



Richmond Medical Centre

Solihull, West Midlands, B92 7SA

**Telephone: 0121 743 2159/
0121 742 8304**

**Email: richmondmedical-centre@nhs.net
www.richmondmc.co.uk**

Partner: Dr V Matiopoulou

Practice Manager: Becky Shewring



Welcome to Richmond Medical Centre

This booklet has been designed to help you use the services offered by the practice which is a purpose built building with easy access for the disabled. It is our aim to provide a high standard of medical care in a friendly and professional manner. You can help us to do so by reading this booklet carefully and keeping it to hand for reference.

The surgery, in Richmond Road, is close to surrounding bus routes 58, A12, S16, 72, and 4.

The Practice also runs specialist clinics within the Practice for patients with specific conditions. They work alongside other healthcare professionals to discuss care options for patients and their families.

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Practice Charter

- * Patients have the right to be greeted courteously: so do the staff, in particular the reception staff who do a very difficult job.
- * Patients have the right to absolute confidentiality.
- * Doctors and Nurses will begin surgeries at the appointed time. Where there is a delay of more than 30 minutes, patients have the right to be informed and to make alternative appointments. In order to run an efficient service and to keep waiting times to a minimum, Doctors have to run appointment systems. No one is likely to complain if they are kept waiting because a patient has a more serious or time-consuming problem.
We all know it might be us next. If a problem is not worth raising as a specific matter you should ask yourself whether it is fair to discuss it when your appointment time is used up with your main issue and you are now using the time of the next patient.
- * Patients have the right to information about their own health, particularly their illness and its treatments, alternative forms of therapy and the likely outcome of the illness. We try to be informative but if you feel we are not telling you enough then please ask.
- * Patients have the right to access their own health records subject to the limitations of the law.
- * The Practice will offer advice and seek to inform patients of: A) Steps they can take to encourage good health and to avoid illness e.g. stopping smoking, exercise, good diet, immunisations etc. B) Advice on self-help which can be carried out without reference to a Nurse or a Doctor in the case of minor ailments.
- * Patients with urgent medical conditions will be given priority and will be seen as soon as possible, even when this may cause delay to booked appointments. Remember, it could be you next time, so try to be tolerant.
- * Patients have the right to a request a home visit if they feel they cannot attend the surgery. Please be aware that the GP will triage the request first via the telephone in order to determine whether a visit is appropriate.
- * All new patients will be offered an appointment with the Practice's Healthcare Assistant for a general health check.
- * Richmond Medical Centre provides general Medical Services to the Practice population in agreement with NHS England.



General Information

Patients aged 75 years and over will be offered an annual health check.

Patients shall be referred to a consultant acceptable to them when a GP thinks it is necessary.

Any suggestions to improve services will be considered. Please ask reception for a suggestion form and once completed, please insert in suggestion box held in waiting room.

On weekdays, patients with a non-urgent request should normally be able to consult a GP or Nurse within 48 hours. Please remember that an appointment is for 10 minutes per one person only.

If another member of the family needs to be seen, another appointment needs to be made.

Repeat prescriptions will be available within 48 hours, excluding Saturday and Sunday. Urgent prescriptions will be given with the minimum of delay. It is important to give 48 hours' notice for prescriptions. Patients should also attend for reviews of repeat medication when requested, as there may be a delay in issuing the next prescription.

We do not provide telephone requests for prescriptions unless you are housebound, terminally ill or an elderly patient. This is to avoid any mistakes when requesting repeat medication.

Repeat prescriptions can be requested in various ways such as:

* Via online – MYGP app/NHS App, website, email: (richmondmedical-centre@nhs.net), post or drop into the practice.

Abusive or Violent Patients

Abusive or violent patients will not be tolerated at the Practice and the procedure for removal will be in accordance with the Practice's policy with regard to removal of patients from the Practice list.

Appointment - Non Attendance

Patients who book appointments and do not attend (DNA) appointments regularly may be removed from the Practice's register.

