

## INTERPRETERS

Some of the staff and doctors may be able to do translation, but please check with the receptionist when you book your appointment as an interpreter may have to be arranged for the consultation. Please note that at least 3 days notice needs to be given to book.

## VIOLENCE AND AGGRESSION



This surgery operates a zero tolerance policy regarding any or physical threats to any member of our team. If a member of staff feels threatened then they have a duty to follow the practice protocol and inform their manager.

Any such incidents will then result in the patient and their immediate family being removed from our practice list and will have to seek alternative arrangements with another GP.

### Complaints & Suggestions

If you wish to make a complaint ask at reception for complaints form it will give you information regarding how to make a complaint. Alternatively, if the Practice Manager Mrs Palvika R Birtles is available she will be happy to help. You can also post on <https://www.nhs.uk>

## Confidentiality/ Data/Protection



We need to hold personal information about you on our computer system and in paper records to help us to look after your health needs. All information held about patient is completely confidential. The practice is registered under the Data Protection Act.

### Freedom of Information Act

Gives you the right to request information held by a public sector organisation. Unless there is a good reason, the organisation must provide the information within 20 working days. Please contact practice manager .

# NORVIC FAMILY PRACTICE

Dr Mirza Mohammed Abid Baig MBChB 1994 Sheffield

Dr H Pathan MBChB 2001 Aberdeen

Dr AW Wongso MB BS 2003 Newcastle Upon Tyne

Dr Amandeep Suthi MBBS, Kings College, 2013



Monday	08.00 – 20:00*
Tuesday	08.00 – 20:00*
Wednesday	08.00 – 18:30**
Thursday	08.00 – 18:30***
Friday	08.00 – 18:30
Saturday (once a month)	09:00-17:00

\*\*Norman Road site closes at 5pm on Wednesday-please contact Victoria Health Centre after 5pm

\*\*\*Victoria Health Centre Closes at 5pm on Thursday- Please contact Norman Road Surgery at 5pm

- \* Between 6.30pm -8.00pm open at Victoria Health Centre
- \* Saturday's (once a month) open at Victoria Health Centre



Norman Road Surgery: 110 Norman Rd, Smethwick B67 5PU  
0121 565 3760

Victoria Health Centre 5 Suffrage Street Smethwick B66 3PZ.  
0121 565 3760

Practice Website: [norvicfamilypractice.co.uk](http://norvicfamilypractice.co.uk)

Like us on Facebook -Norvic Family Practice



Norvic Family Practice serves the whole of Smethwick as well as the surrounding areas.

**GP Partners:** Dr Abid Baig (m), Dr Hafsa Pathan (f), Dr Alvyn Wongso (m)

**Practice Nurse Associate** –Miss Cody Pearsall

**Health Care Assistant** - Ms Nagina Bibi & Tasleem Mehdi

**Practice Manager** – Mrs Palvika Rathod Birtles

**Reception Manager** – Mrs Rayhana Kousar

**Receptionists** - Shahida Bi, Shaista Tufail, Maya Shiraz, Amirah Intisham, Shelina Begum, , Karamjit Kaur, Rakhi Raval, Sharon Chana

**Secretary** – Ms Suzanne Evans

We offer a full general practice service and run specialist clinics for children, diabetes, asthma, COPD and heart disease.

At Norvic Family Practice we aim to treat all our patients promptly, courteously and in complete confidence.

## NEW PATIENTS

If you wish to register with this practice, you will be asked to complete the new patient registration forms available at the reception desk. Each member of the family will require a completed form with all the relevant questions answered accordingly. If questions are left unanswered this can delay the process of registering you onto our computer system.



## PATIENTS WITH PARTICULAR NEEDS

Our surgery is accessible to patients using a wheelchair. We have toilet facilities and also have designated car parking for patients displaying their disabled badges at

(Victoria Health Centre only).



## Maternity

As well as the antenatal clinics, the doctors also carry out a full postnatal check six weeks after birth. Future family planning, smear, children's development and immunisations are normally discussed at this time.



## Child Health

An appointment will be sent notifying the date and time of appointment for the 6-8 week check and immunisation which can also be linked with the post natal check.

Appointments will then be sent for all follow up immunisations.

Parents sending a representative with their child for immunisation need to send a letter of authorisation and the red book, otherwise the child will not be immunised.

## Cervical Smears

We recommend that all women up to the age of 65 have regular smear tests unless advised by the doctor. If you would like the practice nurse to carry out your smear, please make an appointment with her at reception.

