



Monkspath Surgery

Farmhouse Way, Shirley, Solihull

West Midlands B90 4EH

Tel: (0121) 711 1414

Fax: (0121) 711 3753

Website: monkspathsurgery.co.uk

WELCOME TO THE SURGERY

BACKGROUND TO THE PRACTICE

Monkspath Surgery was founded by Dr Stan Darling in 1985. The current surgery was built in 1987 and recent changes have provided an opportunity to expand the building to accommodate the whole of the primary health care team. The patient list size is approximately 12,000. The practice has taken on a significant role in medical student training since 1995.

Monkspath Surgery is one of the practices in the Solihull Care Trust.

THE DOCTORS

Dr Simon Green MB ChB DRCOG MRCGP qualified at Birmingham in 1982 and is a trainer for the practice's registrar. His special interests include aero-medical repatriation. Dr Green is a partner.

Dr Arturo Lupoli MBBS Dip IMC RCS(Ed) qualified at St Thomas' Hospital in 1987. He runs the surgery's diabetic clinic and is a member of the Local Medical Committee. His medical interests are in sports and exercise medicine and pre-hospital emergency care. Dr Lupoli is a partner.

Dr Elizabeth Stokes MBBS DCH DRCOG DOccMed qualified at The London Hospital in 1989. Her medical interests are gynaecology, family planning, paediatrics and occupational medicine. Dr Stokes is a partner and works part time.

Dr Beverley Dickinson MB ChB DRCOG DFFP MRCGP LLM (Health Law) qualified at Birmingham in 1992. Her medical interests include family planning and paediatrics. Dr Dickinson is a partner.

Dr Jo Russell MBBS DCH MRCGP qualified at The London University in 1989. Her special interests include nursing homes and palliative care. Dr Russell is a partner and works part time.

Dr Louise Rowe MBBS MRCGP DRCOG qualified at University Hospital of Newcastle upon Tyne in 1990. She works five sessions a week. Dr Rowe is a salaried doctor.

Dr Shadan Alam MBBS DRCOG MRCGP qualified from University College London in 1997. She works seven sessions a week. Dr Alam is a salaried doctor.

Dr Neha Sharma MB ChB DRCOG MRCGP PGA (Med Ed) qualified at Birmingham University in 1998. She works five sessions a week. Dr Sharma is a salaried doctor.

Dr Tim Marshall MRCGP MBBS BSc qualified at University College London in 2003. He works eight sessions per week. Dr Marshall is a salaried doctor.

Dr Green, Lupoli and Marshall are male, the remaining doctors are female.

The doctors work in a non-limited partnership.

A GP Registrar is a fully qualified doctor who wishes to become a general practitioner. The registrar is attached to the practice for between 4 to 12 months.

For the latest information click to: www.monkspathsurgery.co.uk

OPENING TIMES

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

Appointments are sometimes offered outside of these normal opening hours.

CONSULTATION TIMES

Monday, Tuesday, Wednesday, Thursday and Friday:

Consultations are available at a range of times between 8.30am and 6.00pm.

The surgery now offers some extended surgery hours on Monday and Thursday evenings between 6.30 and 8.00pm. A limited number of routine pre-bookable appointments will be available for patients who are unable to attend during the day. We would ask other patients to respect this.

CONTACTING THE SURGERY

For all enquiries please phone: **(0121) 711 1414**

This number should be used for all appointments enquiries, or to speak to any member of the Primary Health Care Team.

Please note that all incoming and outgoing telephone calls are recorded for training and monitoring purposes.

Appointments

We operate an appointment system for the efficient running of the practice. Appointments are available to book up to four weeks in advance for routine matters. The practice operates a clinical assessment service for all problems that will not wait for the next available appointment. Please telephone the surgery for any urgent matters. Your details will be taken and a nurse or doctor will call you back, offering advice or an appointment as appropriate.

The practice operates an appointment reminder service. 24 hours before an appointment a text or voicemail reminder will be sent to the contact number held on the patient's records. If you would prefer not to receive reminders, please notify the receptionist.

Please book one appointment for each person.

If you are unable to keep your appointment, please contact the surgery giving as much notice as possible in order that your appointment can be offered to another patient.

