

Our Health Partnership

OHP A healthy future for patients and practices



LORDSWOOD
MEDICAL GROUP

Patient Information Leaflet

Welcome to Lordswood Medical Group



Lordswood House Surgery
54 Lordswood Road
B17 9DB
0121 426 2030



Quinton Family Practice
406 Quinton Road West
B32 1QG
0121 421 6011



Quinborne Medical Practice
Selcroft Avenue
B32 2BX
0121 428 2880

The Lordswood Group was formed in October 2008 as a partnership of three local GP Practices covering the Harborne and Quinton areas of Birmingham. Our aim is to provide the highest possible standard of care in a convenient local setting.

Lordswood Group is a member of Our Health Partnership. The UK's biggest GP Partnership.

We believe in old fashioned family practice providing the excellent care from cradle to grave. At Lordswood House you will always have a named doctor who is responsible for your long term care while Quinton Family Practice and Quinborne Medical Practice are small personal GP surgeries.

We provide a full range of NHS health services to the community. There are also some private Health services based at Lordswood House.

Our GP Partners

Dr. Gavin Ralston, Senior Partner (Male) (part-time)
MBChB (Birmingham) DA, DFFP, DRCOG, MRCGP 1984
Chair, Birmingham Local Medical Committee

Dr. Arun Bahal (Male) (full-time)
MBChB (Birmingham), MRCGP, DFFP

Dr. Carolyn Harrison, Partner (Female) (part-time)
MBBS DRACOB FRACGP RCGP (Melbourne 1990)

Dr. Deepali Misra-Sharp, Partner (Female) (Part-time)

BMBS (Nottingham 2010), MRCGP, DFSRH, DRCOG
BA (Hons) Economics (Edinburgh 1994)

Dr Amit Rajput, Partner (Male) (part-time)

MBChB (Birmingham 2013), MRCGP, PGDipClinDerm (Distinction)

Dr. Vishanka Ratnasuryia MBE, Partner (Male) (full-time)

MBChB (Birmingham) 2004 DCH DOHNS MRCGP DFFP
Chair, Our Health Partnership

Dr. William Taylor, Partner (Male) (full-time)

MbChB (Birmingham) MRCGP MCEM
Chair, Birmingham and Solihull Clinical Commissioning Group

Dr. Katie White, Partner (Female) (part-time)

MBChB (Hons) (Birmingham 2008), MRCGP, MRCP

Dr. Jo Whiteley, Partner (Female) (part-time)

MBBS, (London) 1990 DRCOG 1995 MRCGP 1996

Our Salaried GP Team

Dr. Justine Palmer, Salaried GP (Female) (part time)

MBBS (Newcastle Upon Tyne 1991), MRCGP

Dr. Marcus Mulcahy, Salaried GP (Male) (part-time)

MBChB (Birmingham) 1992

Dr. Monisha Sinha, Salaried GP (Female) (part-time)

MBChB (Birmingham 2018)
M.Sc Medical Molecular Biology (University of Westminster 1998)
M.Sc Biotechnology (Banasthali University, India 1997)

Dr. Iona Clark, Salaried GP (Female) (part-time)

MBChB 2014 University of Birmingham, MRCGP 2020

Dr Dannielle Lam, Salaried GP (Female) (Part-time)

MRCGP, MBBS, Kings College London 2013
BSc Neuroscience, Kings College London 2010

Our Nursing Team

Nurses are qualified and registered. They can help with health issues like family planning, healthy living advice, blood pressure checks, cervical smear screening, injections, contraception and dressings. They also run clinics for long-term health conditions like asthma, COPD and diabetes.

Mrs Sian Taggart, Nurse Team Leader
Mrs. Linda Moodley
Mrs. Melanie Patel
Mrs. Zoe Townend
Mr Peter Tinley
Ms Mandy Harrison

Our Healthcare Assistants

Healthcare assistants help the practice nurses and do tasks like taking blood, new patient checks, blood pressure, ear syringing, dressings and ECGs.

