fri) MBChB, DRCOG, MRCP, MSc—  
*Dr Lloyd has a special interest in dementia and palliative care.*

Dr J Pinder (Male, Mon, Tues and Weds) MBChB, MRCP, MRCP  
*Dr Pinder has a special interest in diabetes and sexual health. He is also the practice lead for commissioning and represents the practice at Birmingham South Central CCG*

Dr R Kent (Male, Mon, Tues, Weds and Fri) MBChC, DRCOG, MRCP, MRCP

DR N Gupta (Female, Mon, Tues and Weds) MRCP, MRCP, MBBS, DRCOG, DFSRH, PGDip Dermatology

Dr R Glynn (Female)

Dr Z Esufali (Female)

Dr V Chauhan (Male)

## Nurses

Elaine Allso	RGN and Nurse Prescriber
Kate Petley	RGN and Nurse Prescriber
Rachel Wheeler	RGN
Sharon Hill	RGN
Melissa Boylan	RGN
Jayne Alsop	RGN
Maria Smith	HCA/Phlebotomist
Trish Dilloway	HCA/Phlebotomist
Jo Black	Phlebotomist

We are a partnership and you may see any of the Doctors, but it is better to see the same Doctor for results and ongoing problems when this is possible. The Doctors will see you in surgery by appointment, but urgent cases will be dealt with as they arise by the Doctor on call.

## **Training and Teaching**

We are a designated training practice; you may be offered a consultation with a GP Registrar, who is a qualified Doctor. The registrar works closely with our approved GP trainers; Dr Noor, Dr Lloyd and Dr Kent.

As part of the Doctors training, they may request your permission to record your consultation with them. The recording would be used solely for the training of the specified doctor. You can decide not to have your consultation recorded. The care that you receive will not differ depending on the choice that you make.

We participate in the training of medical students from the University of Birmingham. The receptionist will inform you on the occasions when a medical student will be in the surgery and you will be asked for written permission for the medical student to be present during your consultation. If you do not want a medical student in your consultation, please advise the receptionist. Your treatment and care will not be affected in any way if you do not consent to a medical student being present.

We are proud of the role we play in the continuing education of our future Doctors. If you would like to assist us in student teaching, please leave your contact details at the reception and one of our admin staff will contact you. We would like to thank all those patients who make student teaching possible.

## **Our services**

Cofton Medical Centre holds a contract to provide General Medical Services (GMS) to its registered population. We aim to provide a high quality service delivered by a highly trained and professional team.

### **We provide the following additional services:**

- Childhood immunisations
- Child health surveillance
- Travel vaccination and immunisation
- Maternity services
- Contraceptive services

### **We also provide a range of enhanced services including:**

- Chronic Kidney Disease monitoring
- Diabetes monitoring
- Contraceptive services (IUD)
- Minor surgery
- Prostate cancer monitoring
- Rheumatology monitoring
- Substance misuse treatment and support

Our nurses are able to offer a full range of nursing, including:

Chronic Disease Management (For Diabetes, Asthma, COPD, Heart Disease, Chronic Kidney Disease, Stroke and Hypertension), Cervical Smears, Contraception. Travel advice and vaccination, wound management, childhood immunisations and minor illness assessments.

## **Additional On-Site Services**

### **Community Midwives**

The community midwives are available in surgery by appointment only on Tuesday's and Thursday's.

### **Change Grow Live**

Workers from Change Grow Live work closely with the Doctors to support and treat people with substance misuse problems. You will need a referral from the Doctor to access this service.

## **Other Healthcare Workers**

Other community teams work alongside the Doctors and Nurses at the practice:

### **Health Visitors**

The Health Visitors are located at Block B, West Heath Hospital, B38 8HR. You may contact the Health Visitors Team on 0121 466 4050 for more information on clinic times.

### **District Nurses**

The District Nursing team can be contacted on 0300 555 1919. Services provided by the District Nurses include assessing the health needs of the housebound including the provision of equipment to maximise independence, monitoring long-term health problems, care of the terminally ill and support for their family, wound care, hospital after-care and continence management.

### **Stop Smoking Service**

Advice and support is available from your local NHS Stop Smoking Service. You can get more information by calling 0800 052 5855 or texting **QUIT** to 80800.

