

## Bean Medical Practice, 5 Bean Road, Birmingham DY2 8TH

**Email:** bcicb.beanmedicalpractice@nhs.net

**Website:** www.beanmedicalpractice.nhs.uk

**Contact number:** 01384 252229

### OPENING TIMES

**Mon:** from 08:00 to 18:30

**Tue:** from 08:00 to 18:30

*Extended Access – 20:45*

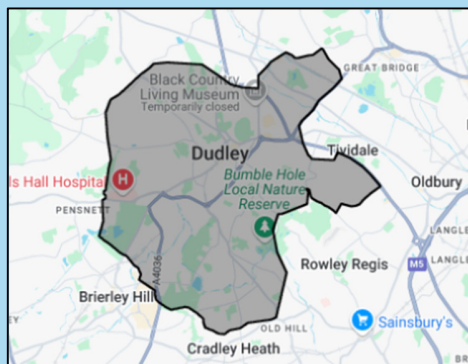
**Wed:** from 07:00 to 18:30

**Thu:** from 08:00 to 18:30

**Fri:** from 08:00 to 18:30

**Sat and Sun – closed**

Our practice boundary area is:



### DISABLED ACCESS

Front Door Access suitable for wheelchairs. There is ample care parking space at the surgery.

Hearing Loop at Reception

### Practice Staff

Dr D Manivasgam – Clinical Partner  
*MBBS, DCH, DFRSH*

Dr V Manivasgam – Clinical Partner  
*MA (Oxon), MBBS, MRCP, DRCOG, DCH, DLM (Distinction)*

Dr V Khandel – General Practitioner  
*MBChB (Hons), MRCP, DRCOG, DipBSOM*

Dr H Khan – General Practitioner  
*M.B.B.S., M.D (USA)*

Miss N Bibi – Practice Manager

Mrs Jane Davies – Practice Nurse

Miss Savera Ahmed – Practice Nurse

Ms Stacey A-Brown – Referrals Lead

Mrs Tracey Bate – Receptionist

Miss Chloe Bonnick – Receptionist

Miss Kawal Kaur – Receptionist

Miss Sana Khatun – Admin Apprentice

### Services offered

**GP:** The doctors and nurses are happy to consult patients over the telephone and face to face. Please call the surgery during opening hours to book. Patients ringing for test results should ring after 11:00am.

**Practice Nurse:** Our practice nurses deal with a range of conditions and health concerns. They examine patients, make a diagnosis and plan care. They are available to provide you with help and advice, in particular with:

Baby immunisations, Cervical smears, Swabs, Family planning, Influenza/pneumococcal vaccinations, Suture removal, Travel advice/immunisation, Blood Pressure monitoring, Wound dressings, travel advice, Long Term Condition Monitoring and Health Checks.

**District Nurses:** Community Nurses are attached to the practice. They provide home nursing care for the sick and elderly. There is a local Macmillan nursing service in the district for the care of cancer patients.

**Antenatal:** This service is provided by the attached midwife to the surgery and doctor. Ante-natal clinics are held at the practice every other Tuesday.

**Health Visitor:** The practice has a health visitor attached. The Health visitor visits all mothers with babies and small children.

**Non-NHS Medical Examination:** The GP undertakes medical examinations for insurance, employment, HGC licences and for other purposes which are not part of the NHS (on BMA recommended fees).

### Welcome to Bean Medical Practice.

This leaflet introduces you to the practice team and the services we provide. We hope that it will make it easy for you to get the best possible service from us. This practice is ran by Dr D S Manivasgam and Dr V Manivasgam who work in partnership (General Medical Service). We aim to provide the highest standard of Primary Care, and pride ourselves on our professional and personal service. Our philosophy is to improve health and prevent diseases within the given resources.

## Bean Medical Practice



## APPOINTMENTS

All appointments can be made in person or by telephone. We use a scheme called Advanced Access where we are able to offer same day Doctor's appointments therefore, there is no need to book your appointments in advance. We also do still offer a small amount of pre-booked appointments if needed, but these will not be available on a Monday.

If you are unable to attend for your appointment please let us know so that we can offer this to another patient.

