PRACTICE LEAFLET

DR MAHBUB'S SURGERY

BRACE STREET HEALTH CENTRE
63 BRACE STREET, CALDMORE,
WALSALL, WS1 3PS



DR S MAHBUB
MBBS. MRCP(UK). Dip in Diabetes
PRINCIPAL GP
Telephone: 01922 631630
www.drmahbubsurgery.co.uk

WELCOME TO DR MAHBUB'S SURGERY

We are in a purpose-built building offering a range of health services. We aim to offer you a pleasant and welcoming atmosphere with easy access and parking facilities for the disabled.

We hold a General Medical Services (GMS) contract to supply NHS services with NHS England. We are part of the Black Country Integrated Care Board (BCICB), Civic Centre, St Peters Square, Wolverhampton WV1 1SH, which is part of the NHS. Contact details for Walsall can be found at the end of this leaflet under useful contact.

This surgery website is used to present all our patients with up-to-date news and information about our practice. Please visit www.drmahbubsurgery.co.uk

The practice catchment area is shown on the back of our leaflet.
Car parking is available in our car parks next to the Health Centre.
We are not a training practice.

DISABLED ACCESS

We have suitable access for disabled patients, and all the patient areas including waiting room, consulting rooms and toilets have wheelchair access. There is a low level access window.
There are designated disabled parking spaces available.

REGISTRATION PROCESS

We are accepting new patients that live within our practice catchment area.
When registering, please bring your Proof of I.D (with a photo), i.e. passport or driving licence, and Proof of Address, i.e.: a Utility Bill or Bank Statement, (must be dated in the last 3 months); to the practice, also those of any other persons registering with you.
You will be asked for your NHS number (this can be obtained from your previous GP) and to complete a registration form for each person registering with the Practice. In addition, all patients will be asked to complete a new patient questionnaire, allowing us to provide medical care in the interim period, while your medical records are transferred from your old practice to this one. If you move out of the practice area, you will need to register with a new practice as soon as you move. We can provide information about how to find a new Practice.

NAMED ACCOUNTABLE GP

Your usual doctor is referred to as "your named accountable GP". The role of the named GP is to take responsibility for the co-ordination of all appropriate services and ensure they are delivered where required (based on the named GP's clinical judgement) to each of their patients. The named GP will deal with all correspondence received from hospitals and other organisations regarding your care, and will review any repeat medication you have. Having a "named GP" does not mean that this is the only doctor or clinician at the practice who will provide you with care. If you need to be seen urgently this may be with any of the doctors/clinicians working that day.

If you are registered at Dr Mahbub's Surgery; your named accountable GP will be **Dr Selim Mahbub.**

GP PARTNERS

Dr Selim Mahbub, MBBS, MRCP(UK), Diploma in Diabetes – GP Partner
Mrs Dilara Mahbub, RGN – Non-Clinical Partner

PRACTICE DOCTORS

The following GP's work within our practice.

Dr Selim Mahbub (Principle GP) (Male)
MBBS, MRCP(UK), Diploma in Diabetes

Dr Shazia Mushtaq (Female) – Locum GP
Dr Salma Bib (Female) – PCN GP

PRACTICE STAFF

Partner/Practice Nurse	-	Dilara Mahbub
Practice Manager	-	Benara Rahman
Practice Nurse	-	Siobhan Turner
Physician Assistant	-	Ameena Azad
Health Care Co-Ordinator	-	Habeebah Tasneem
Receptionist/Admin	-	Momotaz Begum
Receptionist/Admin	-	Anisa Rahman
Receptionist/Admin	-	Sheena Cullum
Receptionist/Admin	-	Sadeka Dhali

ATTACHED STAFF

We work closely with other health care professionals within our PCN (Primary Care Network), some of whom run clinics from the surgery but are not employed by us.
They include:

- Pharmacists
- Paramedics
- Care Co-Ordinators
- Social Prescribers
- Physiotherapist
- Mental Health Practitioner
- GP Assistant
- Physician Associate

PRACTICE PHARMACISTS

Rajinder Ram – ICB Pharmacist
Anmber Sabir – ICB Pharmacist
Md Najmul-Amin – PCN Pharmacist
Aabidur Rahman – PCN Pharmacist
Alaina Shafiq – PCN Pharmacist

DISTRICT NURSES

Contact number: (01922) 604920

HEALTH VISITOR

Our practice has a health visitor service who have special responsibilities to mothers and children.
Health in Pregnancy Service (from 12 weeks pregnant to children aged 6 months)
Contact number: (01922) 605655
SPA contact number: (01922) 603704 – general Health Visitor service

MIDWIFE

A midwife runs clinics from the surgery once a week to provide ante-natal and post-natal care. Clinics are run every Wednesdays.

