

Surgery Opening Hours

Reception Hours

Monday	8:30.....	18:30
Tuesday	8:30	18:30
Wednesday	8:30	14:00
	15.30.....	18.00
Thursday	8:30	13:00
Friday	8:30	18:30

Doctors Surgery Hours

Monday	9:00	11:00
	16:00	18:00
Tuesday	9:30	12:00
	16:00	18:00
Wednesday	9:00	12:00
	16.00.....	18.00
Thursday	9:30	12:00
Friday	9:30	12:00
	16:00	18:00

Nurse Clinic Hours

Monday	8:40	18:00
Monday start and end time alters each week		
Wednesday	8:40.....	14:00
Friday	12:00.....	16:00

TIMES ARE SUBJECT TO CHANGE WITHOUT NOTICE.

If you cannot attend an appointment for any reason please inform us as soon as possible so that we can offer the appointment to someone else.

Disabled Access

The surgery is on one level making easy access and movement of a wheelchair is possible throughout. There is a small car park at the front of the building. The WC has been modified to help people with reduced mobility.

Revision date February 2019

Complaints

All complaints will be dealt with under the NHS England guidelines. We have prepared a Patient Information Leaflet on this subject; a copy is available in the Patients' Handbook in the waiting area.

Patient Experience

This is a free information and advice service, and can provide up to date information about local NHS health services and other health related enquiries.

As well as offering information and advice, Patient Experience will listen to any concerns, queries, suggestions or compliments that you may have and will help to sort out problems on your behalf.

Telephone: 0800 389 8391

Clinical Commissioning Group

Featherstone Medical Practice is part of NHS Birmingham and Solihull CCG
Bartholomew House
142 Hagley Road
Edgbaston
Birmingham B16 9PA

Telephone: 0121 255 0700

Email: Bsol.comms@nhs.net

Website: www.birminghamandsolihullccg.nhs.uk

The CCG Commissions the Out of Hours Service on behalf of the practice.

Practice Conduct Policy

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive they will be warned to stop their behaviour. If they persist, we will exercise our right to take action to have them removed, immediately if necessary, from our patient list.

Featherstone Medical Practice

Dr M.A.Saleem. MB ChB General Practitioner

158 Alcester Road South
Kings Heath Birmingham B14 6AA

Telephone 0121 444 1186

Fax 0121 444 1094

Email: info.featherstonesbpct@nhs.net

Website:

www.featherstonemedicalpractice.co.uk

Register for online services where you will be able to request repeat prescriptions and make appointments online (ask reception for details)

Out of Hours Medical advice

Evenings after 18:30 until 8:00 am next day,
Weekends, and Bank Holidays
Tel 111

Wednesday & Thursday afternoon 13:00-18:30 and
Weekday mornings 8:00 – 8:30am
phone South Doc on:

0121 415 2090

Other Local NHS Services

South Birmingham GP Walk-In Centre

8:00 – 20:00 every day

Selly Oak Health Centre
15 Katie Road, Selly Oak
Birmingham B29 6JG

Tel: 0121 415 2095

Your local pharmacist will also be able to give free health advice

For NHS Choices log onto:
www.nhs.uk

Practice Team

Doctors

Consultations are by appointment only. Please phone or visit our website to make an appointment.

Other clinics are run by:

Dr Saleem

(MB ChB General Practitioner)

Dr Dandamudi (Vrach 2000)

(Female doctor) .

Dr Tahir (MB Chb 2000)

If you want to see a particular doctor, please check with reception when booking an appointment.

Nursing Team

Jo (RGN)

Heather (HCA)

Appointments may be requested for dressings, injections, blood pressure checks, blood tests and cervical smears.

Reception and Admin Staff

Our reception team make appointments, deal with repeat prescription requests and provide clerical support. Appointments and repeat prescriptions may also be requested via our website.

Additional Staff

Midwife

Mental Health Professional

Drug Support Worker

Services at Your Surgery

Telephone Consultations

You may request to speak with the Doctor after morning clinic times. Please leave details with reception.

Home Visits

Homes visits are usually made to housebound patients. If a visit is needed please ring the surgery before 10:30 if possible, giving brief details to the receptionist. Homes visit take place between 14:00 and 16:00. The doctor will ring you before the visit, to assess if it is appropriate.

Repeat Prescriptions

Patients on regular medication may be issued with a repeat prescription request form. To re-order please tick the items required and hand the slip into reception. Alternatively, you may place your request online. You may place your order up to two weeks before next issue date on your script

Please allow 48 hours before collecting your prescription.

It is no longer possible for pharmacies to order repeat prescriptions on your behalf. You have to order them yourself by visiting the surgery, by letter, or online. Special arrangements are made for housebound patients.

If you register your nominated pharmacy with reception, we are now able to electronically transmit your repeat prescription to that pharmacy for you to collect there, without the need for you to pick up the prescription from the surgery. Pharmacies may still deliver medication to you, if you have set up such an arrangement, after they receive the prescription.

Test Results

Please telephone or call into the surgery between 11:30 and 16:30 for the results of tests and x-rays.

Regular Reviews and routine checks

From time to time you may receive invites from the surgery requesting you to be seen by the Doctor/Nurse. These invites are for the benefit of all our patients and we would appreciate your cooperation in attending.

Minor Surgery

We hold a Minor Surgery clinic on the last Monday of each month.

Minor Injuries

You can see the Doctor for various minor injuries in place of going to the local Accident and Emergency Department.

Patient Confidentiality

The practice complies with Data Protection and Access to Medical Records legislation and holds both written and electronic medical records for patients, neither of which is disclosed to a third party without the patient's written permission.

Identifiable information about you will be shared with others (such as Hospitals, Ambulance and Public Health services) to provide further medical treatment for you. This will require your consent and you may opt out of having shared records at any time, please ask a member of staff.

Patient Participation Group

The Surgery has a small group of up to ten members who meet every other month.

If you would like more information or may be interested in joining please ask at reception.

Please take a moment to read the Patients' Handbook in the waiting area.

How to register at the surgery

To register as a patient you must live within the practice area. Please speak to a member of the reception team who will be able to confirm your eligibility.

The surgery has a registration policy and this includes various pieces of information that we need to obtain from you before you may register as a patient. All information given is governed under the Data Protection Act. All staff have signed a confidentiality agreement.

You may also register as a temporary patient for up to 3 months.

Catchment Area

We are open to patients living within a 3 mile radius of our address.