

## DOCTORS

Dr Naheed Kazmi (female) MRCP MBBS MRCOG  
GPwSI (GP with special interest) in Women's Health  
Spoken Languages: English, Urdu, Hindi

Dr Krishnarajapuram Jamuna (female) MRCP MBBS  
Special interest in Mental Health  
Spoken Languages: English, Hindi, Telugu, Kannada

Dr Idorenyin Nkantha (female) MRCP MBBS—Salaried GP

## NURSING TEAM

Mrs Chris O'Sullivan (Practice Nurse) - SEN RGN, Cervical  
Smear Trainer, Diploma in Asthma, COPD, CHD,  
Family Planning, ARTP In Spirometry, Stop Smoking Advisor

Ms Tracy Ferry (Practice Nurse) - RGN

Mrs Carol Roe (Practice Nurse) - RGN

## ADMINISTRATIVE

Practice Manager - Valerie Wright  
Performance Manager - Nafisa Fasiuddin  
One Practice Secretary  
Two Administrators  
Five Receptionists

## PRACTICE FACILITIES

Car Park, Disabled Parking Bay, Wheelchair Access,  
Hearing Loop, Disabled Toilet, Step Free Access.

## TEACHING & TRAINING

On occasion this practice participates in the teaching and training of health care professionals. You will be asked if you have any objections to them being present during your consultation. Please inform the receptionist prior to your consultation if you object to this.

## CONFIDENTIALITY

The practice complies with Data Protection legislation and we make every effort to preserve patient confidentiality. We ask you for personal information to ensure that you receive appropriate care and treatment. For the practice to function effectively, it is sometimes necessary for medical information about you to be shared between members of the practice team. It will be shared with others only to provide further medical treatment for you, e.g. from hospital services, or to enable you to access other services; e.g. from the social work department.

## OPENING HOURS

	AM	PM
<b>MONDAY</b>	08:30-12:30	13:00 –18:00
<b>TUESDAY</b>	08:30-12:30	13:00 –18:00
<b>WEDNESDAY</b>	08:30-12:30	13:00 –18:00
<b>THURSDAY</b>	08:30-12:30	13:00 –18:00
<b>FRIDAY</b>	08:30-12:30	13:00 –18:00

**CLOSED: Saturday, Sunday and Public Holidays**

## GET HELP IN AN EMERGENCY

**Self Care**- A well-stocked medicine cabinet will help you treat many common illnesses such as coughs, colds and sore throats

**Pharmacy** - Drop into your local pharmacy for advice as they may be able to advise on the best course of treatment

**111** - You can call 111 when you need medical help fast but it's not a 999 emergency

**NHS Walk In Centre** - Coventry Health Centre, Stoney Stanton Road, CV1 4FS **Tel: 0300 200 0060**

**A&E** - Clifford Bridge Road, Walsgrave, CV2 2DX  
**Tel: 024 76 96 4000**

## CONTACT DETAILS

95 Momus Boulevard  
Binley  
Coventry  
CV2 5NB  
Phone: 024 7645 7497  
Fax: 024 7663 6395

## PRACTICE LEAFLET



# COPSEWOOD MEDICAL CENTRE

**Tel: 024 7645 7497**

**EMAIL: [copsewoodmedical@nhs.net](mailto:copsewoodmedical@nhs.net)**

**[www.copsewoodmedicalcentre.nhs.uk](http://www.copsewoodmedicalcentre.nhs.uk)**

## TYPE OF APPOINTMENTS

### A telephone consultation with the GP, if:

- You have a simple query about your condition or symptoms
- You want to discuss your on-going medication or care

Info: When booking a telephone consultation, please give details to the receptionist before 10.30am. Calls after this time would be put on the afternoon telephone consultation list. **Please Note 2:30pm** is the cut off point. Calls made after this time will be scheduled for the next days' telephone appointment list.

### A pre-booked appointment to see the GP at the surgery, if:

- You have an on-going or non-urgent medical problem and you want to plan ahead to see the GP of your choice.

Info: Routine appointments are booked at 10 minute intervals, but if you have a complex issue or multiple problems, we can offer you a longer appointment.

### A same-day appointment to see the GP at the surgery, if:

- You have a medical problem that needs to be resolved immediately

Info: Any Emergency appointment request for the same day will be telephone triaged by the Duty Doctor before an appointment time is allocated. Please call the surgery before **10:30am** on 024 7645 7497 if you require a same day appointment

## HOME VISITS

Home visits are only available for patients who are housebound because of illness or disability. To request a home visit, please:

- Call the surgery on 024 7645 7497 before 10.30am.
- Be prepared to tell the receptionist about your condition, so we can prioritise the most urgent cases and arrange the most appropriate course of action.

