

## PRACTICE DEFINED AREA

Our Practice area is defined below. We will look after any patient who is registered with us in this area. If you move out of the area shown it may be necessary for you to find a new Doctor. This is necessary because unfortunately we would be unable to visit you in the event of an emergency.

Our Practice Area is any address within the Coventry boundary.

If you move to the outskirts of Coventry or into Warwickshire, you may be asked to move to a new GP, but 28 days notice would be given.

Please note we are not a limited Partnership.

PLEASE SEE RECEPTIONIST STAFF FOR MORE DETAILS.

# COVENTRY GP GROUP OF PRACTICES

## JUBILEE HEALTH CENTRE & BROAD STREET SURGERY

DR J SIHOTA  
BORN 1953, MALE  
M.B., Ch.B 1978 BIRMINGHAM  
M.R.C.G.P.  
INTERESTS: DIABETES  
EDUCATION/TRAINING  
MANAGEMENT.

DR S NAHL  
BORN 1954, MALE  
M.B., Ch.B. 1979 BIRMINGHAM  
F.R.C.S.  
INTERESTS: E.N.T.  
MINOR SURGERY

DR H DOSANJH  
BORN 1969, MALE  
M.B.B.S. 1992 LONDON  
M.R.C.G.P.  
INTERESTS: G.P. CONTRACT  
CHD & HYPERTENSION

DR NABEEL MALIK  
BORN 1984, MALE  
MB ChB 2007 MANCHESTER  
INTERESTS: JOINT INJECTIONS,  
DEMENTIA, LMC & INT MEETINGS

## PRACTICE PREMISES

We are  
a 2 site Practice servicing both sites as listed below

Jubilee Health Centre  
Jubilee Crescent  
Radford  
Coventry  
CV6 3FA  
Tel: 024 76 596060  
Fax: 024 76 600590

[Crccg.jubileehealthcentre1@nhs.net](mailto:Crccg.jubileehealthcentre1@nhs.net)

Broad Street Surgery  
200 Broad Street  
Foleshill  
Coventry  
CV6 5BG  
Tel: 024 76 682486  
Fax: 024 76 673304

[Crccg.broadstreetsurgery@nhs.net](mailto:Crccg.broadstreetsurgery@nhs.net)

## DISABLED ACCESS

Both surgery sites listed above are suitable for disabled access. We have automatic opening front doors on both sites which allows for easy access for wheelchair users. Jubilee site has a lift to enable access to upstairs consulting rooms.

## THE PRIMARY HEALTH CARE TEAM:

The Doctor's work as part of a small team which is dedicated to providing the most efficient service for all our patients. We are a progressive surgery, where our priority is keeping up to date on all issues relating to you and your family's healthcare needs. As part of our pro-active approach to the needs of our patients, we have made sure that our premises are adequately equipped for our disabled patients.

The team consists the following people:

### PRACTICE MANAGER:

Mrs Gina Moore organises the smooth running of the practice. If you have any suggestions or complaints please contact her directly.

### RECEPTIONISTS:

We have a team of three supporting staff.  
Bally Gidda Deputy Manager Broad Street  
Mary Brandist Part Time Receptionist Jubilee  
Jeanette Stanley Full Time Receptionist Jubilee  
Vickie Farndon Part Time Admin Jubilee  
Shiv Shoker Part Time Receptionist Broad Street  
Natasha Ahmed Part Time Receptionist Broad Street  
Kash Kaur Part Time Receptionist Broad Street

### PRACTICE NURSE:

We have a specially trained Practice Nurses Linda Pearson RGN, based at Jubilee and Kam Johal Broad Street, who are available during surgery times, but appointments should be booked. The Nurses can see you for any of the problems listed below:

Asthma  
C.O.P.D  
Childhood Immunisations  
Travel Vaccinations  
Cervical Smears  
Family Planning  
Dressings  
Hypertension  
Diabetes  
Minor Cuts and Grazes.  
Minor Surgery with the Doctor.

All patients with a long term condition are expected to attend surgery at least once a year for a full review of their health. Please attend promptly when invited to attend for your review to help us ensure your condition is controlled and your medication stays available on a repeat prescription.

Please advise the receptionist of your problem and she can then identify the best person to book your appointment with.

### TEXT REMINDER SERVICE

We offer a FREE text reminder service. To register simply provide an up to date mobile phone number, and we can text you a reminder the day before your appointment.

### YOUR RIGHTS AND ENTITLEMENTS

You have the right to express a preference of doctor or other healthcare professional, which we can record for future preference.

### VIOLENT PATIENTS - ZERO TOLERANCE POLICY

Our Practice WILL NOT tolerate any violent, abusive or threatening behavior towards staff or patients on the Practice Premises. Those who carry out these acts will be removed from our lists and arrangements made for them to be registered elsewhere.

### Telephone lines/reception

The telephone lines and reception staff are available as follows

Jubilee Health Centre site Monday to Friday 8.30 to 6.30

Broad Street Site Monday to Wednesday 8.30 to 6.30  
Thursday 8.30 to 1pm  
Friday 8.30 to 6.30  
Saturday 9am to 1pm (appointment only)

## HOW TO SEE A DOCTOR:

There is an appointment system to see a Doctor during the following surgery hours:

DAY	A.M.	P.M.
Monday	8.30 - 11.00	3.30 - 6.00
Tuesday	8.30 - 11.00	3.30 - 6.00
Wednesday	8.30 - 11.00	3.30- 6.00
Thursday	8.30 - 11.00	3.30 - 6.00
Friday	8.30 - 11.00	3.30 - 6.00
Saturday	9.00 - 13.00	CLOSED

If you require an appointment urgently, please request an emergency appointment. Please telephone before 9am for an appointment. You can also book an routine appointment online via patient access.

