

PRACTICE LEAFLET

BALSALL COMMON AND MERIDEN GROUP PRACTICE

BALSALL COMMON SURGERY

Balsall Common Health Centre

1 Ashley Drive

Balsall Common

CV7 7RW

TEL: 01676 935 000

Fax: 01676 292 005

MERIDEN SURGERY

Old School House

200 Main Road

Meriden

CV7 7NG

TEL: 01676 522 252

FAX: 01676 523 865

Practice Email Addresses-

General Enquiries- balsallcommon.practice@nhs.net

Prescription Request:- bcm.prescriptionrequest@nhs.net

Appointment Cancellation:- solccg.bccancelappointments@nhs.net

WELCOME TO BALSALL COMMON AND MERIDEN GROUP PRACTICE

(this is not a limited partnership)

www.balsallcommongrouppractice.co.uk

Balsall Common Health Centre
1 Ashley Drive
Balsall Common
CV7 7RW



Old School House
200 Main Road
Meriden
CV7 7NG

DOCTORS

- **Dr Bhandal:** (Male) MB ChB 1993 Edinburgh MRCGP
- **Dr Barratt:** (Female) MB ChB 1986 Sheffield MRCGP
- **Dr Carlile:** (Female) MB ChB 1984 Glasgow MRCGP DRCOG
- **Dr Nadeem:** (Male) MB BS, MRCS (Ed), MRCGP, DRCOG, DFSRH, DPD
- **Dr Horsley:** (Male) MB ChB 2003 Sheffield MRCGP
- **Dr Whitehead:** (Female) MB ChB 2006 Birmingham MRCGP
- **Dr Omokanye:** (Female) MBChB 2012 Birmingham MRCGP

SURGERY OPENING HOURS

BALSALL COMMON SURGERY	
Monday, Tuesday, Wednesday and Friday	8.30am—6.00pm
Thursday	8.30am—12noon

MERIDEN SURGERY	
Monday, Tuesday, Thursday and Friday	8.30am—6.00pm
Wednesday	8.30am—12noon

Reception staff are available to patients either by telephone or in person during these times.

Balsall Common and Meriden Group Practice

Dear Local Resident,

For those of you who have recently moved into the area, welcome!

Your local health centre wants to tell you about its services and encourage you to register soon.

We are a GP partnership with a large purpose-built health centre in Balsall Common and a smaller surgery in Meriden. We have 5 GP partners and 2 employed GPs. We also usually have 2 GP registrars who have been qualified for a few years but have not finished their postgraduate GP training yet. We sometimes have final year medical students from Imperial College, London and medical students from Warwick Medical School.

We have practice nurses who provide general nursing services as well as asthma clinics, diabetes care, and warfarin monitoring. We work closely with the district nurses, health visitors, midwife and a McMillan nurse.

By registering promptly after moving into the area, it means that your previous medical records will be transferred here *before* they are really needed. This will make it much easier for you if you need medication or vaccinations and also to make sure you won't miss the chance to get appropriate screening such as smears, mammography or bowel cancer screening.

Because so many houses are to be built, we need to be ready to cope with the numbers of extra patients. We may need to provide more doctor-sessions or nurse clinics. We will only be able to do this if patients register shortly after moving in and our numbers grow gradually – we won't be able to manage if a thousand new people register at the same time in a flu epidemic next year!

We have a website which tells you a lot more about our services. Here is a quick guide to the doctors.

Dr Mandeep Bhandal (male) provides general medical services and works at the Meriden Surgery more often than in our Balsall Common building. He teaches the GP Registrars.

Dr Sue Barratt (female) is interested in diabetic care and endocrinology. She does general medicine and gynaecology.

Dr Aileen Carlile (female) does minor surgery, sexual health medicine, gynaecology, contraception including coil insertions, and joint injections. She supervises the medical students.

Dr Tahir Nadeem (male) is a GP Registrar trainer. He is specialised in dermatology and does much minor surgery and skin biopsies. He provides contraceptive services including coil and implant insertions.

