

Welcome to the Jacey Practice

www.jaceypractice.co.uk

How to Register

If you wish to register with the surgery you need to complete and sign a registration form. Preliminary details can be sent to us via our website on www.jaceypractice.co.uk. Our Office Manager will contact you to complete the process. You may also register by visiting the surgery in person and completing a form.

It helps immensely if you have your NHS Medical Card, as it has your NHS Number and previous GP and Health Authority on it. However, we can still register you without this. One member of a family can sign for everyone in the family at the same address as it is often not practical for everyone to come to the surgery.

All new patients are eligible for a health check, but this is not compulsory. However we cannot issue repeat prescriptions from a previous doctor without a consultation with the doctor or nurse.

Practice Information

Confidentiality

Whatever is disclosed in the doctor/patient consultation is confidential between the patient and their doctor. All medical records are kept securely and computer access is tightly controlled. From time to time, Care Trust staff, who are subject to a duty of confidentiality, are entitled by law to monitor our treatment of patients to assess the quality of service being provided in the practice. Wherever practical (but not always), the names on the records are concealed, and clinical information is only seen by a clinically trained member of staff (i.e. doctor or nurse).

Medical Students

The practice trains students from Warwick Medical School. Sometimes the doctor will have a student with them. If you do not wish the student to be present, just tell Reception or the doctor and the student will leave the room.

Violence and Aggression

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

Comments, Suggestions and Complaints

We aim to provide the highest standard of care and welcome comments and suggestions on our standard of service. If you are unhappy with the service you provide, please write or make an appointment to see Mrs. Anne Skidmore, the Practice Manager. She will be pleased to help wherever possible. She can also be reached by email on info@jaceypractice.co.uk.

Freedom of Information - Publication Scheme

We adhere to the procedures under the Freedom of Information Act 2000. Further details are available from the Practice Manager.

Dr. Julia Lawley Dr. Sanjey Rai Dr. Bhavesh Gandhi Dr. Mari Reynolds Dr. Bilal Patel
Practice Manager: Mrs. Anne Skidmore

Car Park

There is free car parking available outside the health centre provided by Solihull Council. At busy periods parking can be difficult and we are sorry for any inconvenience. Any complaints regarding car park provision should be addressed to the Council, as unfortunately we do not have any control over it.

Forms and Reports

Sick notes

For all illnesses lasting for seven days or less, a sick note from the 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 NHS system.

Disability / Attendance Allowance / Blue Badges

These are completed without charge to the patient, however if none of the doctors has seen you for some time, they may require you to make an appointment to ensure the information is accurate.

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. This includes completing private health insurance forms, passport forms, medicals for pre-employment, HGV licences, sport etc. These fees are reviewed on a regular basis and a list of charges can be obtained from reception.

Please note that this also applies to some holiday vaccinations, which will be ordered in specifically for an individual, with payment usually in advance. Please allow plenty of time (preferably 8 weeks) before you go away to see the Practice Nurse.

Useful Numbers

Jacey Practice at Northbrook:	0121	745	9333
Fax:	0121	733	6892
Dickens Heath:	0121	744	9393
Fax:	0121	744	0060
Out of Hours:	0845	113	4433
Northbrook Pharmacy:	0121	745	8558
Dickens Heath Pharmacy:	0121	733	8848
Health Visitors:	0121	744	0961
District Nurses:	0121	745	8169
Midwives:	0121	709	0209
Child and Family Unit:	0121	744	0449
Chiropody:	0121	744	0920
Solihull and Heartlands Hospitals:	0121	424	2000
Emergency Dentist (Grove Road):	0121	704	3211