

Accident and Emergency

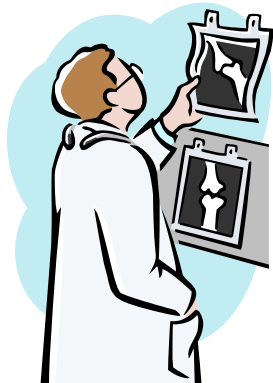
Our local A&E services are at Heartlands Hospital and Solihull Hospital. A&E services are under increasing demand and pressure and are not always being used appropriately.

A&E is for:

- Life threatening emergency medical problems
- Serious injury

A&E is not for:

- Management of longstanding medical problems
- Minor illnesses
- Getting a second opinion



Other Services

Local Pharmacist

Can offer advice and treatment for many minor illnesses and run the **Minor Ailments Scheme**

NHS 111

If you have a question and are not sure which health care service to access

Self-care

Is appropriate for many health complaints such as coughs and colds, back pain, grazes and hangovers.

Chester Road Surgery

406C Chester Road
Birmingham
B36 0LF

Phone: 0121 770 3035
Email: nhsbsolccg.bosworthreferrals@nhs.net
Website: www.bosworthmedicalcentre.co.uk

Chester Rd Surgery (part of Bosworth Medical Group)

Opening Times : Monday to Friday

8.30am to 6:30pm

Telephone: 0121 770 3035

Website: www.bosworthmedicalcentre.co.uk

**Dr Rachel Clowes
Dr Tara Shah
Dr Mitonaa Chakravartty
Dr Syed Shah
Dr Irfan Hussain
Dr Peter Scott**

**Practice Manager: Mrs
Deborah Coffey**



Welcome

Bosworth Medical Centre provides a full range of general family health services for the surrounding area. We offer a wide range of up-to-date diagnostic and therapeutic services in a modern, light and friendly environment and are very ably supported by our nursing and reception staff.

Our team includes GPs, Practice nurses, health care assistant, as well as our admin team which comprises of Practice Manager, Practice Manager's assistant, admin and reception staff.

At Bosworth Medical Centre, we aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important you know who you are speaking to, so our practice staff wear a name badge and identify themselves on the telephone.

How to see the Doctor/Nurse

We operate a telephone triage appointment system for GPs this can be booked either via the telephone or on-line. Appointments for the rest of our medical team can be made either by the telephone or by calling at the reception desk.

Please help us to help you:

- Please always **CANCEL** appointments if you are unable to attend
- Remember that SELF CARE is a good option. If you are usually fit and well and have a minor medical problem, try simple measures or consult your local pharmacist before seeing a GP.

-

Extended Hours Surgeries

We currently offer Extended Hours Appointments via the North Solihull Collaborative Hub:

- Mon—Fri evenings 6.30pm—8.00pm
- Sat & Sun mornings 9-12

We also offer our Practice Extended Access, which is held in the practice on Mon & Wed only, 6.30pm—8pm

No walk-in service or emergency appointments are available.

Out-of-Hours Services

When the surgery is closed, you can access GP services via Badger or NHS 111 (free telephone service)

Tel: 0300 555 99 99 Badger

Don't be a Non-Attender

If you are unable to attend your appointment, please phone and cancel it so that it can be released for another patient.



Appointments

To book a Telephone or Nurse appointment please ring our telephone number on **(0121) 770 3035** or you can also use our online booking facility via our website:

bosworthmedicalcentre.co.uk

Please Note: You will need to register for this service at the practice in person. Please bring 3 forms of ID i.e. Passport, birth cert, med card and recent utility bill.

Over 75?

You will be given the name of your responsible GP and will be invited to have a health check

- Dedicated Telephone line—ask reception for details
- Nurses in our practice can deal with a wide range of common conditions
- Tell us if you want someone to accompany you during an examination—this is called a chaperone
- Tell us if you wish to speak to a receptionist in private, we do have an interview room available

Please help us to help you:

- Be on time for your appointments
- Tell us if you need to cancel
- Call for a home visit before 10am
- Ring for test results after 11am

Home Visits

Our Doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However we can visit you at home if you are housebound and cannot attend the practice. Please ring before 10am to arrange a visit and let us know if your condition is urgent

Evening and Weekends

We offer our patients a full GP service when the practice is closed. For Urgent advice and treatment ring Badger **on (0121) 7662100**

Clinics

Antenatal

Tues 2pm—3.30pm

Thurs 10am—12pm by appointment

This clinic is run by midwives. If you become pregnant, you will be contacted by the midwives to arrange a 'booking visit' the midwife will ask you a few questions and carry out some general health checks. You will be seen regularly throughout your pregnancy either at the practice or at the local hospital or both.