Dr Richard Horsley (male) is interested in general internal medicine and respiratory medicine. He does shoulder and knee injections and does cryotherapy for minor skin lesions.

Dr Lisa Whitehead (female) provides general medical services and gynaecology.

Dr Aisha Omokanye (female) provides general medical services and gynaecology.

Once you have registered with us you can choose to book appointments and order repeat medication on-line if you wish and you can even see blood test results online. If you have a mobile phone number, please tell us and we can text you with appointment reminders. We can even text you to remind you to book a flu vaccine when it's due if you are eligible for one.

We have a patient-participation-group and if you would like to speak to one of the members then please tell our practice manager, Mrs. Hope.

We are at

Balsall Common Health Centre

1 Ashley Drive

Balsall Common

CV7 7RW

01676 935000

(just off Hallmeadow Road, near Berkswell Station)

and at

Meriden Surgery

200 Main Road

Meriden

CV7 7NG

01676 522252

When the surgery is closed, a doctor will be on call for emergencies.

Emergencies for both surgeries: 01676 935 000

REGISTERING WITH THE PRACTICE

To register with the practice you should live in the practice area detailed towards the back of this booklet (a more detailed map is available at both surgeries). Visit the Balsall Common or Meriden surgery appropriate to your postal address either in person or register via the Practice website www.balsallcommongrouppractice.co.uk a form will be provided for your completion. On registering with the practice a doctor will be allocated to you. You do not have to see this doctor when visiting the surgery; patients may see any doctor they wish depending on that doctor's availability.

CHANGE OF PERSONAL DETAILS

If you change your name, address or telephone number, please let us know, either in person, via the Practice website www.balsallcommongrouppractice.co.uk, or by fax at the appropriate surgery number as detailed on the front of this booklet. If you move outside the practice area, it will be necessary for you to find a doctor in your new area. Birmingham and Solihull CCG will help if you experience difficulty.

REPEAT PRESCRIPTIONS

The practice provides a repeatable prescribing service for authorised medication. We prefer these to be ordered using the list attached to your previous prescription.

ALL PRESCRIPTION REQUESTS SHOULD BE MADE IN WRITING.

VERBAL REQUESTS WILL NOT BE ACCEPTED

You can fax your requests to Balsall Common on 01676 292005 or Meriden 01676 523865.

You can now order your repeat medication on-line. To do this you will need to be allocated a Username and Password by the Practice. If you wish to use on-line services please contact Joanne Hope or Jane Naylor on 01676 935000

You may place your handwritten request into the relevant Prescription Request box, ensuring that all medication details are correct

2 FULL WORKING DAYS NOTICE IS REQUIRED FOR REQUESTS/QUERIES

IF YOU GIVE YOUR PRESCRIPTION REQUEST/QUERY TO THE PRACTICE AFTER 10AM THE REQUEST WILL NOT BEGIN THE PROCESS UNTIL THE FOLLOWING DAY

You can email your request to bcm.prescriptionrequest@nhs.net stating the following

- Name
- Date of Birth
- Medication Required
- State which Pharmacy to send to or Collect from Surgery

All patients are required to undertake a medication review if receiving repeat prescriptions, the timing of this review is determined by the doctor issuing the prescription and can be from 1 month to 12months. An appointment should be made solely for this reason. Please note the review date that is stated on your repeat slip.

IT IS THE RESPONSIBILITY OF ALL PATIENTS TO CHECK THAT PRESCRIPTIONS COLLECTED (EITHER FROM THE CHEMIST OR THE SURGERY) DETAIL THE MEDICATION ORIGINALLY REQUESTED. REFUNDS WILL NOT BE GIVEN BY THE PRACTICE FOR MEDICATION DISPENSED BUT NOT REQUIRED.

PRESCRIPTION COLLECTION SERVICE

If you take medication on repeat prescription, you may wish to take advantage of a free service offered by your local pharmacies. They will offer to collect prescriptions from the surgery and have the medication ready for collection at an agreed time at their premises.

If you wish to take advantage of this service you can find out which pharmacies participate by phoning your usual pharmacist or asking at the surgery reception.

