

BALDWINS LANE SURGERY

New Patient Questionnaire For Children Under 16 years Old

Please fill in all of your child's details clearly

Full Name:	Address:
Date of birth:	
Telephone No:	
Mobile No:	Post Code:
Email Address:	

NHS England require us to ask you about your ethnicity

White	Asian or British Asian	Any other Ethnic Group
<input type="checkbox"/> British	<input type="checkbox"/> Indian	<input type="checkbox"/> Chinese
<input type="checkbox"/> Irish	<input type="checkbox"/> Pakistani	<input type="checkbox"/> Any Other please state
<input type="checkbox"/> Any other white background	<input type="checkbox"/> Bangladeshi	
Mixed	<input type="checkbox"/> Any other Asian background	
<input type="checkbox"/> White & Black Caribbean	Black or Black British	
<input type="checkbox"/> White & Black African	<input type="checkbox"/> Caribbean	<input type="checkbox"/> Do Not wish to state
<input type="checkbox"/> White & Asian	<input type="checkbox"/> African	
<input type="checkbox"/> Any other mixed background	<input type="checkbox"/> Any other black background	

My first spoken language is:

Do you have any information or communication support needs?

Smoking Status – children age 15 only

<input type="checkbox"/> Never smoked	<input type="checkbox"/> ex smoker	<input type="checkbox"/> current smoker	How many cigarettes do you smoke a day?
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If you would like help to stop smoking, further information is available from the reception

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Carers Information

Do you have a carer? Yes <input type="checkbox"/> No <input type="checkbox"/>	Are you a carer for someone? Yes <input type="checkbox"/> NO <input type="checkbox"/>
If yes, please fill in the attached Carers Information form	

Medical History

Does your family have any medical problems?

	Mother	Father	Brother	Sister	Grandmother	Grandfather
Diabetes						
Heart Disease						
Breast Cancer						
Deep Vein Thrombosis						
Any Other Please state						

- **Please specify any current illnesses**[If you have no current illnesses please write none]
- **Please specify any significant past medical history**
- **Do you have any allergies? If so what are they?**
- **What medication are you presently taking?**

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PLEASE NOTE

You will need to make a routine GP appointment for any current or repeat medication that your child takes. Please bring along all details of their medication to their GP appointment

Childhood Vaccination Record

It is important that the Practice hold a record of your child's vaccination status and that your child does not miss any of the childhood vaccinations that are currently recommended by Public Health England.

Please provide details of all vaccinations that your child has received.

If possible please include a copy of the vaccination pages of your child's Health Development Record
[also known as the 'Red Book'].

Name of Vaccine	Date Given

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This additional information will help to make sure we try to speak to a representative sample of the patients that are registered at this Practice.

Are You?	Male		Female	
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Age Group	Under 16		17 – 24		25 – 34	
	35 – 44		45 – 54		55 – 64	
	65 – 74		75 – 84		Over 84	

Name of next of kin/emergency contact details:

Name of person: Their relationship to you:.....

Their contact telephone number/s:.....

Their address (inc postcode please):.....

Thank you.

Please note that no medical information or questions will be responded to.

The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998.

The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.

Proof of Identity

Children under the age of 16 whose Parent/Guardian is registered with the Practice or registering at the same time will need to provide either:

- Original Birth Certificate or a certified copy
- Passport



Your Summary Care Record

Care professionals in England use an electronic record called the **Summary Care Record (SCR)**. This can provide those involved in your care with faster secure access to key information from your GP record.

What is a SCR?

If you are registered with a GP practice in England, you will already have an SCR unless you have previously chosen not to have one.

It includes the following basic information:

- Medicines you are taking
- Allergies you suffer from
- Any bad reactions to medicines.

It also includes your name, address, date of birth and unique NHS Number which helps to identify you correctly.

What choices do you have?

You can now choose to include more information in your SCR, such as significant medical history (past and present), information about management of long term conditions, immunisations and patient preferences such as end of life care information, particular care needs and communication preferences.

