

**Burbury Medical Centre & Burbury
Medical Centre, 311 Burbury Street,
Birmingham, West Midlands, B19
1TT**

OPENING TIMES

Mon: 09:30-12:30 & 5pm-7pm
Tue: 09:30-12:30 & 5pm-7pm
Wed: 09:30-12:30 & 5pm-6:30pm
Thu: 09:30-12:30 **Closed**
Fri: 09:30-12:30 &
Sat: 5pm-7pm **Closed**
Sun: **Closed**

TELEPHONE NUMBERS

Emergencies, Visits and Out of Hours
01215513804

Appointments
01215513804

Prescriptions
Prescriptions will only be taken between 09:30am till 12noon
Please drop repeat prescription slip in the prescription box
allocated in reception.

Enquiries and Results
01215513804
After 12noon till 12:30pm

Business & Enquiries
01215513804 (10:30am till 11:30pm)

Fax
0121 551 4277

PRACTICE STAFF

Dr MK Alam (Senior Partner)
Dr K Alam (Female Partner)
Dr O Alam (Partner)
Mahmoona (Reception)
Razana (Reception)
Shanaz (Reception)
Shelima (Health Care Assistant)

Visit our website:

<http://www.burburymedicalcentre.co.uk/>

How we use your health information please pick
a leaflet from the reception

Burbury Medical Centre

**PRACTICE
LEAFLET**

**Information for
Patients**

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there's a good reason, the organisation must provide the information within 20 working days. Please contact Mrs N Alam
There may be a charge for this information.

PARTNERS

Dr MK Alam (Senior Partner)
Dr O Alam (Partner)
Dr K Alam (Partner)

APPOINTMENTS

All surgeries are by appointment, and can be made in person or by telephone. We use a scheme called Advanced Access where we are able to offer same day Dr's appointments- therefore there is no need to book your appointments in advance. We also do still offer a small amount of pre-booked appointments if needed, but these will not be available on a Monday. We also run extended hours surgery on Monday, Tuesday & Wednesday. Please ask at reception for information

If you are unable to attend for your appointment please let us know so that we can offer this to another patient.

URGENT APPOINTMENTS

We will still have urgent appointments each day for the Dr and the Nurse. After 5:30pm each day one Doctor is on Duty for all urgent requests.

(Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms).

NURSE

We have a Nurse Practitioner available every Wednesday, morning who can deal with all immunisation and cytology.

HOW TO REGISTER AS A PATIENT

If you are new to the area and are requiring to register with one of our GP's please ask at our Reception. If you have your Medical Card then please bring this along with you. Following your registration you will be required to have a new patient check to enable your registration to be fully complete. An appointment will be offered with our Health Care Support Worker during your registration.

HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before 11am if at all possible.

Whenever possible we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room we can make alternative arrangements. Requests for visits after 11am will be taken by the Duty Doctor.

TELEPHONE ADVICE

All Doctors are available (normally between 12noon till 12:30pm) to give telephone advice after their morning

surgery. Patients are advised to telephone before 11am to arrange this.

PRESCRIPTIONS

ROUTINE— requests for repeats prescriptions will be dealt with within 48 hours. This can be in-person or by telephoning 01215513804 between 09:30am till 12:30pm

CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP

OUT OF HOURS

If you have an urgent problem when the surgery is closed. Please ring 01215513804 your call will be answered by the Badger clinic who cover out of hours. Please note that when contacting them, your telephone conversation will be recorded.

Other numbers you can use in an emergency NHS Direct 111

DISABLED ACCESS

Automatic Front Door Access suitable for wheelchairs.
Disabled toilets in the waiting room
The practice does not discriminate;

- Race;
- Gender or sexual orientation;
- Disability;
- Age;
- Religious group or religious beliefs;
- Political beliefs;
- Appearance or lifestyle.

Comments & Complaints

We always try to provide the best services possible, but there may be times when you feel this has not happened.

We have a procedure in place to enable you to let us know if you have a complaint or concern about the service you have received from either doctors or staff working at this practice. If you wish to make a complaint, refer to the complaint procedure which is displayed above the suggestion box in the patient waiting area, which will

explain the process. All complaints will be recorded and written complaints will be acknowledged within three working days of receipt.

RESEARCH

As a teaching Practice, medical students spend part of their training with us from Birmingham University The Practice is also involved with medical research in partnership with Birmingham University.

We would value your co-operation with both of these, but we understand if you do not want to be involved.

DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system.

OTHER LEAFLETS

You will find a wide variety of Practice Leaflets which will inform you of all the services that we provide for our patients. These include a Patient Charter Leaflet and Comments and Complaints leaflets.

Sandwell & West Birmingham CCG (SWB CCG)

To obtain details of all primary medical services available within the SWB CCG please contact:

Sandwell & West Birmingham CCG

Kingstone House

438-450 High Street

West Bromwich

B70 9LD

Tel: 0121 612 1500

Email: swbccg.time2talk@nhs.net

SURGERY & CLINIC TIMES

A separate leaflet is available in Reception which lists all of the Surgery times available.

Patient Charter leaflet, a description of patient rights and responsibility is available at reception

(Revised 01.01.2014)