
Our Health Partnership

Useful telephone numbers

Hospitals

Queen Elizabeth	0121 627 2000
Sandwell Hospital	0121 553 1831
University Hospital Birmingham	0121 472 1311
City Hospital	0121 554 3801
Heartlands /Good Hope & Solihull Hospitals	0121 424 2000
BMI The Priory Hospital	0121 440 2323
BMI The Edgbaston Hospital	0121 456 2000
Spire Hospital Little Aston	0121 353 2444
Spire Parkway Hospital	0121 704 1451
Children's Hospital	0121 333 9999

Dental Hospital	0121 236 8611
Social Services	0121 303 4362
British Pregnancy Advisory Service	0121 446 1010 0845 730 4030
Brook Advisory Service	0121 643 5341
Aquarius Alcohol Service	0121 622 8181

Citizens Advice Bureau

Birmingham	0344 477 1010
Kingfisher Foodbank	07902 030134
Free Money Advice Services (East Birmingham)	034447 71010

HARLEQUIN SURGERY

160 Shard End Crescent

Birmingham B34 7BP

Tel No: 0121 747 8291

Patient Information Booklet

Please keep this booklet in a safe place

Please visit our website www.harlequinsurgery.co.uk

Welcome to Harlequin Surgery

This booklet will give you information you need as a patient at the Harlequin Surgery. Additional information can be found on our website www.harlequinsurgery.co.uk.

Our Mission Statement

To continue to develop as a stable business in order to provide high quality care to our patients and a supportive environment for our workforce.

Surgery opening times:

Monday, Tuesday, Thursday and Friday 08:00 to 18:30

Wednesday 08:00—12:30 and 14:30—18:30

Extended Hours:

Thursday 18:30—20:00

Saturday (Once every 4 weeks) 09:00-13:30

The Partners

Dr R Pankhania (M)	MB ChB 1991 Birmingham
Dr A Haq (F)	MB BS 1995 Punjab
Dr A David (M)	MB ChB 2013 Birmingham
Dr R Begum (F)	MB ChB 2008 Birmingham

Salaried GP

Dr R Kitson (F)	MB ChB 2004 Leicester
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ANP

Martin Doherty	BSC Adult Nursing, PC-Cert Advanced Clinical Practice
Stuart Logan	RN, MSc, BSc, Dip HE, PG Cert

Stomach Ache

Most aches are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help. If the pain lasts longer than either hours or increases in intensity you should consult your doctor.

Sprains

Treat with a cold compress, containing ice is possible, for 15 to 30 minutes to reduce the swelling. Then apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and longer recovery period.

Nosebleeds

Sit in a chair, lean forward with your mouth open, and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

Minor Cuts & Grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding, apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid

over-exposure to the harmful effects of the sun.

Insect Bites & stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms.

Head Lice

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Medicated head lotion can be obtained from **the** chemist.

Self-treatment of common illnesses

Many common aches and pains can be treated simply at home without the need to consult a doctor.

Colds

There is no magic cure for the common cold. Get plenty of rest and drink plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol providing you are not allergic to either medication. Antibiotics will not help to cure a cold.

Diarrhoea

In adults, diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. It is important to keep well hydrated. Holiday diarrhoea is more likely due to bacteria. Consult your doctor if the symptoms persist for more than a few days.

Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

Flu

Flu is an unpleasant illness characterised by high temperature, aches and pains. The best treatment is plenty of rest and fluids with paracetamol to relieve aches and temperature. Antibiotics have no effect. If you are elderly or have a chronic health problem (e.g. heart disease, chest disease or diabetes) or are a carer we would recommend an annual flu jab.

Gastroenteritis

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed medicines are often immediately vomited up. Large quantities of water, orange juice, milk or thick soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day or in the case of babies or young children, six hours.

Clinical Nurse Lead

Rebecca Hayes	RGN, PGDip (Adult Nursing) Nurse Specialist Minor Illness, Independent Prescriber
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Practice Nurses

Hanna Thompson	RGN
Jennifer Ramsey	RGN, Nurse Specialist Minor Illness, Independent Prescriber
Samantha Heeley	RGN
Anna Molloy	RGN, Nurse Specialist Minor Illness, Independent Prescriber

Health Care Assistants

Ann Hay	HCA	Adam Scattergood	HCA
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Practice Staff

Practice Manager	Manjit Nagra
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Reception Manager	Sam Henry
Receptionists	Sandra, Lorraine, Chantelle, Sammie, Sam, Vicky, Alisha, Rachel & Claire
PA to Practice Manager	Josie McCutcheon
Office Manager/Safeguarding	Michele Kavanagh
Administrators	Rick Kavanagh, Olivia Foster & Vicky Webster
Secretary	Michele Daniels

How to Register with the surgery

Registration forms are available from our reception or via our website <https://www.harlequinsurgery.co.uk/navigator/new-patient-registration/>

All newly-registered patients aged five and over are required to attend a New Patient Health Check, a simple medical examination with a Health Care Assistant, to have a urine test and their blood pressure, height and weight measured.