Some local Pharmacies do offer a delivery service - please contact your Preferred Pharmacy to make these arrangements.

BLOOD TESTS AT THE SURGERY

Blood tests are available at the surgery on a daily basis, clinics are run every morning, appointments are required for these clinics and patients must bring their blood test request form from the Practice.

If you have a blood test form from your consultant at the hospital we **CANNOT** undertake your blood tests at the practice, these should be carried out at the hospital where you are seen by your consultant.

Solihull Hospital run clinics where no appointment is required.

Monday—Friday	8.00am—4.00pm
Saturday	8.30am—12 noon
Sunday	10.30am—1.30pm

N.B if you have your blood test at the hospital, you will have to collect your signed blood test request form from the surgery to take with you.

BLOOD TEST RESULTS

Blood test results are only available after 11am. Your blood test results can be obtained by telephoning, speaking to the receptionist, or via online services if you have registered for access one week following your blood test after 11am. (Please choose option 4 on the telephone system when ringing the surgery.

RESULTS OF INVESTIGATIONS

BLOOD/URINE/RADIOLOGY

The surgery will **not** contact you with the results of these tests. We would request that you contact the surgery for the results 7 days after the test has been performed.

CERVICAL SMEARS

We will write to you informing you of the result of your cervical smear within 6 to 12 weeks of the test being performed. If you have not heard from us within 8 weeks please contact the surgery. Please telephone after 2.00pm when enquiring about the results of investigations.

Results will only be given to the patients to whom the investigation refers or to the parents/guardians in the case of children under 16.

APPOINTMENTS

Routine, 10-Minute Appointments

In a 10-minute appointment booked with a doctor there is only sufficient time to discuss ONE medical problem. Please do not present with two, three or more problems to be dealt with in a single appointment. If more time is needed please book another or longer appointment.

Urgent Cases

These will be seen the same day. It may not be possible, however, to see the doctor of your choice.

Children Under The Age Of 14

They should always be accompanied by a parent or guardian unless prior permission has been gained from the doctor.

In a 10-minute appointment booked with a doctor there is only sufficient time to discuss ONE medical problem. Please do not present with two, three or more problems to be dealt with in one single appointment. If more time is needed book another appointment or longer appointment.

If you wish to speak to a doctor on the telephone please call **01676 935 000** (Balsall Common Surgery) or **01676 522 252** (Meriden Surgery)

Immunisation for under 16's

Patients under 16 years of age attending the practice for immunisation must be accompanied by an adult.

Doctors Appointments

Having received comments from patients and staff we have decided to simplify the way in which doctor's appointments can be booked. With the exception of a few protected appointments in each surgery, all doctor's appointments will be bookable 6 weeks in advance. Once all of the PRE BOOKABLE appointments have been booked a number of appointments will be protected for release on the day of the surgery for patients who require a same day/urgent appointment. For morning surgeries these will be released at 8.30am and afternoon surgeries these will be released at 2.00pm.

We would advise patients that if their first choice of appointment is not available they should book the first available appointment they can attend, and then, if they wish, contact the surgery again to see if an earlier appointment has become available, remembering to cancel any unwanted appointments.

We also offer telephone consultations, these can be requested by telephoning the relevant surgery - please note that if there are no telephone appointments left on that particular day you may be booked in within the next few days

Dr Carlile and Dr Nadeem offer a coil-fitting service for gynaecology needs and for contraception. If you wish to know more, please ask reception to make an appointment in person for a discussion.

CANCELLING YOUR APPOINTMENT

If you are unable to make your appointment please CANCEL IT

On average each month we lose 15 hours of Doctors appointment time and 16.5 hours of Nurses appointment time. We are doing our very best to address this problem but without your help Doctor and Nurse appointment time continues to be wasted each month.

The next section gives full details of the many ways in which you can cancel your appointment if you are unable to attend.