Mrs. Kelly-Marie Ball
Mrs. Claire Jones

Our Phlebotomists

Mrs. Janet Price
Mrs. Shazia Parveen
Miss Rebecca Nelson
Mrs. Wendy Eastwood

Our Paramedics, Physician Associates & Pharmacists

Mrs. Sarah Hayden, Paramedic
Mr Steve Waugh, Paramedic
Mrs. Carly Jones, Paramedic
Mr David Bayliss, Paramedic
Miss Harriet Satterly, Physician Associate
Mr Zee Mahmood, Physician Associate
Miss Monisha Kumar, Physician Associate
Miss Anisa Ali, Pharmacist
Mr Hemal Gohel, Pharmacist
Mr Matthew Cox, Pharmacist

Our Management Team

The management team look after the day to day running of each practice.

Mrs. Angie Newton, Business Manager
Mrs. Jenny Beckford, Practice Manager – Patient Services
Mrs. Emma Gray, Practice Manager – Operations & HR
Mrs. Kim Piper, Finance Manager
Mrs. Sian Taggart, Nurse Team Leader
Mrs. Julie Cooper, Reception Manager
Miss Jenny Ralston, Reception Manager

Miss Sarah Kempster, Reception Manager

Reception Services

Receptionists provide an important link for patients with the practice and are your initial contact point for general enquiries. They can provide basic information on services and results and direct you to the right person depending on your health issue or query. Receptionists make most of the patient appointments with the GPs and nurses. They also perform other important tasks such as issuing repeat prescriptions and dealing with prescription enquiries and patient records.

Admin & Secretaries

Our Administrators and Secretaries provide back office support dealing with new patient registrations, patient letters, booking and chasing referrals, scheduling for our students and registrars, and general administrative and secretarial support for the practices.

Our opening hours:

Lordswood:

Monday	8:30am - 6:30pm
Tuesday	8:30am - 6:30pm
Wednesday	8:30am - 6:30pm
Thursday	8:30am - 6:30pm
Friday	8:30am - 6:30pm

Quinton Family:

Monday	8:30am - 1:00pm	2:00pm - 6:00pm
Tuesday	8:30am - 1:00pm	2:00pm - 6:00pm
Wednesday	8:30am - 1:00pm	3:00pm - 6:00pm
Thursday	8:30am - 1:00pm	3:00pm - 6:00pm
Friday	8:30am - 1:00pm	3:00pm - 6:00pm

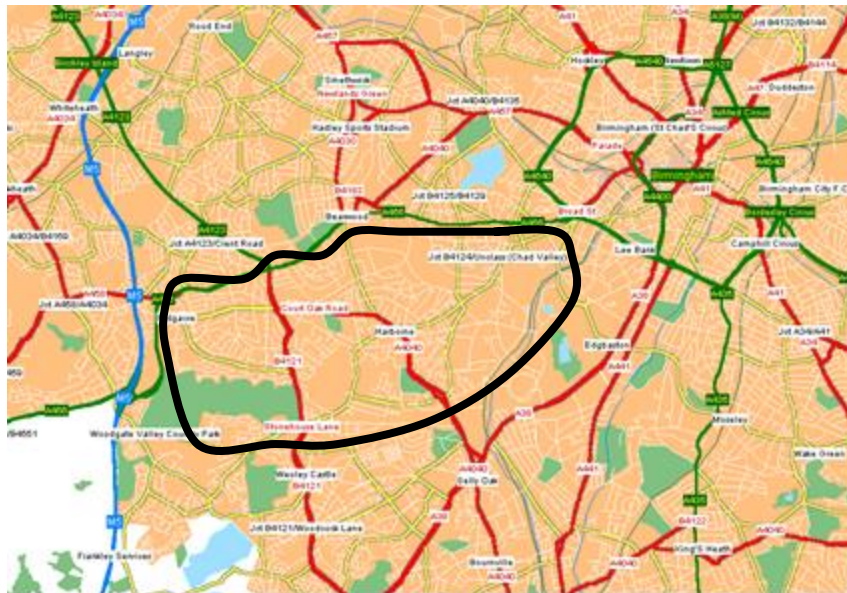
Quinborne:

