



Complaints and comments

We always try to provide the best service possible, but there may be times when you feel this has not happened. Wherever possible, we ask that you voice your concerns at the time, so that a resolution may be sought immediately. However, if you feel the need to raise a complaint please ask for a complaint form from Reception or write to the Practice Manager. If we cannot resolve the issue for you, you should contact NHS England's Customer Contact Centre:

Telephone: 0300 311 22 33

Email: england.contactus@nhs.net

Post: NHS England, PO Box 16738, Redditch, B97 9PT

British Sign Language (BSL): If you use BSL, you can talk to NHS England via a video call to a BSL interpreter. Visit

www.interpreternow.co.uk/nhs-ccc/

NHS England opening hours are: 8am to 6pm Monday to Friday, except Wednesdays when they open at the later time of 9.30am.

Rights and responsibilities of the patient (including cancelling appointments)

We aim to provide our patients with the best standard of care within the resources available to us and to deal quickly and efficiently with any problems that may arise. Patients will be treated with respect at all times in a confidential manner. In order to assist us in this we require that you take full responsibility to ensure that you keep medical appointments. If you are unable to keep your appointment, please notify the surgery so that we can offer the appointment to another patient.

Violent and abusive behaviour

The NHS operates a Zero Tolerance Policy with regard to violence and abusive behaviour. Aggressive behaviour of any type towards other patients, doctors or staff will result in immediate removal from the practice list in order to safeguard practice staff and others. In some cases the police may be informed.

Clinical Commissioning Group

Birmingham CrossCity CCG

Bartholomew House
142 Hagley Road
Edgbaston
Birmingham
B16 9PA

Tel: 0121 255 0700

www.bhamcrosscityccg.nhs.uk

Disabled Access or alternative arrangements

There is a ramp at the main surgery entrance and all surgery is on the ground floor.

Car parking

Disabled parking is available



Opening hours

Mon: 8.30am - 6.30pm

Tues: 8.30am - 7.30pm

Wed: 8.30am - 4.00pm

Thur: 8.30am - 6.30pm

Fri: 8.30am - 7.30pm

Specialist clinics by prior appointment



Email: m85759.brinksmans@nhs.net
www.ridgacremedicalcentres.com

Dr Brinksmans & Partners

“Patients in Partnership with Professionals”

The Nechells Practice, Bloomsbury Health Centre

63 Rupert Street, Nechells, Birmingham, B7 5DT

Tel: 0121 422 3111 Fax: 0121 359 9079

Email: m85759.brinksmans@nhs.net

www.ridgacremedicalcentres.com

Partners

Dr. Stephen Brinksman
Dr. Maurice Conlon
Dr. Vanessa Manley
Dr. Philip Saunders
Dr. Martyn Hull
Dr. Melanie Martins
Dr. Wanda Leung
Dr. Amy Davies
Dr. Wakeel Jamil
Dr. Robert Smith
Dr. Mohammed Hadian-Dehkordi
Dr. Hamida Syed
Dr. Yasmin Ahmad

M.B., Ch.B (Liverpool 1986)
M.B., Ch.B (Birmingham 1988) F.R.C.G.P
M.B., Ch.B (Birmingham 1989) F.R.C.G.P
M.B., Ch.B (Birmingham 1991) M.R.C.G.P
M.B., Ch.B (Birmingham 1996) F.R.C.G.P
M.B., Ch.B (Birmingham 1999) M.R.C.G.P
M.B., Ch.B (Birmingham 2008) M.R.C.G.P
M.B., Ch.B (Bristol 2005) M.R.C.G.P
M.B., Ch.B (Birmingham 2000) M.R.C.G.P
M.B., Ch.B (Birmingham 2014) M.R.C.G.P
M.B., Ch.B (Birmingham 2008) M.R.C.G.P
M.B., Ch.B (Karachi 2008) M.R.C.G.P
M.B., Ch.B (Glasgow 1991) M.R.C.G.P

Nurses

Debbie Bedi - DipHE Adult Nursing 2009
Karen Hancox - RGN Adult 1984
Karen Beston - BSc (Hon's) Nursing 2004
Sue Clinton - BSc Community Nursing 1998
Natalie Taylor - RNDipHe Adult 2011



Our HealthPartnership

At Ridgacre Medical Centres we are driven by our desire to work in partnership with our patients in order to offer exceptional healthcare and exceed patient expectations. We are also a member of Our Health Partnership, bringing practices together to provide healthcare in new ways in Birmingham.

