

The Laurie Pike Health Centre

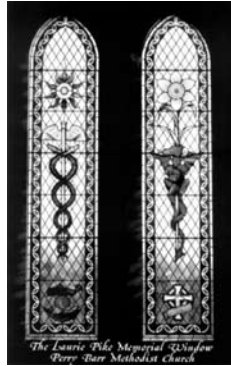
2 Fentham Road
Aston
Birmingham
B6 6BB

Tel: 0345 111 1313

Fax: 0121 523 6163

Web: www.lphc.co.uk





WELCOME TO THE LAURIE PIKE HEALTH CENTRE

Practice History

The Practice, originally known as Birchfield Medical Centre, was established by Dr Pinsent and Dr Pike in the 1960s. In 1977 the Practice relocated to its present site and in 1990 was renamed the Laurie Pike Health Centre in honour of Dr Pike on his retirement. The Practice is now run as a non-limited partnership: Dr Joanne Shaylor, Dr Gwyn Harris, Dr Naresh Rati, Dr Ben Empson, Dr Will Murdoch and Dr Iyengar.

As well as offering a wide range of NHS services, the centre operates as a training practice for undergraduate and postgraduate education and participates in research projects in association with the University of Birmingham, Department of Primary Care and General Practice.

In 1999, the Practice successfully applied to become a Personal Medical Services (PMS) pilot site, which enabled the Practice to be more flexible in providing specialised clinics and associated services. This flexibility is extended under Practice Based Commissioning and The Laurie Pike Health Centre is part of the One Stop Commissioning Group, a number of local like-minded Practices that are working together to improve local primary care services.

Churchill Medical Centre, 191-193 Birchfield Road, Aston, Birmingham merged with Laurie Pike Health Centre in February 2009.

In June 2009 Laurie Pike Health Centre merged with Handsworth Wood Medical Centre, more recently merging with St James and Enki Medical Centre. The new partnership is called Vitality Partnership

Patient Services

The partners at the Laurie Pike Health Centre are committed to offering high quality, patient-friendly services to the populations of Aston and the surrounding area. The Practice has and remains committed to an ethos of continuous improvement across all areas, reflected in the development of extended services to improve patient care achieved by investment in the building, staff and systems.

The Practice is situated in a bright modern building on Fentham Road, adjacent to Birchfield Road, offering convenient access both on foot and by public transport. For patients travelling by car, parking is available at the site. As a large practice with a growing list size of over 12,000, patients have access to a wide range of services at a single site, including chronic disease management clinics, diagnostic services, physiotherapy, maternity, dermatology, rheumatology and locally-based services traditionally provided in hospitals.

Services are delivered by an experienced, competent, multidisciplinary team, made up of doctors, nurses, health care support workers, community staff and support staff working together. Both doctors and nurses have undertaken specialist qualifications in a range of areas allowing the Practice to offer specialist support to patients. The Practice offers a fully computerised medical records system, supporting full access to information by all clinicians. These electronic medical records are accessible by all staff, those directly employed by the Practice and community staff (district nurses, health visitors, physiotherapists, mental health workers etc), allowing a seamless pathway for patients.

Our reception team are all trained in recognised customer services qualifications and are driven by offering support to patients in accessing our services. However, we recognise that patient comments and feedback are important in achieving improvements in our services. The Practice regularly conducts both local and national surveys, acting on the results. In the interim, your comments are welcomed and actively sought, with comments forms available at reception.

Disabled Access

There are two reserved car parking spaces clearly marked for disabled patients. The entrance to the building is via dropped paving stones and automatic doors to permit access for wheelchair users. An induction loop operates within the Practice telephone system to assist those with hearing difficulties. All patient services are provided at ground floor level and a disabled WC is provided to the right of the waiting room. Please let us know if you have any difficulties with access.

Practice Opening Times

Day	Opening Times		To Note
Mon	8.00am	6.30pm	
Tues	8.00am	6.30pm	Closed on the third Tuesday of every month for staff training
Weds	8.00am	6.30pm	Open for routine pre-booked appointments until 8.00pm
Thurs	8.00am	6.30pm	
Frid	8.00am	6.30pm	
Sat	Closed		
Sun	Closed		

The surgery is closed on all recognised bank holidays

Registering With The Practice

The Practice Welcomes All New Patients

To register with the Practice you will need to complete a registration form and provide evidence of identity and UK residency. A driving licence, passport, birth certificate, utility bill, council letter etc are all acceptable forms of evidence. If you have difficulty in providing these documents please advise reception and we will assist you. Further information is available from reception.