If you would like to do this, talk to your GP practice as it can only be added with your permission.

Remember, you can change your mind about your SCR at any time. Talk to your GP practice if you want to discuss your option to add more information or decide you no longer want an SCR.

Vulnerable patients and carers

Having an SCR that includes extra information can be of particular benefit to patients with detailed and complex health problems. If you are a carer for someone and believe that this may benefit them, you could discuss it with them and their GP practice.

Who can see my SCR?

Only authorised care professional staff in England who are involved in your direct care can have access to your SCR. Your SCR will not be used for any other purposes.

These staff:

- Need to have a Smartcard with a chip and passcode
- Will only see the information they need to do their job
- Will have their details recorded every time they look at your record.

Care professionals will ask for your permission if they need to look at your SCR. If they cannot ask you because you are unconscious or otherwise unable to communicate, they may decide to look at your record because doing so is in your best interest. This access is recorded and checked to ensure that it is appropriate.

SCRs for children

If you are the parent or guardian of a child under 16, and feel they are able to understand this information you should show it to them. You can then support them to come to a decision about having an SCR and whether to include additional information.

Confidentiality

For information on how the NHS will collect, store and allow access to your electronic records visit NHS Choices at www.nhs.uk/records.

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For more information talk to the staff at your GP practice or visit www.hscic.gov.uk/scr/patients
You can also phone the Health and Social Care Information Centre (HSCIC) on 0300 303 5678

Summary Care Record OPT OUT FORM

YOUR NAME: _____ **DATE OF BIRTH:** _____

Baldwins Lane Surgery offers its patients the choice of having a Summary Care Record.

The new NHS Summary Care Record has been introduced to help deliver better and safer care and give you more choice about who you share your healthcare information with.

What is the NHS Summary Care Record?

The Summary Care Record contains basic information about:

- **any allergies you may have,**
- **unexpected reactions to medications,**
- **and any prescriptions you have recently received.**

The intention is to help clinicians in A & E Departments and 'Out of Hours' health services to give you safe, timely and effective treatment. Clinicians will only be allowed to access your record if they are authorised to do so and, even then, only if you give your express permission. You will be asked if healthcare staff can look at your Summary Care Record every time they need to, unless it is an emergency, for instance if you are unconscious. You can refuse if you think access is unnecessary.

Children under the age of 16

Patients under 16 years will not receive this form, but will have a Summary Care Record created for them unless their GP surgery is advised otherwise. **If you are the parent or guardian of a child then please either make this information available to them or decide and act on their behalf. Ask the surgery for additional forms if you want to opt them out.**

You do not have to have a Summary Care Record, although you are strongly recommended to consider this choice. If you are happy for a Summary Care Record to be set up for you then you need take no further action. If you want to opt-out now please tick the box below and return it to Reception as soon as possible.

Please sign below if you do not want a Summary Care Record:

No I do not want a Summary Care Record

Date _____

Signed _____

Hand this form in at your Surgery if you wish to "Opt-Out"

HealthSpace information

In addition, patients over 16 can register on a secure website called HealthSpace for a 'Basic' account which gives you access to a Personal Health Organiser. Register at www.healthspace.nhs.uk to do this. If you go a stage further you can register for an 'Advanced' account which will entitle you to see a copy of your Summary Care Record once it has been created.

Complete the Advanced Registration application and print off the form and contact your Patients' Advice and Liaison Service (PALS) office to find out where you should go to register for an Advanced HealthSpace Account. You can do this by emailing community.pals@glos.nhs.uk or by telephoning the PALS on **0800 0151 548**. Advisers are available Monday to Friday from 9.00am to 5.00pm. When you register you must remember to bring along with you 3 items of identification, Passport and/or Driving Licence and 2 Utility Bills current within the last 3 months.

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Carer Identification and Referral Form

If you are a Carer or are cared for we would like to hold this information in your medical record. This will help us provide support as necessary and have a better understanding of your needs. By completing this form you agree that we can retain this information in your medical record.