SURGERY OPENING TIMES

The surgery is open from:
08.00 - 18.30 Monday - Friday.
Between the following hours, we sub-contract to South 1 PCN.
Wednesdays from 13:00 to 18:30
Please contact South 1 PCN on 01922 660721 (this is a GP service that the practice sub-contracts to whom provide cover when the surgery reception is closed).

RECEPTION OPENING HOURS

Monday	08:00 – 18:30
Tuesday	08:00 – 18:30
Wednesday	08:00 – 13:00
Thursday	08:00 – 18:30
Friday	08:00 – 18:30

TELEPHONE LINE OPENING HOURS

	Monday	Tuesday	Wednesday	Thursday	Friday
AM	**08:00 -12:00**	**08:00 – 13:00**	**08:00 – 13:00**	**08:00 – 13:00**	**08:00 - 13:00**
PM	**12:00 – 18:30**	**16:00 – 18:30**	**13:00 – 18:30 South 1 PCN 01922 660721**	**16:00 – 18:30**	**16:00 – 18:30**

HOW TO BOOK AN APPOINTMENT

We are now running a full Patient Triage system, so all appointments should now be booked via a Patient Triage system by filling an online form on our website.

We understand that not all patients have the ability or may not have access to the internet to do this. In this case, our Reception staff will be happy to help you by completing a form on your behalf.

Pre-Bookable Appointments

Routine appointments can be pre-booked up to 2 weeks in advance with the doctor and nurse.

Urgent Same Day Appointments

We allocate same day urgent appointments and staff will accommodate you where possible. Unfortunately, we cannot guarantee same day appointments, but we do try and offer alternatives, which include telephone, online and pharmacy consultations.

Appointment Times

Please note appointments are for 10 minutes, if you feel you need to discuss more than 1 problem please, book a double appointment, but this will be dependent on appointment availability.

Telephone Consultations

You can request a telephone consultation whereby the doctor will call you back.

Home Visits

If a patient is housebound or too ill to leave home they may be visited at the doctor's discretion. Requests for visits should be made before 10.00 by ringing (01922) 631630 or by online patient triage. The receptionist will ask for some details to allow the doctor to assess the urgency of the call. Please do not ask for a home visit if you can come to the surgery.

PREFERENCE OF PRACTITIONER

YOU AND YOUR DOCTOR

Patients are registered with a named GP Dr Selim Mahbub; however, you can at any time express a preference for a particular Doctor or Clinician, for either all of your medical needs or on a case-by-case basis. However the Doctor or Clinician in the practice may not be immediately available.

Extended GP Access Service

Patients registered with a Walsall GP can benefit from the Extended GP Access Service.
We are able to provide this service via our PCN (Primary Care Network), which is South 1 PCN.

This service offers extra appointments with a GP or a Health Care Professional in the evenings between 6.30pm and 8pm and at the weekends, at Little London Surgery or Forrester in Walsall.
The service is not to be confused as an out of hour's service appointment, but rather an extension of the service offered by us as your GP Practice. If your situation is an emergency please dial 999, get advice from NHS 111 or use the urgent care centres.

WE SUB-CONTRACT TO SOUTH 1 PCN

For urgent appointments between the following hours please contact South 1 PCN on 01922 660721.
Wednesday – 1.00pm – 6.30pm
If you have not been seen at the surgery for three years (or one year for those over 75) you can request a check-up appointment if you wish.

EMERGENCIES – OUT OF HOURS WEEKENDS AND BANK HOLIDAYS

For emergencies outside surgery hours between 18:30 – 08:00 Monday to Friday, during weekends and bank holidays call **NHS 111**
If you have a life threatening situation please call **999**

REPEAT PRESCRIPTIONS

We do not accept repeat prescription requests over the phone. You can request them online or in person.

PRESCRIPTIONS FOR CONTROLLED DRUGS

When collecting a controlled drug prescription you will be asked to sign and print your name clearly to say you have collected the prescription together with proof of I.D. However, these are usually sent electronically directly to your nominated pharmacy.

WE ARE OBLIGATED TO REVIEW YOUR MEDICATION AT THE INTERVAL THAT HAS BEEN AGREED BETWEEN YOURSELF AND YOUR DOCTOR. IF YOUR REVIEW DATE IS OVERDUE, FURTHER PRESCRIPTIONS WILL NOT BE ISSUED UNTIL YOU HAVE SEEN A DOCTOR.