Patients have a right to express their preference to be seen by their preferred practitioner. The practice will make a reasonable attempt to meet your preference based on availability of the practitioner.

Disabled access

The practice has full disabled access, parking and toilet facilities. If you require special assistance during your visit please speak to reception

Appointments

When requesting an appointment to be seen by a GP or ACP, you will be provided with 3 choices of access. This excludes the Minor Illness service which is available for you to book via the reception team.

Those 3 choices are;

Routine - You have a planned care need, this is any condition/ concern or review that does not need immediate or very urgent attention/treatment. (You will be able to get an appointment within 2 weeks).

Urgent -On the day appointment requests are booked by a clinician following a telephone triage consultation. If you need to be seen on the day, we will see you on the day.

Non face to face – telephone consultation are available to book up to 2 weeks in advance.

Practice Nurses & HCA Appointments

Appointments with a Practice Nurse or Health Care Assistant can be booked up to seven days in advance. Please phone or come to the surgery after 11.00am.

Home Visits

Are available to patients who are bedbound or permanently unable to leave their home (except in an ambulance). We do understand that some patients cannot attend the surgery under any circumstances and we strictly reserve Home Visits, from a GP or Advanced Nurse Practitioner, for these patients.

What to do if you have symptoms of Covid-19

PLEASE DO NOT COME TO THE PRACTICE

Coronavirus (Covid-19) symptoms

- A high temperature or shivering (chills) – a high temperature means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- A new continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours
- A loss of change to your sense of smell or taste
- Shortness of breath
- Feeling tired or exhausted
- An aching body
- A headache
- A sore throat
- A blocked or runny nose
- Loss of appetite
- Diarrhoea
- Feeling sick or being sick

These symptoms are very similar to symptoms of other illnesses, such as colds and flu.

If you have Covid-19, you can pass on the virus to other people for up to 10 days from when your infection starts. Many people will no longer be infectious to other after 5 days

You should

- Try to stay at home and avoid contact with other people for 5 days
- Avoiding meeting people at higher risk from COVID-19 for 10 days, especially if their immune system means they're at higher risk of serious illness from Covid-19, even if they've had a Covid-19 vaccine.

When to seek medical advice

- your worried about your symptoms
- your symptoms get worse

In an emergency, go to A&E immediately or call 999

How to look after a child with a high temperature

A child will develop a fever because of an infection. Most childhood infections are caused by viruses and these do not respond to antibiotics. The following advice will help to bring your child's temperature down and make them feel better:

Always keep a supply of paracetamol syrup (Calpol) at home

Give the maximum dose of paracetamol stated for a child of that age. Repeat dose of paracetamol every four hours as necessary, up to the maximum daily dose stated.

Dress your child in cool clothes. A lot of heat is lost through a child's head, so leave it uncovered. Cool down the room by opening door and windows.

Give your child plenty of cool drinks as fluid is lost with a fever. If they are reluctant to drink, encourage small amounts from a favourite cup.

Sponging your child down with a tepid flannel will make them feel better as well as bringing their temperature down. Using tepid water is more effective than using cold water.

A child with a fever is likely to be restless at night. Offer cool drinks and sponge them down if they wake.

If your child does not improve after giving paracetamol and sponging, or appears particularly ill, telephone the doctor.

Very rarely, a child under five years with a high temperature may have what is known as a febrile convulsion. They will shake all over and become very still. It usually subsides in less than five minutes. Lay the child on their side and stay with them while it lasts. If there is another adult in the house, ask them to phone a doctor, if not, call when the convulsion has passed.

If you feel you require a Home Visit please ring the surgery before 11am (except in emergencies) and a clinician will assess when you need to be seen. Please note that a Home Visit may not take place on the same day as your request.

Cancellations

In order to continue offering the best service possible, we need your help. Please remember to cancel any appointments that are unwanted or no longer needed by replying cancel to the appointment reminder text, or by phoning the surgery, so that we can make the appointment available to another patient. Patients who fail to attend an appointment without notifying the practice waste doctors' and nurses' time.

Our 'Did Not Attend' Policy

This policy is strictly enforced. Patients failing to attend two appointments in six months will be sent a reminder letter. Patients failing to attend a further appointment in the next six months will be sent a warning letter. If a patient fails to attend another appointment in the next 6 months they will be removed from the practice list. Once this process is exhausted there is no right of appeal.

Test results

Please phone us after 11.00pm for test results. Please allow sufficient time for test results to become available before you enquire.