WITH YOUR HELP WE CAN REDUCE THIS VALUABLE TIME BEING WASTED

- **By telephoning**—01676 935 000 Balsall Common
01676 522 252 Meriden
- **By secure email**— solccg.bccancelappointments@nhs.net
Please note that no other requests will be actioned via this email address.
Please remember to include your name, date of birth, date and time of the appointment you wish to cancel and which staff member the appointment is with.
- **Via our Website**—www.balsallcommongrouppractice.co.uk
You can either cancel an appointment you have booked using online access or send the practice a message via the website. If you have not already done so then sign up today for online access.
- **By fax**— 01676 292 005 Balsall Common
01676 523 865 Meriden
- **Face to face at Reception**
- **In writing**

ONLINE ACCESS

You can book Routine Pre-Bookable Appointments on-line. To do this you will need to be allocated a Username and Password by the Practice. If you wish to use on-line services please contact Jane Naylor on jane.naylor@nhs.net.

Patients will also have access to sections of their records. This includes test results, vaccination information, allergies, medication issued and read coded information.

On-Line Booking Appointment Details

We only have certain types of appointments for doctors and nurses that can be booked on line. It is important that when booking appointments the appropriate Clinician is seen and the appropriate amount of time is allocated for the appointment. Certain nurses and doctors carry out specialist procedures that others do not. To ensure that both patient and nurse/doctor time is not wasted some appointments have to be booked after a conversation with a receptionist. These appointments include appointments for smear tests, medical examinations and joint injections.

Chronic disease appointments such as asthma are available to book as they have standard time-set appointment slots. All Doctors appointments for Balsall Common and Meriden surgery as well as blood test appointments are bookable via the on-line system.

CHAPERONES

Sometimes we wish a chaperone to be present during a medical examination, especially if it is of an intimate nature, but we cannot always guarantee that a nurse or health care assistant is available. On occasions this might mean you are asked to come back another day for an examination. You are always welcome to bring someone with you to your appointment.

PATIENTS' RIGHTS AND RESPONSIBILITIES

Please cancel appointments which are no longer needed; arrive on time for your appointment; book one appointment for each person.

Please treat our staff with courtesy and respect.

Please notify us if you change your name, address or contact numbers.

The practice will provide any enquiries and examinations as appear to be appropriate for any patients who have not been seen at the practice in the previous three years when they attend the surgery.

EQUAL OPPORTUNITIES

The practice has an equal opportunities policy, the aim of which is to ensure that no individual receives less favourable treatment on the grounds of disability, age, sexual orientation, marital status, race, colour or ethnic origin.

DISABELD PATIENTS

Wheelchair access to both practice premises is through the main entrance. A disabled patients' toilet is available are both premises.

THE PRACTICE TEAM

Practice Manager - Joanne Hope MA is in charge of the overall day to day running of the practice.

GP Partners - Dr M Bhandal (male), Dr A Carlile (female), Dr S Barratt (female),
Dr T Nadeem (male) & Dr R Horsley (male)

Salaried GP - Dr L Whitehead (female) Dr A Omokanye (female)

Secretaries - Mary & Tracey K

Administrators - Anne

Clerks - Rachel, Jane, Adam and Deena

Prescription Clerks - Linda & Diana

Senior Receptionist - Diane

Receptionists - Tracey S, Helen, Jo, Teresa, Wendy, Annette, Gill, Carole

Senior Practice Nurse - Sarah C RGN, Nurse Independent and Supplementary Prescriber,
Diploma Diabetes, Diploma Asthma, Diploma CHD

Practice Nurses - Rebecca RGN

Wendy RGN

Rosy RGN Diploma Asthma, Diploma COPD, Diploma Diabetes

June SRN, SCM, Diploma Asthma, Diploma COPD

Nurse Assistant / Phlebotomist - Pam

The nurses undertake a range of procedures which include blood tests, ear syringing, vaccinations etc. They have also undertaken specialist training in certain areas.

The practice has a range of attached staff, which includes district nurses, a district mid-wife, health visitors, physiotherapists and chiropodists.

We often try to contact patients only to find that their telephone numbers have changed, please remember to inform the Practice as soon as your home or mobile number change.
Thank you.