How to register

If you wish to join the practice please ask at reception. You will need to bring a photo ID and a household bill.

When making an appointment you may state your preference of doctor but you may have to wait longer for the doctor of your choice.

Patient Panel

We are committed to working in partnership with our patients and meet regularly with our dedicated panel who we share ideas with to give a truly exceptional patient centred service. We are always on the look out for more members. Please ask at reception for more details.

Training and Research

Ridgacre Medical Centres are training practices. You may occasionally be asked if you are happy for students to be present. We actively participate in research. If anything to do with our research involves you personally, you will be contacted to see if you are willing to consent.

Services

We offer a comprehensive range of services that include:

- Asthma Clinic
- Anticoagulation Clinic
- Antenatal and Postnatal Care
- Cervical Smears
- Child Health Surveillance
- Contraception Services
- Diabetes Clinic
- Drug and Alcohol Support
- Elderly Person Screening
- Emergency Contraception
- Family Planning
- Heart Disease Clinic
- Holiday Vaccinations and Advice
- Hypertension Clinic
- Immunisations
- Minor Surgery
- New Patient Checks
- Phlebotomy
- Smoking Cessation Clinic
- Stroke Clinic
- Teen Sexual Health

In Surgery

All patients are seen by appointment booked on the day or in advance. We endeavour to offer an appointment on the same day or within 2 days with one of our doctors. You are also able to get an appointment with a doctor more than 2 days in advance. The practice provides appointments with GP's, Nurses and Health Care Assistant's. GP call backs are also available.

Home

Home visits can be arranged for those who are housebound by illness or infirmity. Please phone the surgery before 10am.

Systm1 Access/ Online services

Registered patients can order repeat prescriptions and book selected appointments online. To enrol please ask at reception.

Out of Hours services

Patients who need to access emergency medical services outside of normal hours can obtain the contact number by listening to our recorded message when the surgery is closed. Birmingham Cross City CCG is the commissioner responsible for Out of Hours services.

Local walk in centre

Lower Ground Floor,
Boots The Chemists Ltd, 66 High Street,
Birmingham, West Midlands, B4 7TA
Tel: 0121 255 4500

NHS 111 service

NHS 111 service is available 24 hours a day to provide advice and information. You can contact them by phone on **111**.

How to obtain repeat prescriptions

Please return the computerised repeat prescription request form remembering to tick the appropriate box. Please allow two working days before collection. Requests can also be made by fax.

Prescriptions can be passed to the chemist by arrangement with reception.

Prescriptions can be returned by post if a SAE is enclosed.

Online repeat prescriptions are now available through the Systm1 Access link on our website.

Please note we cannot accept prescription orders over the phone.

Test results

Please contact the surgery after 3pm.

Confidentiality & Medical Records

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

You have the right to see your own records under the Freedom of Information Act. We require a written request in the first

instance and to make an appointment with a doctor to discuss your request. Please note we have the right to withhold any information that could be harmful to you or relates to another person.

Practice Area

We accept patients from Nechells and other surrounding areas. For exact details of practice areas please visit our website or enquire within the practice.

Out of Hours Provider

We accept patients from Nechells and parts of other surrounding areas. For exact details of practice areas please visit our website or enquire within the practice.

Consultations Available

The practice provides appointments with GP's, Nurses and Health Care Assistant's. GP call backs are also available.

www.ridgacremedicalcentres.com