

SERVICES AVAILABLE

- Baby Clinic (6-8 week check)
- Immunisations
- Phlebotomy (blood taking)
- Travel Advice & Vaccinations
- Joint Injections
- Family Planning advice
- ECG
- Ear Irrigation
- Health checks
- **Long term conditions clinics/management -**
Diabetes, Asthma/COPD, Heart Disease, Epilepsy, Hypertension, Thyroid, Depression, Cancer, Dementia, Mental Health etc.

ONLINE PATIENT SERVICES

All new patients and their families are welcome;
please just ask at reception.
[Proof of ID & residence required]

Disabled parking is available in the car park. The entrance to the surgery is level with no steps. There is a disabled toilet and baby changing facilities on the premises. There is some space for prams, pushchairs and a wheelchair. Reception staff will be pleased to give any assistance required.



OUR PRACTICE AREA

Alum Rock, Washwood Heath, Bordesley Green, Sparkhill, Springfield, Hall Green, Acocks Green, Shirley, Solihull and other areas at the discretion of Dr.

LOCAL WALK-IN CENTRES are generally open 8am-8pm. **If your GP surgery is closed** it is better to attend a walk in centre than A&E for an issue you consider urgent but is not a medical emergency e.g. minor cuts and wounds.

Washwood Heath Health and Wellbeing Centre,
Clodeshall Rd, Saltley, Birmingham B8 3SN.

Unlike your GP at the practice however, doctors at a walk in centre do not have the benefit of seeing you on a regular basis, or have access to your medical records. You are more likely to be assured of continuity of care, effective treatment of on-going or long term conditions, and personal doctoring at your GP surgery.

It is wise therefore to always contact your GP surgery, at all times, with your health needs before going to a walk in centre or A&E. Doctors at the surgery will be able to advise you if you do need to attend the A&E department.

NHS DIRECT

For health advice and information 24 hours a day, 365 days a year, just dial...

111

from any landline or mobile phone free of charge.

SUGGESTIONS, COMMENTS & COMPLAINTS

Pak health centre aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. Your GP, our Supervisors, Practice Manager or our reception staff will be happy to help.

In the majority of cases, concerns can be resolved in-house quite easily. However, if you feel we have not dealt with the issue and you wish to go further, you may contact **Patient Advice and Liaison Service (PALS)** which can help resolve issues before they become formal complaints.

New Patients Welcome to Register

Pak Health Centre

38 Alum Rock
Road, Saltley,
Birmingham,
B8 1JA.

CONTACT NUMBER 0121 3273926
0121 3281370

FAX 0121 3281370

“We don’t just help, we care.”

Dr (Mr) Rashid Ahmed Bhatti

Dr (Mr) Hasan Bhatti

Dr (Mrs) Hina Undleeb Khan

Dr (Mr) M.S Rahber

WEBSITE: www.pakhealthcentre.com



SURGERY OPENING HOURS

Pak Health Centre Practice is a family run practice ; well as a teaching practice;
Established since August 2016.

At Pak Health centre we aim to deliver high quality healthcare, from a professional, well-trained, motivated team in a **happy and friendly atmosphere**.

Our Primary Health Care Team (GPs, Nurse, and Admin Staff) provides our patients with **comprehensive and high quality medical services** and makes effective and economic use of both financial and clinical resources.

The Doctors have been practicing from the current premises since 2001 the specifically designed premises are welcoming and include facilities for the disabled.

We encourage people to take responsibility for their own health and well-being, whilst treating those who become ill with care, compassion and personal skill.

Doctors have been approved by the Birmingham South Central Clinical Commissioning Group to provide:

- **General Medical Services**
- **Antenatal/Post-Natal Care**
- **Family Planning Services**
- **Child Health Surveillance/Checks**

Both Doctors are interested in all aspects of Primary Healthcare, including Preventative Medicine and Health Promotion for their patients. Both Doctors are multi-lingual (English, Mirpuri, and Urdu)

<u>STAFF</u>	
Practice Manager:	Minakshi Pathak / Taiyaba Sabir
Receptionists:	Iffat Irfan Shameem, Saleha
Secretary:	Nargis Hussain
Practice Nurse:	Mrs Anoko Claris Hunter
Additional Doctors:	Dr R.A Bhatti Dr Hasan Bhatti (Partner) Dr Hina Khan (Partner) Dr Rahber [Locum GP]

TEACHING & TRAINING

DOCTORS' SURGERY HOURS

	<u>MORNINGS</u>	<u>EVENINGS</u>
Monday	9.30am – 12pm	4.00pm – 6.00pm EXTENDED EVENING SURGERY [BY APPOINTMENT ONLY] 6.30pm – 9pm
Tuesday	9.30am – 12pm	4.00pm – 6.00pm Admin : 6pm- 6.30 pm
Wednesday	9.30am – 12pm	4.00pm - 6.00pm Admin : 6pm- 6.30 pm
Thursday	9.30am – 12pm	4pm – 6pm Admin : 6pm- 6.30 pm
Friday	9.30am – 12pm	4.00pm – 6.00pm Admin : 6pm- 6.30 pm

PLEASE ARRIVE FOR APPOINTMENTS ON TIME & PLEASE CANCEL APPOINTMENTS IF NO LONGER REQUIRED

NURSE Clinic / Phlebotomy / Health Visitor

PRACTICE NURSE IS AVAILABLE BY APPOINTMENTS AS WELL	
MORNINGS: Monday, Tuesday, Wednesday, Friday	9.30 – 2.00pm
AFTERNOONS: Thursday	2pm – 6pm
MORNINGS: Wednesday	10am – 11am
AFTERNOONS: Thursday	12.30pm – 2pm

Nurse is available for:

Health Checks, Cholesterol & BP Checks, Weight Advice, Smears, Injections – Travel Advice, Wound Care, Asthma

Most of our staff are able to communicate in several di

EMERGENCIES

Your nearest casualty department is **Heartlands Hospital; open 24 hours.**

HOME VISITS

Only patients who are house bound and terminally ill should request a home visit. **Please phone full details to the practice before 10.30am** (if possible).

*Please remember the doctor can see **five patients** in the surgery in the time it takes to make one home visit.*

REPEAT PRESCRIPTIONS

To help the efficient management and distribution of repeat prescriptions, patients are asked to request them in writing, **at least 48 hours in advance**. Only prescriptions which have been prearranged will be accepted by telephone.

PATIENT RIGHTS & RESPONSIBILITIES

Under the Data Protection Act 1998 and the Human Rights Act 1998, all of the information given in your GP consultation is held in confidence. The GP has a right to breach this confidentiality if you pose a threat to others. **Violence or abuse of any kind expressed to any member of staff will not be tolerated.** The patient responsible is at risk of being removed from the practice.

If the patient would like to express a preference of clinical please mention at reception.

Private consultations for patients not registered with the practice are also available