HOME VISITS

Home visits are only available if, in the doctor's opinion, patients are too ill to attend surgery or are housebound.

Please ring the surgery **BEFORE 10.00am** to request a home visit, on:

- 01676 935000 - Balsall Common Patients.
- 01676 522252 - Meriden Patients.

Once a request for a home visit has been received the details will be assessed by a doctor and the most appropriate action taken.

EMERGENCIES OUT OF HOURS

Birmingham and Solihull CCG is responsible for providing out-of-hours care. Solihull CCG can be contacted at:

Friars Gate
1011 Stratford Road
Shirley, Solihull
B90 4BN

The practice uses a GP co-operative, BADGER, for all emergencies outside normal surgery hours.

Always telephone the surgery number first for further instructions. NHS Direct, a nurse-led helpline, is available on **111** for 24 hour advice. NHS Direct online is available at www.nhsdirect.nhs.uk

IN AN OUT-OF-HOURS EMERGENCY, TELEPHONE 01676 935 000

TRAINING AT THE PRACTICE

We are an approved training practice for fully qualified doctors, allowing them to gain experience in a general practice by working at the practice for 12 months. From time to time we also have medical students within the practice.

COMPLAINTS/COMMENTS

If you have any comments or complaints concerning the service you receive from the practice, please contact Mrs. Joanne Hope, the Practice Manager, in writing, or telephone **01676 935 000**

VERBAL AND PHYSICAL ABUSE

A zero tolerance policy towards violent, threatening or abusive behaviour is in place throughout the National Health Service.

The staff in this practice have the right to do their work in an environment free from such behaviour and everything will be done to protect that right.

CONFIDENTIALITY

We ask for personal information so that you can receive appropriate care and treatment. This information is recorded on the computer. We are registered under the Data Protection Act, under which you have statutory rights. 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 for medical information about a patient to be shared between members of the team. Details of how the practice shares information is included in the practice Freedom of Information Publication Scheme available from the Practice Manager.

ACCESS TO HEALTH RECORDS

You are entitled by law to have access to your medical records. Please apply in writing to the Practice Manager. An access fee may be charged, together with the cost of any photocopies.

FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information a practice intends to routinely make available.

The scheme is available from the Practice Manager.

CARE TRUST ACCESS TO PATIENT RECORDS

From time to time it is possible that your records may be accessed by, for example, members of Solihull CCG, or members of staff working for the trust. These members of staff (who will have signed a duty of confidentiality) are required to review the quality and consistency of patient records in monitoring the management of health care services in the NHS.

Wherever it is practicable, patient information will be anonymised and/or aggregated. If this is not possible and patient identifiable information is disclosed, a note of this will be made in your records.

If you have any questions or comments about the confidentiality of patient records, or if you would prefer that your records are not accessed for these purposes, please contact the Practice Manager, Mrs. Joanne Hope.

CARERS INFORMATION

We try to make sure that as a practice we are aware of any patient who needs to be supported by a friend or relative. We would also like to know who is caring for the patient so that we can also support them as well. Sometimes when people are looking after someone they can get tired or frustrated and could be comforted by the knowledge that there is someone outside the family who might understand how they are feeling and be able to offer to help. It is therefore important that our doctors and nurses know which patients can be classed as a main carer, and who they care for. We can then ensure that support from the practice is made available when necessary. So if you are cared for, or are yourself a carer, please ask at reception for a carers leaflet.

CARE FOR THE ELDERLY

Patients over the age of 75 who have not been seen by a practice clinician in the preceding 12 months, can request an annual check-up, either at the surgery or at home if they cannot travel.

HEALTH CHECKS FOR 16-75 YEAR OLDS

Patients between the ages of 16 –75 can request a health check at the practice if they have not seen a practice clinician in the preceding 3 years.

MEDICAL SERVICES INFORMATION

Information regarding medical services not provided by the practice can be obtained from Solihull CCG

Friars Gate

1011 Stratford Road

Shirley, Solihull

B90 4BN

SUMMARY CARE RECORDS

The practice will be taking part in the Summary Care Record Scheme. If you require information regarding this, please contact a member Joanne Hope or Jane Naylor.

