

Practice Leaflet



Doctor

Dr Mona Attalla MBCHB (Female GP)

Qualified in 1977, Assiut University, Egypt

Address

Cranes Park Road Surgery,
25 Cranes Park Road, Sheldon, B26 3SE

Telephone: 0121 743 2018

Email: cranepark.rdsurgery@nhs.net

Web: www.craneparkroadsurgery@nhs.uk

NHS App: <https://www.nhs.uk/nhs-app>

In a genuine emergency, you should call **999**.

Chest pains and/or shortness of breath constitute an emergency.

Accessibility

Cranes Park Road Surgery is on the following bus routes: 60, A10, 72, 72A, 73 and 73S

The surgery is suitable for disabled access.

Opening Times

Day	Open from	Close at
Monday	08:00	18:30
Tuesday	08:00	18:30
Wednesday	08:00	18:30
Thursday	08:00	18:30
Friday	08:00	18:30

Weekdays and bank holidays the surgery is closed.

Extended Access

Cranes Park Road Surgery is part of Birmingham Smart Care Federation who are now offering Extended Access during the evenings and weekends. This is available to all patients and are pre-bookable appointments only. Appointments are held at the following hubs:

Greet Primary Care Centre, 50 Percy Road, Greet, Birmingham, B11 3ND

Hub opening times

Monday to Friday	18.30 - 20.00
Saturday	09.00 - 18.00
Sunday	10.00 - 13.00

To book an Extended Hours appointment, please contact the surgery on **0121 743 2018**. Please note this does not affect your normal appointments during normal surgery hours of 8am to 6.30pm.

When we are closed

For medical help for non-life threatening conditions when the surgery is closed, please call NHS 111 for FREE by **dialling 111** to speak to a triage nurse. Your needs will be assessed and advice offered or arrangements made for you to see a doctor. Please do not ask to see a doctor out of hours unless you genuinely cannot wait until the surgery re-opens.

Appointments

The practice operates an appointment system during normal surgery hours. You can book an appointment face to face or via telephone by calling 0121 743 2018, via an online app or at the reception desk. Routine appointments with the doctor can be booked in advance, subject to doctor's availability. Please remember, **appointments are 10 minutes long**, and it is unrealistic to manage multiple problems in one appointment. Please let the receptionist know if you have multiple issues to discuss. If you arrive 10 minutes late, you may be asked to rebook your appointment.

Cancellations

If you cannot attend your appointment, please inform us as soon as possible so we can offer it to another patient.

Home Visits

We regret home visits are **only** for the very elderly, frail and housebound patients, and are based on clinical need at the discretion of the doctor. If you feel you need a home visit, please contact the surgery **as soon as possible** during the morning surgery.

Clinics and Services

- Contraception
- Spirometry
- Minor illnesses
- Blood pressures
- Vaccinations and Immunisations
- Removal of sutures
- Chargeable non-NHS services e.g. HGV Medicals/Insurance Reports etc.
- Child Immunisations & Health Surveillance
- ECG
- Cytology (smears)
- Midwifery services
- Management of long term conditions
- Dressings
- Phlebotomy
- Travel vaccine advice
- Patient Health Checks
- Minor surgery (injections only)
- Clinical Pharmacist

How to register with Cranes Park Road Surgery

Prospective patients can register with the surgery by either popping down in person and picking up a registration form, or alternatively you can go online and register electronically at <https://gp-registration.nhs.uk/M85097/gpregistration/landing>

Requirement for all patients to have a named GP

Cranes Park Road Surgery is a single-handed GP practice, therefore your named GP will be **Dr Mona Attalla**.

Prescription requests

The surgery operate a Prescription Ordering Direct (POD) Service in conjunction with Smartcare Primary Care Network, a new and convenient way to order your repeat prescriptions. The surgery cannot accept written, emailed requests or verbal requests phoned through to the normal surgery number. **All requests should be called through to 0121 203 0333**. You can still order your repeat medication through the online applications however.

Enquiries and test results

Telephone enquiries are best made after 11am when staff will have more time to help you.

National Data Opt Out

The national data opt-out is a service that allows patients to opt out of their confidential patient information being used for research and planning. More information can be found here: <https://digital.nhs.uk/services/national-data-opt-out>

How to make a complaint

We are always happy to receive patient compliments and suggestions for improving our services. We hope you will never have cause for a serious complaint, but if you do, we have a Complaints Procedure to try to resolve your problem quickly. The practice will strive to deal with complaints in a methodical and efficient manner.

You can download a copy of the full Complaints Procedure on our website or obtain one from the reception office. This document lays out the steps involved in making a formal complaint. If you would like to discuss any of the above please make an appointment to see the Operations Manager.

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keep accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care. All patient information will be treated in strict confidence. Access to all records will be limited to the people caring for the patient, including medical secretaries. Sometimes other professionals involved in patient care will need access to the notes, but this will only be done with the express permission of the doctor. We fully abide by GDPR/DPA and Caldicott Principles in the use of information. The Practice Caldicott Guardian is Dr Mona Attalla. The Practice Senior Information Risk Officer is Richard Johnson, Operations Manager.