Appointments may be cancelled via email to monkspathcancellations@nhs.net

Online booking and cancellation of appointments.

Patients can apply to the surgery to be registered for our online appointments service. The doctors see more than 80% of their patients within five minutes of their appointment time. The practice operates a "10 minute rule" for latecomers. If you arrive more than 10 minutes late for your appointment, you will be asked to rebook.

Chaperones are available for examinations if required. Please ask.

For the latest information click to: www.monkspathsurgery.co.uk

Telephone Advice

To arrange a telephone consultation please contact the surgery before 11.00am. Your call will be returned during the morning.

Sick Notes

For all illnesses lasting seven working days or less, a sick note from your doctor is not required. Instead, on returning to work complete a self-certification form, which is available from your employer. If a note for a private insurance scheme is required, then a charge will be made as this falls outside the remit of the NHS system.

Home Visits

Home visits are for patients too ill to attend surgery. To request a home visit please ring (0121) 711 1414 before 11.00am. The receptionist will take your details and telephone number. The doctor may phone to assess your condition. It is preferable for patients to come to the surgery where we have far better facilities for examination and treatment.

Out-of-Hours Care

Solihull Care Trust are responsible for providing out-of-hours care. Always telephone the surgery number first for further instructions.

NHS Direct, a nurse-led helpline, is available on 0845 4647 for 24-hour advice. NHS Direct online is available at www.nhsdirect.nhs.uk

Solihull walk-in centre is based on Lode Lane in Solihull and is open from 8.00am - 8.00pm seven days a week. The walk-in centre can be contacted on 0121 709 7711.

Test Results

You should always contact the surgery to obtain the results after you have had a test. To do this please ring reception after 2.30pm. Please do not telephone prior to 2.30pm, as results are not usually available from the laboratory before this time. Results will only be given to the patient concerned or the parent or guardian of children under 16 years of age.

Repeat Prescriptions

If your doctor has authorised a repeat prescription, you may submit a written request or a computer-generated request slip.

Please allow at least two working days to process these and tick the items required before putting the slip into the box at the entrance or posting it to us.

You can also request prescriptions by fax or email to repeats@monkspath-surgery.co.uk

Please add a contact telephone number on requests so that we may contact you if there is any problem with your prescription.

For the latest information click to: www.monkspathsurgery.co.uk

GENERAL PRACTICE SERVICES

Under a contract with Solihull Care Trust, which began in April 2004, the practice provides services which are defined as:

- **Essential** - the management of patients with treatable illnesses, care of the terminally ill, and care of patients with chronic diseases.
- **Additional** - cervical screening, contraceptive services, child health surveillance, maternity services, minor surgery, immunisations.
- **Enhanced** - essential or additional services delivered to a higher specified standard eg extended minor surgery. The CT will commission those enhanced services that it considers appropriate for local need.

Any patient who has not been seen at the practice in the previous three years can request a review (for patients over 75 years of age an annual review can be requested).

PRACTICE INFORMATION

Monkspath Surgery Staff

Practice Manager	Becky Friend
Practice Nurses	Carol Maxwell SRM, SCM Sally Scott RGN, ENB Jacky Mastrantone RGN, RM
Health Care Assistants	Penny Moore, Anna Cunningham
Secretaries	Alison Caughey, Kerry Cutler
Scanning Clerk	Cathy Keeton
Administration Clerks	Jackie Pawsey, Sandra Close
Clinical Summariser	Gill Farley
Senior Receptionists	am Josie Shaw pm Beverley Price
Receptionists	am Pat Alberici, Maureen Lerner, Lesley Stone, Margaret Rhodes
Receptionists	pm Trudy Morris, Anne Ward, Aqsa Rafiq, Sharon Mitchell

Practice Staff

The practice manager is available to advise you about administration and non-medical aspects of your health care and is also available to discuss any suggestions or complaints you may have.

The practice nurses and healthcare assistants have appointments throughout the day from 8.30am and provide a wide range of services including:

Asthma Care	Ear Syringing	Dressings
Family Planning	Cervical Smears	Diabetes Care
Travel Vaccinations	Yellow Fever Vaccination	Advice on Foreign Travel*
Postnatal Checks	Blood Pressure Checks	Smoking Advice
New Patient Checks	Diet and Weight Care	Immunisations

* Please complete travel assessment forms available from reception or the practice website before attending for an appointment.