NON-NHS SERVICES

From time to time you may request a report, letter or certificate from the surgery which is outside the core medical services provided by the NHS. Similarly you may request a medical examination. You will be asked to pay for such a service. A list of fees is available in the Reception area.

OTHER SERVICES

In addition to general medical services, the practice provides:

Minor Surgery

Dr A Carlile, Dr T Nadeem, and Dr R Horsley perform minor surgery, avoiding the need for you to go to the hospital. If the doctor recommends this sort of treatment, arrangements will be made at the surgery.

Family Planning Services -

Including the fitting of coils - Dr Carlile and Dr Nadeem use certain allocated slots at each surgery to carry out this procedure. Please telephone reception for further details.

Maternity Services -

Antenatal and postnatal care. Patients of the practice are booked for hospital confinement under consultant care at one of the local maternity units.

Cervical Cytology (smear tests)

To avoid cancer of the neck of the womb, cervical cytology is carried out by the practice nursing staff. Please telephone the relevant surgery to book an appointment.

Health Promotion and Disease Management Clinics

- **Asthma Clinic**
- **Diabetic Clinic**
- **Travel Clinic**
- **Stop Smoking Clinic**
- **Health Screening**

Some of these clinics are carried out by Practice Nurses under the supervision of Doctors.

Flu Vaccinations

In accordance with the Department of Health guidelines, we recommend flu vaccinations for the elderly and patients with Chronic Heart, Lung or Kidney disease and diabetes. The vaccination is available from October onwards each year.

In House ENT Clinic

In house ENT clinic **01676 935 000**

Child Health Promotion

Certain doctors in the practice provide child health care, which includes developmental examinations and childhood immunisations, which are given in accordance with Department of Health guidelines.

NHS WALK-IN CENTRES

NHS walk-in centres provide treatment for minor injuries and illnesses 7 days a week. You do not need an appointment and you will be seen by an experienced NHS Nurse.

NHS walk-in centres can be found at:-

Solihull Healthcare and Walk-in Centre

Solihull Hospital

Lode Ln, Solihull

B91 2JL

Telephone: 0121 424 2000

Boots Chemist Lower Ground Floor

Boots

66 High Street (opposite Marks and Spencers)

Birmingham

B4 7TA

Telephone: **0121 255 4500**

City of Coventry Healthcare Centre

Stoney Stanton Road,

Coventry

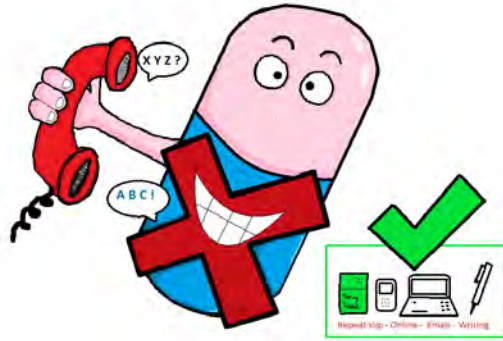
CV1 4FS

Telephone: **0300 200 0060**

NHS DIRECT

NHS Direct can give advice and information on many aspects of medicine. You can contact NHS Direct by telephoning **111** or visiting online at www.nhsdirect.nhs.uk

Ordering Prescription



In order to make our prescription service safer, the Balsall Common and Meriden Surgeries does not take any requests for prescriptions over the telephone. Telephone requests to the surgery are often confused, not clear and can be misinterpreted. The British Medical Association and the Care Quality Commission strongly advise surgeries not to take medication requests by phone. Together with other practices in the area and nationally we will no longer take medication requests over the telephone from.

Prescriptions will be with the pharmacy of your choice but please allow:

2 WORKING DAYS to collect from the Medical Centre
or 3 WORKING DAYS from the Pharmacy

Please think ahead and order in plenty of time, leaving at least **two full working days** for the prescription to be processed. Please make sure that you only order the medication required and not simply tick all items on your repeat medication list.

