

DOCTORS

Dr Caterina Sterlini

(Female) MB.,BS.

Dr Annie Bangash

(Female) LMSSA, LRCS, LRCP; MD;

DFSRH

STAFF

Practice Manager	Sabrina Jussab
Nursing Team	Rosa George RGN Chris Linthwaite HCA Sue Gamble HCA
Phlebotomist	From BHH
Receptionists	
Yvonne	Rose
Sue	Dawn

SURGERY OPENING HOURS

Monday	8.30 am to	6.30 pm
Tuesday	8.00 am to	6.30 pm
Wednesday	8.00am to	6.30pm
Thursday	8.30 am to	6.30 pm
Friday	8.00am to	6.30 pm

DOCTOR'S CONSULTING TIMES

Monday	9 -11.30am	3.20- 6 pm
Tuesday	9 -11.30am	3.20- 6 pm
Wednesday	9 - 11.30am	4.00-6pm
Thursday	9 - 11.30am	3.20- 6pm
Friday	9 - 11.30am	3.20 -5 pm

REGISTERING WITH THE PRACTICE

Our practice list is open for us to register new patients. New patients need to live within the boundaries of our practice area

as described overleaf. Please make enquires at reception about registering. Our patient's charter explains your rights & responsibility as a patient here; a copy will be given to you upon registration. Occasionally your personal information may be shared with outside agencies; this will be in order to improve your treatment or to check how a service has been delivered.

HOME VISITS

If you are too ill to attend the surgery you can request a home visit. Requests for home visits should be made before 11am where possible. It is important for the Doctor to have some information about your problem so that the urgent cases can be visited first. Do remember that home visits are very time consuming & try to get to surgery whenever possible.

REPEAT PRESCRIPTIONS

Our service is computer based, 48 hours notice is required for repeat prescriptions. Prescriptions are ordered by leaving the tear off slip in the box provided at reception, or order via our online services. A collection service is available from local pharmacies. We do NOT accept prescription requests over the telephone.

NURSES

The Practice Nurse is available Wednesday to Friday.

The Practice is supported by a team of community District Nurses, Community Midwives and Health Visitors.

SERVICES AVAILABLE

We provide General Medical Services, including management of long-term illness and chronic disease management.

The following clinics are available with our Practice Nurse by appointment only.

Coronary Heart Disease, Diabetic, Asthma and C.O.P.D, Epilepsy, Cancer, Thyroid, Diet, Smoking Cessation, Blood Tests, and Cytology tests.

PHLEBOTOMY CLINIC BHH
phlebotomist Monday 11am-12pm & Thursday 9am-10am

ANTE-NATAL CLINIC

There is a weekly clinic held on Monday afternoons run by a team of community Midwives.

MINOR SURGERY

A well equipped treatment room is available for certain minor surgical procedures,

e.g. joint injection & zoladex implants.

BABY / CHILD HEALTH PROMOTION

Health visitor: tel No 0121 752 1295

Please enquire at reception about when the clinics are held.

BABY IMMUNISATION & 8 WEEK CHECK

With Doctor by appointment. Ask at reception.

TRAVEL

Advice and holiday immunisations when travelling abroad are available from the Practice Nurse - please ask at reception.

TEST RESULTS

Please telephone between 2pm and 4pm for test results.

CONFIDENTIALITY

The practice complies with data protection and access to medical record legislation. Identifiable information about you will be shared only in the following circumstances:

To provide further medical treatment for you e.g. from district nurses and hospital services.

To help you get other services e.g. from the social services department, this requires your consent.

When we have a duty to others e.g. in child protection cases anonymised patient information will be used at local and national level to help the Health Board and government plan services e.g. for diabetic care.

Reception and administration staff require access to your medical records in order to do their jobs. These members of

staff are bound by the same rules of confidentiality as the medical staff.

PATIENT COMMENTS

The Doctors and staff welcome your comments on the services offered by the practice. You may do this in person, by letter or by visiting the suggestion box situated in the main waiting room. Your comments help us to improve the services we offer and meet your expectations from the practice.

SOME INFORMATION	USEFUL	CONTACT
Surgery		0121 747 2911
Heartlands Hospital		0121 424 2000
Birmingham Cross City CCG		0121 255 0700
NHS 111		111

PRACTICE AREA

Shard End B34 Stechford B33	Castle Bromwich B36	Hodge Hill B34 / B36
-----------------------------------	------------------------	-------------------------

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the practitioners or any of the staff working in the practice, please ask to speak to, or write to the Practice Manager.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out this way and you wish to make a formal complaint, please write to the Practice Manager. A leaflet explaining our complaints procedure is available at reception. Alternatively contact :
The Health Service Ombudsman for England, Millbank Tower,
Millbank,
London,
SW1P 4QP

ZERO TOLERANCE

Schoolacre surgery operates a ZERO TOLERANCE policy concerning violence and abuse. This includes unreasonable / offensive / threatening behaviour or attacks on members of the staff or the general public and damage to the surgery premises or property.

YOUR NAME WILL BE REMOVED FROM THE PRACTICE LIST FOR ANY OF THE ABOVE & IF NECESSARY THE POLICE WILL BE CONTACTED.

TEACHING PRACTICE

Schoolacre Surgery is a teaching practice, so on some occasions you may be asked if

you are willing for a final year medical student to be present during your consultation.

**OUT OF SURGERY HOURS /
EMERGENCY INSTRUCTIONS**

If you have an urgent medical problem that can't wait until the next surgery you should telephone NHS 111

Out of hours service is commissioned
by
Birmingham Cross City CCG

Erdington walk in centre
196 High Street Erdington B23 6SJ
Tel No 0121 686 8011

Schoolacre Surgery
is part of:

NHS Birmingham and Solihull
Clinical Commissioning Group

First Floor
Wesleyan
Colmore Circus
Birmingham
B4 6AR
Tel: 0121 203 3300

Schoolacre Surgery leaflets

are available in other formats and languages, please ask at reception

(Reviewed August 2019)

Dr. CATERINA STERLINI

and

DR ANNIE BANGASH

**SCHOOLACRE SURGERY
2 SCHOOLACRE ROAD
SHARD END
BIRMINGHAM,
WEST MIDLANDS,
B34 6RB**

The telephone number for all
purposes including emergencies is:

0121 747 2911

Fax No 0121 730 3006

www.schoolacresurgery.nhs.uk

*We now offer extended access
appointments.*

*For more information please
speak to a receptionist*

The surgery has suitable access for the disabled. all of our services are situated on the ground floor accessed via a level entrance