## Registering with the Practice

You may register with us as an NHS patient if you are a resident in our catchment area. You can find our catchment area on our website [www.coftonmedicalcentre.nhs.uk](http://www.coftonmedicalcentre.nhs.uk). For each person registering, we will need a completed GMS1; these are available from the reception or to complete or print via our website - [www.coftonmedicalcentre.nhs.uk](http://www.coftonmedicalcentre.nhs.uk). We will also require a new patient questionnaire to be completed for each new patient.

As part of the registration procedure new patients aged 18 and over may see the practice nurse for a new patient check. This includes checking your blood pressure, urine, height and weight and offering healthy lifestyle advice. The nurse will also record any current problems or allergies in your medical records. If you are currently on any medication, you must see the practice nurse **before** requesting a repeat prescription.

## Overseas and Temporary Visitors

If you are an overseas visitor, you may be asked to pay for your treatment unless you are from an EEA member country and you have a European Health Insurance Card (EHIC). As a visitor, the Doctor can provide you with necessary treatment free of charge in an emergency situation only.

If you are a temporary resident in this area (for a period of up to three months), and you are eligible for NHS treatment, we may accept you as a temporary patient. Your medical records remain with your registered GP but we will provide you with full medical care whilst you are in the area. If you leave the UK for a period of more than three months the Doctor you have seen is no longer responsible for your medical care and may not provide repeat medication in your absence.

## **Opening Hours**

The practice reception is open as follows:

<b>Monday</b>	<b>8:00 to 18:30</b>
<b>Tuesday</b>	<b>8:00 to 18:30</b>
<b>Wednesday</b>	<b>8:00 to 18:30</b>
<b>Thursday</b>	<b>8:00 to 18:30</b>
<b>Friday</b>	<b>8:00 to 18:30</b>

Appointments with Doctors and Nurses are available all day Monday to Friday.

## **Out of Hours (accessing care when the surgery is closed).**

To access care when the surgery is closed, please call the NHS 111 Service by dialling 111 from any telephone.

For more information see page 12

## **Facilities for the disabled**

The following facilities are available to assist disabled people:

- Parking bays
- Low level counter
- Hearing loop
- Automatic entrance doors

Our staff will do all they can to assist you. If you require help getting from the car/car park into the building, just phone beforehand and we will arrange for someone to meet you on arrival.

## **Nurse appointments**

Speak to reception and they can book you in with the most appropriate nurse. It would be helpful if you could tell the receptionist what the appointment is for i.e. cervical smear, dressing, pill check, diabetic review etc as this will help the receptionist allocate enough time for the appointment to make sure that your consultation with the nurse is not rushed.



## **How we work**

When calling the practice between 08:30 and 13:00 Monday to Friday you will be connected to a receptionist.

## **Appointment requests**

If you request an appointment the receptionist will ask you the reason for the appointment. This is so they can ensure you are booked with the most appropriate clinician. You are under no obligation to tell the receptionist the reason for the appointment however this is useful information for the clinician to be able to prepare for your consultation. All staff at the surgery work under the same confidentiality agreement so you can be assured any information shared with the staff will be kept in the strictest confidence.

## **Advice requests**

If you request medical advice the receptionist will ask you what advice is needed for the reasons above. They will then book a call back appointment from a clinician if it is appropriate and a call back is available. The clinician will contact you and will try up to two times to contact you. If they are unable to contact you with these two attempts the appointment will be deemed as 'missed' and you will be required to call back the following day.

If all the appointments and telephone call backs are full for the day you will be offered the following (subject to availability):

- An extended access appointment with the MyHealthcare Hub (see Page 17)
- A telephone call back from the MyHealthcare Hub
- Advice to call 111
- Asked to call back the following day

## **Home Visits**

Home visits are reserved for patients who are housebound or bedbound by illness. Please call us as early in the day as possible if you think you may require a home visit.

**Please note the phone lines are closed between 13:00 and 15:00. Doctors do not take calls after 3pm. If you call for medical advice after 3pm you will be asked to call back the following day. Alternatively you will be offered an appointment under MyHealthcare at another surgery (see page 17). You can call after 3pm for general enquiries.**

## **Repeat Prescriptions**

You can request a repeat prescription by:

- Bringing a written request to the practice, reception, or post box.
- Your online services account / using the NHS App (see our website or speak to a receptionist for more information)
- Ordering via your nominated pharmacy.