INFORMATION REQUIRED WHEN REQUESTING MEDICATION IN WRITING

Ideally repeat prescription slips should be used with the medication ticked that is required, otherwise please detail:

Name

Contact number

Date of Birth

Medication required – name of medication, strength and how often medication is taken/used

Collection point of prescription – local pharmacy details or surgery reception

HOW TO ORDER MEDICATION

Prescription requests can be:

- Handed in at the surgery or sent in by post;
Balsall Common – 1 Ashley Drive, Balsall Common, CV7 7RW
Meriden – School House, 200 Main Road, Meriden, CV7 7NG
- Ordered on line – Contact the Practice if you wish to register for online access
- Sent via email **bcm.prescriptionrequest@nhs.net** for Balsall Common and Meriden Surgeries
- Faxed to the surgery **Balsall Common 01676292005 / Meriden 01676523865**

FREQUENTLY ASKED QUESTIONS

QUESTION - I want to request medication that is not on my repeat prescription slip or that I have been given before by the Doctor?

ANSWER - Please put this request in writing as detailed above giving full details

QUESTION - I need my medication urgently?

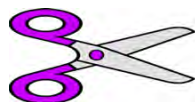
ANSWER - Put this request in writing as detailed above including your contact number and your request will be clinically assessed and we will contact you.

PRESCRIPTION COLLECTION SERVICE

If you take medication on repeat prescription you may wish to take advantage of a free service offered by several of the local pharmacies. They will offer to collect prescriptions from the surgery and have the medication ready for collection at an agreed time at their premises. In certain special circumstances they may also be prepared to deliver, such as to the elderly, disabled and housebound.

If you wish to take advantage of this service you can find out which pharmacies participate by phoning your normal pharmacist or asking at the surgery reception.

Please complete this form and pass it to the pharmacy of your choice and then when you need repeat medication in future, order the medication from the surgery and the pharmacy will be able to arrange collection.



PRESCRIPTION REQUESTS

DATE _____

FULL NAME _____

D.O.B _____

ADDRESS _____

BALSALL COMMON PHARMACY

LLOYDS PHARMACY

COLLECT FROM SURGERY

MEDICATION REQUESTED _____



Primary Eyecare
Heart of West Midlands Ltd



Minor Eye Problems?



**If you have a recent eye problem -
such as sore eyes, red eyes or visual
disturbance - you can be seen by your
local Minor Eye Conditions Service**

**This is an NHS funded service available
from a number of local opticians. See inside for
more information of what conditions are covered
*and how to book an appointment***

WHAT IS A MINOR EYE CONDITIONS SERVICE (MECS)?

Conditions that can be seen under the service include:

- Red eye or eyelids
- Dry eye, or gritty and uncomfortable eyes
- Irritation and inflammation of the eye
- Significant recent sticky discharge from the eye or watery eye
- Recently occurring flashes or floaters
- Ingrowing eyelashes
- Recent and sudden loss of vision
- Foreign body in the eye

Please note, this is not a sight test

If you are unsure whether your symptoms can be assessed and treated by the service, please contact a participating optician who will advise you. Also, if you have a major eye condition that is being regularly monitored by your optometrist or hospital eye service, this will not be covered by this service; for example, cataracts, diabetic retinopathy or glaucoma

Where should I go?

List of Participating opticians in the Solihull Area further on in this leaflet. An appointment will normally be required, so telephone first. Appointments are available during normal working hours and some practices offer appointments at weekends. Not all practices have an optometrist available every day, but if they don't, they will be able to find you an alternative appointment nearby.

Who is this service for?

If you are registered with a local GP you can use this service. It is for people of all ages – adults and children. Children under 16 years must be accompanied at their appointment by an adult.

How do I book an appointment with the service?

To make an appointment, call one of the opticians further on in this leaflet. You will be asked some questions about your symptoms in order to assess how quickly you need to be seen by the service, which will be within 24 hours in urgent cases and within a few days for routine appointments.

