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|  | ***DR. AVTAR SINGH SURI*****MBBS (A.I.I.M.S.) DELHI****F.P.A. Obs.List CHS. LIST****(Approved under the MH Act 1983)****MALE****Registered in Delhi 1972** |  |
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| ***DR. ANURADHA MUNIYAPPA*****MBChB, DRCOG, DFSRH, nMRCGP****FEMALE****Registered in UK 2006** |  | ***DR. REBECCA SURI*****MBBS, BSc, MA, MRCGP****FEMALE****Registered in UK 2006** |

**Welcome to Birchills Health Centre**

This leaflet is for information and assistance. Please feel free to ask a member of our team for help. We are committed to equal opportunities and operate a No Smoking policy. Also we have OPEN LIST for patients to join this surgery.

**Surgery Opening Hours**

This practice offers an appointment system. Please arrange an appointment with the Doctors or Nurse by telephoning us on:

**01922 614896**

TELEPHONE LINES ARE OPEN FROM 8.00AM UNTIL CLOSING TIME.

 Open Close

Monday 08.30am 18.30

Tuesday 08.30am 18.30

Wednesday 08.30am 13.30

Thursday 08.30am 18.30

Friday 08.30am 18.30

**Extended Opening Hours**: Thursday from 18:30 till 19:30.

(GP and Practice Nurse)

**Home Visits**

Requests for home visits should be made before 11am (except in an emergency), by telephone or in person at reception. Please keep in mind that the Doctors can see several patients in the surgery in the same time as it takes to make a home visit. Hence, please attend the surgery whenever possible.

**Maternity Services**

This clinic is run on Tuesdays from 9.15am to 3pm and alternate Wednesdays from 9.00am until 12.30pm with the Community Midwife. This clinic is directly bookable through reception. You are not required to see a GP first.

**Well Baby Clinic**

This is run on Mondays from 1.30pm until 3.00pm, for developmental checks and immunisation of pre-school age children. This is run by the Clinicians. No appointment necessary.

**Contraceptive Services**

We offer full contraceptive services and advice. You may make an appointment with the Receptionist to see the Nurse or Doctor.

**Mental Health Nurse**

We offer Mental Health Nurse service which is run every Wednesday from 9:00 until 12:30am. Please book an appointment with our Receptionists.

**Citizens Advice Bureau**

We are now working closely with the Citizens Advice Bureau who have opened an outpost service at the Birchills Health Centre – this is run every Monday from 10 am till 12 noon. Please book an appointment with our Receptionists.

**Practice Complaints Procedure**

We have a full in-house Complaints Procedure to deal with and comments, suggestions or complaints about the services we provide. The Practice Manager will give you further information. Our aim is to offer you the highest possible standard of service and to deal swiftly with any problems that may arise.

**PALS (Patient Advice & Liaison Service)**

PALS is a service to support you, your carers and relatives. For further information, please call PALS on **01922 656463**

**Appointment Cancellation**

If you have booked an appointment at the surgery which you can no longer attend, please use the ‘cancel appointment’ option on your text message reminder or contact the surgery as soon as possible. This will allow us to see another patient in your place.

**CCTV**

There are 24 hrs CCTV cameras in operation.

**Minor Illness Assessment**

At Birchills Health Centre, we have a Practice Nurse and a Health Care Assistant. They are able to assess patients suffering from minor illnesses (i.e. coughs, colds, sore throats) and those in need of emergency contraception. The Practice Nurse is able to issue prescriptions so there is no need to see the doctor. They are available at various times throughout the day.

**Routine Enquiries and Results of Investigations**

If you have a routine enquiry or have been asked to telephone the Surgery for the results of investigations, then please telephone between 12 noon and 4.00pm if possible.

**Clinics**

GP consultations, Diabetes clinics, Coronary heart disease clinics, Asthma clinics, Chronic obstructive airways disease clinics, Child health surveillance, Vaccinations and immunisations, Contraceptive services, Maternity services, Cervical cytology, screening, Childhood vaccinations and immunisations, Contraceptive coil fitting (IUD), Diabetes Management, Extended minor surgery, Minor injury service , Flu&Pneumonia immunisation, Zoladex Injection, Depixol & Modicate Injections, Child health and development, Dressing clinics, Ear wax and syringing, ECGs (electrical heart trace), End of life care, Epilepsy, Lung testing (spirometry), Medication review, Men’s health, Mental health, Contraceptive advice, Stop smoking support, Travel advice, Women’s health, Phelebotomy,Joint Injection

**APPOINTMENT TIMES FOR CLINICIANS**

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| **DR A. S. SURI** | **10.30am -12.00noon and 4.00pm - 6.00pm** |
| **DR R. SURI** | **9.30 am - 12.00noon and 3.30pm - 6.00pm** |
| **DR A. MUNIYAPPA** | **9.30 am - 12.00noon and 3.30pm - 6.00pm** |
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| **NURSE PRACTITIONERS** | **08.30am-18.00pm** *Times may vary depending on the day* |
| **& PRACTICE NURSES** |

On Wednesdays, clinicians are only available during their morning appointments.