Appointments

Routine Appointments

All patients with routine medical needs are seen by appointment only. When booking an appointment, please let the receptionist know if you have any preference as to which practitioner you see. Patients are free to make an appointment with any of the doctors or nurses but are encouraged to see the same person for follow-up appointments.

There will generally be a longer wait for an appointment if you wish to see a particular doctor as some doctors have commitments to specialist roles and not all of the doctors work full-time.

The receptionist will confirm the earliest available appointment with the practitioner of your choice. It is then up to you whether you wait to see your doctor of choice or book with a different doctor with earlier availability.

A standard appointment length is:

Doctor: 10 minutes

Nurse Practitioner: 15 minutes

Nurse: 15 minutes

If you feel this is insufficient for your needs, please mention this to the receptionist at the time of booking.

Attending Your Appointment

Please endeavour to arrive at the surgery in good time for your appointment. Patients arriving late for their appointment may be required to re-book the appointment or, at the doctor's discretion may be seen at the end of the surgery.

On arrival please either use our automated check-in point or report to the reception desk. Patients are called by doctors and nurses using a display board. Any patient concerned they may not see the display board or hear their name if called should notify the receptionist on arrival.

Cancelling Appointments

If you are not able to keep, or no longer require an arranged appointment please inform us as soon as possible. We can then offer that appointment to another patient. Patients who fail to attend appointments with the doctor or nurse, without good reason, will be removed from the Practice list.

Help Us To Help You

Contact Details

From time to time the Practice may need to contact patients promptly during opening hours to re-arrange an appointment. Please, if possible, provide us with daytime contact numbers in addition to your home telephone number.

Changes To Personal Details

Once registered we ask that any changes in personal details such as name, address, contact telephone numbers etc are communicated to the Practice promptly.

If you move to an area outside of the Practice boundary you will need to register with a Practice more local to your new address. Should this be the situation for you the Practice will advise you.

Visit our website on: www.lphc.co.uk

Stay in touch with our website - www.lphc.co.uk

Patient Comments, Feedback And Complaints

We actively seek patients' opinions on our services. The Practice welcomes your comments on the services provided at Laurie Pike Health Centre, good or bad. Such feedback provides the opportunity to reflect or review our practice policies and improve patient services. Patient comment/feedback forms are available at reception. The reception team leader and/or the centre manager will be happy, wherever possible, to talk to you at the time, or call you at a time convenient to you.

In addition, the Practice operates a formal complaints procedure in accordance with NHS guidelines, details of which are available on request. Complaints forms are available from reception, or you can contact the Practice either in writing or by telephone. All complaints are dealt with sensitively and are held separately to your medical records.

If you do not feel you can approach one of the practice team members about your concerns, you can also contact the Patient Advice and Liaison Service (PALS) at our local PCT, The Heart of Birmingham Trust (0121 224 4725).

If you have any comments or feedback, whether we have done something well or badly, please take the time to complete a comments sheet so that we are aware of your experience.

Patient Group

The Practice welcomes patients who are able to commit a couple of hours every three months to join our patient group. Details are available from Debbie Wearing (operations manager).

Zero Tolerance Policy For Inappropriate Behaviour

In line with government recommendations for the NHS, this Practice supports the Government's NHS zero tolerance campaign. Laurie Pike Health Centre has a policy that rudeness, swearing, abusive, threatening or intimidating behaviour towards any member of staff or other patients will not be tolerated. Such behaviour may result in removal from our Practice list.

Repeat Prescriptions

If it has been agreed that your treatment is long term, you may not need to see your doctor every time you need your medication. The doctor will then approve certain medication to be issued on a repeat prescription basis.

Interpreters

The surgery has limited access to an interpreting service for those patients who have recently come from abroad and need assistance during consultations. Please note that at least 24 hours' notice is required for booking this service.

Visit our website on: www.lphc.co.uk

Quick Guide

Emergencies

If you, or a member of your family, are suffering from a serious problem such as acute chest pain or severe bleeding, you should contact the emergency services (telephone 999).

