

MULTI-DISCIPLINARY TEAM



DISTRICT NURSES: There are district Nurses that the practice work with closely.

HEALTH VISITOR: Practice has various health visitors attached and regularly engage with them.

SOCIAL PRESCRIBING SERVICE: Practice supports patients who may be experiencing social issues relating to finances, housing and employment.

IRIS: This is a domestic abusive service and the practice works collaboratively to safeguard any of our patients experiencing abuse.



PATIENT PARTICIPATION GROUP (PPG): We welcome our patients to be involved in the service we deliver, because we value your input. Please become a member by filling in the online form or enquiring at reception.



COMPLIMENTS & COMPLAINTS :We welcome patient feedback and continuously finding ways to improve our service to meet your needs. Please let us know of your suggestions and thoughts by completing the feedback form online or filling a form in the suggestion box at the reception foyer.

THE PRACTICE OPERATES A NO SMOKING POLICY

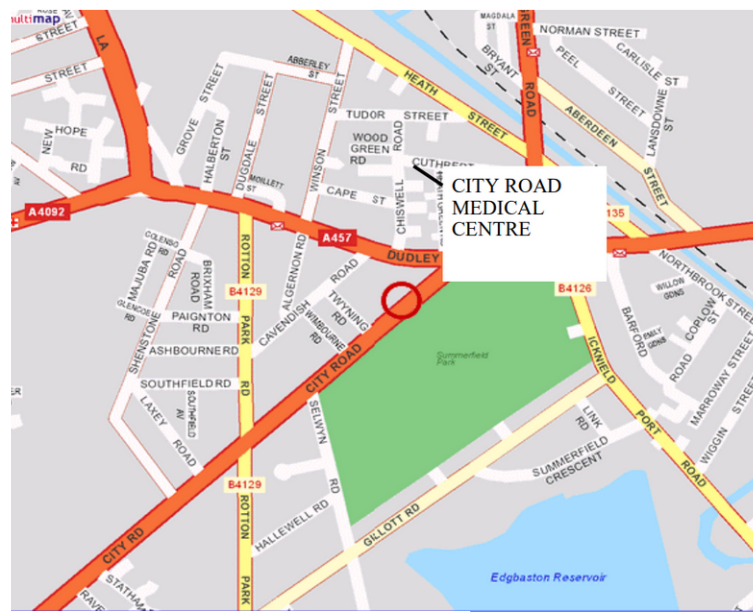


GDPR- General Data Protection Regulation and the New Data Protection Act: City Road Medical Centre has updated our Privacy policy which covers your personal data and how it is processed . A copy is available to view on our web site or you can obtain a copy from reception to read



Practice Area - This is a multicultural area. We try to provide a service to meet all the needs of the patients in this area. Practice is situated at 5 City Road (near Dudley Rd). **BUS ROUTE NUMBERS:** 11 AND 80. You can register as a patient at the surgery if you live within the practice boundary, which can be checked on our website.

Location of the Practice



Your Health Is Our Priority

**5 CITY ROAD,
EDGBASTON
BIRMINGHAM,
B16 0HH**

0121 456 3322



www.cityroadmedicalcentre.com

Scan to Register



PRACTICE POLICY & OPENING HOURS

DR RAYAZ is our lead General Practitioner. She has been registered with the GMC since 2014. Her specialty include Pediatrics, Geriatrics, Acute medicine, Gynecology and Long Acting Contraceptives. Management team is supported by the practice manager.

CLINICAL TEAM

Regular Doctors: Dr Shabir & Dr Adelson

Nurse: Miss Paravicini

Care Coordinators: Karen & Tracy

First contact Physiotherapist: Liz

Social Prescriber: Kiran

OPENING TIME: RECEPTION IS AVAILABLE FROM **MONDAY TO FRIDAY 08:00 AM TO 6:30 PM**, EXCEPT **TUESDAYS OPEN TILL 07:15 PM**.

Appointments are available 06:30 till 08:00 PM on weekday at other practices within our Primary Care Network and there is provision of Saturday service through this.

APPOINTMENTS: We take pride in our exceptional accessibility. You will receive the earliest available appointment with a clinician. Same day urgent appointments are available by calling at 8 AM. We have mixture of telephone & face to face appointments to meet your needs.

PLEASE CANCEL YOUR APPOINTMENT IF YOU ARE UNABLE TO ATTEND.

EMERGENCIES: For Heart attack like chest pains/ Strokes/Sepsis please ring 999. For urgent medical attention that cannot wait until the surgery is next open please call 111 where you will be able to receive medical advice or be directed to our out of hours service (Badger) . A&E should only be used for Accidents and Other Life threatening conditions.

EQUALITY & DIVERSITY: We welcome all patients regardless of race, gender, disability, social class, age, sexual orientation or medical condition. We try to champion five star care for all our patients, we strive to make reasonable adjustments where possible.

HOME VISITS: Home visit request are triaged daily by the duty doctor. Where these are necessary, the appropriate arrangements are made. This is reserved for housebound patients.

ONLINE ACCESS: Available to all patients to view test results, book appointments, request prescriptions, review your medical records. We encourage our patients to use the online platform. Please visit our website to request an online access.

PATIENTS ENTRANCE IS AT THE REAR OF THE BUILDING AND IS SUITABLE FOR PEOPLE WITH DISABILITIES.

ZERO TOLERANCE: We treat our staff with care and respect. They deserve to work in a safe place. We ask our patients to respect their security.

PRESCRIBING POLICY:

Our priority is to ensure safe and effective care of your medical condition. Any medication prescribed will be according to local and national best practice guidelines. Since, 2019 the NHS is advocating an over the counter policy to improve resource management. So, please do speak to your local pharmacy regarding minor illness/elements.

FIT NOTES:

Our clinical team do provide a Fit Note service, however the first 7-days are self-certified. Please use the link to download the form from www.tax.service.gov.uk.

OTHER SERVICES:

- Health promotion on a range of health and social topics
- Contraception counseling
- Joint injections
- Private medical Letters/Reports (Fee may apply)

CHANGE OF ADDRESS AND TELEPHONE NUMBERS SHOULD BE INFORMED TO THE PRACTICE IMMEDIATELY.