

OPENING TIMES

Mon: 08:00 – 18:30 (extended hours 18:30 till 20:00)
Tue: 08:00 – 18:30
Wed: 08:00 – 18:30
Thu: 08:00 – 18:30
Fri: 08:00 – 18:30 (extended hours 18:30 till 20:00)
Sat: 09:00 – 11:30
Sun: 09:00 – 11:30

IMPORTANT TELEPHONE NUMBERS

Emergencies, Visits and Out of Hours

OOH 0845 601 8803 or NHS 111
Emergencies 999

Appointments & Prescriptions

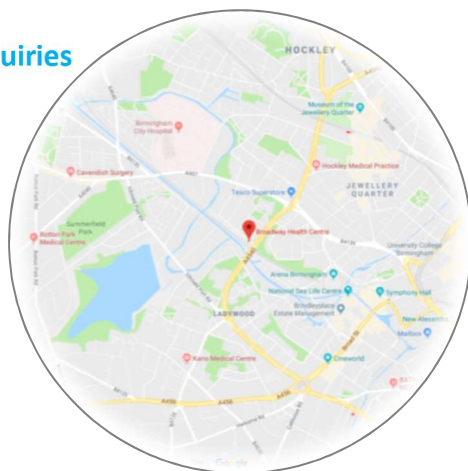
0121 250 6105

Enquiries and Results

Phone 0121 250 6105 (Please ring at between 11am and 12 noon)

Business & Enquiries

0121 250 6105



PRACTICE STAFF

Doctors

Dr M Aslam - MRCGP, MBChB, BAO, BA, DPD

Practice Nurses

Mrs Mariam Akrami RGN PNA
Mrs Sarah Reynolds RGN
Mrs Sharifa Miah HCP

Administration Staff

Noorin Practice Manager
Lorna Senior Receptionist/Admin
Courtney Receptionist/Admin
Maria Receptionist Apprentice
Kaneeza Reception Admin
Zya Reception /Admin
Bray Apprentice Reception Admin

Broadway Health Centre

Cope Street
Ladywood
Birmingham
B18 7BA

Tel: 0121 250 6105

E-mail: swbccg.broadwayhealth@nhs.net

Website: www.broadwayhealthcentre.co.uk

Follow us on Twitter!

@BroadwayGP

Sandwell and West Birmingham CCG Board

Kingston House, 438 High Street, West Bromwich, West Midlands
B70 9LD Tel: 0121 612 1500
Email: swbccg.time2talk@nhs.net

General information and the range of services available are on our website. Also please ensure you register for online services.



When it's less urgent than 999, call NHS 111



BROADWAY HEALTH CENTRE

Research and Training Practice

PRACTICE LEAFLET

Patient information



GP PARTNERS

Named and Accountable GP

Dr Manir Aslam

MRCGP, MBChB, BAO, BA, DPD

(Non-Limited Partnership)



Broadway Health

Innovative : Caring

Reviewed: 20/6/2021

NHS Zero Tolerance Zone

No Abuse, Threats, Violence, & No Racism

The Freedom of Information Act gives you the right to request information held by a public-sector organisation. Unless there's a good reason, the organisation must provide the information within 20 working days.

Please contact Dr M Aslam

There may be a charge for this information

APPOINTMENTS

Appointments can be made in person, online, or by telephone, where practicable with your preferred practitioner. We use a scheme called Advanced Access where we are able to offer same day doctor's appointments, therefore there may be no need to book your appointments in advance. We also offer a small amount of pre-booked appointments if needed. If you are unable to attend for your appointment please let us know well in advance so that we can offer this to another patient. Missed appointments may deny a patient access to urgent medical treatment.

TELEPHONE ADVICE

Our doctors are available to give telephone advice. Patients are advised to telephone between 8:30am and 10am to arrange this call back.

URGENT APPOINTMENTS

Urgent appointments are available each day for the doctor and the practice nurse.

(Please note: Urgent appointments are not for Repeat Prescriptions, fitness for work certificates, or for signing forms).

PRACTICE NURSE

Our nurse is available every day, morning and afternoon.

HOW TO REGISTER AS A PATIENT

If you are new to the area and are requiring to register with the health centre, please ask at our Reception. Please bring with you your NHS number, photo ID (passport/driving licence), proof of address, and any repeat medication prescription. Following your registration you will be required to have a new patient health check at the kiosk on the day as part of your registration. This will allow you to be registered on the clinical system which means you can then book to see a doctor when needed. However, you may be called in if your details need to be updated as to chronic disease management, repeat medication, etc... For child appointments, please bring their red book with you on the day so we can book your child in for the practice nurse.

INTERPRETERS

Please allow 48 hours for the practice to book an interpreter for you.

HOME VISITS

Home visits should only be requested for those who are unable to come to the health centre because of serious illness and infirmity. A home visit is carried out by our duty doctor, and this should be requested before 11am. Whenever possible we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room we can make alternative arrangements.

PRESCRIPTIONS

Repeat prescription requests will be dealt with within 48 hours during working days. This can be in-person, online, or by telephoning the POD on 0121 373 1893 between 10am and 2pm. Repeat medication should be ordered 1 week before it is due to run out.

CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP.

EXTENDED HOURS - ICOF IAS

The surgery is part of an ICOF IAS so it can offer extended access during the week and at weekends. This means you can book to see a GP Monday to Friday between 6:30pm and 8:00pm, Saturday 9am-1pm, and Sunday 9am-noon.

OUT OF HOURS

If you have an urgent problem when the surgery is closed, please ring NHS 111 for advice and assistance. If you are suffering from any chest pains, shortness of breath, or any other life-threatening condition, please ring 999.

DISABLED ACCESS

We have the following access for our disabled patients:

- Disabled car parking bays
- Ramp
- Automatic front door access suitable for wheelchairs.
- Disabled toilets in the waiting area
- Hearing loop

TEACHING PRACTICE

We are a training practice and will have observers and medical students from Birmingham and Aston University. You may be seen by a trainee doctor who is being supervised by a

GP partner. If you do not want to be seen by a trainee doctor, please inform the receptionist when booking your appointment.

RESEARCH

Broadway Health Centre is a research establishment, and as such, is involved with medical research in partnership with Birmingham University.

Your valued contribution can help change the way the NHS works, but we understand if you do not want to be involved.

DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act covers data held on the computer system.

COMPLAINTS, COMPLIMENTS, & COMMENTS

If you have any complaints, compliments, or comments about the service, in the first instance, follow the practice complaints procedure. If you are not happy with the outcome for complaints, then you can contact the following:

- **Patient Advice & Liaison Services (PALS)**
Freephone: 0800 030 4563
- **Sandwell and West Birmingham CCG**
Kingston House, 438 High Street, West Bromwich, West Midlands B70 9LD
Tel: 0121 612 1500
Email: swbccg.time2talk@nhs.net
- **NHS England**
PO Box 16738
Redditch B97 9PT
Tel: 0300 311 22 33
Email: england.contactus@nhs.net
- **CQC National Contact Centre**
PO Box 1258
Newcastle upon Tyne NE995AU
Tel: 03000 616161
Email: enquiries@cqc.org.uk