

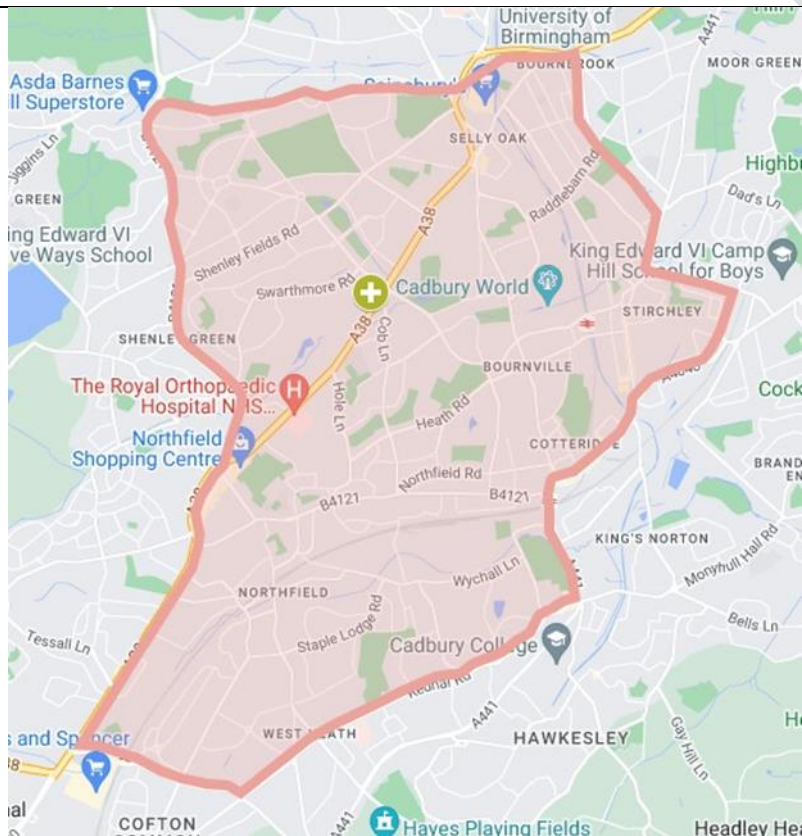
**Patient Information Leaflet**

College Green Medical Practice  
Health and Wellbeing Centre  
1 Bristol Road South  
Birmingham  
B31 2GH

**Tel :** 0121 203 0200  
**Email address:**  
[info.cgmp@nhs.net](mailto:info.cgmp@nhs.net)  
**Website:**  
<https://cgmp.digipractice.org>

**Practice opening hours:**  
Monday – Friday: 08:30 – 18:30  
**Extended hours:**  
Monday – Friday 18:30 – 20:00  
Saturday: 09:00 – 17:00

**Practice Area**



**Parking & Accessibility**

On site car parking, disabled parking, motorbike parking and cycle parking available  
  
Disabled WC available  
  
Wheelchair access available  
  
Step-free access available  
  
Hearing loop available  
  
BSL interpreters access available

**Our Vision, Mission and Values**

**Vision**

Centre of excellence where good medical practice, teaching and training thrive

**Mission**

To achieve the highest standard of patient care in a friendly environment where each team member is valued.

**Values**

Respect, kindness, honesty, transparency and dedication.

### General Practitioners

<b>Dr Philip Western (Partner)</b> Qualifications: BSc, PhD, MB ChB, MRCGP	<b>Dr Helen Parsons (Partner)</b> Qualifications: MB ChB, MRCGP, DRCOG, DFFP	<b>Dr Aditi Gupte (Partner)</b> Qualifications: MBBS, MRCGP, DFFP, MRCPCH, DCH
<b>Dr Neha Modi (Partner)</b> Qualifications: MBChB, MRCPCH, MRCGP	<b>Dr Madhumita Ray (Partner)</b> Qualifications: MBBS, MD(O+G). MRCGP, MRCOG, DFFP	<b>Dr Ayad Rasheed (Partner)</b> Qualifications: MB ChB, MRCGP, CCT
<b>Dr Sarah Rishi (Partner)</b> Qualifications: MB ChB, MRCGP, DFRSH	<b>Dr Christopher Yan</b> Qualifications: MB ChB, MRCGP	<b>Dr Bidemi Toone</b> Qualifications: MB BS, BSc (Hons), MRCGP, DFRSH
<b>Dr Daniela Degiovanni</b> Qualifications: MB ChB	<b>Dr Lewis Hitchen</b> Qualifications: MBChB MRCGP	<b>Dr Rosemarie Paterson</b> Qualifications: MB ChB
<b>Dr Mehwish Khurram</b> Qualifications: BSc, MBBS		