### APPOINTMENTS:

If you cannot attend an appointment made by you please contact the surgery to cancel. This appointment can then be given to someone else.

### HOME VISITS:

Patients who are too ill or frail may request a Home Visit during surgery hours. This can be done by telephoning the surgery. If you can get to the surgery please do so. The Facilities available at the surgery means the Doctor can make a better assessment of your problem. Please remember that home visiting is an inefficient use of Doctors time.

## NIGHT AND WEEKEND EMERGENCIES.

When surgery is closed and your complaint cannot wait until next morning, then you can choose from the following options:

NHS Direct                      TELEPHONE 111  
Walk In Centre                TELEPHONE 0300 2000 060  
Out of Hours Doctor        TELEPHONE 01926 310310

The surgery answer phone does not accept messages so please do not attempt to leave one. If you are worried we would rather you telephone the surgery for advice before 6pm. We do not cover out of hours ourselves it is covered by NHS England on the above telephone number.

### REPEAT PRESCRIPTIONS:

Patients who need to take regular medications, can request a repeat over the telephone by calling the Prescription ordering line, on 024 7624 6072 or by personal attendance. We do require 24 hours notice except in an emergency. Please be clear with names of medication required.

### COMPLAINTS:

The Doctor/patient relationship is based on trust and mutual respect. Occasionally this may break down which leads to dissatisfaction. If this happens please contact our practice manager who will attempt to resolve as many problems as possible within the practice.

### ACCESS TO PATIENT INFORMATION

It is necessary for us to record and keep certain information to enable us to provide you with proper care and treatment. You have the right to access your health records, and everyone in the NHS has a legal duty to keep your information confidential. However we sometimes need to share information about you to others in the NHS or the government. We only do this when necessary, and anyone we share your information with is also required to keep it confidential.

### GENERAL PATIENT INFORMATION:

#### NEW PATIENTS:

To register with the Practice please call in and collect an registration form, or go online via the website and register online.

All newly registered patients are offered a health Check/Consultation, This provides us with the opportunity of taking a brief medical history before we obtain your medical records. Medical treatment is offered from the date of registration.

#### CHANGE OF ADDRESS OR TELEPHONE NUMBER:

If you change your address or telephone number, please inform the reception staff or go online as soon as possible so that we can amend your records accordingly. If your new address is outside of the Practice area you may be asked to find a new Doctor, however you will be given 28 days notice to do so.

#### TRAINING PRACTICE:

We have been a training practice since 1991. This means that new doctors are attached to the practice for a period of six months to a year.

Videotaping of consultations takes place from time to time for education and training purposes. Patient confidentiality assured

### QUALITY SERVICE FOR OUR PATIENTS

The practice is dedicated to a quality policy to achieve the health services which meet the requirements of our patients.

In particular:

**Patients** have the right to be greeted in a welcoming and friendly manner in all circumstances.

**Patients** have the right to confidentiality.

**Patients** should be seen within 30 minutes of their appointment time.

**Patients** have the right to ask questions (and receive answers) about their health.

**The practice** will offer any advice and seek to inform patients of ways to promote good health and avoid illness.

**Patients** will be informed of developments in the practice by means of posters or leaflets made available.

**Patients** will be referred to Consultant when your GP thinks it is necessary.

**Patients** will be given the result of any test or investigation on request or at your next appointment.

**Your suggestions** and comments about the services offered will be considered sympathetically and any complaint dealt with quickly.

## PATIENT RESPONSIBILITIES:

Where an appointment has been made, patients are responsible for keeping or cancelling, giving adequate notice, so that the appointment can be given to someone else.

Remember that an appointment is for one person only. If another member of the family needs to be seen, in whatever circumstances, a separate appointment needs to be made.

Home visits should only be requested for a patient whose medical condition prevents them from attending the surgery. Visits should be requested before 10am.

Patients should treat the Doctors and staff courteously and with respect.

Patients should allow sufficient time for your consultant's letter or the results of any tests to reach us.

Patients should avoid telephoning the surgery at peak times for non urgent matters and try to keep telephone calls brief so that other callers are not kept waiting.

Patients are responsible for their own health and that of their children and should take appropriate action, with advice or treatment from the practice where necessary, to prevent ill health.

24 hours notice should be given on all repeat prescriptions. Please use the tear of slip to request your repeat prescription.

Please be punctual, but be prepared to wait if your own consultation is delayed by an unexpected emergency.

Only request an urgent appointment if it is really necessary.

Do not ask for information about anyone other than yourself.

Abusive and violent patients will be warned and maybe asked to register with another doctor.

The care of your Health is a partnership between yourself and the Surgery. The success of that partnership depends on an understanding of each other's needs and co-operation between us.

## CARERS:

If you are a carer and look after a relative or friend who could not manage without your help. Please advise the receptionist or complete a carers identification form and hand it to the receptionist. so that we can make a note in your records for future reference.

## DATA PROTECTION

The freedom of information act obliges the practice to produce a publication scheme. This scheme is a guide to the information the practice intends to make available.