

## PRACTICE STAFF

### **GPs**

Dr Iffat Haider (Partner)  
Dr Shahid Malik  
Dr Usman Rafiq

### **Nursing Team**

Nuala Speksnyder (Practice Nurse)  
Carolina Rosa Caballero (HCA)

### **Practice Management**

Kasim Choudhary (Partner)  
Sushil Kumar (Assistant Manager)

### **Reception/Admin Team**

Rameen Niamat  
Aneeka Hussain  
Shagufta Kazmi  
Rahela Khatun (Secretary)  
Rupika Nakhwal (Apprentice)  
Nafeesa Mavesh (Apprentice)

## SERVICES PROVIDED

- Immunisation clinic
- Asthma / COPD clinic
- Diabetes / Hypertension / CHD clinic
- ECG
- Family Planning
- Post natal appointments
- New patient registration health check
- NHS Health check
- Minor Surgery & Wart removal
- Joint injections
- Alcohol and Substance misuse clinics
- Cervical Screening

## OPENING TIMES

<b>MONDAY</b>	<b>8.30am - 7.15pm</b>
<b>TUESDAY</b>	<b>8.30am - 6.30pm</b>
<b>WEDNESDAY</b>	<b>8.30am - 6.30pm</b>
<b>THURSDAY</b>	<b>8.30am - 6.30pm</b>
<b>FRIDAY</b>	<b>8.30am - 6.30pm</b>

Telephone lines are open between 8.30am – 6.30pm Monday to Friday.

The surgery closes for Bank Holidays.

## APPOINTMENTS

Please telephone the surgery from 8.30am to make an appointment to see a doctor. You may be offered an appointment on the same day. If you feel your problem/query could be dealt with by phone we can add you to the doctor telephone triage list.

The Practice runs a one patient per appointment policy. Patients may be asked to rebook if they arrive late for their appointment.

## ON-LINE SERVICES

We now offer on-line patient services for:

- booking appointments
- ordering repeat prescriptions
- accessing medical records

Please speak to reception for more information on how to sign up. To register for this service you will need to bring proof of ID and proof of address.

## PHONING FOR TEST RESULTS

Please telephone for test results between 11:30am to 12:30pm and 5:30pm to 6:30pm. The doctor will ring you back to discuss.

## HOW TO REGISTER AS A PATIENT

If you are new to the area and wish to register with our Practice please ask at our Reception. If you have your Medical Card then please bring this along with you. Following your registration you will be required to have a new patient health check appointment to enable your registration to be fully complete.

## PRACTICE AREA

The traditional catchment area for patients of the Practice includes Edgbaston, Ladywood, Bearwood, Handsworth, Cape Hill, Quinton and Smethwick.



## CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your Clinician.

## REPEAT PRESCRIPTIONS

48 HOURS NOTICE is required. Requests for repeat prescriptions should be placed in the repeat prescription box in the reception. Forms if needed are available at reception. Housebound patients can telephone their repeat prescription requests between 10.00am and 4.00pm.

## HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity.

Whenever possible we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room we can make alternative arrangements.

## OUT OF HOURS

If you need to see a GP when the surgery is closed please phone the surgery on – **0345 245 0784** and listen to the message. You will automatically be connected to our Primecare out of hours GP service.

## DISABLED ACCESS

The centre has suitable access for all disabled patients.

## NAMED ACCOUNTABLE GP

Dr Haider is the named accountable GP for all patients at City Health Centre.

## COMPLAINTS & COMMENTS

If you have a complaint or concern about the service you have received from the Practice please let the Practice Manager know.

## ZERO TOLERANCE POLICY

Patients who are verbally abusive or show threatening behaviour to staff or other patients will automatically be removed from the surgery list. This policy is in line with the NHS Zero Tolerance Policy.

## DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system.

## OTHER USEFUL NUMBERS

**NHS 111 (phone number is 111)**  
When you need free medical help fast but it's not a **999** emergency.

Summerfield Urgent Care Centre – 01922 603150

Domestic Violence Helpline – 0808 2000 247

Safeguarding Adults - 0121 303 1234

Safeguarding Children - 0121 303 1888

Birmingham Carers Helpline – 0121 262 3033

**NHS**

Welcome to  
**City Health Centre**

*"Individual care tailored to the patient's need"*



**City Health Centre**

449 City Road  
Edgbaston  
Birmingham  
B17 8LG

**Tel No: 0345 245 0784**

**Fax No: 0121 434 3931**

[www.cityhealthcentre.org.uk](http://www.cityhealthcentre.org.uk)

Regulated by  
**CareQuality  
Commission**