Doctor Information

Dr Vicky Matiopoulou (F)

MBBS, DPD (Greece 1999) (Partner)

Has a special interest in Dermatology

	am	pm
Monday	8:00 - 10:30	12:30 - 3:00
Tuesday	8:00 -10:30	No Surgery
Wednesday	7:00 - 10:30	No Surgery
Thursday	8:00 - 11:00	No Surgery
Friday	8:30 - 11:30	No Surgery

Dr G Shanbhag (M)

MBBS, MCRP

Has a special interest in Elderly care and Diabetes

Monday	9:30 - 12:30	15:30 - 18:30
Tuesday	9:30 - 12:30	15:30 - 18:30
Wednesday	No Surgery	15:30 - 18:30
Thursday	7:00 - 8.00	No Surgery
Friday	9:30-12:30	15:30 - 18:30

Dr Sarah Gull (F)

Bsc. MBBS, DRCOG (UK), MRCGP (LONDON)

Monday	No Surgery	No Surgery
Tuesday	No Surgery	15:30 - 19:30
Wednesday	No Surgery	No Surgery
Thursday	9:30 - 12:30	15:30 - 18:30
Friday	9:30 - 12:30	14:30 - 17:30

Richmond Medical Centre Staff

Practice Nurses

Ms Bianca Gomez / Mrs Anita Jha - Advance Nurse Practitioner (ANP)

The Practice Nurses provide assessment, screening, treatment and care and education for all our patients from infants through to the elderly.

They provide health checks, contraception advice, and cervical smear and pregnancy checks. In addition, they carry out routine procedures such as dressings, minor injury and wound treatment, blood pressure, weight control, smoking cessation, travel and health vaccinations and child immunisation.

Practice Nurses also run clinics for conditions such as asthma/respiratory complaints, diabetes, coronary heart disease, hypertension etc.

Our ANP Also runs a minor ailments clinic.

Practice Manager

Becky Shewring

Should you have any queries, comments, criticisms or complaints about the service provided by the Practice, the Practice Manager would be pleased to receive your letters or see you personally by appointment.

Health Care Assistant (HCA)

Melissa Morgan

The Practice's HCA has clinics for blood tests (phlebotomy), blood pressure, smoking cessation, weight control, new patient health checks. The HCA also assists the Nurses and Doctors.

Medical Administrators

Jo Williamson

Elaine Gill

Secretary

Karen Charlton

Receptionists

Jayne Collins

Julie Forrest

Samantha Powles

Kyra Ketley

Carrie Gallagher

Clair Bache

Our receptionists are the front line of our service. They are trained to deal with your queries and are bound by the same rules of confidentiality as the rest of the healthcare team.

Patients who book appointments and do not attend, cause problems for the surgery as we are unable to give those appointments to patients who need them.

We would also ask patients to cancel appointments they do not require or cannot make as soon as possible, so that the appointment can be allocated to another patient. This can be done by the app too.

Patient information

Patient information is available to all clinical and administrative staff who work within the Practice. Any patient information accessed whilst employed by the Practice will be regarded as strictly confidential even when the member of staff has left the Practice.

Any breach of confidentiality will be treated as a serious disciplinary offence.

If patients need to speak to a member of the reception staff in private, a room will be made available.

Patient Participation Group

The Practice has a Patient Participation Group (PPG), this group is made up of patients at the surgery and they have regular meetings with the Practice Manager and Lead GP of the Practice. The PPG helps the Practice in a number of ways e.g. if the Practice is thinking of changing services or surgery times, the Practice would discuss this with the PPG to make sure it is not reducing the care we offer to patients.

The PPG works with the Practice to compile the questions for the Practice's Annual Questionnaire.

If you would like to find out more about the PPG, please speak to the Practice Manager who will put you in touch with one of the PPG members.



Joint Injections

The Doctors carry out some joint injections to relieve pain.

The doctors provide primary and continuing medical care for patients, taking account of physical, psychological and social factors when diagnosing illness.

They recommend the required treatment and where necessary refer the patient to hospital clinics for further assessment and/or other treatment. Through the Choose and Book system, patients will be given a choice of the hospital they wish to attend should the doctor refer them to secondary care.

Diabetic Clinic

If you are a Diabetic you will be invited to an annual appointment with the Nurse and Doctor. Approximately a week before your appointment you will be asked to have a blood test at the surgery. You will also be requested to bring a urine sample to the appointment.

Coronary Heart Disease (CHD) Care

The Practice Nurses see CHD patients by appointment.

Asthma/COPD Clinics

The Practice Nurses see Asthma/COPD patients by appointment.

Family Planning

Full family planning advice and services are available with a Doctor or Nurse during normal consulting times.

