

GENERAL INFORMATION:

Patients can obtain test results by ringing after 11.30am. If appropriate an appointment will be made to discuss the results with DR. JHEETA. Please notify us on any change of name, address, telephone number. etc. The 'freedom of information' about the practice is available on www.foi.nhs.uk

Patients are welcome to exercise their rights in accordance with the 'Access to Health Records Act 1991.' Any patient over 16 can apply to see their notes. This application must be made in writing and can be refused if it deemed not in the patients best interest.

If you require Private services such as: Passport signing, private Medical Insurance, H.G.V. Examination etc. please ask the receptionist about charges for these services.

Bus routes: The surgery is serviced by buses from Solihull and the Sheldon area. The main bus that stop directly outside the surgery is the 72

EXTENDED ACCESS:

There are now routine primary care appointments available in the evening and at the weekends. The appointments will take place at:

Iridium Medical Practice
229 Bordesley Green East
Stechford
B33 8TA

Appointments will be booked in advance by our reception staff and are available with a range of clinicians including GPs, Nurses and Healthcare Assistants

Appointment times are:

Monday	6.30pm – 8pm
Tuesday	6.30pm – 8pm
Wednesday	6.30pm – 8pm
Thursday	6.30pm – 8pm
Friday	6.30pm – 8pm
Saturday	9:00am – 1pm
Sunday	Not Available

PRACTICE CAR PARK

Please use this provision sensibly. Do not park on the ambulance or doctor car spaces. There is a reserved place for the disabled patients.

Plases Note: A one-way system operates –One enters form the 169 entrance and exits form the 171 exit. (See road markings and signs)

PLEASE DO NOT BLOCK THE THROUGH WAY OF THE CAR PARK.

Patients can also park on the side roads near the surgery.

The Practice has full disabled access.

PRACTICE POLICY STATEMENT:

We aim to see all urgent appointment requests on the same day, and to provide a friendly but efficient service of the highest quality to our patients. We operate a non-smoking policy in the practice.
DATE OF ISSUE: 11/01/18

PRACTICE LEAFLET FOR ALL YOUR FAMILY HEALTH CARE



THE SHELDON PRACTICE
169-171 CHURCH ROAD, SHELDON,
BIRMINGHAM B26 3TT
TEL: 0121 743 5511
FAX 0121 693 9797
www.sheldonpractice.co.uk

Dr. B. S. JHEETA M.B.Ch.B. D.C.C.H. D.R.C.O.G. M.R.C.G.P. (UK)

Dr BHINDER SINGH JHEETA (male) qualified in 1983 from Leicester University Medical School and registered with the General Medical Council in July 1983. In 1987 he completed training in General Practice and has practiced in Sheldon since 1988.

SURGERY OPENING HOURS

8:30 am – 6:45pm Monday, Tuesday, Thursday and Friday
8.30am – 12.30pm Wednesday

SURGERY HOURS

Monday	9.00am - 11.00am	4.30pm - 6.30pm
Tuesday	9.00am - 11.00am	4.30pm - 6.30pm
Wednesday	9.00am - 11.00am	CLOSED
Thursday	9.00am - 11.00am	4.30pm - 6.30pm
Friday	9.00am - 11.00am	5.00pm - 6.30pm

THE PRACTICE:

This GP Practice consists of 2 GPs Dr Bhinder Jheeta and Dr Adeline Afong LMC (Italy 1994)DFFP,DRCOG,MRCGP (Female). Dr Jheeta teaches final year students from Birmingham University Medical School. All consultations with the Doctor and Nurse are strictly confidential. Dr. Jheeta speaks Punjabi, Urdu, Gujarati as well as English, which greatly enhances the care given to patients who speak these languages.

PATIENT CHARTER (Patient rights and responsibilities)

We operate an equal opportunities policy and respect diversity of age, sex, race, religion, disability and sexual orientation. The Practice does not tolerate violent or abusive behaviour to any staff member or to anyone else at the surgery premises. We operate a Zero tolerance policy and such behaviour will result in removal from the Practice register. Any patient failing to attend 3 appointments within six months maybe removed from the practice.

APPOINTMENTS

Consultations by appointment
Urgent cases will always be seen on the same day. Phone lines are open at 8am and calls during 8am-8:30pm will be covered by the out of hours provider, whilst the practice phone lines are manned from 8:30am -645pm except Monday which is until 7:45pm
At other times a taped message will notify you of the emergency arrangements. If possible, please make appointments well before the day you need to be seen.If you fail to attend appointments without informing us you may be removed from the Practice list.

