



**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 Cross City CCG**  
Bartholomew House, 142 Hagley Road,  
Edgbaston, Birmingham, B16 9PA  
**Tel: 0121 255 0700**  
[www.bhamcrosscityccg.nhs.uk](http://www.bhamcrosscityccg.nhs.uk)

**Disabled Access or alternative arrangements**

**Ridgacre House Surgery**  
There is a ramp at the main surgery entrance and lift to access the upper level  
Disabled toilet facilities on ground level

**Highfield House Surgery**  
There is a ramp at the main surgery entrance  
Disabled toilet facilities

**Car parking**

**Ridgacre House Surgery**  
Access to the patient car park is via White Road

**Highfield House Surgery**  
There is a public park car park located opposite the surgery on Highfield Lane

**Automated arrival**

Why not check yourself in with our new easy to use arrival system. For more information please ask at reception.



**Opening hours**

- Mon:** 8.30am - 8pm (closed 1-3pm)
- Tues:** 8.30am - 6.30pm
- Wed:** 8.30am - 7.30pm
- Thur:** 8.30am - 6.30pm
- Fri:** 7.30am - 6.30pm

Specialist clinics by prior appointment



**Email:** [info.ridgacrehousesbpct@nhs.net](mailto:info.ridgacrehousesbpct@nhs.net)  
[www.ridgacremedicalcentres.com](http://www.ridgacremedicalcentres.com)

**Dr Brinksman & Partners**

“Patients in Partnership with Professionals”

**Ridgacre House Surgery**  
83 Ridgacre Road  
Birmingham, B32 2TJ  
**Tel: 0121 422 3111**  
**Fax: 0121 421 3101**

**Highfield House Surgery**  
88 Highfield Lane  
Birmingham, B32 1QX  
**Tel: 0121 422 3111**  
**Fax: 0121 421 3101**

**Email:** [info.ridgacrehousesbpct@nhs.net](mailto:info.ridgacrehousesbpct@nhs.net)  
[www.ridgacremedicalcentres.com](http://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 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**
- **Counselling**
- **Cryotherapy Clinic**
- **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**
- **Rheumatology Monitoring**
- **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.

### System1 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

15 Katie Road, Selly Oak,  
Birmingham, B29 6JG  
**Tel: 0121 415-2095**

### 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 System1 Access link in 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 Quinton and other surrounding areas. For exact details of practice areas please visit our website or enquire within the practice.

### 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](mailto: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/](http://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.

[www.ridgacremedicalcentres.com](http://www.ridgacremedicalcentres.com)