



**Great Barr**  
MEDICAL CENTRE

Contact us at:

Great Barr Medical Centre  
379 Queslett Road, Great Barr  
Birmingham B43 7HB

Tel: 0121 357 1250 or 0121 360 7553  
Fax: 0121 358 4857 or 0121 360 7183

### Opening Hours:

Open Monday to Friday 8:00am to 6:30pm  
Excluding Bank Holidays

Additionally we offer some weekday evening  
and Saturday morning appointments.

[www.greatbarrmedicalcentre.co.uk](http://www.greatbarrmedicalcentre.co.uk)



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MEDICAL CENTRE



# Welcome to Great Barr Medical Centre

## The Doctors

**Dr Amarjit Kandola** (Male)  
MBChB DCH DRCOG 1995 Liverpool

**Dr Bikram Ratti** (Male)  
MBBS MRCP DFFP 2002 London

**Dr Rinku Ratti** (Female)  
MBBS MRCP DFFP BSC DRCOG London

## The Nursing Team

**Dalsie Robinson** (Female)  
Advanced Nurse Practitioner

**Alexina Zambon** (Female)  
Advanced Clinical Practitioner

**Margaret Woodley** (Female)  
Practice Nurse

**Leanne Phillips** (Female)  
Healthcare Assistant

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## Appointments

Our practice operates an 'advanced access' system, which means that you can telephone early in the mornings to secure an appointment the same day. You can also pre-book appointments with GPs and Practice Nurses up to 3 weeks in advance or via our online service.

We try hard to run to schedule but some problems require more time and occasionally you will have a short wait.

**Please be aware that ALL the doctor appointments are 10 minutes long**, if this isn't long enough, please ask for a 'double appointment'. The doctor may ask you to make another appointment if you attend with more than one problem and the time you have booked isn't long enough.

If a patient is housebound or too ill to leave home they may be visited at the doctor's discretion. Requests for visits should be made before 10.30am by ringing 0121 357 1250 or 0121 360 7183. Please do not ask for a home visit if you can come to the surgery.

## Repeat Prescriptions

To order medication you will need to bring your repeat slip into surgery, post it to us, via our online service. We do not take medication requests over the phone it must be in writing.

Please allow 2 working days for collection/receipt of your prescription.

## Patient Access

You can now book appointments, order prescriptions and view medical records online. Before you can use this service please come into surgery to obtain a username and password.

**systemonline**  
BOOK REQUEST REGISTER

## Medical services offered

We provide a range of medical services, which include:

- Antenatal Clinics
- Asthma Reviews
- Cardiovascular Reviews
- Cervical Cytology Screening
- Childhood Immunisation
- Contraception Advice
- COPD Reviews  
(Chronic breathing problems)
- Diabetic Reviews
- Dressings and Stitches Removal
- ECGs
- Minor Surgery Clinics
- NHS health checks
- Phlebotomy
- Travel Advice/Vaccinations

## Out of Hours

When calling the surgery on a Weekend, Bank Holiday or between 6.30pm in the evening and 8.00am in the morning you will be asked to call the out of hour's service 111. You can ring directly by dialing 111.



## Accountable named GP for all patients

Under the terms of the latest government GP contract all patients will be allocated a named accountable GP.

This is solely an administrative task and does not prevent patients from booking appointments with any other doctors or nurses at the practice.

## Patient Participation Group

The NHS would like patients to have the opportunity to contribute to improving health services at a local level. In order to do this patients are being invited to participate and attend meetings at their surgeries to discuss ideas and provide feedback.

The aim of The Patient Participation Group (PPG) is to provide the highest possible quality service to its population, meeting its patient's needs with ideas and information gleaned from their feedback.

If you would like to take part in this exciting initiative and are interested in joining the group, please contact us.

## Comments and Complaints

**We make every effort to give the best service possible to everyone who attends our practice.**

However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible. To pursue a complaint please contact the practice manager who will deal with your concerns appropriately.

