



Yesterday's Values - Today's Care

Woodrow Medical Centre
Woodrow Centre, Redditch, Worcs, B98 7RY
Tel: 01527 917 070
Fax: 01527 591 871

The Millstream
Group

Opening Hours:

Monday	07:00am – 18:00pm
Tuesday	08:30am – 18:00pm
Wednesday	08:30am – 17:00pm
Thursday & Friday	08:30am – 18:00pm
Closed for Lunch 13:00 – 14:00(except Wed)	

Millstream Surgery
Cherry Tree Walk, Batchley, Redditch, Worcs, B97 6PB
Tel: 01527 951 871

Opening Hours:

Monday	08:30am – 10:30am
Tuesday	16:00pm – 19:30pm
Wednesday, Friday	CLOSED
Thursday	08:30am – 11:00am

Please note: Call from mobile phones will be charged at a higher rate than a local rate phone call.

Landlines – please check with your provider.

Your Doctors

Dr S Ananthram

Dr Vijaykrishna

Dr V Sharma

Dr S Franklin

Nurse Practitioner / Prescriber

S Samuel

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ABOUT US

Woodrow Medical Centre commenced on October 1984 in 55 Doverdale Close Woodrow, a converted town house. Dr S Ananthram created and ran the Practice single-handedly, then planning permission was given to move to the Woodrow Centre grounds. Millstream soon followed as a Branch Surgery which opened in October 1994.

THE PARTNERS

Dr S Ananthram (Male)	MBBS DRCOG 1973
Dr Vijaykrishna (Male)	MBBS (1992) MRCGP (2007)
Dr A Ananthram	MuDr (2012) on GP rotation training scheme
Sunila Samuel	Nurse Practitioner and Prescriber

LONGTERM ASSOCIATE GP

Dr S Franklin (Male)	BSc (1980) MBChB (1983)
Dr V Sharma (Female)	MBBS (2001) MRCP (2005) MRCGP (2010)

PRACTICE MANAGER

Sarah Baker

THE NURSES

Jayamani Shankaran	Practice Nurse
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PRACTICE AREA

Batchley	Bordesley	Brockhill	Callow Hill
Churchill	Greenlands	Headless Cross	Hunt End
Lodge Park	Matchborough	Oakenshaw	Smallwood
Soutchcrest	Webheath	Winyates	Woodrow

DISABLED ACCESS

The surgery provides a disabled car park access and a disabled patients WC is also available within the Surgery.

THE TEAM

The Doctors work closely with all Practice Staff, Nurses, District Nurses and Health Visitors and Primary Health Care Team who are attached to our Surgery.

Our Surgery Team consists of a Practice Manager, a team of Receptionists, Computer Personnel and Secretaries who endeavour to deal with requests as efficiently as possible.

At certain times of the day (especially early morning), the reception desk is particularly busy and delays may occur, although we try to minimise these as far as possible.

Our **Practice Nurses** provide a wide range of services including:

- Immunisations
- Dressings
- Health Checks
- Cervical Smears
- Coil Checks
- Ear Syringing etc.

Please make an appointment at reception.

We also have a team of attached **District Nurses**. They provide nursing care to patients who are confined to their own homes.

Our **Community Midwives** work in association with the Doctors, providing care during pregnancy and immediately afterwards.

The attached **Health Visitor**, along with one of her colleagues will provide advice on health care, working mainly with families with small children. In particular they are involved in assessing the development of babies and young children, and ensuring that all are fully immunised.

To contact the Health Visitor directly, phone 01527 488 770.

Non NHS Service comes under Private Medical Services

There may be some services that are not covered by the NHS, and a charge will be made for these. This includes private certificates, insurance claim forms, and fitness to drive medicals etc.

Please ask at Reception for more information with regards to charges and whether or not an appointment is needed with the Doctor.

HOME VISITS

Our doctors typically see four patients in the Practice in the time that it takes to do a single home visit. For this reason, we ask our patients to come in to the Practice if at all possible where specialist equipment is available. However, we can visit you at home where necessary for patients who are too ill or infirm to attend the Surgery.

Please telephone the Surgery before 10:30am if you think a home visit is necessary, and give the Receptionist some indication of the problem. The Doctor will then ring you during morning surgery to discuss this request.

REPEAT PRESCRIPTIONS

Prescriptions are computer written. Please keep the right-hand side of the form for when you require your next medication. Tick the items you require and hand it in either, to the Receptionist, the collection box, or post it to the Surgery, enclosing a self-addressed, stamped envelope for its return. ****You can now order your repeat prescriptions online. Please go to our website to use this facility.****

Please allow 2 working days allowing for weekends and Bank Holidays. Some local Chemists do a collection service, as a patient this is your responsibility to get in contact with the Chemist and organise this.