Clinics

Child Immunisations
By Appointment Daily

Minor Surgery Clinic
By Appointment

Minor operations can be done in our treatment room. Please discuss this with your doctor who will then arrange for you to be given an appointment

Diabetes Clinic

By appointment

Led by Dr Clowes and our nursing team, this clinic offers advice and general health check ups to patients diagnosed with diabetes

Sexual Health Clinic

By appointment

Contraception can be discussed by any of the Doctors or Nurses by appointment

POSTNATAL

By appointment only

Practice times & GP Availability

PARTNERS

Dr Rachel Clowes MBChB DFFP CIDC

Surgery Hrs: Wed, 8.30am-18.00 Thurs 2pm—6.30pm, Fri 8.30am—12.00pm

Dr Clowes has an interest in diabetes and runs the diabetic clinic at the surgery. Languages spoken- English

Dr Tara Shah MBChB MRCGP DFSRH DRCOG Surgery Hrs: Mon & Tues 8.30-18.00

Thurs 08.30-12.00pm

Qualified in Birmingham in 2005 and joined the practice in 2010. Dr Shah is a GP partner. She has interests in Sexual Health and Family Planning and is qualified to fit contraceptive implants and coils. Dr Shah is qualified to perform a variety of minor surgical procedures and joint injections. She is the Clinical Director of our PCN (North Solihull) and is on the GP Trainers register. Languages spoken - English

Dr Mitonaa Chakravartty MBBS MRCGP Advanced Diploma in Primary Care Mental Health - GMC Number 6073731

Surgery Hrs: Wed, Thur & Fri 8.30-18.00

Mon & Tues 8.30-12.00,

Qualified in India in 2001 and joined the practice in March 2012 initially as a locum and currently working as a full time GP Partner. She has a special interest in mental health and alcohol related disorders and has completed a Diploma in Mental Health. Dr Chakravartty is also the practice safeguarding lead and is on the GP Trainers register. Languages Spoken - English, Hindi.

Dr Syed Shah BMedSci BSc MBChB MRCGP - GMC Number 7266371

Surgery Hrs: Mon, Tues, Thurs & Fri 8.30—18.30

Dr Shah joined the team in 2017 and is now working as a full time Partner. He leads on nursing/residential care homes. Dr Shah takes the lead on Practice business and management issues. Dr Shah is qualified to perform a variety of joint injections. Languages Spoken - English, Urdu.

Dr Irfan Hussain MBChB MRCGP

Surgery Hrs: Mon, Tues, Thurs & Fri 9.30—6.30pm

Dr Hussain joined us in the summer of 2020 and is now working as a full time GP Partner. Dr Hussain is our PCN Cancer Care Clinical Lead. Languages spoke - English and Pushto.

SALARIED GPS

Dr Peter Scott MB ChB DRCOG DOccMed

Surgery Hrs: Mon—Wed 8.00am—6.30pm

Dr Scott has worked at Chester Road Surgery since 1993. He is now working as a salaried doctor within the group. Special Interests: Dermatology, Cardiology and Minor surgery including joint injections. Languages Spoken - English

LONG TERM LOCUM GPS

Dr Shamyla Khan

Dr Azeem Tariq

Dr Shabnam Khan

Other Health Professionals

Senior Clinical Pharmacist

Amanda Berry

Surgery Hrs: Tues & Thurs 9am—5pm, Wed & Fri 9am—12pm

Amanda is a vital member of the team helping to manage our prescribing and ensuring your medications are reviewed appropriately.

Paramedic Practitioner

Nicola Bromell-Pitter

Surgery Hrs: Wed 8.30—6.30pm

Nicola has joined us from the West Midlands Ambulance Service where she continues to work. We feel lucky to have her to help us see our less mobile patients away from the surgery.

Nursing Team

Our highly qualified nurses deal with a range of conditions and health concerns. They examine patients make a diagnosis and plan care, including prescribing certain products. They provide care for patients with chronic conditions such as asthma, diabetes and hypertension

Practice Nurse Angela Cox RN Diploma in COPD Interests in Diabetes, COPD, Travel Health and Immunisations

Practice Nurse Mary Sherratt

Interests in Asthma, Diabetes & specialized dressings

Practice Nurse Katie Williams

Cancer care reviews, adult asthma reviews and Immunization's lead

Practice Nurse Claire Banks

Diabetes

Practice Nurse Samantha Hutchings

(Chester Rd)

Diabetes , asthma and COPD

Healthcare Assistants

Tracey Bourne

Zoe Savage (Chester Rd)

Apprentice HCA Miss Amy Godsall-Orme

Administration Team

Practice Manager Mrs Deborah Coffey

The practice manager may be able to help you with any administrative or non-medical aspects of your health care and is also available to discuss any suggestions or complaints.

