**PRACTICE HISTORY:**

**Welcome to Portland Medical Practice**



Portland Medical Practice is incorporated within the Anchor Meadow Health Centre which has been purpose-built to offer a comprehensive range of healthcare services. The Practice comprises Seven GPs, four nurses, two Healthcare Assistants, along with Care Coordinators and Administration Staff. The Practice is also a training practice for GPs and medical students and is linked to Birmingham University Medical School. Within the Health Centre you will also find services such as physiotherapy, chiropody, psychology, dentist, maternity, counselling, district nurses and health visitors. The doctors work in a non-limited partnership as a group. You do not have to consult the doctor with whom you are registered but it is advisable to follow the same problem through with one doctor whenever possible.

**DOCTORS:**

Dr Colin Kerbotson Flenley (Male) MB ChB Birmingham 1980 DRCOG FRCGP DFSRH

Dr Julie Michelle Harrison (Female) MB ChB Liverpool 1993

Dr Ranjit Sagoo (Male) MB ChB Leicester 2006 Diploma of Obs & Gynae (2009) MRCGP DRCOG

Dr Lisa Finnikin (Female) MB ChB Birmingham 2007

Dr Mohammed Saeed (Male) MB ChB Manchester 2011

Dr Bilal Ladak (Male) MB ChB Birmingham 2012

**PRACTICE NURSES:**

Sallyann ward is the lead Practice Nurse she also has responsibility for the day to day management of the nursing team. The team comprises Laura Husslebee, Pam Zabawa (prescriber) and Amelia Powell-Nelson; they work independently and liaise with the doctors where necessary. They hold relevant recognised professional qualifications and run various health promotion clinics including asthma, diabetes, well women/men, coronary heart disease, and anti-coagulation monitoring etc.

**HEALTHCARE ASSISTANTS:**

Jackie Hopkins (Level 3 HCA) and Katie Friend (Level 3 HCA) take bloods, undertakes dressings, performs blood pressure checks on patients and conducts ECGs, checks samples, performs some injections, deals with stock control & ordering. They both also conduct health checks and assisting the team with other duties.

**PRACTICE STAFF:**

Strategic Business Manager: Mr Christopher Blunt Practice Manager: Ali Brain

Administration/Maintenance Manager: Adam Noble Office Manager: Angela Kelly

Locality Manager: Sabrina Ruffles Medical Secretary: Christine Bailey

Clinical Pharmacist: Monjinder Panaser

Care Coordinators: Sarah Cambridge, Lisa Allen, Abigail Coombes, Beth Capener, Jayne Davico, Samantha Wilcock, Zoey Dean &

Liberty Sadler

 Senior Administrator: Karen Hewitt Summarisers: Sheena Williams, Julie Macey

**PRACTICE OPENING TIMES:**

**WEEKEND AND NIGHTCOVER:**

**Out of Hours** we are covered by **PRIMECARE**. If you need to see a doctor outside normal surgery hours **telephone: 111**. Your details will be taken and passed to a relevant clinician.

We run a full appointment system. The surgery is open from 8:00am

-6:3 0pm Monday – Friday. The GPs Surgeries run from 8:30-11:30am

and 3:00-5:30pm. We also offer an extended hours surgery on a

Wednesday morning when GPs, a Practice Nurse and HCA offer

Appointments 7.00am-8:00am, these surgeries are ideal for patients

**HOME VISITS:**

Patients are asked to telephone before 10:00am if a visit is requested that day. Please give the receptionists as much information as possible to enable the doctor to allocate priority to house calls.

who are at work during normal surgery times.

**REPEAT PRESCRIPTIONS:**

Repeat prescriptions will be issued at the doctor’s discretion.

Requests for repeat prescription can be made at Reception or online.

 We are also part of the Electronic Prescription Service – please ask

at Reception or your local Pharmacy for details.

Please telephone the practice, or use Patient Online Access if you no longer require your appointment or are unable to attend so that it can be offered to another patient.