Please complete this form and hand it to a member of our Reception team.

If you're a Carer who helps and supports someone who can't manage on their own, we want to ensure YOU get all the support YOU need. To be able to do this, we need to know certain facts about your caring situation, as listed in the form overleaf.

It's NOT about judging the way you are caring for someone, nor should social services assume that you wish to become, or carry on being, a Carer.

As a result of completing the Assessment, the local authority may provide services to help you in your caring role or to maintain your own health and well-being. It can also look at the needs of the person you care for. This could be done separately, or together, depending on the situation.

Section A – I AM a Carer

<i>Carers Details:</i>	
Your Name:	
Date of Birth:	
Your Address:	
Home Tel:	Mobile:
<i>I care for:</i>	
Full Name:	
Address:	
Contact Tel:	Date of Birth:
Relationship (if any)	
Is the person you care for registered with Baldwins Lane Surgery? Yes / No	
Please refer me to Care Services for a Carer's Needs Assessment Yes / No	
Signed:	Date:

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Carer Identification and Referral Form

Section B – I HAVE a Carer

Patient Details:		
Your Name:		
Date of Birth:		
Your Address:		
Home Tel:	Mobile:	
I am cared for by:		
Full Name:		
Address:		
Contact Tel:	Date of Birth:	
Relationship (if any)		
Is the person who cares for you registered with Baldwins Lane Surgery? Yes / No		
Are you registered disabled? Yes / No		
Signed:	Date:	
Agreement by Patient to allow Carer access to their personal details and / or copies of correspondence		
1	I give permission for my Carer to have access to my personal details and medical records held by Baldwins Lane Surgery	Yes / No
1a	This Permission relates to all of my Records:	Yes / No
1b	This permission relates to a specific condition: Specify the condition: _____	Yes / No
1c	This permission relates to part of my records: Please specify the parts of the record to which access is allowed and any areas specifically excluded: _____ _____ _____	Yes / No
2	I consent to my Carer receiving copies of all correspondence relating to my treatment	Yes / No
3	I confirm that my GP has sole discretion to withhold any or all information from my carer	Yes / No
4	I understand that this permission will remain in force until cancelled by me in writing and that the doctor may override this authority at any time	Yes / No
Signed by Patient:		Date:
Accepted by Doctor:		Date:

BALDWINS LANE SURGERY

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Dr Yosry Gabriel (male)

PhD, FRCS, MRCCOG, DFD, DFRH

Dr Fekry Younan (male)

MB BCH, FRCS (England)

265 Baldwins Lane, Hall Green
Birmingham, B28 0RF
Telephone 0121 744 1290
Fax 0121 745 1126
www.baldwinslanesurgery.info

*Late evenings – Thursday every week –
clinic run by Dr Younan*

We are a member practice of
Birmingham & Solihull CCG
Bartholomew House
142 Hagley Road
Birmingham B16 9PA

Non-NHS Services

There are some services outside of the NHS for which the doctors will make a charge, e.g. completing private health insurance forms. These services and fees are displayed in the waiting area and are reviewed on a regular basis. All fees are in line with current BMA scales.

Patient Participation Group

The group meets every two months to:-

- give Practice staff and patients the opportunity to discuss topics of mutual interest in their Practice.
- provide the means for patients to make positive suggestions about the Practice and their own healthcare.
- encourage health education activities within the Practice.

Please consider joining

Patient Access

The surgery has wheelchair access on ground floor. If you wish to see a clinician in the upstairs consulting room please inform a receptionist and provisions will be made for you. We have a hearing loop in reception.

We can arrange interpretation and translation services in person or by telephone for patients who do not speak English. Please let the practice know if you require this service when booking an appointment.

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Reviewed 24/04/2018
Next review date 25.09.2018

Opening Hours

RECEPTION

Reception is open from 8.00am to 6.30pm
Monday, Tuesday & Friday, Thursday 8.00am
to 7.00pm and Wednesday
8.00- 12.30

APPOINTMENTS

Consultations are by appointment only. The Practice offers appointments from:
9.00am- 6.00pm Mon, Tues & Fri
9.00am – 7.20pm on Thursday
9.00am-12.00 Wednesdays.