Repeat prescription requests will not be taken over the telephone as this can lead to mistakes

APPOINTMENTS

The Practice appointments system offers a balance of “same day” appointments and routine appointments which can be booked up to four weeks in advance. These can be made either by telephone or at the reception desk. ****You can now book your appointments online. Please go to our website to use this facility.****

Emergencies are seen at the next available surgery. It is preferable to book an appointment in advance if you wish to see a particular doctor, or wish to discuss an on-going health problem with the same doctor.

Whilst the practice strives to ensure that you see the doctor of your choice, this may not always be possible

Please phone and cancel your appointment if you are unable to keep it, so it can then be given to another patient.

FULL REGISTRATION

If you live in our practice area and would like to register with us, please bring in your medical card and any other family members who wish to register with our practice. If misplaced, you will need to fill out an application form, for each applicant. You will be required to provide your post code, and name and address of your previous GP and NHS number. You will be offered an appointment to see our Practice Nurse for a routine medical check. Children under five years of age do not need to have a medical but parents will be asked for details of all immunisation dates. This is part of our regular procedure before seeing a Doctor. All patients are allocated a named GP and if you would like to know your allocated GP, please contact the Practice on 01527 91 70 70.

NEW BABY REGISTRATIONS

When a new baby is registered with the registrar you will no longer be given a pink registration form to bring into the surgery to register your baby. It is therefore, very important that you come along as soon as possible to get your baby registered with a GP. It is essential that this registration is done before your baby has their first appointment at the baby clinic

CORE SERVICES

- General management of medical conditions
- Health promotion advice
- Emergency care if appropriate
- Referral for other services, if appropriate
- Urgently required care for temporary residents

ADDITIONAL SERVICES

- Cervical screening
- Contraceptive services
- Travel Vaccinations and immunisations
- Child health surveillance
- Maternity services
- Minor surgery, warts, moles etc
- Registered patients aged 16-75 who have not been seen for 3 years may request a consultation
- Registered patients aged over 75 years who have not been seen in the last 12 months may request a consultation. (If you're unable to attend the surgery for these checks because of your medical condition a home visit may be arranged)
- Annual health checks for Carers

OTHER SERVICES

TEST RESULTS

We receive the results of pathology tests, x-rays and other correspondence from hospital department late in the morning. These then have to be checked by a doctor.

As different tests take differing times to process, your doctor will give you an indication of when your results will be available which, is no more than 10 days.

If you are asked to telephone the surgery for your results please do so between 12noon and 1:00pm. You should always check your results

MINOR SURGERY

We offer a range of minor surgical procedures at the surgery. You should consult a Doctor about any moles, lumps or bumps that concern you, as these may be suitable for removal at the surgery.

TRAVEL VACCINATIONS

Our Nurses offer a full advisory service for those travelling abroad. Please book in with the Nurses eight weeks before you are due to travel.

FLU VACCINATION

This is recommended for everyone over 65 years of age and for patients with chronic medical conditions such as, heart disease, diabetes, and chest or kidney problems.

CERVICAL SMEARS

We recommend that all our female patients should have a smear. Every three years from age 25 -49. Every five years from age 49 – 65.

The purpose of this test is to prevent cancer of the cervix. The Practice Nurses carry out this procedure.

Please make an appointment at the Reception preferably.

SPECIALIST AND HOSPITAL CARE

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will ask you where you would like to go. The doctor will then refer you to the consultant of your choice or the consultant with the shortest waiting list.

The practice will then be able to book you appointment electronically from the surgery.

CLINICS

ANTENATAL CLINICS

If you think you may be pregnant, please make an appointment with the Doctor so that your antenatal care can be arranged.

ASTHMA/COPD CLINIC

To regularly review our asthma patients to prevent serious asthma attacks. Patients receiving medication are encouraged to attend the clinic by appointment, twice a year or when required.

DIABETIC CLINIC

We aim to review our diabetic patients at least once a year to reduce the need for patients to attend hospital outpatient clinics.

CHILD HEALTH CLINIC

Run by our Practice Nurses for childhood immunisations

WELL WOMAN/MAN CLINIC

Appointments for cervical smears, to discuss hormone replacement therapy and for general health checks.

FAMILY PLANNING CLINIC

We offer Pill checks, Depo-Provera plus reviews, High Vaginal Swabs, Chlamydia Screens, issue Levonelle for Emergency Contraception and Coil Checks (6 weeks post insertion and annual reviews)

PHLEBOTOMIST

Mornings for fasting bloods test

TRANSLATION SERVICES

For translation services during clinic, please enquire at Reception.

COMMENTS AND SUGGESTIONS

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing to our Practice Manager.