For the latest information click to: www.monkspathsurgery.co.uk

The practice medical secretary carries out much of the administration work in the practice. She provides a communication link between the patient, doctor, hospital, insurance companies and other agencies.

The receptionists are your link with the rest of the practice. They will try in every way to help you and advise you on how to get the best from the many services we offer. Should you wish to speak in more privacy, then an interview room is available – please ask.

Attached Staff

Solihull Care Trust employ the following staff who work from within the practice.

District nurses come into the surgery each day for messages from the doctors and patients. Their prime role is to provide domiciliary nursing care, especially for the elderly and for post-operative patients.

Midwives hold antenatal clinics in the practice as well as visiting expectant mothers in their homes. Most of our pregnant patients have their babies delivered by a midwife from our team.

Contact midwives via their secretary at Solihull Hospital on (0121) 709 0209.

Health visitors have their own telephone line in the surgery and can be contacted on (0121) 711 2133; an answerphone will record messages when they are not available. Their prime responsibility is the care and welfare of the under fives.

Physiotherapists and **chiropractors** have several clinics in the practice throughout the week. These staff are available after referral from one of the doctors.

Comments, Suggestions And Complaints

We welcome comments and suggestions on our standard of service. We aim to provide the highest standard of care. If you feel that this has not happened, please contact the practice manager. The practice has an in-house complaints procedure in line with NHS regulations and any member of staff will be able to give you a copy of this on request.

New Patients

Information packs are available for any person wishing to register as a patient at the practice. The reception staff will check that your address is within our practice area and give you the appropriate paperwork. All newly registered patients are offered a health check with the practice nursing team. We will carry out a simple health check. This also gives us the opportunity to meet you and your family and tell you about the practice.

Patients have the right to express a preference of doctor on their records. However, the practice may not always be able to comply with your request. In this case, we will explain why. All patients may consult with any doctor working at the practice, who will have access to your medical records.

For the latest information click to: www.monkspathurgery.co.uk



personalexercise
allison stretton-byrne

Make time for yourself!

Sports Massage & Swedish Massage
- Keeping You Supple & De-Stressed

If your body is suffering tension due to trauma albeit day-to-day issues, contact me to make an appointment.

07956 25 1440

www.messageforinjury.co.uk
or www.personalexercise.co.uk
Email: alli@personalexercise.co.uk

Register of Exercise Professionals | BACPR | TUC | FHT Federation of Holistic Therapists

What is Massage Therapy?

Massage originated in China and is one of the oldest and simplest forms of therapy. It is a system of stroking, pressing and kneading different areas of the body, which can relieve pain, relax, stimulate, and tone the body.

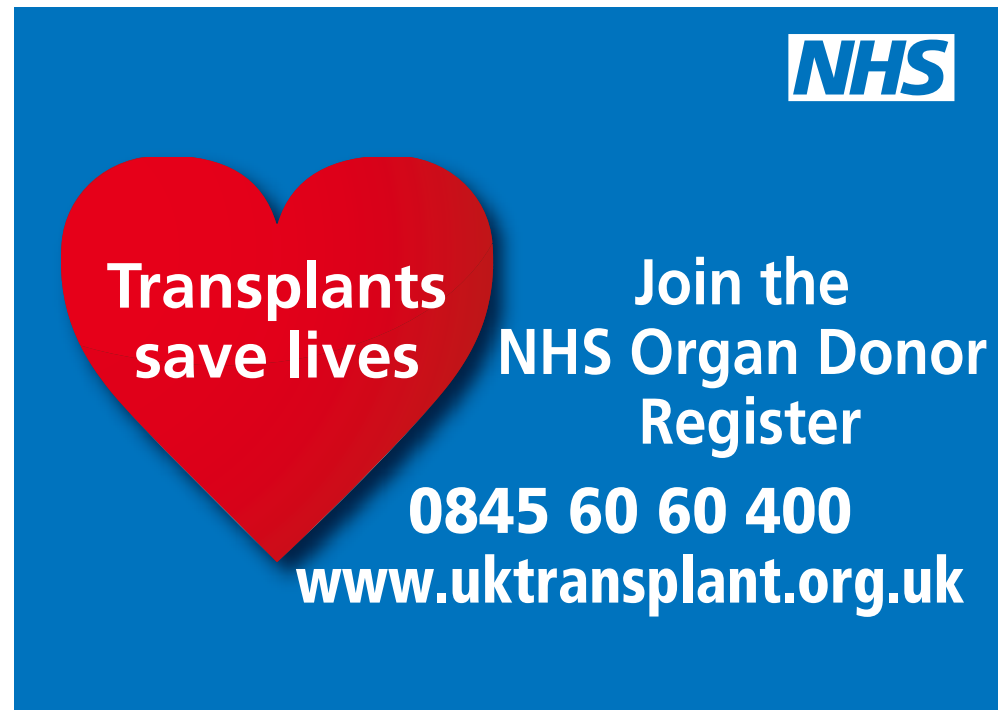
Massage works on the soft tissues which can improve muscle tone. Although it normally affects those muscles just under the skin, the benefits may also reach the deeper layers of muscle and possibly even the organs. Of course, there is the added bonus that it also creates a pleasant sensation on the skin.