## HOW YOU CAN HELP US

- Be on time for your appointment
  - Tell us if you need to cancel your appointment
- Call for a home visit or urgent appointment before 10 a.m.
- Inform us of any changes to your address/circumstances
  - For test results ring between 9.30- 1.30pm or 2.30pm-8.00pm

## Your Contact Details

It is very important that patient inform the surgery of new addresses and telephone numbers. If the clinician you see needs to refer you to hospital etc, they will contact you via telephone or your home address with appointment details. If the information we send them is incorrect then no appointment will be received

## **CLINIC INFORMATION**

### **Long Term Conditions**

Diabetes/Asthma/Hypertension/Chronic Heart Disease, Renal Disease Depression. We encourage patients with these conditions to be actively involved in their own care. We offer advice and monitoring of the disease and access to specialist services when appropriate. The Practice maintains registers of patients with the above conditions and patients are encouraged to make appointments to see them at regular intervals.



### **Well Person**

We offer a health "MOT" which is particularly aimed to help prevent illness. Appointments are made at reception. Please bring a specimen of urine with you. The nurse will check height, weight, blood pressure, urine and immunisation status. She will answer any questions about your health and advise you about exercise, smoking, alcohol and diet.



### **Smoking Cessation**

Both Doctors and Nurse are actively involved in encouraging patients to stop smoking. During consultations patients are offered the option of being referred to the Smoking Cessation Services.

### **Travelling Abroad**

The Doctor or Nurse can advise on the necessary vaccinations. Please ask the receptionist for a travel vaccination form which you will need to complete. Once you have completed the form the Practice Nurse will contact you to arrange an appointment. Please note at least 3 weeks must be given prior to travelling.

### **NHS 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. To book for your free health check ask at the reception.

## **APPOINTMENTS**

All surgeries are by appointment and can be made in person, by telephone or using the on-line booking service (ask at reception for details). We use pre-bookable appointments which are available to book in advance and also book on the day appointments for both morning and afternoon surgery. The BOOK ON THE DAY appointments for the morning surgery are released at 08:00am.

If you would like to see a specific GP or would prefer to see a male or female GP please tell us when booking your appointment and we will try to facilitate your request where we are able to do so.

If you are between the ages of 16 and 74 and have not been seen within the last three years, you may request a consultation with one of the doctors or practice nurses. Please telephone to book an appointment. Consultations can also be requested by patients over the age of 75 if you have not been seen at the health centre in the last 12 months

### **Telephone appointments**

Are available each morning if you feel a face to face consultation is not required. The doctor will call you back if you leave a contact telephone number with the receptionist.

### **Emergency appointments**

Available every day. We will do our best to get you the appointment you need, but please if you are unable to keep your appointment call and cancel so we can offer the appointment to someone else who may need it.

### **Chaperones**

Please tell us when booking your appointment if you want someone to accompany you during an examination.

### **Home Visits**

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However, we can visit you at home if your condition means you cannot attend. Please ring before 10am to arrange a visit and let us know if your condition is urgent.



## 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.

## WHEN THE SURGERY IS CLOSED

When the surgery is closed, please telephone the surgery on and follow the instructions for the Out of Hours Service.

NHS Direct offers free expert health information and advice 24-hours a day.

**DIAL 111** website address: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

They also offer 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.

## Useful Contacts:

NHS England- PO Box 16738, Redditch, B97 9PT, 0300 311 22 33  
Black Country Integrated Care Board Civic Centre, St Peters Square,  
Wolverhampton WV1 1SH 01922 618 338

## Accountable (Named) GP

From 1st April 2015 onwards, all of our patients have been allocated a named GP. Your named GP will have overall responsibility for the care and support that our surgery provides to you. This does not prevent you from seeing other GP's in the practice, as you may currently chose to do so. Neither does it guarantee you will see your named GP every time you visit the surgery or give you priority access over other patients to your named GP. It is important to note that access to GPs will be via our normal appointment system and will continue to be subject to the availability of individual doctors. We aim to offer "GP of choice" appointments where possible. Please ask a receptionist for more information. This excludes patients aged 75 and over who have already been allocated a named accountable GP.

## PRESCRIPTIONS



Requests for repeat prescriptions should be made on weekdays and they will normally be ready in **2 working days**.

- ❖ Order medication before you run out
- ❖ Use the list on the right side of your prescriptions to order repeats; this can be dropped into the box in reception.
- ❖ Please do not order medicines by phone
- ❖ Please do not order medicines before they are due.
- ❖ Please do not send other people to collect prescriptions unless you have signed a consent form.
- ❖ If you would like the prescription to be posted to you, please provide a stamped addressed envelope.
- ❖ If you are asked to see a nurse or doctor when ordering a repeat, please come into the surgery before you order them again

## Emergency Contraception

Patients requiring Emergency Contraception should be aware that they need to access a GP by appointment or the Pharmacist as soon as possible or within 72 hours of being sexually active in order for the treatment to be effective.

## CARERS

We try to encourage patients who are caring for someone to add their name to the Carer's Register. These forms are available at Reception, with our GP's, Practice Nurses and District Nurses.