

OPENING TIMES

Newport Road Site

Mon -Fri 8.00am – 6.30pm

Thu 8.00am – 1.00pm (half day)

Stoney Lane Site

Mon - Fri 8.00am – 8.00pm

Wed 8.00am – 1.00pm (half day) re-opens at 6.30 pm

Sat 8.00am - 11am

Sparkbrook Site

Mon-Fri 8.00am – 6:30pm

Wed 8.00am – 1.00pm (half day)

COMPLAINTS PROCEDURE

Newport Medical Group aims to provide a friendly and professional service to all our patients. The satisfaction of our patients is very important to us and we take all complaints seriously. If you have any

concerns about any aspect of our service, please let us know. Written complaints should be directed to the office managers at each site who will investigate and respond. In most cases, concerns can be easily

resolved and restore a good practice-patient relationship. Please ask at reception for further details.

Pals (Patient Advice & Liaison Service)

Freephone 0800 030 4563 NHS England

Tel: 03003112233

Email: england.contact@nhs.net

Practice Team

Male GPs

Lead GP Dr Bashir Ahmed

Dr Wajid Ali

Dr Imran Yousaf

Dr Fahad Amin

Dr Muhammad Raja

Female GPs

Dr Nadia Wahid

Dr Shalini Dubey

Dr Aliya Hussain

Dr Nazish Murtaza

Ms Amy Innes

Advanced Nurse Practitioner

Ms Shirley Walker

Nurse Practitioner

Ms Yvette Dellow

Practice nurse

Ms Anita Metha

Practice nurse

Marta Baster

Practice nurse

Mandana Bhetalam

Operational Manager

Maria Zahid

Office Manager, Sparkbrook Site

Rifat Bashir

Office Manager, Newport Site

Shazia Akhtar

Office Manager, Stoney Lane Site

Sameena Naz

Governance Coordinator

When we are closed...

General Medical Advice call 111

Our out of hours service Badger: 0300 555 9999

For emergencies only call 999

Sandwell and West Birmingham CCG Board

Kingston House, 438 High street, West Bromwich, West
midlands B70 9LD Tel: 0121612 1500

Email: swbccg.time2talk@nhs.net

The practice operates a Zero tolerance policy
and takes threatening behaviour or any abuse
very seriously.



NEWPORT MEDICAL GROUP

Practice Leaflet



Dr Bashir Ahmed

www.newportmedicalgroup.nhs.uk

1 Newport Road

Balsall Health

Birmingham

B12 8QE

Tel : 0121 449 1327

Fax: 0121 449 5540

234 Stoney Lane

Balsall Health

Birmingham

B12 8AW

Tel: 0121 449 6985

Fax: 0121 442 4146

34 Grantham Road

Sparkbrook

Birmingham

B11 1LU

Tel: 0121 411 0354

Fax: 0121 247 5494



Reviewed 30/8/2019

Appointments

Our appointment system was designed for our patients to have an easy access to our quality services. We offer a range of appointments Online, on the day bookings and also advance bookings.

Urgent appointments

We offer same day access appointments for children under 6 and adults emergencies. Please call at 8am to be booked in to see an appropriate clinician on the same day.

Practice nurses are highly qualified and trained in the chronic disease management and they are available on all weekdays.

We also offer telephone triage

Please speak to reception who will be able to accommodate a suitable time for your telephone consultation with our healthcare professionals.

Home Visits

Ideally, patient should be seen at the practice where facilities, equipment and full medical records are readily available. Home visits are only available for patients who truly need this service. Home visit requests should be made before 10.30 and 4.30. Up to date contact details need to be provided.

The surgery is part of the ICOF IAS scheme (extended hour appointments)

Please ring 0121 499 9685 for further information.

Please make sure you cancel your appointment if you are unable to attend. The appointments that are missed can delay a patient access to urgent medical attention.

Prescriptions

Request for repeat prescriptions can be made in person, by post, online or fax. Please allow 48 hours for collection. If you have nominated a pharmacy of your choice scripts can be sent electronically so that they are ready to collect or delivered to avoid any delays.

Chaperone

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP.

Interpreters

Please book in 48 hours in advance so that we can ensure we have an professional interpreter booked in for your consultation.

Data Protection

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system. The Freedom of Information Act gives you the right to request information held by a public sector organisation.

We are also GDPR compliant!

New registrations are welcome

To join our practice we will require a GMS1 form which can be accessed online along with relevant documents to process your registration. You will also be asked to complete a short questionnaire. Reception staff will be happy to assist you with this process. We also offer all our new patients a health check appointment once they are registered on the system.

Right and Responsibilities

Newport Medical Group operates from three sites and patients may be seen at any of them. Reception staff will endeavour to book your appointment with your preferred clinician and site.

Please bear in mind that due to prior bookings or emergencies, it may sometimes be difficult to book with a specific nurse/GP – in which case you will be offered an appointment with an available clinician within 48 hours.

Test Requests

For blood/urine/x-ray and scan results
Patients can ring the surgery one week after having the tests for the results.

Disabled Access

All 3 sites have a ramp for wheelchair access. We also have a loop system in place at all sites and disabled toilets.

Please ask reception if any assistance is required.

Patient Participation Group

The practice operates a patient group to address any issues the group might have. Its is an excellent opportunity of finding out what happens at the practice on a number of different issues. You can also become a virtual PPG member and have your say in your practice please speak to reception for further information.