Prescriptions will be ready to collect in three working days after you make the request. These will be sent via the electronic prescribing system to your nominated pharmacy and they will often deliver medication to housebound patients. Please arrange this by contacting the pharmacy of your choice.

## **Online Services**

You can manage your appointments, order repeat prescriptions and view parts of your medical record (such as test requests) online. You can get more information about this service at reception. You will be required to bring in a form of photographic ID so we can confirm your identity when you register for this service.

## **How to make a Complaint**

The practice operates its own complaints procedure as part of the NHS system for dealing with complaints. A leaflet giving full details is available from reception. If the complaint cannot be resolved using the in-house procedure, you will be directed to the appropriate authority i.e. the Health Ombudsman or Independent Complaints Advocacy Service (ICAS). If you wish to make a complaint, please ask at reception for a patient complaint pack.

## **Zero Tolerance Scheme**

We have a duty to ensure all patients receive the care they need. However, we also have a duty to ensure that the staff delivering that care can do so in a safe environment free from risk and the threat of harm. Patients who are perceived to pose a risk to our staff will be reported to the Police and removed from our practice list.

## **Patient Participation Group (PPG)**

We operate a patient participation group, where patients can share their feedback and suggestions about the practice and the services it offers. You can attend face to face meetings or join our mailing list. For more information please speak to the reception team or email: [nhsbsolicb.coftonmc.patientgroup@nhs.net](mailto:nhsbsolicb.coftonmc.patientgroup@nhs.net)

## **Practice Charter**

### **How can we help you?**

- You will be received by named staff who will be courteous and efficient. They will be trained for the position they hold with the practice.
- The telephone will be answered promptly and your request dealt with as swiftly as possible.
- Waiting times will be kept to a minimum and if there is an unforeseen delay, you will be kept informed.
- The waiting room area will be kept warm, clean and tidy with sufficient reading material.
- Repeat prescriptions will be ready 3 working days after they are requested.
- Complaints should be addressed to the Practice Manager and will be directed and investigated as necessary and appropriate action will be taken to rectify the situation. The complainant will receive a prompt written reply.
- Confidentiality will be respected at all times.
- Professional health care workers within the practice will have access to patient records at an appropriate time.

### **How can you help us?**

- If more than one patient needs to be seen, please book one appointment per patient. Please keep in mind that one appointment is for one problem—if you have multiple problems you would like to discuss please let the doctor know when they are booking your appointment.
- If you are unable to keep your appointment please inform us as soon as possible.
- Arrive on time for your appointment.
- Home visits should only be requested if the patient is unable to attend surgery. Ideally make requests for visits before 11am.
- Requests for late visits are only for urgent cases, not routine problems.
- Please try to keep children under control when visiting the surgery.
- We ask that patients treat staff with respect and courtesy. The job of a receptionist can be difficult, our staff are trying to do their best for you.

## **Other local NHS Services**

### **Pharmacies**

Pharmacists can offer advice about a range of medical problems. Many pharmacists operate extended hours on a rota basis.

### **NHS 111**

This is the NHS non-emergency number. Call 111 and speak to a highly trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

The nearest Urgent Treatment Centre

#### **South Birmingham GP Urgent Treatment Centre**

15 Katie Road

Selly Oak

Birmingham

B29 6JG

Opening hours 8am to 8pm every day.

You can no longer walk in to an urgent treatment centre and must call NHS 111 to get an appointment.

### **Accident and Emergency**

The closest A&E Department is at the new Queen Elizabeth Hospital.

**PLEASE USE NHS SERVICES CORRECTLY**

**A&E IS FOR GENUINE ACCIDENT AND EMERGENCIES ONLY.**

If you have difficulty accessing NHS services you may contact the Patient Advice and Liaison Service (PALS) on 0800 389 8391.