Telephoning The Surgery

0345 111 1313

For all non-urgent calls we ask that patients call the surgery after 10.30am. Please note that all telephone calls to the Practice are recorded and monitored.

Urgent Problems

If you, or a member of your family, are suffering with an illness that requires treatment the same day, please telephone the surgery between 8.30 and 10.00am or 2.00 and 3.00pm to speak to a triage doctor or nurse who will give advice or arrange an appointment.

Please note: routine matters will not be dealt with in emergency appointments.

Home Visits

Home visits are provided for patients that are housebound or too ill to attend the surgery. Please telephone the Practice before 10.00am to request one, and do give the receptionist as much information as possible to enable the doctor to allocate priority to visits.

Remember that clinical examination is best carried out at the surgery.

Triage

A doctor is available daily on the telephone between 8.30 to 10.00am and 2.00 to 3.00pm for urgent problems and advice.

Weekend And Night Cover

If you need medical advice when the surgery is closed, please contact 0345 111 1313 and you will be transferred to the out-of-hours service. You may be given telephone advice, or be asked to attend a primary care centre near your home.

Please remember that this service is for urgent situations only. All routine matters, including medication enquiries, are best dealt with during surgery opening hours.

Medical Advice

NHS Direct on 0845 4647 provides 24-hour medical advice for patients.

Making An Appointment

Appointments can be made by telephoning 0345 111 1313 between 10.30am and 6.30pm or coming into the surgery.

Stay in touch with our website - www.lphc.co.uk

Ordering Repeat Prescriptions

When ordering repeat prescriptions please remember to include the patient's full name, date of birth and address details, medication required and a contact telephone number.

Please note you will not receive your prescription immediately. All requests received by 2.00pm will be available for collection the next working day after 2.00pm.

Phone: 0345 111 1313 between 10.30am - 6.30pm

Post: Please enclose an SAE and allow time for delivery

Reception: Drop in your request in writing remembering to include your name, address and date of birth

Email: betty.colbourne@nhs.net

Fax: 0121 523 6163

Pharmacy: 0121 551 3814

General Practitioners

Dr Joanne L Shaylor	F	MBChB (Birmingham 1991) BSc DCH DRCOG Women's Health, Gynaecology	Part Time
Dr Gwyn P M Harris	M	MBChB (Birmingham 1990) MRCGP DRCOG Diabetes, Drug Abuse	Full Time
Dr Naresh K Rati	M	MBChB (Manchester 1993) DRCOG DPD MRCGP Dermatology	Full Time
Dr Ben Empson	M	MBChB (Sheffield 1993) MRCP Rheumatology	Full Time
Dr Will Murdoch	M	MBChB (Birmingham 1998) MRCGP MSc Child Health	Full Time
Dr P G Iyengar	F	BSc MBBS DA MRCGP	Full Time
Dr V M Maheswaran	F	MBChB (Sheffield 1985) MRCGP Women's Health	Part Time
Dr L England	F	MBBS (Kings College 1998) BSc MRCGP Mental Health, Research	Part Time
Dr Aamena Salar	F	MBChB	
Dr Ram Sugavanam	M	MBBS MS (Orth)	
Dr M Shaffi	M	MBBCL MRCGP DRCOL DCH	
Dr Linsay Smith	F	MBChB BMedSci	
Dr Aftab Arif	M	MBChB MRCGP	
Dr M Al-Khayat	M	MBChB MRCP	
Dr Tracey O'Shea	F	Dermatology specialist GP MBBS MRCGP Dip Occ Med Dip P Derm	

Nurse Practitioners

Helen Ross Advanced Nurse Practitioner

Harjit Kaur Advanced Nurse Practitioner

From time to time salaried GPs, GPs on specialist schemes or other health care professionals will work alongside the partners to provide medical services to our patients.