Antenatal Care

If you think you may be pregnant, please arrange to see your doctor as soon as possible to confirm this and have a check-up. Arrangements will be made for you to see the midwife.

Immunisations

The Practice holds flu clinics in September/October each year and these are advertised at the surgery and on the website. For any other routine injections, please contact reception for an appointment with the Practice Nurse.

We hold pre-booked child immunisation clinics every Thursday.

Travel Vaccinations

Overseas travel, please make an appointment with the Practice Nurse approximately 6 weeks before your travel date. You will be required to fill out a holiday form before your appointment with the Nurse so that she can review the current guidance for the country/ countries you are visiting.

Please note we are also a registered Yellow Fever Centre.

Well Person

These general health checks are offered to all men and women aged 25 to 65 years. The aim is to prevent heart attacks, strokes, cervical, breast and testicular cancer. Please telephone the surgery for an appointment with the Practice's HCA.

Cervical Smear Screening

Women are recommended to have regular cervical smears every three years to check the neck of the womb is healthy and there are no signs of changes that could develop into cancer. This is usually carried out by the Practice Nurse but if you prefer, a Doctor can take your smear during surgery hours.

Over 75s

All those patients over 75 years of age, who have not seen a Doctor in the past year, are invited for a general check up by the Practice's HCA.

Appointments and Consultations

For appointments please telephone **0121-743-2159** or **0121-742-8304**. Appointments can be booked 6 weeks in advance for Doctors, Practice Nurses and HCA. Booking is also available via Online Services at our website: <http://www.richmondmc.co.uk> or our **My GP App** (You need to register at reception to obtain a password).

For same day appointments - please ring on the day at 8.30am

If you need to be seen urgently, every attempt will be made to accommodate you the same day through our Triage system, which is operated several times a week. If you are unable to attend an appointment, the Practice would be grateful if you could telephone as soon as possible to cancel the appointment so that we are able to reallocate the appointment.

Midwife

Tuesday – 9.30am – 12.30pm by appointment. The Practice midwife will provide support for women, their partners and families during the pre-conceptual, antenatal, in-tranatal and postnatal periods. GPs will refer patients to the midwife as soon as pregnancy has been confirmed. The midwife will then assess and evaluate individual programmes of care.

Extended Hours/Access

The practice offers appointments out of the normal practice opening hours. These range from 7/7.30am on a Wednesday and between 6.30pm to 8pm Monday to Friday. The practice also offers appointments on a Saturday and Sunday.

These appointments are working with our PCN, 4 practices working collaboratively to support our patient population. For more information, please see PCN News.

Home Visits

If a patient is too ill to attend the surgery they should ring for a home visit before 11.00am, unless it is an emergency.

Out of Hours

When you telephone the Practice in an emergency and we are closed, the answer machine will give you a contact number 111 to ring. On ringing this number you will receive an assessment based on your medical needs and condition. You will then be offered:

- * Advice over the telephone.
- * A consultation at a specified address (you will be expected to travel to this).
- * A home visit if appropriate (elderly, housebound or terminally ill).

BADGER are based at Solihull and Heartlands Hospital and will cover the Practice's out of hour's service from 6.30 pm to 8.30 am. Patients are advised NOT to just turn up at the centre, always telephone first.

Weekends and Bank Holidays are also covered by BADGER.

Disabled Access

The Practice has two disabled parking spaces in the car park which is situated at the rear of the Surgery. The Surgery also has a disabled toilet.

Locum Doctors

Locum Doctors are used to cover surgeries when Doctors are on holiday, study leave and sick leave.

To speak to the Doctor

If you need to speak to a Doctor, please leave a message with one of the receptionists who will pass the message on at the end of surgery.

New Patients

To register at the Practice, please ask at reception for a new patient registration pack. Once the forms have been completed, we can add you to the Practice list.

All new patients over fifteen years of age will be invited to make an appointment with the Practice's HCA for a general health check. This includes height, weight, blood pressure and a few general questions concerning your health. Please bring a urine sample (a specimen bottle can be picked up from reception) and all current medication to this appointment.

It is imperative that all new patients attend a new patient medical upon registering with the Practice.

Repeat Prescription

If you are prescribed regular medication, you may wish to use our repeat prescription service. Please indicate your items on the form and either leave at reception, on-line or by post. Please indicate on the form if you are collecting the prescription or if it is to be sent to your designated chemist.

