

# Dr Simon & Partners

# A guide to our services

**Telephone: 0121 749 5115**

<b>Opening hours: (except)</b>	<b>Monday to Friday Thursday</b>	<b>8.30am until 6.30pm 8.30am-1.30pm</b>
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**Out of Hours Emergencies: 0121 693 4000 – Badger  
NHS Direct – 24 Hour Helpline – 0845 4647**

**This practice is within the Solihull Care Trust area**

# Welcome

Dr Simon & Partners is in an area bounded by the M6 to the North and the Chester Road (A47) to the South, the surgery is situated on the northern edge of the Chelmsley Wood estate, a development between the period 1975-1985. The immediate area is of mixed tenure with a significant percentage of social housing. The practice has a branch surgery located at 119 Sheldon Heath Road.

Our team includes three GPs, three senior nurses and a health care assistant as well as our business manager, practice manager and reception staff.

We offer a full general practice service and run specialist clinics for children and pregnant women, diabetes and asthma sufferers and for patients needing minor surgery.

Contact Solihull Care Trust on **(0121) 711 7171** for services we do not provide. At Dr Simon & Partners, we aim to treat all our patients promptly, courteously and in complete confidence.

If you live in our practice area and would like to register with us, please bring in your medical card or complete a registration form - available from reception.

## Clinics

We run a range of clinics. For an appointment or further details, please call contact us on **(0121) 749 5115**.

### Antenatal

#### **Tuesday 1.30pm-3.30pm (Fortnightly)**

This clinic is run by the midwives. If you become pregnant, you will be given a 'booking appointment' with the doctor who will refer you to the hospital of your choice. Your details will be passed to the community midwife who will initially, contact you at home and 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.

### Child health and immunisation

#### **Tuesday 11.30am-12.30pm**

All new babies are invited for regular check-ups from eight weeks old either at the surgery or the Smiths Wood Family Centre, Wheatfield Close – Tel: 0121 770 1809 – this is where the Health Visitor is based.

### Minor surgery

#### **Thursday 11am-1pm (Clinics held at our branch surgery 119 Sheldon Heath Road)**

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

#### **Friday 9.30am-12.30pm**

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

## **Asthma**

### **By appointment**

Asthma sufferers can drop in to this clinic for advice and support from our nurses who specialise in asthma care.

## **Stopping smoking**

### **By appointment**

Run by our nurses and healthcare assistant , this clinic gives advice and support to patients trying to give up smoking.

## **Other health care services**

Primary care services not available at our practice are provided by Solihull Care Trust.  
Telephone **(0121) 711 7171**.

# **Prescriptions**

## **Repeat prescriptions**

At least 2 working days is needed for repeat prescriptions. Please post or hand in your repeat slip at the surgery. A chemist collection service operates at both surgeries. Please ask at reception for details.

# **Specialist and hospital care**

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will refer to one of the local hospitals.

# Appointments

You may book an appointment by ringing **(0121) 749 5115** or in person at reception.

## GP Appointment Times

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr P Simon	09.30am-12.00noon	09.30am-12.00noon 03.30pm-05.30pm	04.00pm-06.30pm	Rota Basis.	09.30am-12.00noon
Dr S Saikia	09.00am-12.00noon 04.00pm-06.30pm	[Angicoagulant ] [Clinic ] [09.00am-09.30am]  09.30am-12.00noon	09.00am-11.30am  Childhealth 11.30am-12.30pm	Rota Basis.	04.00pm-06.30pm
Dr L Thomas	03.30pm-06.00pm	03.30pm-06.00pm	09.00am-12.00noon 03.00pm-05.00pm	Rota Basis.	09.00am-12.00noon 03.00pm-05.00pm

- **Urgent cases** are seen on the day.
- If your condition is **non-urgent**, you can expect to see a GP within two working days, though you may have to wait longer if you want to see a particular GP. Nurses based in our practice treat patients for a wide range of common conditions. You can expect to see a healthcare professional within one working day. However, there may be a longer wait if you wish to see a particular clinician.
- 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 after normal surgery sessions on the telephone number you have given.
- You can book to have a **telephone consultation** with a nurse. He or she will normally ring you back the same working day, however, this may be delayed if there is no nurse session on the day of request – your call will then be returned on the nurse session. The receptionist will advise you of the likely wait when you request your telephone consultation.

### You can help us by:

- Being on time for your appointment
- Letting us know if you need to cancel
- Calling for a home visit or urgent appointment before 10am
- Ringing for the results of tests after 4.00pm.

## Home visits

Patients do **NOT** have an automatic right to a home visit from a GP. The practice will decide if a home visit is appropriate based on information regarding the condition of the patient. Home visits are undertaken after the morning or evening surgeries. The home visit is **NOT** an emergency service; if the patient's condition is urgent, then patient should attend the Accident and Emergency department or contact the Emergency Services via 999.

## Evening and weekends

In an emergency only. Ring the out of hours emergency number of **(0121) 693 4000**. Badger centres are located at Whittall Street, Birmingham and Birmingham Heartlands Hospital. You will either be given advice or asked to attend the treatment centre. If you are assessed to be too ill to travel, a home visit will be made.