Visit our website on: www.lphc.co.uk

GP Surgery Times

(Actual surgery times may vary from those listed)

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Shaylor		9.00-12.00 3.00-6.00	9.00-12.00	9.00-10.30 coils 11.00-12 noon Mgt	
Dr Rati	9.00-12.00		Derm Derm		Derm
Dr Harris	9.00-12.00 3.00-6.00	9.00-12.00/DC		9.00-12.00	9.00-12.00 3.00-6.00
Dr Murdoch	PCT	PCT PCT	9.00-12.00/BC 3.00-6.00		PCT 3.00-6.00
Dr Iyengar	9.00-12.00 3.00-6.00	9.00-12.00 3.00-6.00	9.00-12.00		
Dr Empson	9.00-12.00 Rheu	9.00-12.00/DC Rheu	Rheu Rheu	Rheu Rheu	9.00-12.00 3.00-6.00
Dr England		9.00-12.00 2.00-5.0		9.30-12.30 2.00-5.00	
Dr Maheswaran	9.40-12.00	9.40-12.00			
Dr Ram			MS or 3.00-6.00		
Dr Shaffi	10.00-12.00 3.00-4.00 5.00-8.00	9.00-12.00 3.00-6.00	9.00-12.00 3.00-6.00	9.00-12.00 3.00-6.00	9.00-12.00
Dr Arif	9.00-12 noon 3.00-6.00	9.00-12 noon 3.00-6.00	9.00-12 noon 3.00-6.00	9.00-12 noon	9.00-12 noon 3.00-6.00
Dr Smith	9.00-12 noon 3.00-6.00	9.00-12 noon 3.00-6.00	9.00-12 noon 3.00-6.00		9.00-12 noon 3.00-6.00
Dr Al-khayat		9.00-12 noon 3.00-6.00		9.00-12 noon 3.00-6.00	9.00-12 noon 3.00-6.00
			1.00-4.00 5.00-8.00		

Please note some of the doctors are involved in teaching and/or seconded to the Primary Care Trust to advise on specialist areas, for example dermatology, prescribing, education and research.

Stay in touch with our website - www.lphc.co.uk

mirage PHARMACY



Dilip N Patel

BPharm.(Hons) MRPharmS RPEBC

Products and Services including:

- Computerised Patients Records
- Repeat Prescription Collection
- Home Delivery Service
- Pregnancy Testing
- Weight Management Clinic
- Medicines Use Reviews
- Diabetic Supplies
- Quit Smoking Clinic
- Blood Pressure & Cholesterol Monitoring Service
- First Aid Items

Open Monday to Friday 9.00am - 6.00pm

2 Fentham Road

Aston

Birmingham B6 6BB

Tel/Fax: (0121) 551 3814

Website: www.miragepharmacy.chemist.net

Email: miragepharmacy@hotmail.com



If YOU are reading this,
then so could patients
looking for your kind
of service.



To place an advertising feature
in our practice booklets
and book a daily reminder
of your service on our
appointment cards and website
simply phone Jenny Mellenchip
now on 0800 612 1516.

Practice Nursing Team

Practice Nurses

The practice nursing team provide a variety of specialised clinics for example diabetes, hypertension, childhood immunisations, travel vaccinations, family planning as well as general nursing appointments for dressings and advice.

Practice Nurse Team Leader

Annette Lawrence: Specialises in diabetes

Specialist Nurses

Gail Curwin: Specialises in diabetes, respiratory, spirometry and family planning

Julie Panter: Specialises in anti coagulant, family planning and dermatology

Practice Nurses

Amy Bate: Specialises in baby imms, travel vaccinations and anti-coagulant

Sylvia Harper: General Nursing

Carol Lea: General Nursing

Meriam Motaung: General Nursing

Rheumatology Nurse Consultant

Dawn Homer: Specialises in rheumatology and joint injections

Health Care Support Workers

Our HCSWs provide a range of appointments for routine tests, for example blood tests, blood pressure, ECG, suture removal, flu vaccinations and support nurses in specialist clinics

Health Care Support Workers

Precious Grant: New patient check/ phlebotomy

Chhavi Toora: New patient check/phlebotomy

Rukhasana Shafiq

Hetal Bohara: Trainee Health Care Support Worker

GP Registrars

The Practice each year trains doctors who have completed their medical education but wish to specialise in general practice.

Medical Students From Birmingham University

During term time 1st - final year medical students are attached to the Practice. 1st and 2nd years are generally involved with patients in a non-clinical consultation, while 3rd and 4th years consult with patients under the supervision of a doctor. Final year students are allocated to the Practice on an eight-week rotation alongside hospital specialities. Final year students undertake surgeries supervised by a doctor.

District Nursing Team

District Nurses

Paul Johnson

District Nurse Support Workers

Cindy Chinn

Patricia Sanders

Health Visiting Team

Health Visitors

Melva Thomas

Practice Support Staff

Operations Manager

Debbie Wearing is responsible for managing the practice and services that are part of the day-to-day smooth running of the practice, including health and safety and patient services.

