

Patient Participation Group (PPG)

Patient Participation Groups are Practice-based voluntary organisations who meet regularly with Practice Clinical Staff and Managers (usually on a quarterly basis) to resolve any problems relating to how services are provided and to give advice on forthcoming changes & developments & how they will affect the patients. Membership is open to any patient aged over 16 years who is registered with the Practice. If you wish to join your local PPG or would like more information please speak to a member of the reception team or see your local PPG notice board.

Our Central Management Team are located at our head office at Eaton Wood Medical Centre. And can be contacted via the following email address. midlandsmedical.partnership@nhs.net.

USEFUL CONTACT INFORMATION

NHS Direct – 111 or www.nhsdirect.nhs.uk
Badger – 0300 555 7575
Good Hope and Heartlands Hospitals – 0121 424 2000
City Hospital and Sandwell Hospitals – 0121 554 3801
Birmingham Children's Hospital – 0121 333 9999
Social Care Team– 024 7678 8555
Women's Aid– 0808 800 0028
Safeguarding Adults– 0121 303 1234 (option 1)
Barnardo's– 0121 359 5333
NCPCC– 0808 800 5000
Childline– 0800 1111
National Domestic Violence Helpline– 0808 2000 247
Birmingham Carers Hub– 0844 225 0680

Nearest Walk In Centre-
Erdington Health and Wellbeing Walk in Centre
High Street, Erdington B23 6SJ
8:00-8:00pm
0121 686 8010



ERDINGTON MEDICAL CENTRE

103 Wood End Road, Erdington, B24 8NT

Dr K Crossman, Dr E Gonzalez, Dr U Al-Hussein, Dr S Lord
and Dr S Saha-Gupta

Tel Number-0121 373 0085

Fax Number-0121 386 1768

www.mmpmedical.com

Welcome to Erdington Medical Centre Midlands Medical Partnership (MMP) was formed in 2009, our group of 10 surgeries across Birmingham provides services to 62,000 patients. Our unique single joined up clinical system allows MMP patients to access any one of our sites.

Surgery		Phone Lines	Reception
Opening Times	Monday	08.00-12.30 14.00-18.30	08.30- 18.30
	Tuesday	08.00-12.30 14.00-18.30	08.30- 18.30
	Wednesday	08.00-12.30	08.30- 18.30
	Thursday	08.00-12.30	08.30- 18.30
	Friday	08.00-12.30 14.00-18.30	08.30- 18.30

Surgery boundaries-

MMP Erdington Medical Centre covers the majority of the addresses within these postcodes.

B23 & B24

Surgery Team- Team Leader Angela Boddy	Reception Brogan, Teresa, Sue, Johanne, Lynn & Becky
Nurses Sarah Reynolds,& Krysia Sroczynski	Secretaries Denise & Helen
Health Care Assistant Christine Dugmore	Administration Maureen, Jade & Jack
Head Receptionist Jenny Dale	Prescription Clerk Sue Freeth

Registration-

We are pleased to welcome new patients to the surgery. If you wish to register with us you will be required to complete a registration form and questionnaire which is available from our reception team. You will be asked to provide us with your NHS number which will be available from your previous GP Practice. A form of identification when you register is preferable. If you are unable to provide this please speak to the surgery Team Leader who will assist. All new patients are offered a new patient health check with a member of our Nursing Team.

Out of area- You may be able register at the discretion of the GP partners, please be aware we will not be able to provide the home visiting service outside of the practice boundary.

Appointments- All MMP surgeries offer pre-bookable and same day face to face consultations with a health care professional. Telephone appointments with a clinician are also available.

Home visit requests are taken at all sites for house bound patients only, a clinician may contact the patient prior to visit to determine the nature of the illness

A doctor is assigned daily for any urgent care issues, the designated doctor will make an assessment and decide the appropriate course of action

We offer a full range of appointments with other clinical staff who may be best suited to deal with your problem

If you require an interpreter please make the reception team aware of your requirements at the time of making the booking.

If you are unable to attend your scheduled appointment please contact the surgery immediately so that your appointment can be re-allocated.

Out of hours- If you require medical treatment when the surgery is closed, please telephone 0300 555 9999. Your call will automatically be diverted to our out of hour's service. Out of hours calls will be dealt with by Birmingham & District GP Emergency room (BADGER), a cooperative of local general practitioners. The practice retains overall 24 hour responsibility for the care of its registered patients.

Prescriptions

Requests can be made on-line, via a pharmacy or in person at reception. House bound patients only can request prescriptions over the telephone. Electronic prescriptions are available please speak to a member of our reception team to nominate a pharmacy of your choice.

For repeat prescription requests please allow at least 3 working days (speak to a member of the surgery team for more information).

General Enquiries

For general enquiries please contact your local surgery

Test Results

For test results, please contact the surgery 3 working days after having the test taken.

Additional Services Available:	
Provided by MMP	Provided by partner organisations in MMP surgeries
Saturday Practice Nurse led clinics	Alzheimer's drop in- Erdington MC
Travel Advice	Birmingham and Solihull Women's Aid- Erdington MC
Health Promotion Clinics including smoking and life style advice	Open Door Counselling- Erdington MC
NHS health checks—if you are between the age of 40-74 and would like a free NHS health check then please speak to the reception team	Healthy Minds Clinics- Eaton Wood MC
Advanced Sexual Health Services	Citizens Advice Bureau—Eaton Wood MC
Antenatal & Post Natal Clinics	Bereavement counselling- Dudley Park MC
Baby clinics including immunisations	Physiotherapy- Eaton Wood MC
Minor Surgery & Joint Injection Clinics	Rehab and Recovery Services- Eaton Wood MC, Erdington MC, All Saints MC, Dudley Park MC. Old Priory Surgery, Jockey Road MC, Kingsmount MC.
Phlebotomy	
ECG'S, Spirometry & 24 Hour Blood Pressure Monitoring	
Diabetes Specialist Nurse	
Substance misuse clinics	

Complaints and Suggestions -If you have cause to make a complaint or a suggestion please speak to your local surgery team leader who will be able to assist you. Complaint leaflets are available from the reception team

Access to medical records- As of 1st April 2016 patients are now able to request detailed record access . For more information please ask a surgery team member.