

OPENING TIMES

Mon: 08:30 – 18:30 (extended hours 18:30 till 20:00)

Tue: 08:30 – 18:30 (extended hours 18:30 till 20:00)

Wed: 08:30 – 18:30 (extended hours 18:30 till 20:00)

Thu: 08:30 – 18:30 (extended hours 18:30 till 20:00)

Fri: 08:30 – 18:30 (extended hours 18:30 till 20:00)

Sat: 09:00 – 13:00 (improved access service IAS)

Sun: 09:00 – 12:00 (improved access service IAS)

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

Fax

0121 250 6106

FUTHER INFORMATION

Practice Website

www.broadwayhealthcentre.co.uk

NHS Website

www.nhs.uk/pages/home.aspx

PRACTICE STAFF

Doctors

Dr I Zaman - MBChB, BA (cantab), MA (cantab),
MRCGP, PGCME

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

Practice Nurses

Ms Maxine Samuda RGN PNA

Ms Valerie Rooms RGN

Mrs Sharifa Miah AP

Administration Staff

Noorin Interim Practice Manager

Kosy Senior Receptionist/Admin

Somto Receptionist/Admin

Victoria Receptionist

Roshana Receptionist Apprentice

Broadway Health Centre

Cope Street

Ladywood

Birmingham

B18 7BA

Tel: 0121 250 6105

Fax: 0121 250 6106

E-mail: swbccg.broadwayhealth@nhs.net

Website: www.broadwayhealthcentre.co.uk

Follow us on Twitter!

@BroadwayGP



BROADWAY HEALTH CENTRE

Research and Training Practice

PRACTICE CHARTER

Patient information

General Information is available on our website. Also please insure you register for online services.



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



GP PARTNERS

Named and Accountable GPs

Dr Imran Zaman

MBChB, BA (cantab), MA (cantab), MRCGP,
PGCME

Dr Manir Aslam

MRCGP, MBChB, BAO, BA, DPD

(Non-Limited Partnership)



Broadway Health
Innovative : Caring



Reviewed: 23/8/2018

Patient's Rights to General Medical Services

- ❖ To be offered a health check on joining a doctor's list for the first time.
- ❖ To have appropriate drugs and medicine prescribed.
- ❖ To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- ❖ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- ❖ To choose whether to take part in research or medical student training.
- ❖ To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive at the Broadway Health Centre.

Broadway Health Centre Philosophy:

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

Our Practice Charter

- ❖ You will be treated with courtesy and respect by all Practice personnel.
- ❖ An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day.
- ❖ A non-urgent appointment with a doctor will be offered within 24 hours
- ❖ Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please ask the Receptionist for an explanation.
- ❖ We aim to answer the telephone within six rings.
- ❖ An appointment with a Practice Nurse will be available within three working days.
- ❖ Requests for repeat prescriptions will be dealt with within 48 hours. For reasons of safety prescriptions will only be issued upon receipt of a repeat prescriptions slip. This can be sent by post with return stamped address envelope or dropping in our repeat prescription box for collection in 48 hours (working days only).
- ❖ All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.
- ❖ If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- ❖ We wish to make the Broadway Health Centre as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

NHS Zero Tolerance Zone
No Abuse, Threats, Violence, & No Racism

Patient's Responsibilities

- ❖ If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- ❖ If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- ❖ An urgent appointment is for an urgent medical problem. Please speak to the Receptionist if you require a sick note or repeat prescription.
- ❖ We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- ❖ Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- ❖ Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- ❖ Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.

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 I Zaman or Dr M Aslam
There may be a charge for this information.