Repeat Prescriptions

Patients on repeat medication will receive a computer-produced prescription with a tear-off sheet on the right hand side. To request a repeat prescription you can bring the tear-off sheet to the surgery in person or send it by post. Alternatively you can register by downloading the NHS App, Birmingham & Solihull Health App or request a repeat prescription using SystemOnline Services. Please see the Online Services section of our website for information about SystemOnline Services. <https://www.harlequinsurgery.co.uk/triage/request-a-repeat-prescription/>

Please allow two full working days for prescriptions to be issued. Prescriptions can now be sent directly to your nominated chemist by electronic transfer without the need for a paper prescription.

Please nominate your preferred local chemist by speaking to reception or your chemist directly.

Teaching

Our practice is involved in the teaching of GP Registrars, Foundation Year 2 Doctors and University of Birmingham Medical Students.

Additional Services

- * Antenatal Booking Clinic
- * Child Health Clinic & Immunisation Clinic
- * Clinical Pharmacist Medication Reviews
- * Family Planning and Contraceptive Advice
- * Cervical Smear Clinic
- * Joint and Soft Tissue Injections
- * New Registration Health Checks
- * Covid, Influenza and Pneumonia Vaccinations
- * Foreign Travel Vaccines
- * Asthma / COPD clinic
- * Diabetic Clinic
- * Hypertension Clinic
- * Substance Misuse
- * Minor Surgery
- * Cardiac Monitoring
- * NHS health Checks
- * Smoking Cessation Clinic
- * Scrivens Hearing Service
- * NHS Community Pharmacist Consultation Service (Minor illness and urgent repeat medicines)
- * First contact practitioner for MSK

PCN

Primary Care Networks are a group of practices working closely together, along with other healthcare staff and organisations, providing integrated services to the local population.

The Harlequin surgery is a member of the Shard End and Kitts Green Primary Care Network.

Measles

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight to ten days after that date.

Immunisation can prevent this disease

Meningitis

This is a rare illness that is most common in babies, children under four years and teenagers, and requires urgent attention. It is important to be aware of the symptoms.

Signs and symptoms in BABIES and VERY YOUNG CHILDREN are:

Difficulty waking

A high pitched cry that is different from a normal cry

Repeated vomiting or refusing feeds

Pale or blotchy skin, especially with red or blue/black bruises that don't fade when you press on them

Tight or bulging soft spot on the top of your baby's head

Signs and symptoms in OLDER CHILDREN and ADULTS are:

A high temperature

A constant headache

Vomiting

Drowsiness or confusion

Dislike of bright lights

Stiffness of the neck (moving their chin to the chest will be particularly painful)

A rash of red/blue spots or bruises that do not fade when pressed

If you are in any doubt contact your doctor immediately

Mumps

Symptoms include swelling of the gland in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight to ten days after that date.

Immunisation can prevent this disease

General Health Advice

What to do in an emergency

Telephone 999 if:

The person has severe breathing problems, severe chest pain, new onset face or limb weakness.

Seek urgent medical attention for:

Head Injuries

Loss of consciousness

Severe stomach pains

Broken or dislocated bones

Bleeding in pregnancy

Childhood ailments

Chicken pox

On the first day a rash as small as red patches about 3-4mm across. Within a few hours, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off. Calamine lotion may be applied to soothe the often severe itching.

The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

German Measles (Rubella)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and does not itch. No other symptoms are usually present apart from occasional aching joints. It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date.

The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

Immunisation can prevent this disease

Zero Tolerance

Please be aware that we strictly adhere to the NHS' Zero Tolerance policy; at no time will aggressive, threatening, abusive or violent behaviour be tolerated in this surgery. Staff and patients have the right to attend a surgery environment free from such behaviour and everything will be done to uphold that right. Individuals who violate this policy risk removal from the practice list and, depending on the severity of the incident, the surgery may involve the police.

When we are closed

During normal surgery hours our receptionists are on duty and will contact the appropriate health care professional. If you need medical help or advice that cannot wait until the surgery reopens, but is not a life-threatening situation, you should ring NHS 111.

The ICB has commissioned the out of hour's service on behalf of the practice.

Accident & Emergency – DIAL 999

Whatever the day or time, if you or someone else experiences:

- * Severe chest pains/shortness of breath
- * Significant loss of blood
- * Suspected broken bones

Go to your nearest A&E department or call 999.

Patient Reference Group

We have an active PPG that meets quarterly at the surgery. The PPG aims to contribute to the continuous improvement of surgery services, improve communication between practice and patients and provide practical support to help implement change at a practice level. If you would like to find out more please speak to reception.

Payment for Non-NHS Services

Certain services are not covered by the NHS and as such will incur a charge. Full details can be found in your surgery or on our website.