Out of Hours Service

Always telephone the surgery first and listen carefully to the recorded answer machine message. The out of hour's service number is as follows

Weds 12.30–6.30pm call Badger medical services on 0300 555 9999

Mon–Fri 6.30pm–8.00am, Weekends and Bank Holidays please call 111
Birmingham & Solihull CCG is responsible for commissioning the out of hours services for this practice

Home Visits

Patients do NOT have an automatic right to a home visit from a GP. The GP will decide if a home visit is appropriate based on information regarding the condition of the patient. The home visit is NOT an emergency service if the patient's condition is urgent, then the patient should dial 999.

*The local walk in centre is:-
Solihull health and Walk in Centre,
Lode Lane, Solihull, B91 2AE
0121 709 7711
Open 8am – 8pm every day*

BALDWINS LANE SURGERY

Our Services

Welcome to Baldwins Lane Surgery. We are a well established, fully computerised friendly practice. We aim to treat all patients promptly, courteously and in complete confidence. We are a training practice and sometimes have junior doctors

The Practice Nurses assist the doctors with clinical work and health promotion. The Practice Nurses have appointments throughout the day.

The nurse provides a range of services including: travel vaccinations; baby immunisations; cervical smears; family planning; dressings and ear syringing

In conjunction with the Doctors, the nurse offers clinics for Diabetes, Asthma & Coronary Heart Disease. We also provide a wide range of minor surgery techniques, sexual health and family planning services

How to Register

Registration forms and new patient questionnaire can be collected from Reception

Your medical records will be requested from your previous practice if applicable. You can choose to see whichever GP you prefer but we encourage you to see the same GP throughout an illness for continuity of care, although this may sometimes be difficult in the case of an emergency.

Appointments

Please arrive on time for your appointment. If you are late you will not be seen and will be asked to re-book. Please always attend your appointment or cancel in plenty of time. You may be asked to leave the surgery if it is considered a repeat issue

Practice Staff

GP
GP Locum
GP Locum
Practice Nurse
Practice Nurse
HCA
Business Manager
Phlebotomist
Practice Manager
Practice Secretary
Reception team
- Dr Yosry Gabriel (M)
- Dr Fekry Younan (M)
- Dr Sania Husain (F)
- Irene Donnelly
- Noelleen Heekin
- TBA
- Heike Gabriel
- Wendy Leek
- Mark O'Gara
- Lennie Watson
- Claire, Marie, Julie, Wendy

Repeat Prescriptions

If your doctor decides you need a repeat prescription you will be issued with a computerised request slip. When you require a repeat prescription please hand the request to reception indicating which items you require. Please only order items which you have run out of, we strongly encourage all patients not to stock pile drugs as drugs do have an expiry date. The practice operates a 2 working days repeat prescription system. You can order via post, fax, online or in person

Concerns

The Manager is available to advise you about administration and non-medical aspects of your care. We aim to provide the highest standard of care. If you feel that this has not happened please contact the practice manager. The practice has an in-house complaints procedure in line with NHS regulations and any member of staff will be able to give you a copy of this on request. We are keen to hear from patients as to how you feel about the services which we provide. If things are not going well, this gives us a chance to put them right. But we also like to hear from you if things are going well and you are pleased with the service.

Please speak to Mark O'Gara, Practice Manager.

Zero Tolerance

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

Patients' rights, responsibilities & personal health information

You have a right of confidentiality and we ensure that the information we hold is secure and only available to health professionals involved in your care. Patients & staff have a right to courteous treatment and we ask everybody to respect this when in the surgery.

Data Protection Act

We are registered with the Data Protection Act and are bound to terms of the agreement.

Test Results

If your doctor has advised you to obtain the results of hospital investigations, please call after 1.30pm

Practice List Area

Please ask reception for more details