## **How we use your medical records**

- This practice handles medical records in line with laws on data protection and confidentiality
- We share medical records with those who are involved in providing you with care and treatment
- In some circumstances we will also share medical records for medical research, for example to find out more about why people get ill
- We share information when the law requires us to do so, for example, to prevent infectious diseases from spreading or to check the care being provided to you is safe
- You have the right to be given a copy of your medical records
- You have the right to object to your medical records being shared with those who provide you with care
- You have the right to object to your information being used for medical research and to plan health services
- You have the right to have any mistakes corrected and to complain to the Information Commissioner's Office. Please see the practice privacy notice on the web site or speak to a member of staff about your rights

For more information ask at reception for a leaflet OR visit our website: [www.coftonmedicalcentre.nhs.uk](http://www.coftonmedicalcentre.nhs.uk)

### **Call recording**

All incoming and outgoing telephone calls are recorded for monitoring and training purposes.

## Data Sharing in the NHS

There are a number of schemes and services that run both nationally and locally within the NHS. The overall aims of the schemes and services are all very similar; they focus on improving your safety as a patient, improving your access to care and giving you a more satisfying experience overall. The three schemes and services that we currently take part in are:

- NHS Summary Care Record
- Your Care Connected
- MyHealthcare

It is important that you understand how each of these services will use your information to benefit the care you receive within the NHS. It is also important that you understand that taking part in any of these schemes is completely your choice—if you would like to opt out of any of the schemes at any point you can let us know at the surgery and we will make sure your preference is set in the right way.

The following pages detail each of these schemes, but more information is available in the following places:

### **Summary Care Record:**

- Phone the Summary Care Record Information Line on **0300 123 3020**
- Visit [www.nhscarerecords.nhs.uk](http://www.nhscarerecords.nhs.uk)

### **Your Care Connected**

- Phone the Your Care Connected Helpline on **0333 150 3388**
- Visit [www.midlandscopyourcareconnected.nhs.uk](http://www.midlandscopyourcareconnected.nhs.uk)
- Email the Your Care Connected Team on: [infomidlandscopyourcareconnected@nhs.net](mailto:infomidlandscopyourcareconnected@nhs.net)

### **MyHealthcare**

- Phone the MyHealthcare Helpline on **0121 476 1135**
- Visit [www.myhealthcare.co.uk](http://www.myhealthcare.co.uk)
- Email the MyHealthcare Team on [myhealthcare@nhs.net](mailto:myhealthcare@nhs.net)

## **Summary Care Record**

### **What is it?**

- The Summary Care Record (SCR) is a national scheme run throughout the NHS.
- It is designed for use in hospitals to support your emergency care.
- Your SCR will hold information about any medications you take, and whether or not you have any allergies.
- Your SCR will also include your name, date of birth, address and your NHS number to help ensure you are identified correctly.

### **How does this help me?**

- Healthcare staff will have quicker and safer access to details of any medications or allergies. This means they can provide you with safer care during an emergency, when your GP surgery is closed or when you are away from home in another part of England.

### **Who can access my SCR?**

- Only staff directly involved in your care can access your SCR.
- They need to use their 'NHS Smartcard' which is similar to a bank card using chip and PIN technology.
- They will only see the information they need to do their job and their details are electronically recorded to say they have accessed the SCR.
- Healthcare staff will ask for your permission each time they access your SCR, if for any reason you are unable to communicate they may look at your record without asking you. If they do this, they will make a note on your record.

### **Is my information safe and secure?**

- Yes, Everyone who works in the NHS is required by law to respect your confidentiality and keep your information secure.
- The NHS have released a document called the 'NHS Care Record Guarantee for England'. This gives more information about how your information is stored and collected.

## Your Care Connected

### What is it?

- Your Care Connected (YCC) is a 'local scheme' that is running in Birmingham, Sandwell and Solihull. It is designed to allow doctors, nurses and other registered healthcare professionals to view information from your GP record with your permission.

### How does this help me?

- Care given to you in an emergency situation is safer.
- More secure and quicker than sending a fax or letter through the post.
- Provides information such as medication and the results of any recent medical tests (such as blood tests or x-rays). This can mean the tests would not have to be repeated by the hospital.

### Who can access my information?

- Only people involved directly in your care and with your permission can access your information.
- All of the organisations below are running the Your Care Connected scheme:

### What information is held?

- Birmingham Children's Hospital	- Heartlands Hospital
- Birmingham Community Healthcare	- Queen Elizabeth Hospital
- Birmingham and Solihull Mental Health Foundation Trust	- The Royal Orthopaedic Hospital
- Birmingham Women's Hospital	- Sandwell General Hospital
- Birmingham City Hospital	- Solihull Hospital
- Good Hope Hospital	- West Midlands Ambulance Service

- Your record will include information such as; allergies, medication, vaccinations and immunisations, test results, medical problems, end of life wishes and any current treatment.
- Not all of your GP record is available through Your Care Connected. Information such as IVF treatment, HIV and AIDS status, sexual health information and termination of pregnancy information will not be available.