## 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. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you keep the following:

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment (for example, calamine)
- Tweezers and sharp scissors
- A thermometer
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings.

## Remember

- Keep the medicine chest in a secure, locked place out of reach of small children.
- Always read the instructions and use the suggested dose
- Watch expiry dates – don't keep or use medicines past their sell-by date
- Take all unwanted and out-of-date medicines back to the pharmacy

## 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.

## **NHS Direct**

NHS Direct offers free expert health information and advice 24-hours a day on **0845 4647** or at their website, [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) which also offers an enquiry service. For deaf people and those hard of hearing, a telephone service is available on **0845 606 4647**. If English is not your preferred language, you can choose to use a confidential translation service.

## **Accident and emergency/999**

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call **999**.

Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

## **Our team**

### **The partners**

#### **Dr Patrick Simon** (male)

MBBS FRCS Reg GMC (1976)

Dr Simon established the practice in the mid 1980's. He offers a full range of general practice care to his patients, he has a specialist interest in minor surgery.

#### **Dr Shyam Saikia** (male)

MBBS DRCOG DFFP Reg GMC (1975)

Dr Saikia has been with the practice since 2002. As well as a full general practice service, he has a particular interest in chronic disease management and mental health issues.

#### **Dr Lekha Thomas** (female)

MBBS MRCP(Paed) MRCP DFFP Reg GMC (1996)

Dr Thomas has been with the practice since May 2005. As well as offering a full range of general practice care to her patients, she has a particular interest in coronary heart disease.

### **Our nursing team**

#### **Mrs Hazel Nelson, Mrs Karen Heslington, Mrs Margaret Bolas**

Our highly qualified nurses deal with a range of conditions and health concerns. They examine patients, make a diagnosis and plan care. They are experts in many areas of disease management such as diabetes and asthma.

#### **Health care assistant**

##### **Mrs Rosalyn MacDonald**

Ros can take blood, check blood pressure, test urine and undertake simple dressing and removal of sutures.

## **Practice management**

**Mr David Heard and Miss Lisa Walsh** will be able to help you with any administrative problems you may have with the way our practice is run.

## **Administration**

Caroline Millward undertakes a variety of administrative duties.

## **Secretarial**

Jakki Kemp is the practice secretary. She deals with general correspondence, referral letters and report requests.

## **Reception staff**

Sharon, Carole, Linda, Pauline, Lona, Susan and Caroline are here to help you. They answer the phone, deal with enquiries and take repeat prescriptions. Their job is very demanding so please be patient.

# **Your local CARE TRUST**

The area served by Dr Simon and Partners is in the district covered by Solihull Care Trust. Solihull Care Trust is responsible for ensuring you get all the services you need. For details of all primary care services in the area, look at Your Care Trust Guide to Primary Care Services at [www.solihull.nhs.uk](http://www.solihull.nhs.uk) or get the information you need at [www.nhs.uk](http://www.nhs.uk)

The Care Trust also produces Your Guide to Local Health Services.

## **Solihull Care Trust**

**20 Union Road**

**Solihull**

**West Midlands B91 3EF**

**Tel: (0121) 711 7171**

# **Other information**

## **Complaints**

Dr Simon & Partners aim 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. However, if you feel we have not dealt with the issues you have raised as you would wish, you can write to the Complaints Manager at Solihull Care Trust (address above). The Care Trust also operates a Patient Advice and Liaison Service (PALS) which can often help resolve any problems before they become formal complaints. To speak to a PALS officer, ring **(0121) 711 7171**.

## **Patients with particular needs**

Each of our surgeries is accessible to patients using a wheelchair. We also have a parking space outside each of our practices which are reserved for patients displaying a disabled sticker.

For patients with hearing problems, we have an induction loop system. 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.

### **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 care.

This information may be used for management and audit purposes. However, it is usually only available to, and used by, those 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 call our practice manager at our main surgery number.

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 may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

## **Contacting us**

196 Green Lane, Castle Bromwich, Birmingham B36 0BU - Tel: **(0121) 749 5115**

Also branch at:

119 Sheldon Heath Road, Sheldon, Birmingham B26 2DP - Tel: **(0121) 784 5465**

### **Evenings and weekends**

For urgent advice and treatment when our practice is closed, call Badger on **(0121) 693 4000**.

### **Other local NHS services**

- Call NHS Direct on **0845 4647** – for free expert NHS health advice and information 24 hours a day (calls charged at local rates). Or log onto [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)
- In addition, the NHS Direct self-help guide '*Not feeling well?*' is available at the back of all new Thomson Local telephone directories, distributed in England from April 2004.
- Your local pharmacist will be able to give you free health advice and you don't need an appointment. Many pharmacies operate extended hours on a rota basis. For details call NHS Direct on **0845 4647**.
- Birmingham NHS Walk-in-centre can be located on the Lower Ground Floor, Boots The Chemist, 66 High Street, Birmingham (City Centre), B4 7TA. Tel: 255 4500. The Walk-In Centre offers a nurse led triage system and provided links to other health services.

Solihull Care Trust is responsible for ensuring you get all the services you need. For details call **(0121) 711 7171**.