## URGENT APPOINTMENTS

We will still have urgent appointments each day for the Doctor. After 8 am each day one Doctor is on Duty for all urgent requests.

(Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms).

## HOW TO REGISTER AS A PATIENT

If you are new to the area and are requiring to register with one of our GP's please ask at our Reception. If you have your Medical Card then please bring this along with you. Following your registration you will be required to have a new patient check to enable your registration to be fully complete. An appointment will be offered with our Health Care Support Worker during your registration.

## HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before 10 am if at all possible.

Whenever possible we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room we can make alternative arrangements. Requests for visits after 8am will be taken by the Duty Doctor and assessed before a decision is made.

## TELEPHONE ADVICE

All Doctors are available to give telephone advice after their morning surgery. Patients are advised to telephone after 10am.

## WHO HAS ACCESS TO YOUR INFORMATION

Your medical information can only be accessed by yourself or someone acting on your behalf with your written permission. All doctors and staff have a responsibility to ensure strict confidentiality at all times.

## HELP FROM OUR STAFF

Our Practice Manager and staff will help you in every way that they can. They are available from 08:00am – 6:30pm Monday to Friday. They may need to ask you for some medical details to help you. All information given to them is treated with confidence.

## PRESCRIPTIONS

**ROUTINE**— requests for repeats prescriptions will be dealt with within 48 hours. This can be in-person, by email or online access.

**URGENT**-requests for urgent prescriptions will be ready to be collected the same day, but please try to request these by telephone on 01384 252229 or in person. **We do not accept Prescription requests over the phone**

## CHAPERONES

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

## Online Access

Patient Access connects you to local health services when you need them most. Book GP appointments, order repeat prescriptions and discover local health services for you or your family via your mobile or home computer.

## Health Promotion

Prevention is better than cure. Health promotion clinics are provided to prevent disease before it happens. Please come when invited.

Examples include:

- Annual reviews of asthma, diabetes and other long-term conditions.
- Ante-natal clinics and mother & baby checks.
- Vaccinations for children and adults.
- Over-40 and over-75 health checks.
- Cervical smears for women aged 25-64 years (at 3 yearly intervals).

## Patient Participation Group

We welcome feedback from our patients. All patients are invited to join our Patient Participation Group which meets regularly to discuss ways of improving our services. Please leave your details with a member of the Reception team if you would like to join.

## ACCOUNTABLE GP

Dr Manivasgam is the named accountable GP for new and registered patients here at Bean Medical Practice.

## OUT OF HOURS

If you have an urgent problem when the surgery is closed. Please ring 111. Please note that when contacting them, your telephone conversation will be recorded.

We also offer some extended hours appointments where the surgery is open until 20:45on Tuesdays and opens earlier at 07:00 on Wednesdays.

At any other time use our Emergency Telephone line as mentioned above and follow the instructions given on the answer machine. This is commissioned by the Black Country ICB.

## Other numbers you can use in an emergency

NHS Direct 111  
or online: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## COMPLAINTS

If you wish to raise a concern or complaint please speak to the Practice Manager who will be happy discuss the issues with you.

**Aggression and Violence is not tolerated in the surgery, and will be reported and dealt with by the appropriate authority. We follow a Zero Tolerance Policy**

## 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.

## OTHER LEAFLETS

You will find a wide variety of Practice Leaflets which will inform you of all the services that we provide for our patients. These include a Comments and Complaints leaflets.

## Black Country ICB

To obtain details of all primary medical services available within the Black Country ICB please contact:

Address: Time2Talk, NHS Black Country ICB, Civic Centre, St Peters Square, Wolverhampton, WV1 1SH Telephone: 0121 612 4110  
Email: [bcicb.time2talk@nhs.net](mailto:bcicb.time2talk@nhs.net)  
<https://blackcountry.icb.nhs.uk/contact-us>

## NHS England

Primary Care Services Provided By NHS England

NHS England  
PO Box 16738  
Redditch  
B97 9PT  
Tel: 0300 311 22 33

(Monday to Friday 8am to 6pm, excluding English Bank Holidays)