NHS APP

The NHS App is a new, simple and secure way to access a range of NHS services on your smartphone or tablet, including ordering your repeat prescription. You will need online access to your surgery (Patient Access) to be able to do this. Once set up, this is a quick and easy way to order your repeat prescriptions, cancel appointments and check results and documents.

ONLINE ACCESS (Patient Access)

Repeat prescriptions can be ordered online by registering at Reception.
To sign up for ordering repeat prescriptions online (your doctor's preferred method), please call at Reception with photographic ID (or enquire at reception if you do not have photographic ID). Staff will then be able to issue you with log-in details.

You can also return the right hand side of your prescription, indicating which items are required. This can be done in person at reception, by post (enclosing a STAMPED ADDRESSED ENVELOPE where required) or by calling at one of our local Pharmacies which offers a collection and delivery service.

Please allow 2 working days for collection/receipt of your prescription.

Whichever way you order your prescription, please ensure that you have not gone past your review date (stated on the right hand side of your prescription), and do not order too early.

MEDICAL SERVICES OFFERED

We provide a range of medical services (this list is not exhaustive) which include:

- Coronary Heart Disease Clinics
- Diabetic Clinics
- Asthma Clinics
- COPD Clinics (Chronic Breathing Problems)
- Health Checks
- Over 75's Health Checks
- Minor Surgery
    - Joint Injections
    - Excisions for lumps and bumps
- ECG Clinic
- Contraception
- Maternity
- Child Health Surveillance
- Childhood Immunisation
- Travel Advice/Vaccination
- Alcohol Screening and advice
- Over 75 Health Checks
- NHS Health Checks

e-REFERRAL SERVICE (PREVIOUSLY KNOWN AS CHOOSE AND BOOK)

In line with government developments, we have now adopted the national Choose and Book system. If your GP feels it is necessary for you to be referred on to see another doctor or consultant, you will now be given the choice of which hospital you go to.

CONFIDENTIALITY

Information sharing

The practice complies with General Data Protection Regulation (GDPR) 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 plan services e.g. for diabetic care. If you do not wish for anonymous information about you to be used in such a way, please let us know.

COMMENTS, SUGGESTIONS AND COMPLAINTS

We welcome any suggestions for improving our services. If you have any suggestions please feel free to talk to the Practice Manager, please tell the Receptionist or use the suggestion box in the waiting area.

We endeavour to give you the best possible service at all times. However, there may be occasions when you feel this has not happened.
If you have any concerns regarding the service you have received please ask to speak to the Practice Manager.

MAKING A FORMAL COMPLAINT

If you feel you would still like to make a formal complaint please contact the Practice Manager, preferably in writing, or complete a complaint form as soon as possible after the event, ideally within a few days, as this helps us to establish what happened more easily. We look to settle complaints as soon as possible. We will acknowledge your complaint within 3 working days. You will receive a response within 28 days. A full written response will be offered.
We will carry out a full investigation of the matter and reply in writing or offer you a meeting to discuss the complaint, investigations and our findings if you so wish.
At your request, where your complaint involves more than one organization, we will liaise with that organization, to provide you with one co-ordinated response.

COMPLAINING TO THE ICB

If you want to make a complaint about primary care services to the commissioner you will now contact the Black Country Integrated Care Board instead of NHS England.

You can do this by:
Telephone: 0300 0120 281
Email: bcicb.time2talk@nhs.net
Writing to: Time2Talk, NHS Black Country Integrated Care Board (ICB) Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH

*(If you are dissatisfied with the Practice response to your complaint, the complaint must be escalated to the **Health Service Ombudsman**, not NHS England).*

The Parliamentary and Health Service Ombudsman (PHSO)

We hope that at the end of our investigation, you will feel satisfied that we have dealt with your complaint thoroughly. If you are dissatisfied with the outcome, you have the right to take your complaint to the Health Service Ombudsman. The Ombudsman is independent of government and the NHS. The service is confidential and free. There are time limits for taking a complaint to the Ombudsman, although they can waive them if they think there is a good reason to do so.

If you have any questions about whether the Ombudsman will be able to help you, or about how to make a complaint, you can contact their helpline on **0345 015 4033,** email on phso.enquiries@ombudsman.org.uk. Further information about the Ombudsman is available at www.ombudsman.org.uk.

You can write to the Ombudsman at:
The Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank, London SW1P 4QP
Please ask for a complaints leaflet at reception for further information.

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.