### Pharmacist

<b>Laith Kamel</b> Qualifications: BSc, OSPAP, Independent prescriber	<b>Ban Aziz</b> Qualifications: MPharms, Independent prescriber
<b>Patricia Broders (Pharmacy Technician)</b> Qualifications: Level 3 Diploma in Principles and Practice for Pharmacy Technicians	<b>Laura Mitchell (Pharmacy Technician)</b> Qualifications: Level 3 Diploma in Principles and Practice for Pharmacy Technicians

### Nurses

<b>Joanna Wakeman</b> Qualifications: RGN, Diploma in COPD, ARTP Certificate in Spirometry	<b>Mary Jane Mejia</b> Qualifications: RGN, RMA
<b>Ann Mountney</b> Qualifications: RGN	<b>Patricia Madziba</b> Qualifications: BSc Hons Health Studies, Diploma in General Nursing (RGN)

### General Practice Assistants

<b>Carina Guerra</b>	<b>Toni Shipley</b>	<b>Mariana Burloiu</b>
<b>Rebecca Reilly</b>	<b>Elzbieta Whittaker</b>	

### Management

<b>Daniel Hill (Partner)</b> Role: Managing Partner	<b>Imran Shikdar</b> Role: Governance Manager	<b>Samantha Parry</b> Role: General Manager
<b>Neil Richards</b> Role: Property Manager		

## How to register as a patient?

Register online on the practice website <https://cgmp.digipractice.org/new-patient-registration/> or complete a registration form at the surgery.

## How to See Your Doctor?

Request an appointment via our website or call the practice between 08:30 – 13:00, 14:00 – 18:30 Monday – Friday.

## Home Visits

Home visits are carried out when the Doctor decides a patient needs to be seen in person and the patient is unable to get to the surgery due to being housebound or too poorly to travel. The Doctor will first carry out a telephone consultation with either the patient or a family member prior agreeing to the home visit.



## Out of Hours

If you need a doctor outside of business hours your options are as follows:

- Visit your nearest walk in centre, <https://www.nhs.uk/Service-Search/other-services/Walk-in%20centre/LocationSearch/663>
- Download the Livi online app to book an appointment with a doctor virtually appointment available 7 days a week, including evenings and weekends. <https://www.livi.co.uk/download/>
- Call 111 if you need medical help fast.
- Call 999 in a life-threatening emergency.

## Repeat Prescription Requests

All repeat prescription requests should be made online via the NHS/Airmid app or in person using the repeat prescription slip.

Prescription request are not accepted via telephone to avoid errors and prevent phone line congestion. However, we understand that certain medical conditions may require special consideration, and exceptions can be made to address specific needs.

Please allow up to 72 hours for the prescription to be issued.

## What to do in Time of Bereavement

If a death occurs 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 help and guidance. If death occurs at hospital you should first contact a funeral director of your choice to inform them that their services will be required. The death certificate needs to be collected from the hospital and taken to the registrar for the area in which the death took place. If available, also take the deceased's birth certificate and medical card.

## How patients can make a complaint or comment on the provision service

College Green Medical Centre aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. Speak to whomever you feel most comfortable your GP, our practice manager or our reception staff will be happy to help. In the majority of cases, concerns can be resolved quite easily.

We take complaints very seriously. If you have concerns and need to make a complaint regarding the surgery or the services we offer, please contact the Complaints Manager, Claire Hopkins by

telephone in writing or using the online [complaints form](https://m85029.thevconsult.net/complaint/form) <https://m85029.thevconsult.net/complaint/form>.

Every effort will be made to answer your concerns as soon as possible.

The PCT also operates a Patient Advice and Liaison Service (PALS), which can often help resolve any problems before they become formal complaints. If you wish to speak to a PALS officer, ring 0121 442 3311.

For more information regarding our complaints procedure visit <https://cgmp.digipractice.org/wp-content/uploads/2022/07/CGMP-Complaints-Procedure.pdf>

### **The importance of patients keeping appointments**

Every patient has a responsibility to either keep their appointment or to notify the practice if you cannot attend your appointment for any reason, please let us know as soon as possible giving at least one hours notice. We can then offer the appointment to another patient.