Monday	8:30am - 6:30pm
Tuesday	8:30am - 6:30pm
Wednesday	8:30am - 6:30pm
Thursday	8:30am - 6:30pm
Friday	8:30am - 6:30pm

Extended Hours:

Monday	6:30pm - 8:00pm
Tuesday	6:30pm - 8:00pm
Wednesday	6:30pm - 8:00pm
Thursday	6:30pm - 8:00pm
Friday	6:30pm - 8:00pm
Saturday	09.00am – 13.00pm

Our catchment area



Unfortunately, we are unable to accept any new patients living outside our defined boundary, which is; most of B17, most of B15 and part of B32 as shown on our boundary map above.

Depending on current patient numbers, we may be able to continue to care for existing patients if you move just outside of our catchment area. In this instance, you will need to make a written request to the Business Manager.

Extended Access

Lordswood House Surgery is an extended access hub offering evening and weekend appointments to patients registered at the following GP Practices:

- Lordswood Medical Group (Lordswood House Surgery, Quinton Family Practice and Quinborne Medical Practice)
- Bartley Green Medical Centre
- Jiggins Lane Medical Centre
- Ridgacre House Surgery
- Woodgate Valley Health Centre

Pre-booked appointments with a GP or Nurse are available Monday – Friday 6.30pm – 8pm and Saturday 9am – 3pm. Appointments can be booked by calling your usual surgery.

Home visits

If you need a home visit because you are too ill to visit the Surgery, please telephone us before 11am, Monday to Friday. Home visits are triaged and attended by our General Practice Paramedics in most cases. Please give the receptionist as much detail as possible when making the request and ensure you leave a contact telephone number so that a member of the team can get back in contact with you.

Please remember that the as many as six patients can be seen in the surgery in the time it takes to make one home visit.

Emergencies and out of hours

There is always a doctor on call for the group if you require medical attention urgently. When the surgery is closed, please call your usual surgery number and you will be given details for our out of hours services called Badger who will give medical advice by telephone, ask to see the patient at their “drop in centre” or make a home visit as appropriate.

Named GP

All patients are allocated a named GP on registering with the surgery. At Lordswood Medical Group, continuity of care is at the heart of what we do. Where possible you should try and see your named GP and we ask you do this for each episode of care. This helps with continuity of your care and allows us to provide a more personalised service to you.

GP Registrars & Medical Students

All of our practices are training practices where we support GP Registrars and medical students. Our Registrars, who have extensive hospital experience and intend to become General Practitioners, will be working in the practice for one year performing the role of a GP under the supervision of one of our experienced GPs. Our medical students are closely supervised and you will be advised if your usual GP has a student sitting in on the appointment and given the opportunity to decline if you wish. We hope that you will help us to support the next generation of doctors in general practice.

Registering for online access

When you register with the practice we will ask you to sign up to online access. This will enable you to book appointments and request repeat medication at any time. You will also be able to view results and send messages to the surgery.

Repeat Prescriptions

Please allow 48 working hours for a repeat prescription to be produced.

The easiest way to order your repeat medication is by registering for online access. You will then be able to order medication 24 hours a day as well as instruct a chemist on your behalf to order, collect and deliver your medication if required. Alternatively, please complete and hand in a repeat prescription form.

Blood test results

We do not routinely phone patients with test results unless medication is urgently needed. It is your responsibility to call to check on your results. Please check the website for the times you should call your surgery for your blood test results.

Change of address and telephone numbers

We ask that you notify us of any change to your address or telephone numbers. We can only use these current details, so if they have not been updated then we may not be able to contact you when necessary.