Use of Information Act 2000

Information about patients is requested for a wide variety of purposes including education, research, monitoring, epidemiology, public health surveillance, clinical audit and planning. Only where it is essential for the purpose will identifiable records be disclosed. Such disclosure will be kept to a minimum. You have the right to object to any such disclosure and your objection will be respected.

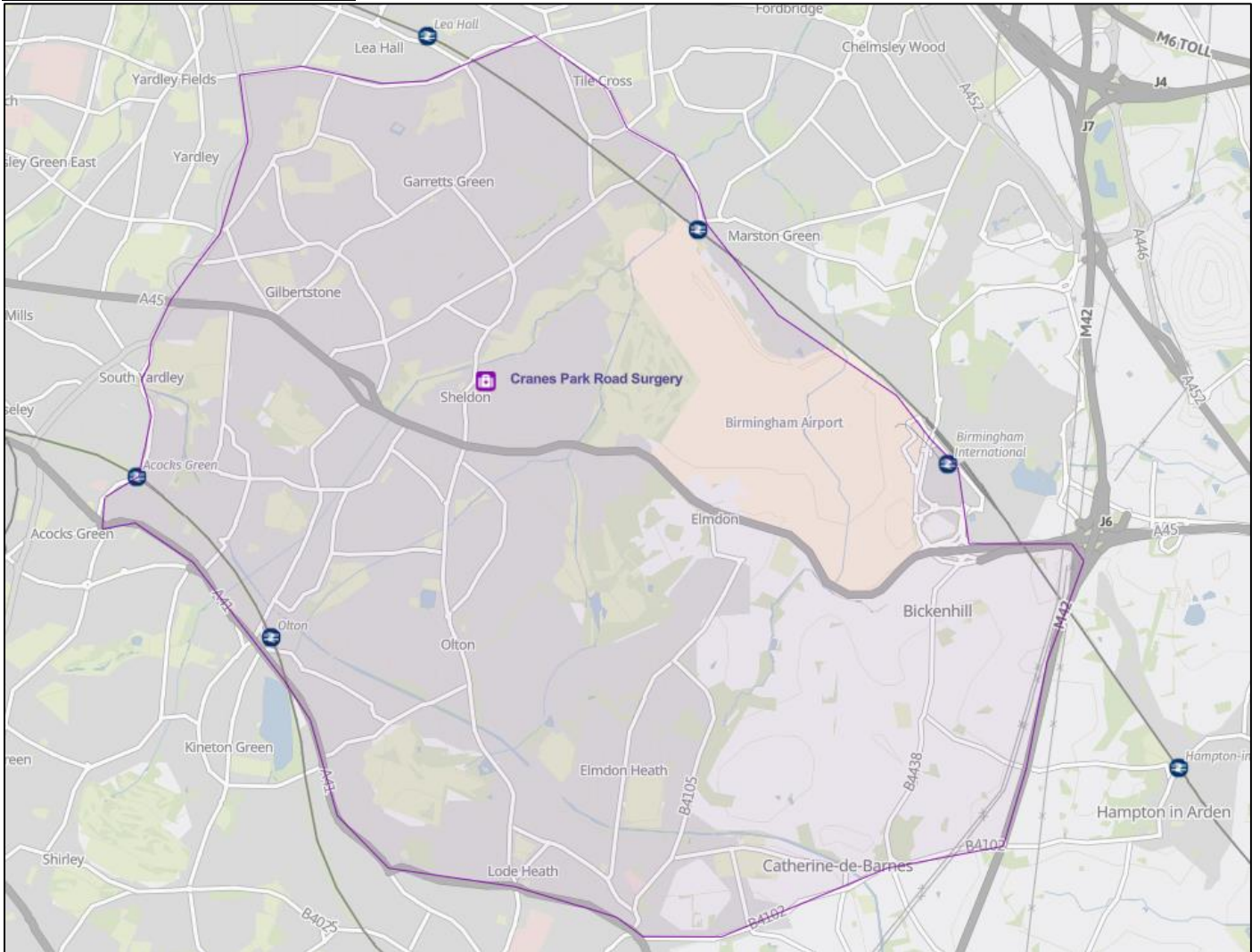
Equality and Diversity

Cranes Park Road Surgery strives to provide equality and fairness for all our patients and staff and not to discriminate on grounds of gender, gender reassignment, marital status (including civil partnerships), race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. All patients and staff will be treated fairly and with respect. Please contact the Operations Manager if you have any concerns that Equality and Diversity issues have not been respected.

CQC ratings – Latest inspection 28 July 2017

Overall Good Read overall summary	Safe	Good ●
	Effective	Good ●
	Caring	Good ●
	Responsive	Good ●
	Well-led	Good ●

Practice Catchment Area



Staff

Doctor

Dr Mona Attalla (female)

Dr Ashraf Michael (male)

Clinical Team

Linda Souter (female), Practice Nurse

Fatima Khatun (female), Health Care Assistant

Mariam Michael (female), Clinical Pharmacist

Management

Richard Johnson (male), Practice Manager

Administrative Team

Lynn Gellatly (female), Administrator

Annette Carter (female), Administrator

Receptionists

Randa Ibrahim (female)

Alex Gomes (female)

Data Protection Officer

Paul Caudrey (male)