

## Staff

### Practice Manager

- Linda Edwards

### Receptionists

- Patsy (Secretary)
- Neelam
- Rabia
- Layla

The Practice is supported by a team of District Nurses, Community Midwives, Health Visitors.

### Language Spoken

English, Urdu, Hindi, Pashto and Punjabi

## Appointments

We operate an appointment system at all times. A separate appointment is needed for each patient. Appointments can be requested via telephone or face to face, please ring as

Early as possible for same day appointments.

### Registering with the Practice

Our list is open to register new patients. Please make enquires at reception about registering. It is your right to express a preference of practitioners. Occasionally your personal information may be shared with outside agencies: this will be in order to improve your treatment or to check how a service has been delivered.

## Home Visits

If you are too ill to attend the surgery you can request a home visit. Requests for home visits should be made before 11am where possible. It is important for the Doctor to have some information about your problem so that the urgent cases can be visited first. Do remember that home visits are very time consuming and try to get to surgery whenever possible.

## Repeat Prescriptions

Our service is computer based and we require 48 HOURS NOTICE to process repeat prescriptions. Prescriptions can be ordered by leaving your tear of slip in the box provided at reception. You may also post your prescription to us, if need be request slips at reception. A collection service is available from local pharmacies.

## Disabled access

The front entrance has access for wheelchair users.

## Car parking

The practice has its own car park for patients use but cannot accept responsibility for loss or damage to vehicles . Please do not leave valuables in your vehicle.

## Services available

We provide General Medical Services, including management of long term illness and chronic disease management.

## Well Women/Cervical Smear

Women aged 25-65 years are recommended to have a cervical smear every 3-5 years.

### Family Planning & Sexual Health Services

In addition to advice on the pill and other methods of contraception we can offer the following Post coital contraception (Morning after pill) injectable contraceptives, Confidential advice to under 16 years olds, Advice on termination of pregnancy and condoms available (only limited supply).

## Children Health and Immunisation

We recommend full immunisation for all pre-school children. 8 week baby check ups are offered at the practice.

## Ante-Natal & Post Natal Care

Full ante-natal and post-natal care is given in conjunction with the community midwives on Wednesday 9.30-4pm

## Test Results

We receive the results of urine and blood tests after 4 to 6 working days. Results and correspondence have to be checked by the Doctor . Please telephone for the results after 11.30am.

## Phlebotomy Clinic

BHH Phlebotomist comes in to the surgery on a Tuesday between 9:00am - 11:00am

## Non NHS Services

The Doctor provides non NHS services including the following:

HGV Medicals

Private Sickness Certificates

Vaccination Certificates

## We also fill in :

Private insurance claims

Passport forms

Holiday cancellation forms

The current charges for these services can be obtained from reception.

## Change of address

If you change your name, address or telephone number please let us know as soon as possible in order that your records are kept up to date.

This avoids confusion if you need a home visit or if we contact you for any other reason.

### Patients comments

The doctors and staff welcome your comments on the services offered by the practice. You may do this in person, by letter

### Some Useful Contact Information

NHS 111 –111

Heartlands hospital – 0121424 2000

## Practice complaints procedure

If you have a complaint or concern about the service you have received from the practitioners or any other staff working in the practice, please ask to speak to the practice manager. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problems cannot be solved this way and you wish to make a formal complaint. Please write to the practice manager. A leaflet explaining our complaints procedure is available at reception

Please follow this link for more details which are situated on NHS Choices: <https://www.nhs.uk/choiceintheNHS/Rightsandpledges/complaints/pages/NHScomplaints.aspx>

If you would like to complain to someone outside of the surgery you can contact Birmingham and Solihull ICB via the following details:

Write to: NHS Birmingham and Solihull Integrated Care Board, Patient Experience and Complaints Team, First Floor, Wesleyan, Colmore Circus, Birmingham, B4 6AR

Email: [bsol.complaints@nhs.net](mailto:bsol.complaints@nhs.net)

Call: 0121 203 3313

Cotterills Lane Surgery operates a zero tolerance policy concerning violence and abuse. This includes unreasonable/ offensive/ threatening behaviour or attacks on members of the staff or the general public and damage to the surgery premises or property.

## Your Responsibilities

We can help you best if you: treat staff politely and with courtesy as you would wish to be treated yourself. Realise that the demand for medical service is unpredictable so that at times Doctor is very busy and may not be running on time. Understand that results of tests are only given out to the person who had the test or in the case of children, the parent or guardian.

## Out of Hours

The current situation is that the practice has opted out of Out of Hours cover which means that NHS England is legally responsible for providing cover between 18.30-8.00am Monday –Friday as well as the entire weekend and bank holidays. Currently it has contact with Badger whose telephone number is 111.

## Access to Patient Information

All staff employed at the surgery have access to patient information and have signed a confidentiality agreement. No information about any patient would be given to anyone without their consent or court order.

## PRACTICE INFORMATION LEAFLET

**DR MUHAMMAD Y SAIGOL**  
**DR MARYAM SAIGOL**  
**DR SARA SAIGOL**  
And  
**KHALID ANIS (non-clinical)**

**COTTERILLS LANE SURGERY**  
**75/77 COTTERILLS LANE**  
**ALUM ROCK BIRMINGHAM**  
**B8 3RZ**

**Tel : 01213275111**

**Email: [cotterillslane.surgery@nhs.net](mailto:cotterillslane.surgery@nhs.net)**

## Surgery Reception Hours

Monday 8:00am - 6:30pm

Tuesday 8:00am - 6:30pm

Wednesday 8:00am - 6:30pm

Thursday 8:00am - 6:30pm

Friday 8:00am - 6:30pm

Access to reception is open all day

## MEDICAL CONSULTATION TIMES

Monday 9.30am - 11.50am - 2.30pm - 4.50pm

Tuesday 9.30am - 11.50am - 2.30pm - 4.50pm

Wednesday 9.30am - 11.50am - 2:30pm - 4.50pm

Thursday 9.30am - 11.50am

Friday 9.30am - 11.50am - 2.30pm - 4.50pm