NHS CONSTITUTION

This constitution establishes the principles and values of the NHS in England. It sets out rights to which patients, public and staff are entitled and pledges which the NHS is committed to achieve, together with responsibilities which the public, patients and staff owe to one another to ensure that the NHS operates fairly and effectively.

All NHS bodies, and private and third sector providers supplying NHS services are required by law to take account of this constitution in their decisions and actions.

The constitution will be renewed every 10 years with the involvement of the public, patients and staff.

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients, be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases, we may summon the police to remove offenders from the practice premises

PATIENT RIGHTS AND RESPONSIBILITIES

You will be treated with respect and as a partner in your care. Being a partner means you have responsibilities too.

WE WILL:

- Ensure our patients have 24-hour access to medical advice.
- Aim for you to have access to a suitably qualified medical professional within 48 hours of your initial contact during surgery hours, or in an urgent case, the same day.
- Work in partnership with you to achieve the best medical care possible.
- Involve you and listen to your opinions and views in all aspects of your medical care.

- The prevention of disease, illness and injury is a primary concern. The medical staff will advise and inform you of the steps you can take to promote good health and a healthy lifestyle.

WE WOULD RESPECTFULLY ASK THAT YOU:

- Let us know if you intend to cancel an appointment or are running late.
- **Failure to cancel booked appointments:** Please remember to cancel unwanted appointments, as we have so many missed appointments. This would really help the practice and other patients to get an appointment. Thank you for your co-operation in this matter.
- Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to assist us in providing you with the best service.
- Inform the practice staff of any alterations in your circumstances, such as change of surname, address or telephone number. Please ensure that we have your correct telephone number, even if it's ex-directory.
- As patients, you are responsible for your own health and that of any dependents. It is important that you adhere to information and advice given to you by health professionals, and co-operate with the practice in endeavouring to keep you healthy
- Please attend your appointment on time**. If you are more than ten minutes late it is the doctors/clinicians discretion if you will be seen**. You may be asked to re-appoint.
- If you are unable to attend, please cancel your appointment in good time.
- An appointment is for **one** patient only and **one** problem only.
- The Doctors try to run on time but sometimes delays are unavoidable. Please be patient.

EQUAL OPPORTUNITIES

- We will ensure that all visitors are treated with dignity and respect and in line with the Practice dignity and respect policy.

- We will promote equality of opportunity between men and women.

- We will not tolerate any discrimination against, or harassment of any visitor for reason of sex, race, colour, religion, religious or philosophical belief, nationality, age, ethnic origin, marital status, civil partnership, disability, sexual orientation or gender re-assignment.

- We will provide the same treatment and services (including the ability to register with the practice) to any visitor irrespective of sex, race, colour, religion, religious or philosophical belief, nationality, age, ethnic origin, marital status, civil partnership, disability, sexual orientation or gender re-assignment.

SUMMARY CARE RECORD

The Summary care record is an electronic summary of basic information such as allergies and regular medicines so that in an emergency, doctors and nurses who have secure access can make the best care decisions for patients.

Your information will be extracted from practices such as ours and held on a central NHS databases.

With the new system, people who are treating you will be able to access those parts of your record that they are allowed to see whenever they need it to provide you with care.

A record of everyone who looks at your summary care record is kept. A notification will be sent to a nominated member of staff if your record is accessed in an unexpected setting, for example if a

clinician who doesn't usually treat you accesses your information. If it is found that access was unreasonable, we will let you know.
If you are happy to have a summary care record, you do not need to do anything. If you would like to opt out please complete the form available at Dr Mahbub's Surgery reception.

INFORMATION FOR CARERS

If you are a carer or need to be cared for please ask for literature/details at Reception.

USEFUL TELEPHONE NUMBERS:

Age Concern - 01922 638825
Alcoholics Anonymous - 01384 482929
Bereavement Support Services - 01922 724841
Child Line - 0800 1111
Citizens Advice Bureau - 0808 278 7812
Manor Hospital - 01922 721172
National Drugs Helpline - 0300 123 6600
NHS 111 – Dial 111
Out of Hours Service – South 1 PCN 01922 660721
NHS England - 0300 311 22 33
Registrar of Birth and Deaths - 0300 555 2847
Ring and Ride - 0330 053 8136
Safe Guarding Children - 0300 555 2866
Samaritans - 0330 094 5717
Sexual Information Helpline - 0300 123 7123
Stop Smoking Helpline - 0300 123 1044
Walkways Youth Counselling - 01922 615393
Walsall Carers Centre - 01922 610810
Black Country ICB – 0300 0120 281

PRACTICE CATCHMENT AREA – highlighted in red