Please take your glasses and a list of your current medication with you to the appointment. The optometrist may put drops in your eyes to enlarge your pupils in order to get a better view inside your eyes. You should not drive until the effects of these drops have worn off, which may take a few hours.

If your condition is more serious, the optometrist will book you an urgent appointment at a hospital eye clinic. If you need a routine appointment with a hospital, the optometrist will organise this for you.

You may also be advised to make an appointment with your GP if your eye condition is related to your general health.

EYECARE WEST MIDLANDS - PRACTICE LISTS

Alan Tyler Opticians	11 Arden Buildings Station Road,Dorridge B93 8HH	01564 772217
Bannister Opticians Ltd	17 St. Johns Way,Knowle B93 0LE	01564 778206
Boots	199 Stratford Road Shirley B90 3AU	0121 744 1207
Boots	57 Mill Lane Solihull B91 3AT	0121 705 2152
Cook Eyecare Ltd	6 Hurst Lane,Castle Bromwich B34 7HR	0121 747 3847
Dickens Eye Clinic	39 Main Street,Dickens Heath B90 1UB	0121 744 5544
Ellis Opticians	350 Bradford Road,Castle Bromwich B36 9AD	0121 747 2115
Eye Specialist Opticians	83 Hobs Moat Road,Solihull B92 8JL	0121 742 6043
Ian Hadfield Optometrists	37 The Parade,Kingshurst B37 6BB	0121 770 3226
J & D Mason Opticians	18 Farmhouse Way,Shirley B90 4EH	0121 705 8139

Maginnis Opticians	32a Holly Lane,Marston Green B37 7AE	0121 779 4242
Maginnis Opticians	384 Kenilworth Road,Balsall Com- mon CV7 7ER	01676 532180
Perspective Opticians	56 Drury Lane, Mell Square,Solihull B91 3BH	0121 709 1000
Pike Opticians Ltd	452 Stratford Road, Shirley, Soli- hull B90 4AQ	0121 744 9093
Rouse Opticians [A B Optics]	681 Warwick Road,Solihull B91 3DA	0121 704 2615
Sims Opticians	1 Union Road ,Solihull B90 3BT	0121 744 6036
Specsavers Opticians	90 High Street,Solihull B91 3TA	0121 711 3411
Specsavers Opticians	207 Stratford Road,Shirley B90 3AH	0121 506 8650
Specsavers Opticians	Unit 34, 2-4 Greenwood Square,Chelmsley Wood Shop- ping Centre B37 5TR	0121 329 5510
Vision Express (UK) Ltd	1642 High Street,Knowle B93 0NA	01564 773466
Vision First Opticians	5 Oxhill Road, Shirley,Solihull B90 1LR	0121 572 1160

USEFUL TELEPHONE NUMBERS

BALSALL COMMON SURGERY

Appointments	01676 935 000
Enquiries / Results	01676 935 000
Fax	01676 292 005

MERIDEN SURGERY

Appointments	01676 522 706
Enquiries / Results	01676 522 252
Fax	01676 523 865

CHEMISTS

Balsall Common Pharmacy	01676 532 927
Lloyds Pharmacy Balsall Common	01676 532 209
Lloyds Pharmacy Meriden	01676 522 722
Pharmacy 2U	0845 803 9033
Boots - Cannon Park Coventry	02476 417 158

HOSPITALS

Solihull and Birmingham Heartlands	0121 424 2000
University (previously Walsgrave)	02476 964 000
Spire Parkway	0845 850 1451
Warwickshire Nuffield	01926 427 971
Birmingham Priory	0121 440 2323
South Warwickshire NHS Trust	01926 495 321
BMI Meriden Hospital (UHCW Site)	02476 647 000
Warwick Hospital	01926 495 321

MISCELLANEOUS

Macmillan Team	0121 254 7800
Midwife - Samantha Parry	07973 946558
Birmingham and Solihull CCG	0121 203 3300
Solihull Bereavement Office	0121 424 5103
Solihull Borough Council	0121 704 6000
Child Bereavement UK support & information	0800 028 8840

PRACTICE AREA

