

An OHP Group Practice

Bloomsbury Medical Centre

30 Bloomsbury St
Nechells, Birmingham
B7 5BT

0121-359-1539

OPENING TIMES

Monday to Friday 9:00am to 6:00pm
Thursday 9:00am-1:00pm

The Oaks Medical Centre (extended hours only)

199 Shady Lane
Streetly
B44 9ER

0121-359-1539 to book appointments

OPENING TIMES

Monday to Friday 18:30pm to 20:00pm
Saturday & Sunday 10:00am to 1:00pm

TELEPHONE NUMBERS

Outside surgery hours
Badger 0121-766-2100

Out of Hours

Evenings from 6:30pm, weekends and bank holidays

Or ring NHS Direct 111

Appointments

0121-359-1539

Enquiries and Results

0121-359-1539

Please ring for results between 10am and 2pm

Fax

0121-663-0803

PRACTICE STAFF

The GP

Dr E J McQuillan (male) Belfast 1984
MB, BCH, BAO, DRCOG. MRCP.

All patients have a named GP who is responsible for your overall care at the practice. If you wish to know who this is, or have a preference as to which GP that is, the practice will make reasonable efforts to accommodate your request.

The Nursing team

There are two Practice Nurses, Emma and Kasia who see patients by appointment.

Their roles include;

Nurses: Blood samples, Infant and adult immunisation, Cervical smears, Dressings and removal of stitches, Ear syringing, Blood pressure, Professional health care advice, Long term condition management, ECG, NHS health checks. New patient checks, chaperoning.

Midwife: A community midwife attends every second Wednesday

Practice Manager

The Practice Manager Marta will be able to help you with any administrative problems you may have with the way the Group Practice is run.

Reception Staff

The reception team Anisa and Jackie is here to help you. They answer the telephone, deal with enquiries and take repeat prescriptions. Their job is very demanding so please be patient.

Administrative Staff

The admin team is here to help you. They deal with all the admin work associated with the Group Practice and patient care/services.

Bloomsbury Medical Centre

PRACTICE LEAFLET

Information for Patients

PARTNER

Dr E J MCQUILLAN

Practice Manager

Marta Kaszynska

www.bloomsburysurgerynechells.nhs.uk

Please visit our website where you will find a wealth of information. You can also request repeat prescriptions and change your personal details.

APPOINTMENTS

All surgeries are by appointment and can be made in person or by telephone. Appointments can be made up to 3 months in advance. On the day appointments should not be used for a routine review.

You can also book appointments online; contact reception to register.

Let the Practice know if more than one person in the family needs to be seen so that a longer appointment can be allocated.

ON THE DAY APPOINTMENTS

We have appointments each day for the GP and the Practice Nurse. We ask that patients only use these if absolutely necessary. If there are no appointments left a telephone consultation will be offered and triaged accordingly by a GP.

HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before 10:00am where possible.

TELEPHONE ADVICE

All the GP's are available to give telephone advice after their morning surgery. Patients are advised to telephone before 10am where possible to arrange this.

SERVICES

The practice offers general practice services and also provides services in Cardiovascular disease, Diabetes, Asthma, COPD, Contraception, children and pregnant women and limited minor surgery.

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.

HOW TO REGISTER AS A PATIENT

If you are new to the area and are requiring to register with one of our GP's please ask at our Reception. Following your registration you will be required to have a new patient check to enable your registration to be fully complete.

ONLINE SERVICES

Visit our website at www.bloomsburysurgerynechells.nhs.uk where you can order repeat prescriptions, change your details and much more.

You can also access Emis Online where you can book appointments, order repeat prescriptions and you're your medical records – please ask at Reception if you would like to register for this service.

SPECIALIST AND HOSPITAL CARE

If a GP or another member of the health care team believes you need hospital treatment or specialist care you will be referred accordingly.

LOCAL PHARMACY

Your local pharmacist will be able to give you free health advice at anytime; you do not need an appointment.

PRESCRIPTIONS

Requests for repeats prescriptions will be dealt with within 1 working day if collecting from the surgery. Please allow 1 working day if collecting from your preferred pharmacy. If you wish to enclose a stamped addressed envelope we can post your prescription to you.

Requests can be made by;

- Completing a request form at Reception

- Visiting our website at

www.bloomsburysurgerynechells.nhs.uk

- contacting your chosen pharmacy

Please note we do not take prescription requests over the telephone

OUT OF HOURS

If you have an urgent problem when the surgery is closed, please ring **111**. Your call will be answered by NHS 111 who covers out of hours.

ACCIDENT AND EMERGENCY/999

Whatever the day or time, if you or someone else experience severe chest pain, pain radiating down left arm, unconscious/collapsed, head injury, bleeding profusely, weak and floppy with rash (especially a child), gasping for breath or suspected broken bones you should go to your nearest A&E department or call 999 and request an ambulance.

DISABLED ACCESS

Both of the surgeries are accessible to patients using a wheelchair. Please ask the Receptionists for assistance if required.

Disabled toilets are available.

DATA PROTECTION

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

COMMENTS AND COMPLAINTS

We welcome your views and constructive suggestions which will help improve our service to you. There are comment/complaints boxes available.

For more details of how to complain please see our complaints procedure which is available from reception.

ZERO TOLERANCE

We will treat our patients with respect, courtesy and will not discriminate against them in any way. We strongly support the NHS policy on zero tolerance. Anyone either phoning or attending the practice who abuses any staff member will risk removal from the practice list.

YOUR LOCAL CCG (CLINICAL COMMISSIONING GROUP)

Birmingham&Solihull CCG is responsible for ensuring you have access to all the services you need. For details of all primary care services in the area visit www.nhs.uk or www.birminghamandsolihullccg.nhs.uk

Write to us: NHS Birmingham and Solihull Clinical Commissioning Group, Complaints Department, Floor Four, Attwood Green Health Centre, 30 Bath Row, Birmingham, B15 1LZ

Telephone: 0121 203 3313