Centre Administrator

Kate Jennings provides administration support to the operations manager in the day to day running of the practice.

Reception Team

The reception team is responsible for providing a high quality service to patients that includes: welcoming all patients and visitors into the Practice, ordering repeat prescriptions, scanning documents into the clinical records and administration tasks relating to public health information and targets.

Senior Receptionists

Harminder Loyal and Dawn Brown

Receptionists

Betty Colbourne Vaun Caines

Kalsuma Ahmed Shanel Nelson

Rory Nelson Gita Solanki

Soma Salha Hamida Shaikh

Sonam Kalra Santina Deng

Ramyra Rajendra Jitu Mandhyan

Rahima Khanan and Shazana Begum are responsible for the day-to-day administration of the Dermatology Clinic. Shmaila Bi is responsible for day-to-day administration of the Rheumatology Clinic.

Secretarial and Administrative Team

This team provides a secretarial service to the primary health care team, including Choose and Book, hospital referrals, insurance reports and queries regarding hospital appointments. A data quality assistant validates the Practice patient data, summarises medical records and provides the Practice recall programme for patients. Undergraduate education within the Practice is organised by the Firm 1 co-ordinator who also assists with secretarial duties.

Secretarial and Admin Team Leader

Sarah Corbishley

Medical Secretary

Saima Bi

Data Quality Assistant

Marianne Farrell

Administration Support

Alka Asthana/Bas Khan

Confidentiality

Laurie Pike Health Centre provides a confidential service to all our patients, including those under 16. This means that personal information regarding patients will not be disclosed to anyone outside the Practice without permission from the patient, except in exceptional circumstances where somebody is at grave risk of serious harm.

The Practice does, from time to time, participate in research projects that have been approved by the local ethics committee. All personnel involved in such projects are subject to the confidentiality policy of the Practice.

All members of staff, medical students and visiting work placements are required to sign an agreement to abide by the Practice policy which states that any breach of policy will result in dismissal or termination of the placement.

Laurie Pike Health Centre asks that you respect and co-operate with our policy and do not request information about anyone other than yourself - this includes confirming attendance at surgery, test results or personal details. Please remember, staff risk losing their jobs if found in breach of this policy. Staff at Laurie Pike Health Centre are also bound by the Data Protection Act.

Access To Medical Records

If you require access to your medical records, please request a form at reception. There may be a fee for this service. Please note this should not be used to obtain information for solicitors or insurance companies as there is a formal process between professional organisations when medical details are required.

Freedom Of Information Publication Scheme

The Freedom of Information Act 2000 obliges the Practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the Practice intends to routinely make available. This scheme is available from reception.

Overseas Visitors

Relatives and friends of patients from overseas are welcome at the Practice if they fall ill during their visit. There is usually a charge for this service if visiting from countries outside the EEC. Details are available at reception.

Non-NHS Examinations And Services

The doctors are happy to carry out medical examinations eg for insurance or driving licence purposes etc, by appointment. As this service is not included within NHS responsibilities there is a fee payable. Please check the fee chargeable for the service you require with the receptionist when booking your appointment. Appointments for non-NHS examinations usually take place at the end of the morning or evening surgery. Please note that NHS services will always take priority over non-NHS services.

Visit our website on: www.lphc.co.uk

Clinics And Services

Antenatal Clinic

Appointment only

Monday 1.00 - 3.00pm

Wednesday 9.30am - 12 noon

The midwifery team from City Hospital will support and advise you as well as monitor you and your baby's progress. You will also be referred to one of our local hospitals where you will be seen by a midwife and may be seen by one of the hospital doctors as well.

Baby Clinics

8 Week Checks Appointment only

Wednesday 10.00am - 12 noon Doctor/Health Visitor

Child Development Checks Appointment only

Wednesday 1.30 - 3.00pm Health Visitor

Childhood Immunisation Clinics Appointment only

Monday 9.30am - 12 noon Practice Nurses

Wednesday 2.00 - 5.00pm Practice Nurses

Diabetic Clinics

Review Clinic Appointment only

Tuesday 9.00am - 12.30pm Diabetic Team

Thursday 9.00am - 12 noon Specialist Nurse

Insulin Initiation Appointment only

Please contact reception Specialist Nurse

Glucose Tolerance Testing Appointment only

Please contact reception Specialist Nurse

Podiatry Appointment only

Tuesday 9.00am - 4.00pm HoB Community Podiatrist
(formerly chiropody)

Choices Clinics

Pregnancy Testing

Pregnancy tests are not routinely offered by the Practice. This service is available from most pharmacies.