HOW TO REGISTER AT THE PRACTICE

Patients can fill in a form at the practice

PRACTICE NURSE:

Andrea Driver-Williams RGN our Practice nurse will provide health promotion, immunisations, cervical smears, dressings, travel immunisations, flu vaccinations, blood pressure checks, pill checks, blood tests, ear syringing etc.
9.00 am – 12:00 pm (Mon, Tues & Thurs); 4.30 pm-6.30 pm (Mon, Tues & Thurs)

ANTENATAL CARE

We have a dedicated midwife who attends fortnightly for antenatal care on alternate Tuesday mornings.

RECEPTIONISTS:

Dr Jheeta employs three part time receptionists who are available for telephone enquiries, appointments, visit requests, repeat prescription requests and to assist the Doctor in smooth running of the practice services.

HEALTH CARE ASSISTANT (HCA):

The HCA provides New Patient Checks, NHS Health Checks, Smoking cessation, blood tests, blood pressure checks, dressings etc. She is in two mornings & two afternoons

BABY IMMUNISATIONS:

Every Thursday 11.00am-12:00noon at the surgery. Well Baby Clinics are provided by Elmdon Health Visiting Team at Harvey Road, Yardley.

HOME VISITS:

These are for those patients who are too ill to come to the surgery and must be requested before 10.00am. Patients requesting urgent home visits will speak to the Doctor on the telephone, the Doctor will then visit the patient.

OUT OF HOURS AND EMERGENCIES

(TEL: 0121 743 5511) URGENT CALLS ONLY

PLEASE USE THIS SERVICE ONLY IN EMERGENCIES.

This out of hours service has been commissioned from 'BADGER' who provide phone advice or consultation at one of the Primary Care Centres. House visits are also available for housebound patients and those who are too ill to come to the surgery. A walk in centre is available at Solihull Hospital.

Your nearest casualty is at Birmingham Heartlands Hospital (open 24 hours).

CONTACTING A HEALTH PROFESSIONAL

The Doctor or Nurse will speak to patients throughout the day if they are free to do so. Urgent calls are always spoken to straightaway. If the Doctor or Nurse is busy, and the call is not urgent then the patient is asked to ring back when the surgery is finished.

REPEAT PRESCRIPTION REQUESTS:

Should be made in writing, with a repeat prescription slip or online. Requests for repeat prescriptions by telephone lead to mistakes and block the telephone lines. To facilitate normal surgery working, requests for repeat prescriptions should be made before 12.00 noon. Prescriptions will be ready to collect after 48h or sent electronically to a pharmacy of your choice.

MINOR OPERATIONS

Facilities are available for minor operations. Please ask the receptionist or Practice Nurse. These will be performed by Dr Jheeta.

HEALTH PROMOTION CLINICS AND OTHER SERVICES

(PLEASE ASK THE RECEPTIONIST FOR DETAILS)

Well person checks, diabetic checks, minor operations, blood pressure checks, weight watchers, free holiday injections, dressings, cancer smears, family planning, home visits for the house bound patients. All the above clinics are booked by appointment for patients convenience.

COMPLAINTS PROCEDURE AND COMMENTS :

The Practice operates a NHS approved complaints procedure. If you have a complaint and would like to discuss it, please make and appointment to see the Doctor or the Practice Manager. (a leaflet is available) **Members of the public, patients, and their representatives** should contact NHS England's Customer Contact Centre:

Telephone: 0300 311 22 33

Email: england.contactus@nhs.net

Post: NHS England, PO Box 16738, Redditch, B97 9PT

British Sign Language (BSL): If you use BSL, you can talk to NHS England via a video call to a BSL interpreter. Visit [NHS England's BSL Service](#).

NHS England opening hours are: 8am to 6pm Monday to Friday, except Wednesdays when they open at the later time of 9.30am.If you have any comments or suggestions we have a box available to receive these. The Friends and Family test is also available for you to complete.

The Practice is in the Birmingham Cross City Clinical Commissioning Group

Bartholomew House,142 Hagley Road, Edgbaston, Birmingham, B16 9PA

Telephone: 0121 255 0700 Email: bhamcrosscity@nhs.net

Website: www.bhamcrosscityccg.nhs.uk