Rights and responsibilities of the patient (including cancelling appointments)

We aim to provide our patients with the best standard of care within the resources available to us and to deal quickly and efficiently with any problems that may arise. Patients will be treated with respect at all times in a confidential manner. In order to assist us in this we require that you take full responsibility to ensure that you keep medical appointments. If you are unable to keep your appointment, please notify the surgery so that we can offer the appointment to another patient.

Violent and abusive behaviour

The NHS operates a Zero Tolerance Policy with regard to violence and abusive behaviour. Aggressive behaviour of any type towards other patients, doctors or staff will result in immediate removal from the practice list in order to safeguard practice staff and others. In some cases the police may be informed.

Disabled Access or alternative arrangements

Ridgacre House Surgery
There is a ramp at the main surgery entrance and lift to access the upper level
Disabled toilet facilities on ground level

Highfield House Surgery
There is a ramp at the main surgery entrance
Disabled toilet facilities

Car parking

Ridgacre House Surgery
Access to the patient car park is via White Road

Highfield House Surgery
There is a public car park located opposite the surgery on Highfield Lane

Automated arrival

Why not check yourself in with our new easy to use arrival system. For more information please ask at reception.

Opening hours

Mon: 8.30am - 8pm (closed 1-3pm)
Tues: 8.30am - 6.30pm
Wed: 8.30am - 7.30pm
Thur: 8.30am - 6.30pm
Fri: 7.30am - 6.30pm

Specialist clinics by prior appointment
At Ridgacre Medical Centres we are driven by our desire to work in partnership with our patients in order to offer exceptional healthcare and exceed patient expectations. We are also a member of Our Health Partnership, bringing practices together to provide healthcare in new ways in Birmingham.

How to register
If you wish to join the practice please ask at reception. You will need to bring photo ID and a household bill.

Patient Panel
We are committed to working in partnership with our patients and meet regularly with our dedicated panel who we share ideas with to give a truly exceptional service. You may occasionally be asked if you are willing to consent.

Training and Research
Ridgacre Medical Centres are training practices. You may occasionally be asked if you are happy for students to be present.

Services
We offer a comprehensive range of services that include:
• Asthma Clinic
• Anticoagulation Clinic
• Antenatal and Postnatal Care
• Cervical Smears
• Child Health Surveillance
• Contraception Services
• Counselling
• Cryotherapy Clinic
• Diabetic Clinic
• Drug and Alcohol Support
• Elderly Person Screening
• Emergency Contraception
• Family Planning
• Heart Disease Clinic
• Holiday Vaccinations and Advice
• Hypertension Clinic
• Immunisations
• Minor Surgery
• New Patient Checks
• Phlebotomy
• Rheumatology Monitoring
• Smoking Cessation Clinic
• Stroke Clinic
• Teen Sexual Health

In Surgery
All patients are seen by appointment booked on the same day or in advance. We endeavour to offer an appointment on the same day or within 2 days with one of our doctors. You are also able to get an appointment with a doctor more than 2 days in advance. The practice provides appointments with GPs, Nurses and Health Care Assistants. GP call backs are also available.

Home
Home visits can be arranged for those who are housebound by illness or infirmity. Please phone the surgery before 10am.

How to obtain prescription repeats
Please return the computerised repeat prescription request form remembering to tick the appropriate box. Please allow two working days before collection. Requests can also be made by fax.

Out of Hours Services
Patients who need to access emergency medical services outside of normal hours can obtain the contact number by listening to our recorded message when the surgery is closed. Birmingham Cross City CCG is the commissioner responsible for Out of Hours services.

Local walk in centre
15 Katie Road, Selly Oak, Birmingham, B29 5JG
Tel: 0121 415-2095

NHS 111 service
The NHS 111 service is available 24 hours a day to provide advice and information. You can contact them by phone on 111.

Confidentiality & Medical Records
The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others 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 work department. This requires your consent.
• When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Complaints and comments
We always try to provide the best service possible, but there may be times when you feel this has not happened. Wherever possible, we ask that you voice your concerns at the time, so that a resolution may be sought immediately. However, if you feel the need to raise a complaint please ask for a complaint form from Reception or write to the Practice Manager. If we cannot resolve the issue for you, you should contact NHS England’s Customer Contact Centre:

Telephone: 0300 311 22 33
Email: england.contact@nhs.net
Post: NHS England, PO Box 16738, Redditch, B97 9PT

British Sign Language (BSL): If you use BSL, you can talk to NHS England via a video call to a BSL interpreter. Visit www.interpretornow.co.uk/nhs-ccg/

NHS England opening hours are 8am to 6pm Monday to Friday, except Wednesdays when they open at the later time of 9.30am.