

# FERNBANK MEDICAL PRACTICE

508-516 Alum Rock Road  
Ward End  
Birmingham  
B8 3HX

Tel: 0121 678 3800  
Fax: 0121 678 3810

**Out of Hours (BADGER): 0300 555 1919**

**DR N H BANGASH  
MBBS**

[www.fernbankmedical.org.uk](http://www.fernbankmedical.org.uk)

## **Opening Hours**

**Monday, Tuesday, Thursday, and Friday**

**08:30 to 18:30**

Same-day & pre-bookable appointments

**Wednesday**

**08:30 to 14:00**

Same-day & pre-bookable appointments  
(As Wednesday is a half-day it is advisable to book routine appointments on other days of the week)

**Saturday & Sunday**

**CLOSED**

**Author:** Ghayur Bangash

## **Welcome to Fernbank!**

This Practice has been based in this area since 1975. Initially, we were based at 414 Alum Rock Road. Since 1998 we have been based at our present, **purpose-built premises**.

Fernbank Medical Centre is located on Alum Rock Road. We provide **parking space for staff and other building users**.

- Limited parking for pharmacy users in front of Pal Pharmacy
- Disabled parking bays beside Fernbank Practice main entrance
- Main car park for staff & patients of Fernbank Practice at rear of building

We aim to make the Practice **accessible to all premises users**, including **those with disabilities**. The rear car park is connected to the main building by an **access ramp without stairs**, and the main entrance also has no steps to negotiate.

All internal doors afford easy **access for wheelchairs**. A lift enables access to the first floor. There are **disabled toilets** on both the ground and the first floors.

### **Practice Area**

Saltley, Alum Rock, Ward End, Washwood Heath

### **New Patients**

Fernbank currently has an **open list** and we welcome new patients. If you would like to register with us, please come and see us in person and a receptionist will be happy to help you through the process. All new registrants are asked for one **proof of identity** (photo ID) and one **proof of address**.

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## Appointments

Our telephones switch on automatically at **08:30** every weekday morning. If you require a **same-day appointment** it is best to ring **between 08:30 and 10:00**. In cases where you require a **routine appointment**, it is best not to ring in the early morning when the telephone lines are at their busiest.

Please attend booked appointments **in good time** or give adequate notice (1 hour at the very latest) if you wish to **cancel or change** your booking. If you are **over 10 minutes late** to an appointment, it is within the GP's discretion whether they will agree to see you or whether you will be advised to rebook your appointment for another time.

Appointments can also be made **online**, or via the **MyGP app**. In order to do this you will need to attend the Practice to arrange online access.

Reception staff do not routinely ask for a reason for your appointment.

## Prescribing

Fernbank Medical Practice **DOES NOT prescribe on demand**. This means that your GP will only prescribe what they believe is **clinically justifiable**. We do not, for example, routinely prescribe antibiotics for common colds or for flu.

## Repeat Prescriptions

For **patient safety** reasons, we **do not accept requests for repeat prescriptions over the telephone**. Alternatively, you may **ask a pharmacy** of your choice to order repeat prescriptions on your behalf. You may also make repeat prescription **orders in person** at reception. It routinely takes **48 working hours** to process a repeat prescription request. It is the **responsibility of patients** to order their repeat prescription in good enough time that they do not run out of medication before their next issue. We recommend patients request repeat prescriptions when they have one week's supply remaining. It is also possible to request **repeat prescriptions online**. Prescriptions can be

sent directly to a pharmacy of your choice via the electronic prescription service.

Please **do not** book an appointment just to obtain your regular repeat prescription unless you are due a medication review.

## Home Visits

Please call the Practice **before 10:00 AM** if you require a home visit. Give **as many details as possible** about the reason for the visit. Home visits can **only be made for medical problems**. We only make routine home visits for patients who are **housebound**.

If you live **outside the Practice's catchment area**, then we are **unable to provide you with home visits** even where you may be housebound.

## Out of Hours

If you require medical attention in an **emergency** outside of Practice opening hours, please telephone **BADGER** on **0300 555 1919**

## Languages

Current staff members speak the following languages:

ENGLISH	URDU	HINDI	PUNJABI
MIRPURI	PASHTO	FRENCH	

One staff member can also speak limited **SPANISH** and **ITALIAN**.

## Test Results

Test results are only communicated to the patient for whom the test was conducted. We do not routinely inform patients of normal results. In cases of **abnormal results** you will be **contacted by the Practice**.

## Change of Personal Details

Please inform the Practice as soon as possible if you change your address or your telephone number. **If you fail to do so it could affect your**

**care.** If you wish to **change your name** under which you are registered, please note that this may only be done on production of a **valid, original deed poll.**

### Non-NHS Services

Some services, such as passport forms, insurance claim forms, private sick notes, etc., are **not covered** by the the GP's NHS contract. There is therefore likely to be a **charge** for performing these services. For further information, please see the Practice website, or ask at reception.