Please ensure the surgery has up-to-date details of your address and telephone number.

## VIOLENT & ABUSIVE BEHAVIOUR

This practice supports the Government's NHS Zero Tolerance campaign. Our practice Staff have the right to care for others without fear of being attacked or abused. Patients who continually behave in an unacceptable manner will be removed from the practice list.

## SERVICES AVAILABLE

**ANTENATAL CARE** - Tuesday 09.00-11.30 weekly and booking clinics on Friday afternoons, twice a month

**CARER** - If you are a Carer, please tell us. We will record this on your patient record and offer you information about support for Carers in Coventry.

**CERVICAL SMEAR** - The Department of Health guidance recommends a cervical smear test every three years for women aged 24 and 6 months to 49, and every 5 years thereafter for women aged 50 to 64.

**CHILD HEALTH SURVEILLANCE** - Six week child health checks are carried out by the Health Visitor in the community clinic. Appointments are made by the Health Visiting Team. Child health checks for babies who are 8 weeks old are carried out at the practice by the GP, twice a month. Please make an appointment with the GP when your baby has had his/her 6 week health check with the Health Visitor.

**CHILD IMMUNISATIONS** - We are part of the NHS Coventry computerised call and recall system, whereby appointment reminders are sent automatically, when due.

**CHRONIC DISEASE MANAGEMENT** - We offer Asthma, CHD, COPD and Hypertension clinics

**COUNSELLING** - A counselling service is available to patients following a referral from a member of the clinical team.

**FAMILY PLANNING CLINIC** - Services include advice on: Oral contraception, Coil (IUS) fitting, Contraceptive Implant, Emergency contraception, Morning after pill, Termination of pregnancy, Sterilisation and Vasectomy.

**FLU** - We recommend influenza vaccinations for patients with chronic heart, diabetes, respiratory diseases, including asthma and chronic renal disease. Those living in long stay residential and nursing homes and all patients over the age of 65 years (pneumococcal injections also available for 65+).

**NHS HEALTH CHECKS** - We offer free NHS Health Checks to help you be better prepared for the future and be more able to take steps to maintain or improve your health. If you are between the ages of 40-74, please book your Health Check at reception

**SMOKING CESSATION** - NHS Stop Smoking Services offer support that works. We offer flexible Stop Smoking Services

**TRAVEL HEALTH** - If you require any vaccinations relating to foreign travel, make an appointment with the practice nurse to discuss your travel arrangements. Please allow at least 8 weeks before travelling to book your appointment.

## PATIENT REFERENCE GROUP

If you are registered at the practice and want a say in improving the service we give and want to take part in discussion and decision making, then please consider coming along to the meetings and joining our PRG. To join, please let our PRG Lead, Nafisa, know by ringing 024 7645 7497

Patients on long-term medication can order repeat prescriptions in a number of ways:

- 1) Emis Online
- 2) Via our Practice Website
- 3) By Email
- 4) By Hand
- 5) By Fax
- 6) By Post

## PRESCRIPTIONS



Please allow at least **2 FULL working days** after submitting your request, before collecting your prescription from the surgery or your chosen chemist.

**PLEASE NOTE:** You can only order repeat medication using the above methods, for acute medication please

## RESULTS

If you have been asked by the Doctor to have blood, urine or stool tests. Please telephone the surgery on 024 7645 7497. Please be prepared to identify yourself, saying what the test was and when it was carried out. Some tests take longer than others, so it may be that not all results are back at the same time

To get these results, please allow **ONE** week, then you may either:

- Come to the surgery and ask the Receptionist for your results
- Telephone the surgery and ask the Receptionist for your results after 2pm.

## COMPLAINTS & SUGGESTIONS

We welcome comments about our practice and the health service we provide to our patients. Where criticism is made, we will respond to the complainant and where necessary, put right what went wrong.

Please ask a member of staff for our Practice Complaints Procedure Leaflet.

## ACCESS YOUR MEDICAL RECORDS

The practice is registered and complies with the Data Protection Act 1998. Any request for access to notes by a patient, patient's representative or outside body will be dealt with in accordance with the Act. If you wish to request access to the records held by the practice, please contact our reception staff on 024 7645 7497.

There is a fee payable to the practice for accessing your medical records, as this request falls under the category of "Non-NHS Services". Please find a breakdown of the costs in reception or visit our practice website.