**If you repeatedly fail to attend appointments, you may be removed from this practice list and be required to find an alternative doctor.**

### **Teaching and training**

We are contracted to train and teach health care professionals or persons intending to become health care professional at the practice.

### **What NHS services are available to a patient?**

In addition to GP consultations, the practice offers a comprehensive range of NHS healthcare services and specialist clinics:

Asthma review

Blood tests

Cervical screening

Childhood immunisations

COPD review

Dementia review

ECG test

Influenza immunisations

Joint injections

Long term conditions review

Minor surgery

NHS health check

Severe mental illness health check

Vaccination

Wound dressings

### **Named GP**

The role of the named GP is to take responsibility for the co-ordination of all appropriate services and ensure they are delivered where required (based on the named GP's clinical judgement) to each of their patients.

Having a named doctor means that your named doctor will:

- Take the lead in ensuring that we offer you all the appropriate services that we can.
- Work with relevant associated health and social care professionals where necessary for your care.
- Help to ensure that we recognise and respond to your physical and psychological needs.
- Ensure that you have access to a health check if you request one.

### **Personal Data Rights**

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- The right to request a copy of your personal data which this practice holds about you.
- The right to request that this practice corrects any personal data if it is found to be inaccurate or out of date.
- The right to request your personal data is erased where it is no longer necessary for the practice to retain such data. Although please note for Patients at this practice, your records will be retained until death.
- The right to withdraw consent to the processing at any time.
- The right to data portability.
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing.
- The right to lodge a complaint with the Information Commissioners Office.

### **Who has access to patients info and the rights in relation to the disclosure of information**

Sometimes information about you may be requested to be used for research purposes. The Practice will always endeavour to gain your consent before releasing the information.

Under the powers of the Health and Social Care Act 2012 (HSCA) the Health and Social Care Information Centre (HSCIC) can request Personal Confidential Data (PCD) from GP Practices without seeking the patient's consent. Improvements in information technology are also making it possible for us to share data with other healthcare providers with the objective of providing you with better care.

Any patient can choose to exercise their right of objection specified under the GDPR regarding their PCD being used in this way. When the Practice is about to participate in any new data-sharing scheme we will make patients aware by displaying prominent notices in the surgery and on our website at least four weeks before the scheme is due to start. We will also explain clearly what you have to do to 'opt-in' of each new scheme.

Though a patient can object to their personal information being shared with other health care providers but if this limits the treatment that you can receive then the doctor will explain this to you at the time.

### **Access to Health Records**

Under the Data Protection Act 1998, you are also entitled to access your medical records or any other personal information held about you and you can contact the Practice Manager to do this.

You must make your application in writing which a copy of your passport/identity card and a utility bill. A response will be sent to you within 21 days of receiving your application.

If you are applying for medical records on behalf of someone else, you will need their consent or a power of attorney.

### **Freedom of information Act 2000**

The Freedom of Information Act 2000 does not change the right of patients to protection of their patient confidentiality in accordance with the Human Rights Act 1998, Data Protection Act 1998 and common law. Maintaining the legal right to patient confidentiality continues to be an important commitment on our part. To help with this our Practice Manager has responsibility to ensure the protection of patient confidentiality throughout the Practice in accordance with your legal rights.

From time to time Health Authority or its employees are allowed to see patient's records with the permission of the doctor.

### **Zero Tolerance – Abusive/Violent Patients**

In common with the rest of the NHS we operate a zero tolerance policy on any issues of abuse whether verbal or physical on any member of staff or persons on the premises. We have the right to remove a patient from our practice list and to inform the police of any such incident. Please be informed we operate CCTV cameras and recording equipment within the public areas of this surgery.

### **Birmingham and Solihull ICB**

Birmingham and Solihull ICB is a statutory NHS organisation responsible for developing a plan for meeting the health needs of the Birmingham and Solihull population, managing the NHS budget, arranging for the provision of health services in the Integrated Care System (ICS) area and responsible or commissioning out of hour's services.

To find out more information regarding the ICB please

visit <https://www.birminghamsolihull.icb.nhs.uk/>

NHS Birmingham and Solihull Integrated Care System, First Floor, Wesleyan, Colmore Circus, Birmingham, B4 – 6AR 0121 203 3300

**Note: This patient information leaflet is for general guidance. Please refer to the practice website or contact the surgery for the most up-to-date information.**