Business Manager: Abbas Shah

Deals with all financial aspects of the practice

Reception Manager Mrs L Walsh

The receptionists are your link with the rest of the practice. They will try in every way to help you. The more information you are able to give them, then the better they will be able to assist you. Our staff always aim to be courteous, and we greatly value their contribution to the smooth running of the surgery.

Receptionist Miss L Gregory

Receptionist Ms S Treacy

Receptionist Miss D Manning

Receptionist Miss R Coggins

Receptionists Miss C Mallabar (Chester Rd)

Receptionist Ms S Whitehouse (Chester Rd)

Receptionist Miss E Dunne (Chester Rd)

Administration Team

Administration Lead

Miss D Grey

IT & Administration

Mr J Coffey

Secretary

Lisa Stewart

Apprentice admin

Aliya Malik

Complaints

Bosworth Medical Centre aims to give a friendly and professional service to all its patients. However, if you have any concerns about any aspect of our service, please let us know.

We operate a practice complaints procedure as part of an NHS system for dealing with complaints.

Complaints should be addressed to The Practice Manager, Bosworth Medical Centre, Crabtree Drive, Chelmsley Wood, Birmingham, B37 5BU

Or alternatively you can email your complaint to :

nhsbsolccg.bosworthreferrals@nhs.net

A practice complaints leaflet is available from reception

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 behavior against any of our staff or patients. We may exercise our right to take action and have them removed immediately if necessary from our practice list

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. You have the right to know what information we hold about you.

If you would like to see your records please contact the Medical Secretaries

Patients' Rights

Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs

We Will give you full information about the services we offer. Every effort will be made to make sure that you receive the information which directly affects your health and care being offered

You have the right to see your medical records subject to limitations in the law

Disability Access

Our practice offers the following facilities:

- **Parking Available.**
- **Access Without Steps**
Consultation rooms are available on the ground floor
- **Access for Wheelchair users**
The surgery is accessible for the disabled.
- **Toilet for wheelchair users**
Disabled toilet.

For patients with hearing or sight problems, please let our receptionist know how best to help you

Patient In Partnership Group (PIPS)

The practice has a Patient Group that meets quarterly to discuss patient views and practice news. If you would like to join, please ask reception who will take your details and let you know when the next meeting is.

Prescriptions

Repeat prescriptions

Regular medication is normally prescribed at intervals of 28 days. We have a fully computerized system and do require at least '48hours' notice to process your prescription request. Should you wish your repeat prescription to be posted to you, then please forward a written request and enclose a stamped addressed envelope.

PRESCRIPTION REQUEST CAN BE MADE VIA POST IN PERSON OR ONLINE

PLEASE NOTE REPEAT PRESCRIPTION REQUEST CANNOT BE TAKEN OVER THE PHONE



We Run the electronic prescription service

at this practice

Contacting Us

Chester Road Surgery

Castle Bromwich, Birmingham, B36 0LF

Tel: 0121 770 3035

Email: nhsbolccg.bosworthreferrals@nhs.net

Website: www.bosworthmedicalcentre.co.uk

Reception Opening Hours:

Mon - Friday 8.00-18.30

**For urgent treatment when the surgery is closed,
Call 0121 770 4484 where you will be given our
out of hours contact number
BADGER - 0300 555 99 99**

Extended Access Hub

As part of our ongoing work to improve access to health care we have worked together with 10 other local practices as part of North Solihull GP Collaborative to host within the building a service called The NSC Extended Access Hub.

This means that there are now PREBOOKABLE APPOINTMENTS, which you can book with a GP Nurse ANP and HCA from 630-8pm each weekday evening and 9-12 Saturday and Sunday.

These appointments are available to all patients at each of the 11 practices on a fair share basis.

THIS SERVICE IS NOT A WALK IN SERVICE and you will be seen by one of the GPs, Advance Nurse Practitioners, Practice Nurses or Health Care Assistants working within the collaborative.

CONSENT – it is important that you agree for your records to be shared at the Hub so that the clinician who may be from one of our sister practices can fully see your records and that they can share the consultation outcome with Bosworth.

We hope to develop an App and Online booking in the near future for this service.

We will keep you updated on this development



ONLINE BOOKING

Did you know that there is now another way to book a non-urgent appointment at this practice, instead of using the telephone or standing in the queue? We now have an online appointment booking system that is simple and easy to use. There is a choice of available doctors and you can book telephone appointments up to four weeks in advance!

In addition, you can also make repeat prescription requests and message reception about non urgent admin queries

Currently only about 30% of our patients listed use this method, so if you are interested in gaining access to this quick and easy system then why not speak to one of our receptionists for more details?

Why not give it a try? Let technology work for you!