Stay in touch with our website - www.lphc.co.uk

Family Planning And Contraception Advice

Tuesday 4.30 - 5.30pm Friday 11.00am - 12 noon
A Specialist Nurse clinic for advice and counselling.

Contraception Advice

Contraceptive care is provided by all the doctors during surgery hours.

Emergency Contraceptives (Morning after pill)

Did you know that emergency contraception or “morning after pill” is not only available to you at the surgery, but also at the following places:
NHS Walk-in Centres, Brook Advisory Centres, Family Planning Clinics and Approved Pharmacists.

IUCD (Coil) And Implant Fittings Appointment only

Please contact reception.

Counselling is required prior to these appointments being made. Please arrange a family planning appointment with one of the specialist nurses to discuss.

Anti-coagulant Clinic Appointment only

Tuesday 10.00am - 12.30pm Specialist Nurse

CVD/Heart Disease Clinic Appointment only

Specialist Nurse

Physiotherapy Appointment only

You will be contacted about your appointment.

Cryosurgery Referral only

Please contact reception. Specialist Nurse

Minor Surgery Referral only

You will be contacted about your appointment.

Asthma Appointment only

Specialist Nurse

COPD Appointment only

Specialist Nurse

Hypertension Appointment only

Specialist Nurse

Drug Abuse Referral only

You will be contacted about your appointment.

Rheumatology Referral only

You will be contacted about your appointment.

Wound Care Appointment only

Please contact reception. Practice Nurses

Immunisations Appointment only

Please contact reception. Practice Nurses

Phlebotomy/Blood Tests Appointment only

Please contact reception. HCSW

Smoking Cessation Appointment only

Please contact reception. Specialist Nurse

Wound Management Service Appointment only

Please contact reception. Specialist Nurse

Near Patient Testing Appointment only

You will be contacted about your appointment. Specialist Nurse

ECG Referral only

Please contact reception. HCSW

Spirometry Referral only

Please contact reception. Specialist Nurse

Goserelin Injections Appointment only

Please contact reception. Specialist Nurse

Dermatology Referral only

You will be contacted about your appointment.

A secondary care community clinic is run from both the Practice and an alternative site at Greet Street. Appointments are by referral from any of the doctors at the Practice.

Travel Clinic Appointment only

Please contact reception.

Specialist nurses can advise you of travel vaccinations you may need. Please be advised some of these vaccinations are not effective immediately. Please book your appointment well in advance.

Flu Vaccination Appointment only

September to November

All patients with long-term diseases and the over 65s are advised to have a flu vaccination annually. An appointment can be made with the HCSW from August - and the Practice will contact you to advise of special clinics.

Drug Abuse Referral only

You will be contacted re your appointment.

Drug abuse management services are provided at the Health Centre twice weekly by attached drug workers in collaboration with the doctors at the Practice.

Medicine Management

LPHC has an on-site pharmacy and works collaboratively with the pharmacist in the education of patients in their medicines management. This includes a telephone ordering and home delivery service provided by the pharmacy. Other pharmacies can also provide this service.

Pharmacy Services

Mirage Pharmacy at the LPHC site is open throughout the Practice opening hours.