Massage also stimulates blood circulation and assists the lymphatic system, so improving the elimination of waste throughout the body.

Sports massage is a form of massage therapy designed for athletes. It's more vigorous than a Swedish Massage. It is designed to enhance athletic performance and recovery. There are three contexts in which sports massage can be useful to an athlete: pre-event, post-event, and injury treatment for anyone.

Whilst massage therapy is not a regulated profession, therapists can affiliate to one of several professional bodies, all of which serve to protect the public by delivering best practice.

ADVERTISING FEATURE



NHS

Transplants save lives

Join the NHS Organ Donor Register

0845 60 60 400

www.uktransplant.org.uk

Attract more business by placing your advert here. Simply call 0800 0234 196.



Great Smiles Dental Spa

AESTHETIC & IMPLANT DENTISTRY



31 Farmhouse Way
Monkspath
Solihull B90 4EH
Tel: 0121 711 2424
info@greatsmiles.co.uk
www.greatsmiles.co.uk



Welcome to our practice.

Dentistry today is about creating and maintaining healthy mouths and great smiles.

As a team we are committed to excellence and exceeding your expectations in every way.

We are happy to talk over all aspects of your dental appearance which may concern you and explain the options available with advice best for you.

Central to our preventative philosophy are our dental hygienists who will demonstrate a maintenance programme customised to your needs.

In summary, our mission is to deliver quality dental care in a first class environment and, in doing so, enable you to achieve and maintain your highest level of oral health.

Meet the team by visiting our website

www.greatsmiles.co.uk





**Generate more business
with a Pay - Monthly
website from OPG**

We will design and launch a top quality bespoke business-generating website for you, update it regularly at your request and provide on-going advice and support every working day.

from £20 per month

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

**To find out more simply call
0800 612 1408
or email us at payasyougo@opg.co.uk**

**OPG - HELPING THE SMALL BUSINESS
GROW FOR OVER 30 YEARS**

Why your business needs a website

WITHOUT a website, your business or practice is *invisible* to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and whose innovative ideas have been helping businesses to grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

A website not only saves you money on brochures and other such material, it greatly increases the effectiveness of your current advertising because, in effect, you are open for business around the clock.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site as your business grows.

So if you don't yet have a website, or are unhappy with the one you have, call today for an informal chat on 0800 612 1408. You'll be glad you did!

Attract **more business** by placing your advert **here**. Simply call 0800 0234 196.

Violence And Aggression

The practice operates a zero-tolerance policy towards any form of verbal or physical aggression. Breaches of this policy will result in instant removal from the practice list.

Patients' Rights And Responsibilities

Please cancel appointments which are no longer needed; arrive on time for your appointment; book one appointment for each person.

Please treat our staff with courtesy and respect.

Please notify us if you change your name, address or contact numbers.