**Repeat Prescriptions**

 If you are taking regular medication, attached to your prescription will be a repeat prescription sheet. If a repeat prescription is required, then this should be detached (indicating which medication is required) and handed to reception at least 48 hours before you require the prescription, which will be ready for you to collect the following day.

 Alternatively, you may post your request with a stamped addressed envelope. The prescription will then be posted back to you. Please remember to allow extra time if you choose this method. Requests for repeat prescriptions will only be accepted by prior arrangement with the Doctor. If you have any problems with these arrangements, please inform us and we will do our best to help.

 You can also ask your regular pharmacy to order (and collect) your repeat prescription. Please contact the pharmacy directly to organise this service. Many medicines can be sent to your chemist electronically via EPS. Please sign up with your pharmacy if you would like to use this service.

 For repeat prescriptions via the telephone, please ring 01922 614896 between 12pm and 3pm. Please note: we will only accept repeat prescription requests via this method for housebound patients or those over 70 years old.

 Alternatively, you can order your prescription directly using an online service known as Emis Access. You can also book Doctors’ appointments using this service. Please ask at reception (in person) for your registration details.

**Zero Tolerance Policy**

Our Staff will always try to help you whatever the circumstances, however sometimes matters are not within their control. They will treat you with professionalism, courtesy and respect at all times.

Violent, aggressive or abusive behaviour (physical or verbal) towards any member of our practice team will NOT be tolerated. Any person found to be behaving in this way, may be removed from the practice list with immediate effect and the incident will be reported to the police.

If you consider that you have been treated unfairly or inappropriately, please ask a member of the reception team to contact the practice manager who will be happy to address your concerns.

Thank you for your consideration.

**How to Contact your GP’s**

**Out Of Hours Service**

If you need to see a Doctor or a Nurse urgently when the practice is closed, please telephone **Out-Of-Hours (OOHs) GP service on 111 between 6.30pm-8am Monday to Friday and all day Saturday, Sunday and public holidays. On Wednesday 1.30 - 6.30pm please call WalDoc on** 0845 4968507

**Urgent Care Centres** are available for anyone who has an illness or injury that is not life-threatening but too urgent to wait for a routine appointment with their GP. In Walsall we have two Urgent Care Centres based in Walsall town centre (Community Site) and at Walsall Manor hospital (Hospital Site). Both centres provide fast, expert care for injuries and illnesses that are urgent but not life-threatening, including:

* cuts, burns and bites
* sprains, fractures and sports injuries
* fevers, infections and rashes
* minor illnesses

**Community Site**

Saddlers Centre
Bridgeman Street (Access via Bridgeman Street only)
Walsall
WS1 1YT

**Open 8am – 8pm every day (including bank holidays)**

**Hospital Site**

Walsall Manor Hospital
Willbraham Road, off Moat Road
Walsall
WS2 9PS

**Open 7am – midnight every day (including bank holidays)**

 For absolute emergency, dial 999 for the Ambulance Service. The Accident & Emergency Department is located at The Manor Hospital. Telephone Number 01922 721172

***The Practice Team***

**Practice Manager/** Mrs S. P. K. Suri

 **Business Partner**

**Practice Manager:** Mr Ravi Suri

 **Secretary:**  Mrs Hana Falcus

 **Admin Support** Miss Lisa Parkes

 **Data Entry Clerk:** Mrs Tina Ross

**Receptionists:** Ms Wendy Rogers (Manager)

MrsTracey Ashfield

Miss Faye Powers (Apprentice)

 **Practice Nurse:** Miss Natalie Devey

 **HCA** Mrs Tracey Millinchip

**Midwife** Miss Becky Morgan (Tuesday)

 Mrs Linda Ball (Wednesday)

 Based at Walsall Manor Hospital

 Telephone Number: 01922 721172

 **Health Visitor** Based at Beechdale Health Centre

Telephone Number:

01922 603074 - 01922 605230

 **District Nurse** Based at Beechdale Health Centre

 Telephone Number: 01922 605444

 Out of Hours: 01922 721172

