

Croft Medical Centre



Welcome to Croft Medical Centre

This short booklet offers information on practice opening hours and staff. Please read it carefully and keep it handy for future reference. You can also find all information on our website.

www.craigcroftmedicalcentre.co.uk

www.facebook.com/CroftB37

1 Pomeroy Way

Chelmsley Wood

B37 7WB

0121 270 7180

Prescription requests: prescriptions.croft@nhs.net

General Enquiries (NO APPOINTMENT REQUESTS):

admin.croftmc37@nhs.net

Doctors

Dr Qasim Bhatti (Partner) MBChB, DRCOG, nMRCGP, MSc(honors)

Dr Alicia Baker (Partner) MBChb, MRCS(Ed),MRCGP, MSc(honors)

Dr Shazli Khan (Partner) BSc, MBChB, MRCGP, DCH, DFRSH, CME

Dr Srividya Balasubramanian MS MRCGP DRCOG DFFP

Dr Zara Juman

Dr Marta Cook

Nurse Practitioners

Maggie Smith – Advanced Nurse Practitioner (ANP)

Arzaq Ahmed - Advanced Nurse Practitioner (ANP)

Kate Fellowes – Nurse Practitioner (NP)

Nursing Team

Claire Mason – Nurse Prescriber. Specialist interest in Respiratory Disease, ARTP qualified in spirometry.

Christine Graves - Nurse Prescriber. Specialist interest in contraception including implant fitting and sexual health.

Sue Nightingale - Nurse Prescriber. Specialist interest in Diabetes.

Amy Rogers – General Nursing

Natalie Graham – General Nursing

Mary Rumbold – General Nursing

Healthcare Assistants

Joanne Payne / Jackie Davies / Kieran Worswick / Inaya Phillips

Care Navigation Team

Vicky / Stacey / Shannon

Reception Team

Tina / Emma / Julie / Allison / Mollie / Mackenzie / Sophie / Manjit / Lucy

Admin Team

Claire / Michelle / Debbie / Ebbie / Sandra

Management

Emma Clark – Practice Manager

Leanne Milton – Deputy Practice Manager

Opening Hours

Monday 0800-1830

Tuesday 0800-1830

Wednesday 0800-1830

Thursday 0800-1830

Friday 0800-1830

Extended Access Appointments are pre-bookable between 1830-2000 (Mon-Fri) across Croft Medical Centre and Coventry Road Practice and 0900-1700 (Sat) at Croft Medical Centre.

This site is closed on Sundays and Bank Holidays.

Out of Hours Emergency – In the event of urgent medical care outside of surgery hours please call NHS111 for help and advice. For any emergencies, please call 999.

Appointments

Appointment requests can be made via our website or by phoning and asking reception to send you a link to complete. We operate a total triage system here so all requests are triaged by the Care Navigation team along with the help of the duty GP where required. Most appointments will be bookable on the day with some availability to pre-book up to 2 weeks in advance. Whilst you have every right to request a particular clinician and we will endeavour to accommodate this where available, please note this is not always possible.

Cancellation of Appointments

It can be very frustrating when you need an appointment and there are none left to book. With this in mind we ask that if you do not need an appointment any longer or cannot make a booked appointment, please call and cancel at your earliest opportunity so that we can offer the appointment to someone else.

Home Visits

Patients are requested to call before 10:00 where possible if a home visit is required. Please give the receptionist as much information as possible so that an appropriate visit can be arranged. Home visits are for housebound patients or patients that are physically too ill to leave the house. There is no guarantee on who will conduct the visit and may be a GP or a paramedic.

Prescriptions

We DO NOT take prescription requests over the phone and your request will not be actioned if you call. We do have a dedicated prescription email address prescriptions.croft@nhs.net that you can email in at any time day or night at your convenience. Alternatively you can put a written request into the letterbox at the surgery direct. Repeat prescriptions can also be requested through our online services. (see below) **Please allow 48 working hours from ordering a prescription to collection.**

Change of Address / Phone number

Please let us know if you change any of your contact details. It is important that we are able to contact you and a lot of our correspondence is now done by text messaging so please make sure we have your up to date phone numbers.

Compliments and Complaints

We will always strive to give excellent patient experience and care, but occasionally processes don't always go to plan, whether in or out of our control. On these occasions we are happy to engage directly with you to discuss any complaints or suggestions on how to improve further. Similarly we love to hear when you've had a positive experience! Please feel free to write in to the Practice Manager either by email, admin.croftmc37@nhs.net or by dropping a letter in to the surgery.

Confidentiality

All staff are bound by strict rules of confidentiality.

Online Access

The Practice offer on-line facilities for patients to book appointments, order medication, view allergies and view coded information in their medical records. Speak to a Receptionist to get your personal log in details (photo ID required)

As a patient you are entitled to access to your online medical records. Please ask at reception for an application form for this service.