Teaching

We have an active commitment to medical education. Attached to the practice are fully qualified doctors known as registrars, who have several years of hospital experience but are preparing to become general practitioners. Registrars spend up to a year in the practice team.

Video recordings of consultations are occasionally used in training but this is never done without the consent of the patients involved.

Medical students are also attached to us as part of their undergraduate training. The practice frequently has students from the Medical School at Birmingham University. We are one of 30 practices throughout the West Midlands that have been selected to take part in the radically new undergraduate teaching programme. The doctors involved in teaching are Honorary Clinical Lecturers at the university. All students have access to the medical records as part of the educational process, but are bound by confidentiality in the same way as all other staff. The medical records will not leave the premises in the possession of a student.

Patients are under no obligation to have students present during their consultations. Your consent should always be sought beforehand. If you choose not to participate you can be assured that your wishes will be respected and that your decision will not be held against you in any way.

Access For The Disabled

The surgery is fully accessible for patients with disabilities. We provide parking and toilet facilities. A portable hearing loop is available at the practice. Please ask if you require any assistance.

Non-NHS Services

There are some services, which are not covered by the NHS, for which the doctor will make a charge in line with BMA recommendations, including completing private health insurance forms, passport forms, medicals for pre-employment, HGV etc. These fees are reviewed on a regular basis and a list is available at reception.

Confidentiality

All staff are bound by strict rules of confidentiality.

For the latest information click to: www.monkspathurgery.co.uk

Medical Records

Your medical records are confidential. However, to ensure the highest quality of care, information may be shared with other health care professionals. Solihull Care Trust may require access to records for audit purposes. Anonymised patient data may be provided to third parties for audit and research. If you do not want your records to be shared, please contact the practice manager.

Car Park

There is adequate, free car parking space available at the front of the surgery.

Practice Area

A map on the back cover of this booklet outlines the practice area. Patients moving out of the area should register with a new doctor immediately.

Change Of Address/Telephone Number

It is important that you inform us of any change of address or telephone number to enable us to maintain accurate records, so that we may contact you when necessary.

Solihull Primary Care Trust

Solihull Care Trust was formed in October 2006, combining health and social care. In 2011, social care is to be returned to Solihull Metropolitan Borough Council and Solihull will apply to revert to a Primary Care Trust status. The main responsibilities of the Care Trust are to improve the health and wellbeing of the population of Solihull; reduce health inequalities; provide a wide range of community services; provide healthcare, treatment and advice and to support carers. Government reforms planned for the NHS will see significant changes in the coming years and Primary Care Trusts are due to be abolished from April 2013.

Solihull Care Trust can be contacted at:

20 Union Road

Solihull B91 3EF

Telephone: (0121) 711 7171

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the ‘classes’ of information the practice intends to routinely make available. This scheme is available from reception.

WAYS TO KEEP HEALTHY

Don't Smoke

Smoking is the most important risk factor as far as your health is concerned. It is important not to smoke cigarettes in particular, but any smoking is bad for you. Heart disease, cancer (of various types, not just the lung), asthma, bronchitis and many other conditions are caused or worsened by smoking.

Non-smokers are put at risk by smokers too. The children of smokers have much more illnesses, such as asthma and chest and ear infections, than those in non-smoking households.

Babies still in the womb grow more slowly and are more likely to be miscarried if their mothers smoke. Giving up is difficult but it is well worth the effort. The practice nurses are trained smoking cessation advisers and will be happy to support anyone trying to stop smoking.

Alcohol

It is important to moderate your intake. The recommended limits for men are 21 units and for women 14 units per week. It is sensible to have at least three alcohol free days during the week.

Diet

A well balanced diet is essential for good health. For most people, this means eating at least five portions a day of fresh fruit or vegetables together with plenty of fibre as well as less animal fat and sugar. Too much red meat is not desirable but fresh fish containing protein, vitamins and minerals is a good alternative.

Weight

Obesity contributes to many conditions such as heart disease, diabetes and strokes. The practice nurse can tell you the most desirable weight for you and how to achieve it. If this includes a weight-reducing diet, please remember that this may well mean staying on a diet, not just to achieve the weight loss, but to maintain it.