Appointments

We have around 25,500 registered patients across our three practices and recognise that sometimes getting an appointment may not be easy, but we do offer various alternatives, such as telephone consultations, video consultations, emergency book on the day appointments as well as extended access appointments.

When phoning in you will be asked for the reason for your request. This will be so we can assign the best appointment for you. Did you know that your local chemist can now handle many minor ailments?

When patients fail to attend a pre-booked appointment it prevents someone else being seen. If patients frequently fail to turn up or give enough cancellation notice (24 hours) they may be asked to register elsewhere.

We have a number of appointments that can be booked online directly into the clinical system. Where this is available, we will send you a text link to book directly, e.g. if you are waiting for a blood test, flu jab or to have your cervical smear. You do not need to call the surgery about this as we will automatically invite you when your appointment is due.

Clinics

Along with our Health Care Assistants, Midwives and District Nurses we offer the following services:

New Patient Health Checks	Chronic Heart Disease monitoring
Asthma reviews	Diabetes reviews
COPD and Spirometry reviews	Pill checks
NHS Health Checks	Wound care

Antenatal clinics
Blood pressure and tests
IUD Coil fitting
Contraception implant
Smoking cessation
Childhood immunisations

Cytology
Joint injections
Baby clinics
Post-natal checks
Anti-coagulation and INR
Travel clinics

How can we support you?

Language Translation Services

We are able to offer the services of a translator if required or order literature in other languages. Please ask the Receptionist for details.

Disabled Access

Our practices have disabled access and there is disabled parking available at each site. Ramps and toilets in each of the practices are clearly marked.

Hearing Impaired

Our online service is available to you to book your appointments and request repeat medication online. If you use British Sign Language (BSL) an interpreter can be booked for your appointment. Please ask when you book your appointment.

Visually Impaired

Our Receptionists can help you to check-in and show you to the waiting area. We can print off your appointment in a larger font and you can ask for Information leaflets to be ordered for you in a larger font or Braille format.

Learning Difficulties

Please ask for a longer appointment if this would be helpful.

Chaperones

Please ask at the reception desk if you would like a trained chaperone to be present at your appointment.

Carers

If you are cared for by someone or you are a carer, please tell us so that we can add it to your record and provide support where required.

Health Checks

The NHS Health Check is a health check-up for adults in England aged 40-74. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk. If you fall into this category we will invite you to attend for an NHS Health Check every 5 years.

Access to medical records

If you are over the age of 13 and are deemed to have competency, you can request access to your medical record online. The easiest way to do this is via your online access. If you need help setting this up, please enquire at reception.

Your Rights and Responsibilities

We respect your rights to:

- privacy and we keep all your health information confidential and secure.
- not be discriminated against because of gender, race, religion and belief, sexual orientation, disability or age.
- be treated with dignity and respect.

You have a responsibility to:

- help to look after your own health and wellbeing
- treat our staff and other patients with respect
- keep appointments or cancel in time for other patients to use them
- Follow the course of treatment you agreed with your doctor and to let the doctor know if this is difficult.

Zero Tolerance

The practice will not tolerate rudeness, abusive or violent behaviour towards staff in our Practices. Any patient that behaves in this way may be removed from the Practice list.

Safeguarding Patients

All members of staff are trained in how to safeguard patients, particularly those who are vulnerable and to treat patients with dignity and respect.

Sharing Patient Information

Information about you may be shared between other healthcare organisations. You have the right to refuse to share such information. For more details please see the displayed Privacy Notice. A copy of the notice is available on our website and displayed on notice boards in each of the practices.

Comments Complaints and Suggestions

We like to know what you think about the services we offer. If you have any comments or suggestions, please tell a member of staff. We always try to provide the best service possible. However occasionally you may feel this has not happened. More details about how to make a complaint can be found in the complaints leaflet available on our website or from reception.

Updated July 2022