Zero Tolerance

The practice operates a zero tolerance policy towards any form of verbal or physical aggression. We will issue a written warning letter in the first instance and any subsequent incident will result in an 8 day removal notice from the practice list. In the event of a police incident at the practice an instant removal from the practice list will be actioned.

Disability Access

Croft Medical Centre is a new building designed with disability access on both floors with a lift facility as well.

Clinics

Along with our GP appointments we also offer the following services:

Asthma Checks

Antenatal Clinics

Blood Pressure and Monitoring

Postnatal Checks

IUD Coil Fitting

Baby Immunisations

Contraception Implant

Pill Checks

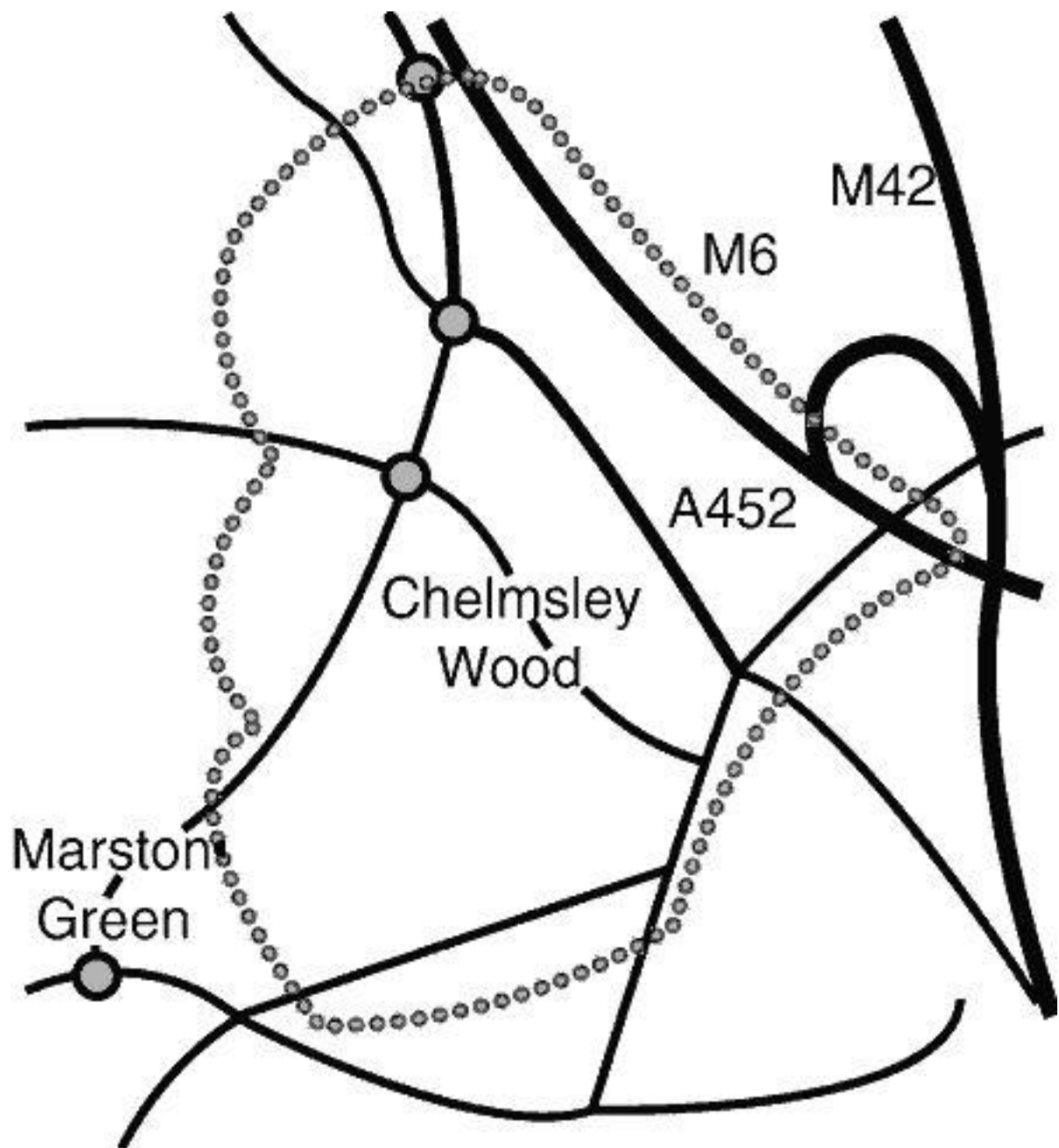
Cytology

Counselling

Joint Injections

New Patient Registration

Our registration forms can be downloaded from the website or collected from reception



Croft Medical Boundary Area