Sun Screen

It is very important when going on holiday or on sunny days in this country to wear sun block to prevent the development of skin cancer. Weather reports now tell you when you are at risk of burning. A high factor sun block provides most protection.

Exercise

Regular exercise is very beneficial. Cycling, swimming, jogging or even brisk walking are all ideal.

Cervical Smears

Between the ages of 25 and 60, women who have been sexually active should have a smear test taken every three to five years. Please make an appointment with our nurse for this to be done.

Breast Awareness And Mammography

Every woman should know how their breasts look and feel. A general check, for example whilst showering or bathing, every now and then is very sensible. If any lumps or other changes develop, they should be reported to your doctor without delay. Mammograms are offered to eligible women by the NHS Breast Screening Service, usually every three years.

If **YOU** are reading this,
then so could patients
looking for your kind
of service.



To place an advertising feature
in our practice booklets
and book a daily reminder
of your service on our
appointment cards and website
simply phone Jenny Mellenchip
now on 0800 612 1516.

NOTES

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY
Neighbourhood Direct Ltd A MEMBER OF THE OLDROYD
PUBLISHING GROUP LTD

Keenans Mill, Lord Street, St Annes-on-Sea, Lancs FY8 2ER

Tel: 01253 722142 Fax: 01253 714020

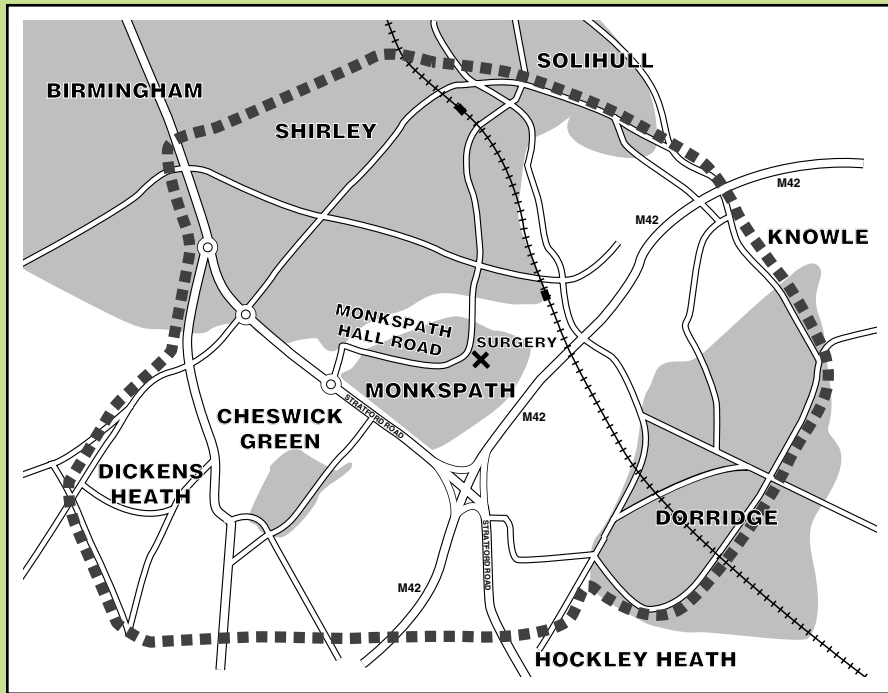
Website: <http://www.opg.co.uk> Email: info@opg.co.uk

COPYRIGHT WARNING: All rights reserved. No part of this publication may be copied or reproduced, stored in a retrieval system or transmitted in any form or by any means electronic, mechanical, photocopy, recording or otherwise without the prior written permission of the publisher.

The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.



The Practice Area



Useful Telephone Numbers

Solihull Hospital	424 2000	Heartlands Hospital	424 2000
M R Pharmacy	704 4485	Solihull Council	704 6000
Mammography Unit	024 7696 7200	Health Visitor	711 2133
Police – Solihull	0845 113 5000	Solihull Primary Care Trust	711 7171
Cheswick Green Pharmacy	(01564) 702210	Community Drug Line	0800 783 8899

Please note that there is no paediatric cover for Accident and Emergency at Solihull Hospital, therefore children will be referred to Heartlands Hospital in Bordesley Green, Birmingham.