COMPLAINTS

The Practice believes that complaints should be viewed positively and seen as a mechanism for monitoring and improving the quality of the services it provides.

However, if you have any concerns about any aspect of our service, please let us know. Speak to whomever you feel most comfortable – your GP, our Practice Manager or our Reception team who will be happy to help. In the majority of cases, concerns can be resolved quite easily.

If you feel we have not dealt with the issues, you have raised as you would wish, you can write to:

R&B CCG Complaints Team
C/O Arden CSU
Wildwood
Worcester, WR5 2LG
Tel: 01905 733 263
Email: acsu.worcestershirecomplaints@nhs.net

PATIENT PARTICIPATION GROUP (PPG)

This is a group that comprises of patients at the surgery who wish to work together with the staff and doctors to help them to meet the needs of their patients, improve services and to share an understanding of issues and opportunities

This involves attending a PPG meeting held at the surgery approximately every 6-8 weeks.

This is where we discuss issues affecting your Practice, and helping the surgery to deliver the best service it can. To publish a patient newsletter, help conduct a practice survey and help with publishing the findings to all patients. Ultimately helping patients to get the best out of their doctors, and just as importantly the doctors to get the best out of their patients.

Generally anyone who is a patient within the Practice can become a member however; the Practice does have the right to refuse an individual if it considers it is in the best of interest of the individual or the Practice.

Please speak to the Practice Manager if you are able to join

ACCESS TO PATIENT INFORMATION

Confidential patient data will be shared within the practice health care team and with other health care professionals to whom you are referred for care. Your data may be used by those clinical teams providing your care for the essential purpose of clinical audit.

It may also be required for the broader purposes of public health and audit research. Data disclosed will be kept to the minimum required to serve the purpose and where necessary be anonymous before disclosure. Confidential and identifiable patient information will not be disclosed otherwise without explicit consent, unless;

- It's a matter of life and death or serious harm to you or to another individual.
- It's overwhelmingly in the public interest to do so.
- There is a legal obligation to do so

In all of these circumstances the minimum identifiable information that is essential to serve the purpose may be revealed to someone with a legal entitlement.

All individuals with access to your data have a professional and/or contractual duty of confidentiality.

If you are concerned about any of the ways in which your confidential data is being dealt with, further information is available from the Practice Manager. You are entitled to register an objection, which will be respected if this is possible.

VIOLENT PATIENTS - ZERO TOLERANCE

The NHS operates a Zero Tolerance Policy with regard to violence and abuse. The Practice has the right to remove patients from the list with immediate effect in order to safeguard Practice Staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse, which leads to fear for a person's safety.

The patient is notified in writing of their removal from the list and record in the medical notes about the removal and circumstances leading to it. The CCG is responsible for providing further medical care for such patient

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.

PATIENTS' RIGHTS

- Patients with a problem considered urgent, will be seen the same day.
- Patients will be provided with information about the services provided in the Practice via the Practice booklet.
- Protocols will be followed for the management of common chronic conditions when appropriate.
- NHS treatment would be readily available locally when this is feasible.
- If the Practice/patient relationship breaks down, patients have the right to register with another Practice. The Practice also has the right to remove that patient from their list. This would generally only follow a warning that had failed to remedy the situation and we would normally give the patient a specific reason for the removal.

PATIENTS RESPONSIBILITIES

- Patients should attend their appointments at the arranged time. If this is not possible they should notify the surgery as soon as is possible
- Patients should be aware that individual appointments are for one person only
- Requests for visits and advice during out of hours should be for true emergencies only
- Patients should be aware that home visits are made at the Doctors' discretion
- Let us know if you move house or change your telephone number

VISIT OUR WEBSITE

The surgery website is a most effective way of giving our patients access to help and latest information 24 hours a day seven days a week. It contains complete information about all the services we offer. It also details how the practice is organised and introduces our doctors, other medical and administrative staff.

You will find us at www.woodrowmedicalcentre.co.uk

USEFUL NUMBERS

Age Concern	0800 009966
Alcoholics Anonymous	0845 7697555
Alexandra Hospital	01527 503030
Alcohol Advisory Service	01527 61010
Asthma	0845 010203
Autism	0845 0704004
Carers Support Services Pam Clark	0300 012 4272
Eating disorders	0845 6341414
Family Planning	01527 488608
Help is at Hand	0871 555455
Macmillan	0808 8082020
Hospital Midwives	01527 512056
Meningitis	0808 8003344
Out of Hours	0300 1233211
Pregnancy Advice	0845 3003737
Shelter	0808 8004444
Samaritans	08457 909090
Find a Dentist NHS	01905 760111
Woodrow Chemist	01527 501143
NHS 111	111



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www.woodrowmedicalcentre.co.uk