## **MyHealthcare**

### **What is it?**

- MyHealthcare is a local scheme involving 23 GP Practices in Birmingham, it covers over 123,000 registered patients as in run from three local 'hubs'.
- If you ring us at the surgery and we are not able to offer you an appointment or to talk with a doctor on the phone on the day then we can book you an appointment at West Heath Surgery—your local MyHealthcare Hub.
- We can also book evening or weekend appointments for you at West Heath Surgery if you are unable to attend an appointment in our opening hours.

### **How does this help me?**

- This scheme makes sure we can give you care at the time when you need it.
- Any information that is added to your record by one of the hub surgeries will be available for us to view here too. This means as your registered surgery we will be up to date with the treatment you receive.

### **Who can see my information?**

- The doctor who will see you/speak to you at West Heath Surgery will be able to access your whole GP record - but only with your permission. They will need to ask your permission each time you visit them.

**Your data is kept confidential and safe in all of these schemes. Your information will be used solely for improving your care and with your permission. It will not be used for other purposes, such as research, or given/sold to third parties.**

**You are automatically opted in to these schemes—you must tell us if you want to opt out.**

**Children are also automatically opted in—you may request on their behalf to opt them out, however in some cases a doctor may decide it is important for the child to stay in one of the schemes**

**If you would like to opt out, or would like any more information on any of the schemes, please contact the practice.**

## Patient Information

### Accessible Information Standard

The Accessible Information Standard is a new 'information standard' for implementation by all organisations that provide NHS care. The Standard aims to ensure that people who have a disability or sensory loss receive information that they can access and understand, for example in large print, or via email, and professional communication support if they need it, for example from a British Sign Language Interpreter. The Standard requires organisations to:

- Ask people if they have an information or communication needs and find out how to meet those needs#
- Record those needs clearly and in a set way.
- Highlight or flag the person's file or notes so it is clear that they have information or communication needs and how to meet those needs.
- Share people's information and communication needs with other providers of NHS and adult Social Care, when they have consent to do so.
- Take steps to ensure that people receive information that they can access and understand and receive communication support if they need it.

Although not exhaustive, the Standard is likely to apply to those people who are blind, or deaf, those who have some sensory impairment and people with learning disabilities.

Successful implementation of the Standard aims to lead to improved outcomes and experiences and safer and more personalised care.

**If you have any specific information needs covered by the Accessible Information Standard, please let a member of the practice team know so that we can communicate more effectively with you and/or your Carer.**

## **Patient confidentiality and Data Protection**

Information will not be disclosed to third parties without your written consent unless there are exceptional circumstances or the information is to be provided anonymised, encrypted or aggregated form (e.g. for research or statistical analysis).

Your information may be used by the practice for management, audit and research purposes.

We may also have to share information with the following main organisations for your benefit:

- Strategic Health Authorities
- NHS Trusts (e.g. Hospitals)
- Ambulance services

The practice takes confidentiality very seriously and maintains strict controls over access to information. This information is covered by the Data Protection Act and the General Date Protection Regulation. Please contact the Practice Manager if you have any concerns over the management of your confidential information.

## Useful Numbers

**Cofton Medical Centre:**

Tel: 0121 693 5777

**District Nurse**

0300 555 1919

**Health Visitors**

0121 466 4050

**Community Midwives**

0121 426 0508

**Stop Smoking Service**

0800 052 5855

**NHS 111**

Tel: 111

**Patient Advice and Liaison  
Service**

0800 389 8396

**Boots Chemists**

West Heath - 0121 475 2790

Northfield - 0121 475 2306

**Knights Chemists**

West Heath - 0121 477 0123

**Clock Chemist**

0121 477 4646

**Brights Chemist**

0121 604 3000

**Browns Chemist**

0121 458 6172

**Lloyds Chemist**

0121 453 7632

**Morrisons Chemist**

0121 453 2614

**Ring and Ride**

0121 453 9382