Confidentiality—Data Protection Act

Our practice is registered under the 1998 Data Protection Act and also the 2000 Freedom of Information Act. The practice complies with GDPR. We may ask you for personal information so that you can receive the appropriate care and treatment. This information is registered in manual records and on the computer.

The practice will ensure that Patient Confidentiality is maintained at all times by all members of the Practice Team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you be shared between members of the team or between a member of the team and a member of staff at a hospital. Everyone working for the NHS has a legal duty to keep information about you confidential.

You have a right of access to any information held about yourself. Applications should be made in writing to the Office manager.

Your Responsibilities

- * Please inform us if you change your name, address or telephone number.
- * Please do not ask for information about any patient other than yourself, unless you have been granted consent to do so.
- * Please make every effort to keep appointments. If you are unable to attend an appointment please inform the surgery as soon as possible so that it can be made available to others.
- * Please respect our appointments policy – requests for urgent appointments and home visits should only be made if they are appropriate and necessary.
- * Please treat our doctors and practice staff with dignity and respect.
- * Please remember that test results and hospital letters take time to reach us; please allow sufficient time for them to arrive before making an enquiry to the surgery. Tests ordered by the hospital should not be directed to the surgery but the hospital itself.
- * It is important for patients to understand all the information given to them. Please ask if you do not understand something or wish to discuss your care in greater detail with a clinician.

No, I do not want a Summary Care Record - you can download an opt-out form or obtain one from the surgery. This form should be completed and returned to the surgery. A code will be added to your electronic record indicating that you have 'opted-out' which will ensure your details are not uploaded.

For further information, you can download a leaflet from our website or collect one from the surgery or telephone the dedicated NHS Summary Care Record Information Line on 0300 123 3020 or visit the website www.nhscarerecords.nhs.uk, where you can find information in other formats and languages.

You can choose not to have a Summary Care Record and you can change your mind at any time by informing your GP practice.

If you do nothing we will assume that you are happy with these changes and create a Summary Care Record for you. If you are the parent or guardian of a child under 16 and feel that they are old enough to understand, then you should make this information available to them.

What to do at times of bereavement

If someone dies at home, you must first contact the doctor, who will need to confirm that death has taken place. A funeral director of your choice will then give you further assistance. If someone dies in hospital, you will of course be liaising with hospital staff and they will instruct you accordingly on the procedure. The death certificate needs to be collected from the hospital and taken to the registrar from the area in which the death took place. If available, also take the deceased's birth certificate and medical card. When the green form is obtained, give this to the funeral director who will complete arrangements for the funeral.

Please let us know if there is anything we can do to offer support at this difficult time.

Medical Record Access

Under the Data protection Act 2018 you have a right to access your medical records or any other personal information held about you. In order to do this please complete the Subject Access Request form (SAR) which is available from Reception.

We require one form of documentation to confirm name and a separate form of documentation to confirm address. Please note that proof of address must be dated within the last 3 months.

Applying for access to someone else's health record

If you are applying for medical records on behalf of someone else you will need the following:

1. You will need the patient or service user's written consent if you wish to access their record and complete a Proxy access form (available from reception).
2. Where written consent is not possible, other arrangements will be necessary.

Patients unable to give consent

If a patient does not have the mental capacity to manage their own affairs and you are their attorney, you will have the right to apply for access to their health and care records.

The Practice will ask to see Lasting Power of Attorney with authority to manage their property and affairs.

The same applies to a person appointed to make decisions about such matters by the Court of Protection in England and Wales.

Accessing children's records

A person with parental responsibilities will usually be entitled to access the records of a child who is aged 12 or younger. Children aged 13 or older are usually considered to have the capacity to give or refuse consent to parents requesting access to their health records, unless there is a reason to suggest otherwise.

Summary Care Record

The NHS in England has introduced the Summary Care Record, which will be used in emergency care. The record will contain information about any medicines you are taking and any drug allergies to ensure those caring for you have enough information to treat you safely.

As a patient you have a choice:

Yes, I would like a Summary Care Record - you do not need to do anything and a Summary Care Record will be created for you.

Complaints

If you are in any way dissatisfied with the service that you or your family member has received from us, please contact our Practice Manager, Manjit Nagra. The practice operates an official complaints procedure and your complaint will receive a full and sympathetic hearing.

If you feel you are unable to complain through the practice, you can contact;

NHS England,
PO BOX 16738,
Redditch,
B97 9PT.
Tel: 0300 311 22 33
Email: england.contactus@nhs.net

NHS Birmingham & Solihull ICB,
First Floor
Wesleyan
B4 6 AR
Tel: 0121 203 3313
Email: bsol.complaints@nhs.net

If you would like confidential support and advice from an independent organisation, you can also speak to The Patients Association on 0800 345 7155, between 9.30am and 5pm Monday to Friday.

The doctors and staff at Harlequin surgery in Shard End are proud to offer the highest standard of patient-centred healthcare.

