

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 a right to know what information we hold about you. If you would like to see your records, please call our practice manager at Cavendish Medical Practice.

PATIENTS WITH PARTICULAR NEEDS

Our surgery is accessible to patients using a wheelchair. We also have a drop off facility outside of our practice for those patients unable to walk long distances.

We can arrange interpretation and translation services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment

COMPLAINTS

Cavendish Medical Practice aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. Speak to whomever you feel most comfortable – your GP, our practice manager or our reception staff will be happy to help. In the majority of cases, concerns can be resolved quite easily. A Compliments & Complaints leaflet detailing our complaints policy is available in the waiting area should you wish to use it. However, if you feel we have not dealt with the issues you have raised as you would wish, you can write to the Customer Care Team at BSOL CCG.

OTHER LOCAL NHS SERVICES

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment.

Your local pharmacist

Your local pharmacist will be able to give you free health advice at any time – you don't need an appointment. Many pharmacies operate extended hours on a rota basis. Call NHS Direct for details.

Summerfield Walk-in centre

Summerfield GP and Urgent Care Centre provides patients with additional choice and access to healthcare in Birmingham. It is an 8am—8pm GP service open to everyone 365 days a year.

ADDRESS:

Summerfield Primary Care Centre
134 Heath Street
Winson Green
Birmingham B18 7AL
Tel: 0121=255=0441/0455

Out of Hours

Outside surgery hours, you can still be seen by calling PrimeCare out of hours service on: 0845 601 8803.

NHS 111

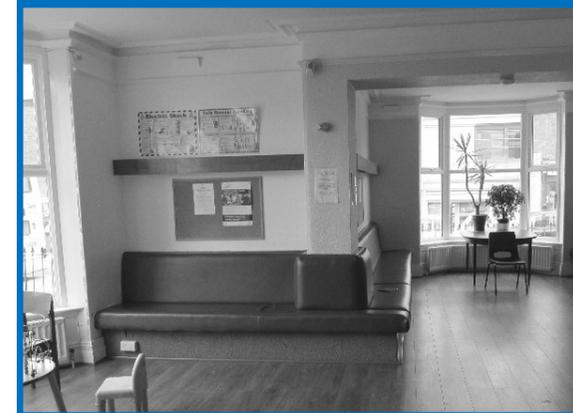
111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.



CAVENDISH



MEDICAL PRACTICE



Providing family based
patient healthcare since 1960

Summerfield Primary Care Centre
134 Heath Street
Winson Green
B18 7AL
Tel 0121 255 0441/0121-255-0455

SURGERY OPENING TIMES

Monday	08:30 - 18:30
Tuesday	08:30 - 18:30
Wednesday	08:30 - 18:30
Thursday	08:30 - 12:30
Friday	08:30 - 18:30
Saturday	Closed
Sunday	Closed

WELCOME

Cavendish Medical Practice serves the Edgbaston, Winson Green, Smethwick & Cape Hill communities. However we do welcome patients from surrounding areas.

Our team includes five GPs, a practice nurse, one health care assistant as well as our practice manager and reception staff. We offer a full general practice service and run specialist clinics for children and pregnant women as well as diabetes and asthma sufferers.

At Cavendish Medical Practice, we aim to treat all our patients promptly, courteously and in complete confidence.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates. If you live in our practice area and would like to register with us, please complete one of our registration forms that are available from our reception. On the form, you will be able to say which practitioner you would prefer to see. However, you will be registering with the practice rather than an individual GP.

PRACTICE TEAM

DOCTORS: DR T. CHEEMA, MBBS DPD
DR K CHEEMA MBChB MRCGP DCH
DR A. AKRAM
DR M. GREWAL
DR N CHAUDRY

PRACTICE MANAGER: MR HARI MADHAVAN
SAFINA BI

PRACTICE NURSE: MRS. YVONNE WILLIAMS

SENIOR RECEPTIONIST: MRS. SHILA HIRA

HEALTH CARE ASSISTANT: MISS. SU STEVENS

APPOINTMENTS

■ Appointments can be booked via telephone on: 0121 2550441/0442/0451, online booking or coming to the surgery in person.

■ Urgent cases are seen on the day. If you require an appointment on the same day, please call the surgery from 8.30am onwards.

■ If your condition is non-urgent, you can expect to see a GP within five working days, though you may have to wait longer if you want to see a particular GP. If you don't need an appointment within five working days, you also have the option to book up to 4 weeks in advance if this is more convenient for you.

■ Let us know if more than one person in the family needs to be seen. We can give you a longer appointment if necessary.

■ Tell us if you want someone to accompany you during an examination or a private room to discuss any matters. Remember that the results of tests can only be given to the patient.

■ You can book to have a telephone consultation with a doctor. He or she will ring you at the end of surgery, on the tele-

PRESCRIPTIONS

If you take medication on a long-term basis, you can ask for a repeat prescription by calling in at reception. You can also order your repeat prescriptions online. Your prescription will be available for you to pick up in two working days.

SERVICES

Asthma

Asthma sufferers are advised to book an appointment at this clinic at least once a year for advice and support from our nurse who specialises in asthma care.

Family Planning

Please book an appointment with the practice nurse or Dr K. Cheema for advice about contraception. At this surgery, we have doctors trained in fitting and removing coils and implants.

Diabetes

This clinic offers advice and general health check-ups to patients diagnosed with diabetes.

Stopping smoking

Run by our nurse practitioners, this clinic gives advice and support to patients trying to give up smoking.

Travel vaccines

If you are travelling abroad, it is recommended that you book an appointment with the nurse at least 10 days before you travel.

Child health

All new babies are invited for regular check-ups from eight weeks old.

Minor surgery

Minor surgery services including cryotherapy & joint injections are led by Dr T Cheema

Cervical smears

All women between the age of 25-60 are advised to have cervical screening once every three years. Please book an appointment with the nurse to have your smear test.

How you can help us:

- Be on time for your appointment
- Tell us if you need to cancel
- Call for a home visit before 10am
- Please notify any change in your address or telephone number immediately
- Ring for test results after 12pm.