Medicines use reviews

Supervised consumption

Needle and syringe exchange

Smoking cessation clinic

Emergency hormonal contraception

Pregnancy testing service

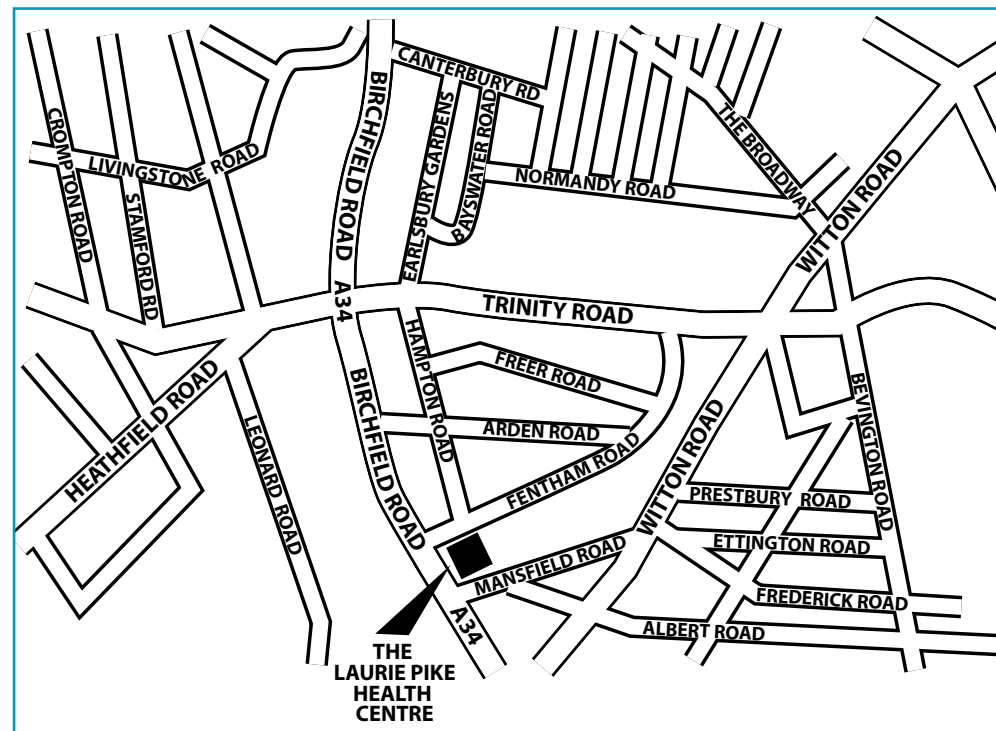
Minor ailment scheme

Research

The Practice regularly undertakes research projects in collaboration with the University of Birmingham. Patients are all asked to provide their consent before taking part in any research, but we may write to you about particular projects from time to time. Taking part, by replying to questionnaires for example, helps to plan treatment for other patients and is greatly appreciated.

As part of its function as a teaching PCT, The Heart of Birmingham Trust is committed to supporting education for all NHS staff to aid continuing personal and professional development.

How To Find The Laurie Pike Health Centre



Access:

By car: from Fentham Road ONLY (one way street). Please note there is NO access by car from Birchfield Road.

Pedestrian access: is available from both Birchfield Road and Fentham Road.

Bus: there are bus stops on Birchfield Road a couple of minutes walk from the practice.

Direct bus routes: 33,51,52,107,113

Bus routes within easy walking distance: 7,11,46,91,92

A free patient car park is available, although this can be busy at times. If the car park is full, there is on-street parking available nearby.

USEFUL TELEPHONE NUMBERS

District Nurses.....	0121 551 5690
Health Visitors	0121 465 4845
Rolands Pharmacy	0121 551 6845
Mirage Pharmacy	0121 551 3814
NHS Direct.....	0845 4647
City Hospital }	0121 554 3801
Sandwell Hospital }	
Queen Elizabeth Hospital	0121 472 1311
Birmingham Children's Hospital	0121 333 9999
Birmingham Heartlands Hospital }	0121 424 2000
Good Hope Hospital }	
Birmingham Women's Hospital.....	0121 472 1377
Birmingham & Black Country Strategic Health Authority.....	0121 695 2222
Heart Of Birmingham Teaching Primary Care Trust	0121 224 4600
Bartholomew House, 142 Hagley Road, Birmingham B16 9PA	
North Birmingham Community Mental Health Trust	0121 623 5500
Physiotherapy	0121 465 4762
Aston Legal Centre.....	0121 523 0965
Citizens Advice Bureau	0121 687 5370
Social Services	0121 303 2121
Benefits Enquiry Line.....	0800 882200
Midland Refugee Centre.....	0121 622 8850
Samaritans	0845 790 9090
Police Central Switchboard	0845 113 5000
Asylum Seeker and Refugee Centre for Health (ARCH).....	0121 456 1551
NHS Walk-in Centre	
Boots the Chemist, 66 High Street, Birmingham B4 7TA	
Secretaries direct line	0121 250 0385
Dermatology Clinic direct line	0121 250 0386
Rheumatology Clinic direct line	0121 250 0376