### Confidentiality and Personal Information

Your personal health information and records are held **in confidence** and **cannot be disclosed** to anyone **without your express consent.** This applies to information that is held in both hard-copy and electronic form. The Practice is registered under the **Data Protection Act.** Under the **Access to Health Records Act 1990,** patients have a right to access their medical records if they wish. Please ask at reception for further information.

### Patient Rights and Responsibilities

Clinical and other staff at Fernbank Medical Practice undertake to provide our patients with the **highest standards of care,** subject to resource and legal constraints. In return, we expect patients to **work with us** to help us meet this commitment. Persistent **non-compliance** with advice and/or medication, and persistent **failure to attend booked appointments** either with the Practice or with secondary care will make it very difficult to provide **safe care** to our patients and may result in the Practice asking you to **change your GP.**

### Appropriate Behaviour

When you register with Fernbank Medical Practice you agree to be bound by the **expected standards of behaviour.** We **do not accept** any **aggressive, abusive, or threatening** behaviour (either physically or verbally) towards any members of staff, just as we do not accept any members of staff behaving in such a manner towards our patients. The

Practice follows the **NHS Zero Tolerance Policy** towards violence (verbal or physical), aggression, abuse or threatening behaviour. Any such behaviour will result in **removal from the Practice list**—which will also mean that you can subsequently only register with a “secure” practice—and likely **prosecution.**

### Complaints

The Practice has a **written complaints policy.** If you are unhappy with any aspect of your care or our service, please ask at reception either to raise your concerns with a senior member of staff, either a GP or a Practice Manager. If you wish to make a formal, written complaint, please ask for a complaint form, or write directly to the Practice Manager at the Practice address.

### Practice Staff

The **Practice Manager** and **Assistant Practice Manager** are responsible for the day to day running of the Practice. Referrals are dealt with by the **Medical Secretary.** **Reception staff** deal with booking appointments, taking repeat prescription requests, and with all other enquiries. **ALL STAFF** are bound by the same requirements of confidentiality and data protection.

### Practice Nursing

Fernbank Practice currently employs one **Practice Nurse,** Celina Norris, and one **Health Care Assistant,** Joanne Richards. They offer the following services:

<b>BP CHECKS</b>	<b>HEIGHT/WEIGHT/BMI CHECKS</b>	<b>URINE DIPSTICK</b>
<b>WOUND DRESSING</b>	<b>REMOVAL OF STITCHES</b>	<b>PHLEBOTOMY</b>
<b>CERVICAL CYTOLOGY</b>	<b>SMOKING CESSATION</b>	<b>TRAVEL ADVICE</b>
<b>TRAVEL VACCINATION</b>	<b>CONTRACEPTIVE ADVICE</b>	<b>MINOR SURGERY</b>
<b>EAR SYRINGING</b>	<b>NHS HEALTH CHECKS</b>	<b>24HR BP MONITORING</b>
<b>ECG</b>	<b>SPIROMETRY</b>	<b>SEASONAL VACCINATION</b>
<b>CHRONIC DISEASE CHECKS</b>		<b>NON-ROUTINE IMMUNISATION</b>

### Freedom of Information Act 2000

The Practice is registered with and complies with the above named Act of

Parliament. Further information is available at [www.foi.nhs.uk](http://www.foi.nhs.uk)

### **Your Views**

We actively **welcome comments** from our patient population in order to try and **improve our services** in line with **patient needs and preferences**. There is a **suggestions box** in the main reception area where you can leave anonymous comments. The Practice endeavours to **review these comments** on a regular basis. We also conduct specific **patient surveys** on a regular basis. We also have a **Patient Participation Group**. Further details may be found on our website, or enquire at reception.

### **Named GP**

Every patient is assigned to a **named GP**. Please contact the Practice if you do not know who your named GP is, or simply ask the next time you are in the Practice. Your named GP is responsible for your **overall care** while you are registered at Fernbank. However, this does not mean that this is the only GP that you will or can see while registered with us. You are welcome to **ask to see any other doctor** working in the Practice.

### **Clinical Commissioning Group (CCG)**

Fernbank Medical Practice is a member of the **Birmingham Cross City CCG**. You can access their website at <http://bhamcrosscityccg.nhs.uk/>

Their postal address is as follows:

Bartholomew House  
142 Halgley Road  
Edgbaston  
Birmingham  
B16 9PA

Tel: 0121 255 0700  
Fax: 0121 682 0090  
Email: [bhamcrosscity@nhs.net](mailto:bhamcrosscity@nhs.net)

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