You may also order repeat prescriptions via the Practice website. You will need a log in and password to be able to order your prescriptions on line. Please speak to one of the receptionists who will be happy to assist you with this.

Repeat prescriptions are only taken over the telephone for people over the age of 65 and the housebound.

Test Results

Test results may not be given over the phone, unless by a Doctor or Nurse. If blood results come back normal, receptionists are able to inform patients of such results.

PCN News

GP Practices have been asked to join with neighbouring practices to form clusters which are being called Primary Care Networks. These networks will be made up of GP practices that are close to one another in location to make a total network population of between 30,000 and 50,000 patients. This does not mean that these practices will be merging together, more that they will become the centres around which other NHS services will be wrapped, such as district nurses and social care.

Four practices in our area, namely this one, Grafton Road, Hobs Moat and St Margaret's, are coming together to form a Primary Care Network. We hope that by working more closely together with each other and the services that we all rely on to support our work, we will be able to jointly deliver an improved service to you, our patient.

The PCN have employed Social Prescribers, Clinical Pharmacist, Physicians Associates, and Paramedic. More staff will be on board soon such as Mental Health Practitioners, Care Coordinators. So watch this space.

Complaints Procedure

Any complaint is taken seriously at this surgery and the following procedure is required to ensure we provide the patient with the best possible outcome.

Our aim is to provide a high quality service to all our patients by providing effective and efficient primary healthcare. If you have a complaint about the Practice, please follow this procedure:

- * Patients are requested to write to the Practice Manager with any complaints they may have.
- * Acknowledgement of this complaint will be completed within 2 days.

A full investigation will be undertaken to determine the nature of the complaint by the Practice Manager. Once the investigation is complete, confirmation of the outcome will be sent to the patient. Should there be a delay for any reason, the patient will be informed of the delay.

Any information regarding a complaint cannot be divulged to a relative, friend or representative without written consent, this is due to keeping in line with patient confidentiality.

If a complaint cannot be resolved using the Practice-based procedures, the complainant will be advised to contact NHS England, 2nd Floor, St Chads Court, 213 Hagley Road, Edgbaston, Birmingham, B16 9RG, Telephone number: 0121 695 2222 to investigate further into the matter.

How we use your information

Using & protecting your records

The practice asks you for information so that you can receive proper care and treatment. We keep this information, together with details of your care because it may be needed if we see you again.

We may use this information for other reasons : for example to help us protect the health of the public generally and to see that the NHS runs efficiently, plans for the future, trains its staff, can account for how it spends taxpayers money and the actions it takes on our behalf. Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone.

Sometimes the law requires us to pass on information, but in these circumstances we would seek your permission first. However, we can disclose personal information about a patient if it is in the interest of either that person or the general public for example, on a missing person.

The NHS Central Register for England and Wales holds basic personal details of all patients registered with a general practitioner. The Register does not contain clinical information.

All staff working for the NHS have a legal duty to keep information about you confidential.

Who are our partner organisations?

We may also have to share your information, subject to strict agreements on how it will be used, with the following organisations;

- NHS England
- Specialist Trusts
- Private Sector Providers
- Ambulance Trusts
- Social Care Services
- Education Services
- Police
- NHS Trusts
- Independent Contractors such as dentists, opticians, pharmacists
- Voluntary Sector Providers
- Clinical Commissioning Groups
- Local Authorities
- Fire and Rescue Services
- Other 'data processors'

You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit we may need to share information about you. The surgery only ever uses or passes on information about you if people have a genuine need for it in your interest. We share clinical information about you with our colleagues in secondary care - by this we mean the hospitals that might treat you. So if we refer you to see a consultant we will include details about you and your past medical history as well as why we are sending you to see someone. If you attend the Solihull GP led walk in centre, you will be asked if you want to share the details of your consultation with us. It helps us if you do agree in order that we keep an up to date record of all your treatment and prescriptions. Anyone who received information from us is also under a legal duty to keep it confidential.

Your relatives, carers or friends can only be kept up to date with your medical history or treatment if you consent for this to happen. Children under the age of 16 are usually classed as minors and therefore information regarding their care is shared with their parents, unless they are thought to be able to understand their own treatment and condition.

Please read our patient leaflet for more information or visit our website.

Brochure Updated July 2022

