

## 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.

Kingston House, 4th floor Rear, 438-450 High Street West Bromwich B70 9LD

## 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 2032050

### Out of Hours

Outside surgery hours, you can still be seen by calling Badger out of hours service on: 0121 7662100.

### 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  
EMERGENCY NO: 0121 7662100

## SURGERY OPENING TIMES

<b>Monday</b>	08:00 - 18:30
<b>Tuesday</b>	08:00 - 18:30
<b>Wednesday</b>	08:00 - 20:00
<b>Thursday</b>	08:00 - 18.30
<b>Friday</b>	08:00 - 18:30
<b>Saturday</b>	<b>Closed</b>
<b>Sunday</b>	<b>Closed</b>

## WELCOME

Cavendish Medical Practice serves the Edgbaston, Winson Green, Smethwick & Cape Hill communities. However we do welcome patients from surrounding areas within 2.5 miles radius.

Our team includes two GPs, four locum GPs, a practice nurse, a locum 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.

## PRACTICE TEAM

### DOCTORS:

DR T. CHEEMA, MBBS DPD  
DR K CHEEMA MBChB MRCP  
DCH  
DR N CHAUDHRY  
DR A AKRAM  
DR NAKBAR  
DR K THIEVENDRAN  
DR M GREWAL  
DR A DOREZ

### PRACTICE MANAGER:

MRS. ASMA MANIR

### PRACTICE NURSE:

MRS. YVONNE WILLIAMS

### PRACTICE NURSE:

MRS. EUGENIA BACIU

### HCA / ASSISTANT MANAGER:

MISS. SU STEVENS

### SENIOR RECEPTIONIST:

MRS. SHILA HIRA

### RECEPTIONIST:

MS. SALMA IQBAL

### RECEPTIONIST:

MISS. AREEBA IRFAN

■ Appointments can be booked via telephone on: 0121 2032050, via app, online via e-consults or coming to the practice in person.

■ Urgent cases are seen on the day if needed. If you require an appointment on the same day, please call the surgery at 8.00am onwards appointments are on first come first serve basis.

■ 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.

## 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 Smoking advisor, 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 4 weeks prior to 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.