To register as a patient please ask for a registration pack.

Please see our website for more information about the practice: **www.portlandmedical.co.uk**

**Portland Medical Practice**

**Anchor Meadow Health Centre**

**Westfield Drive**

**Aldridge Fax: 01922 450960**

**WS9 8AJ Telephone: 01922 450950**

***All patient queries should be directed to the Reception Manager.***

**COMPLAINTS:**

If patients don’t wish to complain direct to the practice then their route in the first instance should be NHS England.  If patients are not happy with their response from NHS England then the next step is to contact the Ombudsman.  Please see contact details below.

**NHS England:**

Email – england.contactus@nhs.net type in the Subject tab “for the attention of the complaints team”

(Helpline 0300 311 2233 – Customer Care Centre)

**Ombudsman:**

Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

(Helpline: 0345 015 4033)

 Website [www.ombudsman.org.uk](http://www.ombudsman.org.uk/)

**Contact NHS Choices regarding complaints for other NHS organisations**

Website [www.nhs.uk/nhsengland/complaints](http://www.nhs.uk/nhsengland/complaints)

**PRACTICE AREA:**

To check if you are within the practice's catchment area, please copy this link into your internet browser and type in your postcode.

<https://www.primarycare.nhs.uk/publicfn/catchment.aspx?oc=M91010&h=400&w=600&if=0>

**Please note that Portland medical Practice will NOT be registering patients who live 'Out of Area' under the new Voluntary arrangements which were introduced by NHS England from 5.1.2015.**

**Also we will NOT be taking part in the Enhanced Service scheme to offer Urgent Care/Home Visits to individuals who live in Aldridge BUT have CHOSEN to register with an alternative 'Out of Area' GP.**

**CCG:**

We are part of **Walsall CCG** their information is as follows:

Jubilee house, Bloxwich Lane, Walsall

WS2 7JL

01922 618388

**ONLINE ACCESS:**

We offer patients online access to medical records. This includes test results, clinic letters and other clinical documents as well as some consultation notes. Online access can also be used to book appointments and request repeat prescriptions. Please ask at reception for more information about how to gain access to your online records.

**NHS HEALTH CHECKS:**

We offer a range of health checks for patients with long term conditions, however if you do not have a pre-existing long term condition and are aged 40-74 you may be eligible for an NHS Health Check.

**THE RIGHTS AND RESPONSIBILITIES OF THE PATIENT:**

[**https://www.gov.uk/government/publications/the-nhs-constitution-for-england/the-nhs-constitution-for-england#patients-and-the-public-your-rights-and-the-nhs-pledges-to-you**](https://www.gov.uk/government/publications/the-nhs-constitution-for-england/the-nhs-constitution-for-england#patients-and-the-public-your-rights-and-the-nhs-pledges-to-you)

Everyone who uses the NHS should understand what legal rights they have. For this reason, important legal rights are summarised in this Constitution and explained in more detail in the Handbook to the NHS Constitution, which also explains what you can do if you think you have not received what is rightfully yours. This summary does not alter your legal rights.

The Constitution also contains pledges that the NHS is committed to achieve. Pledges go above and beyond legal rights. This means that pledges are not legally binding but represent a commitment by the NHS to provide comprehensive high quality services.

**NAMED GP:**

You may be aware that all practices are required to provide all their patients aged 75 and over with a named GP who will have overall responsibility for the care and support that our surgery provides to them.

Please contact the surgery if you are over 75 and are unsure / do not know who your named GP is.

This does not prevent you from seeing any GP in the practice.

Please see our website for more

Information about the practice:

**www.portlandmedical.co.uk**

**ZERO TOLLERANCE AND VIOLENT PATIENT SCHEME:**

The NHS operate a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person’s safety. In thissituation we will notify the patient in writing of their removal from the list and record in the patient’s medical records the fact of the removal and the circumstances leading to it.