

## OUR PRACTICE AREA

Moseley, Tyseley, Sparkhill, Springfield, Hall Green, Acocks Green, Shirley, Solihull and Olton and other areas at the discretion of Dr.

**LOCAL My Healthcare Federation HUB** is generally open 8am-8pm 7 days a week. Appointments can be booked via the surgery for consultations.

The nearest HUB is at

**Fernley Medical Centre HUB, 560 Stratford Road, Sparkhill, Birmingham B11 4AN**

HUB Services include: face to face GP appointments, Virtual GP, Virtual Pharmacist, District Nurses, HCA Appointments & Physiotherapy .

Unlike your GP at the practice however, doctors at the local HUB do not have the benefit of seeing you on a regular basis despite having 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 own GP surgery.

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

## EMERGENCY OUT OF HOURS/ 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

Springfield Medical Practice 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.

To speak to a PALS officer, ring **01138 247 241**

## SERVICES AVAILABLE

- Anticoagulation clinic
- Baby Clinic (8 week check)
- ECG Recording and Interpretation
- Immunisations
- Quit Smoking Clinic
- Phlebotomy (blood taking)
- Travel Advice & Vaccinations
- Joint Injections
- Minor Operations
- Cryotherapy (Freezing Treatment)
- Sexual Health including Coil fitting
- Spirometry
- **Long term conditions clinics/management -**  
*Diabetes, Asthma/COPD, Heart Disease, Epilepsy, Hypertension, Thyroid, Depression, Cancer, Dementia, Mental Health Conditions, Medically Unexplained Symptoms etc.*



**New Patients  
Welcomed To Register**

All New patients and their families are welcome; please just ask at reception.



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.

# SPRINGFIELD MEDICAL PRACTICE

**739- 741 STRATFORD ROAD  
SPRINGFIELD, BIRMINGHAM B11 4DG**

**CONTACT NUMBER  
0121 778 4321  
FAX : 0121 702 2662**



*"We don't just help, we care."*

**Dr V.K. RAJPUT**

MBChB, DRCOG, MRCGP,  
MSc, FPCert.  
Cert. in ECG SCST  
FRCGP (UK).

**Dr (Mrs) S. RAJPUT**

MBChB, DRCOG. MRCGP,  
DFSRH (UK)

**Dr G.K. RAJPUT**

MBBS, BSc, MRCGP (UK)

[www.springfieldmedicalpractice.co.uk](http://www.springfieldmedicalpractice.co.uk)

## DOCTORS

Springfield Medical Practice is a teaching practice; established since 1990.

**Dr V Rajput & Dr (Mrs) S Rajput** are graduates from Leicester University Medical School, with higher qualifications from the University of Birmingham.

At Springfield Medical Practice 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, HCA, 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 1996. 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.

Drs V & S Rajput have been approved by the Birmingham South Central Clinical Commissioning Group to provide:

- **General Medical & Surgical Services**
- **Antenatal/ Post-Natal Care**
- **Family Planning Services**
- **Minor Surgery Procedures**
- **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, Punjabi, Hindi and Urdu)

### STAFF

<b>Practice Manager:</b>	Minakshi Pathak (P/T)
<b>Supervisor/Deputy:</b>	Sham Begum, Hazel
<b>Receptionists:</b>	Harjinder, Saiqa Reeta,
<b>Secretary:</b>	Habiba
<b>Practice Nurse:</b>	Anoko Hunter Mrs Rona Pawaroo (Anti Coag)
<b>Additional Doctors:</b>	<b>Dr G.K. Rajput</b> (Sessional Doctor) Doctor (GP Trainee ST3)

## SURGERY OPENING HOURS

**Monday - Friday: 9:00 - 1:00pm & 2:00 - 6:30pm**

## DOCTORS OPENING HOURS

"Our Surgery Lines are closed 8am till 9am Monday to Friday  
1pm till 2pm Monday, Tuesday & Friday  
1pm till 6.30pm Wednesday and Thursday  
During this time, please ring **0121 415 2090** (South Doc Services)  
if you need to contact a GP with an urgent medical condition"

	MORNINGS	EVENINGS
<b>MONDAY</b>	9:00am TO 12:30pm	4:00pm - 6:30pm 2:00pm - 4:00pm <b>ECG INTERPRETATION SERVICE</b>
<b>TUESDAY</b>	9:00am TO 12:30pm	4:00pm - 6:30pm
<b>WEDNESDAY</b>	9:00am TO 12:30pm	2:00pm - 4:30pm <b>Anticoagulation Clinic</b> 2:00pm - 4:30pm <b>Long Term Conditions Clinic</b>
<b>THURSDAY</b>	9:00am TO 12:30pm	2:00pm - 4:30pm <b>For Professional Development/ Student Clinic</b>
<b>FRIDAY</b>	9:00am TO 12:30pm	4:00PM - 6:30PM

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

## Extended Access Appointments via MyHealthcare Hub

**7 days a week 8:00am till 8:00pm  
by appointments only**

### PRACTICE NURSE BY APPOINTMENTS

	AM	PM
<b>MONDAY</b>	9:30am - 12:30pm	2:00pm - 5:00pm
<b>TUESDAY</b>	9:30am - 12:30pm	1:00pm - 2:00pm
<b>WEDNESDAY</b>	9:30am - 12:30pm	2:00pm - 4:30pm
<b>THURSDAY</b>	9:30am - 12:30pm	
<b>FRIDAY</b>	9:30am - 12:30pm	2:00pm - 5:00pm

Nurse is available for:

**Health Checks, Smoking & Exercise Advice, Cholesterol & BP Checks, Weight Advice, Smears, Injections Travel Advice, Wound Care, Asthma Checks, Diabetic Checks Anti Coagulation Clinic, ECG Recording + Interpretations, and Phlebotomy**

**\*\*Private Consultations\*\***

for patients not registered with the practice are also available.

## TEACHING & TRAINING

All staff are trained in their various disciplines, receive annual appraisals and have ongoing educational training to maintain and further enhance their skills. **Most of our staff are able to communicate in several different languages to accommodate patient needs.**

Since 1997, the practice is also committed to passing on its special medical expertise in respect of training and education of GP Registrars (who are qualified doctors) & Birmingham Medical School Students (training to become doctors). Selective research is conducted at the practice.

**Thursday afternoon, generally, the practice holds staff and doctors professional development sessions. Some afternoons there are pre-booked sessions for student training/ teaching.**

### EMERGENCIES

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

### HOME VISITS

Only patients who are too ill to attend the surgery 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.  
**Electronic prescription service is available on request.**

*If the patient would like to express a preference of practitioner, just let a member of reception know.*