



## 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, Partner** (Male) (full-time)  
MBChB (Birmingham), MRCGP, DFFP

**Dr. Liz England, Partner** (Female) (full-time)  
MBBS, Kings College London 1998, DRCOG 2002, DFFP 2002, MRCGP 2003, PhD Medicine 2012

**Dr. Deepali Misra-Sharp, Partner** (Female) (full-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) (part-time)  
MBChB (Birmingham) 2004 DCH DOHNS MRCGP DFFP  
Chair, Our Health Partnership

**Dr. William Taylor, Partner** (Male) (part-time)  
MBChB (Birmingham) MRCGP MCEM  
Chief Medical Officer, Hereford & Worcestershire

**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 University of 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

**Dr. Tom Giles, Salaried GP** (Male) (full-time)  
MBChB, University of Birmingham 2011, MRCGP 2016

**Dr. Josie White, Salaried GP** (Female) (part-time)  
MBChB, University of Leicester 2015, MRCGP 2021

**Dr. Ros Marns, Salaried GP** (Female) (part-time)  
MBChB (Birmingham) 1992, MRCP 1996, Certificate in Diabetes 2012

## **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  
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, nurses and wider clinical team. Our prescription team can help you with tasks such as issuing repeat prescriptions and dealing with prescription enquiries as well as booking you in for medication reviews.

### **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 - 6:00pm
Tuesday	8:30am - 6:00pm
Wednesday	8:30am - 6:00pm
Thursday	8:30am - 6:00pm
Friday	8:30am - 6:00pm

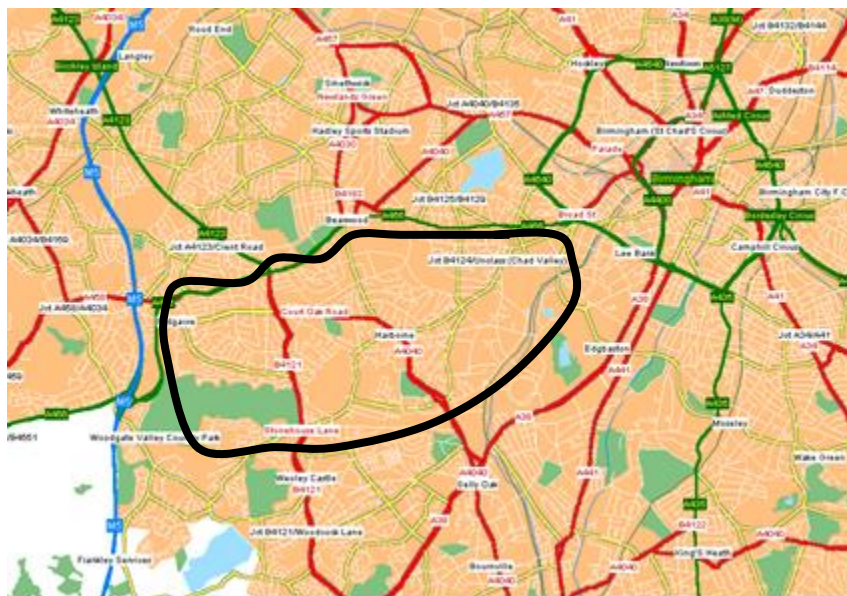
#### **Quinborne:**

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 – 17.00pm

## Our catchment area



Unfortunately, we are unable to accept any new patients living outside our defined boundary, which is; some 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
- Dovecote
- Jiggins Lane Medical Centre
- Ridgacre House Surgery
- Woodgate Valley Health Centre

Pre-booked appointments with a GP, Nurse or other clinicians are available Monday – Friday 6.30pm – 8pm and Saturday 9am – 5pm. 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 (longer for weekends and bank holidays)**

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. Blood test results are available by calling the practice between 4 – 6pm, Monday – Friday.

## **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. Please use the change of personal details link under the services tab on our website.

## **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  
Asthma reviews  
COPD and Spirometry reviews  
NHS Health Checks  
Antenatal clinics  
Blood pressure and tests  
IUD Coil fitting  
Contraception implant  
Smoking cessation  
Childhood immunisations

Chronic Heart Disease monitoring  
Diabetes reviews  
Pill checks  
Wound care  
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 or let us know via our website. 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.