If you require this leaflet in any other format please ask at reception.
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 you.

All new patients are offered a new patient health check with a member of our Nursing Team. At the time of registering, you will be asked if you have a preference as to which doctor you are registered with. This will not stop you from seeing the other doctor and you will always be offered an appointment with any available doctor.

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.
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.

Zero Tolerance - MMP has a policy of zero tolerance. We take very seriously any threatening, abusive or violent behaviour against all of our staff or patients. If a patient is abusive or violent, they will be issued with a warning to stop their behaviour and any such incidents will be recorded.

If they persist, we may exercise our right to take action and to have them removed immediately from our list of patients, or if appropriate, involve other authorities such as the Police. In the interest of safety and security the Practice uses CCTV systems.

Disability Access - Our Practice is suitable for the access of disabled patients. There is dedicated car parking spaces for the disabled, a ramped entrance, a disabled patients' WC and a hearing loop system and we can arrange to use translation services for people who do not speak English.

Please let us know if you need any additional support when visiting our surgery. We are always trying to improve how we communicate with patients. Please tell us if you need information in a different format or communication support.

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. If you wish to see or speak to a specific GP or Nurse, please make the receptionist aware. Where possible we will try to accommodate your request, however an appointment with another clinician maybe available sooner.

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. If you repeatedly miss appointments you may be written to. If this continues, you may be asked to register at another surgery.

Out of hours - Out of hours care is commissioned by MMP. 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 hours service. Out of hours calls will be dealt with by Birmingham and 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.

Text Messaging Service - For the benefits of our patients MMP uses a CCG approved text messaging service for a number of uses including appointment, other reminders and health messages. If you wish to opt out of this service please inform the reception team.
**Complaints and Suggestions** - If you have cause to make a complaint or would like to make a suggestion please speak to your local surgery team leader or senior receptionist who will be able to assist you and resolve any concerns or suggestions you may have. For more detailed information regarding complaints a complaints leaflet is available from reception and on our website.

**Access To Medical Records** - You have a right to keep your personal health information confidential. All our staff are trained in information security and confidentiality. There are strict codes of conduct in place to ensure your information is safe, whether it is on paper or computer. No information from your health records is passed to a third party (including family members) without your consent. However in order for us to give you the best possible care it may, at times, be necessary for us to discuss your health needs with other health professionals.

As of 1st April 2016 patients are now able to request detailed record access. If you wish to access your records, please contact the surgery. All requests to view medical records should be made in writing. The surgery is allowed, by law, to charge a fee to cover our administration costs. 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.

**Additional Services Available:**

**Provided by MMP**

- Saturday Practice Nurse led clinics
- Travel Advice
- Health Promotion Clinics including smoking and lifestyle advice
- 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
- Advanced Sexual Health Services
- Antenatal & Post Natal Clinics
- Baby clinics including immunisations
- Minor Surgery & Joint Injection Clinics
- Phlebotomy
- ECG’s, Spirometry & 24 Hour Blood Pressure Monitoring
- Diabetes Specialist Nurse
- Substance misuse clinics

**Provided by partner organisations at MMP surgeries**

- Alzheimer’s drop in—Erdington MC
- Birmingham and Solihull Women’s Aid—Erdington MC
- Open Door Counselling—Erdington MC
- Healthy Minds Clinics—Eaton Wood MC
- Citizens Advice Bureau—Eaton Wood MC
- Bereavement counselling—Dudley Park MC
- Physiotherapy—Eaton Wood MC
- Rehab and Recovery Services—Eaton Wood MC, Erdington MC, All Saints MC, Dudley Park MC. Old Priory Surgery, Jockey Road MC, Kingsmount MC.