Welcome to Lea Village Medical Centre.

Midlands Medical Partnership (MMP) was formed in 2009, our group of 11 surgeries across Birmingham provides services to 67,000 patients. Our unique single joined up clinical system allows MMP patients to access any one of our sites.

Lea Village Medical Centre
98-100 Lea Village, Birmingham B33 9SD
Dr Satish K Dhamija MBBS MD

Phone Number– 0121 789 9565
Fax Number– 0121 785 0744
www.mmpmedical.com

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<table>
<thead>
<tr>
<th>Surgery Opening Times</th>
<th>Phone Lines</th>
<th>Reception</th>
</tr>
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<tbody>
<tr>
<td>Monday</td>
<td>09.00—18.30</td>
<td>09.00- 18.30</td>
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<tr>
<td>Tuesday</td>
<td>09.00—18.30</td>
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<td>Wednesday</td>
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<td>Friday</td>
<td>09.00—18.30</td>
<td>09.00—18.30</td>
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Surgery Boundaries-
MMP covers the majority of the addresses within these post-codes. B14, B13 and B30
SERVICES
We provide comprehensive services to all, without prejudice, and with respect for the individual.

- All general medical services
- Asthma and Diabetic Clinic
- Maternity Medical Services
- Cervical Cytology
- Family Planning
- Childhood immunisations
- Travel immunisations
- Smoking cessation advice
- Warfarin Clinic

GPwSI Clinic (Dermatology)

Surgery Team-
Team Leader - Mrs Madhu Dhamija
Nurses – Ruth Makunike
Health Care Assistant– Ms Shamila Bi
Senior Administrator – Ms Sai Savage
Admin/Secretaries – Ms Debbie Broderick

MMP undertakes on going teaching and training of health care professionals and persons wishing to become health care professionals.

Our Central Management Team and the MMP Board are located at our head office:
Eaton Wood Medical Centre, 1128 Tyburn Road, Erdington, B24 0SY.
Email: midlandsmedical.partnership@nhs.net. Phone: 0121 373 0959.
MMP is a non limited partnership; a full list of our partners and members of the management team is available on our website.

USEFUL CONTACT INFORMATION

NHS 111 service- 111
NHS Choices- www.nhs.uk
Badger – 0300 555 9999
Good Hope and Heartlands Hospitals – 0121 424 2000
City Hospital and Sandwell Hospitals – 0121 554 3801
Queen Elizabeth Hospital– 0121 627 2000
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—Katie Road Walk in Centre
15 Katie Road, Selly Oak, Birmingham, B29 6JG
8am– 10pm
Tel– 0121 415 2095

If you require this leaflet in any other format please ask at reception.
Audit - From time to time your personal health information will be used for clinical audit and quality improvement purposes. Data is collected by local and national bodies for monitoring and improving patient care and outcomes. At all times this is anonymous and no individual patient can be identified.

Our Responsibilities to you - Access to information - You have the right to see your own records under the Freedom of Information Act. We require a written request in the first instance and to make an appointment with the Practice Manager to discuss your request. Please note we have the right to withhold any information that could be harmful to you or relates to another person.

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GEOGRAPHICAL BOUNDARY
KITTSGREEN, STECHFORD, YARDLEY, SHELDON, SHARD END, TILE CROSS, MARSTONGREEN, CASTLE BROMWICH, CHELMSLEY WOOD AND WARD END

Appointments - Appointments are offered at 10 minute intervals, and can be made by telephone or in person. You have the right to express a preference of practitioner.

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.

Repeat Prescription - The request for a repeat prescription should only be made with a repeat prescription form. We can no longer take requests for repeat prescriptions by telephone. We require 48 hours notice for a repeat prescription.

New Patient Registrations - We accept new patients who live in our area. A new patient registration form needs to be completed. Photo proof of identity and proof of address need to be presented (driving licence and a utility bill for example)

Confidentiality - Everyone at the surgery has a duty to keep all information confidential, but, with your consent, information may be shared with services relevant to your health care.

- Information will not be disclosed without consent except:
- When there is a legal obligation to do so
- When it is a matter of life or death
- When it is overwhelmingly in the public interest
- When failure to do so may cause serious harm to you or another individual
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 leaflets is available from reception and on our website.

Access To Medical Records- Under the Data Protection Act 1998 patients have the right to see or obtain a copy of their own medical records. A written request is needed, and we have the right to withhold any information that could be harmful. There are charges pertaining to this:

Chaperone-All patients are entitled to have a chaperone, preferably arranged when the appointment is booked, but we will do our best to meet any request. Sometimes this may not be possible and a different appointment will be needed for the examination.

General Enquiries- For general enquiries please contact the surgery.

Test Results- Results take around 7-10 days to arrive at the surgery. Please call the surgery after 11am to find out results.

MMP Surgery Addresses-

<table>
<thead>
<tr>
<th>Surgery</th>
<th>Address</th>
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<tbody>
<tr>
<td>All Saints Medical Centre</td>
<td>2a Vicarage Road, Kings Heath Birmingham, B14 7QA</td>
</tr>
<tr>
<td>Broadmeadow Health Centre</td>
<td>Keynell Covert, Kings Norton Birmingham, B30 3QT</td>
</tr>
<tr>
<td>Dudley Park Medical Centre</td>
<td>28 Dudley Park Road, Acocks Green Birmingham, B27 6QR</td>
</tr>
<tr>
<td>Eaton Wood Medical Centre</td>
<td>1128 Tyburn Road, Erdington Birmingham, B24 0SY</td>
</tr>
<tr>
<td>Erdington Medical Centre</td>
<td>103 Wood End Road, Erdington Birmingham, B24 8NT</td>
</tr>
<tr>
<td>High Street Surgery</td>
<td>26 High Street, Erdington Birmingham, B23 6RN</td>
</tr>
<tr>
<td>Jockey Road Medical Centre</td>
<td>519 Jockey Road, Sutton Coldfield West Midlands, B73 5DF</td>
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<tr>
<td>Kingsmount Medical Centre</td>
<td>444 Kingstanding Road, Kingstanding Birmingham, B44 9SA</td>
</tr>
<tr>
<td>Mere Green Surgery</td>
<td>2nd Floor Carlton House, Mere Green Road Sutton Coldfield, B75 5BS</td>
</tr>
<tr>
<td>Old Priory Medical Centre</td>
<td>319 Vicarage Road, Kings Heath Birmingham, B14 7NN</td>
</tr>
<tr>
<td>Stratford House Surgery</td>
<td>578 Stratford Rd, Sparkhill, Birmingham B11 4AN</td>
</tr>
</tbody>
</table>

Clinical Commission Group- MMP is part of Birmingham Cross City CCG. Birmingham Cross City is a clinically-led organisation with the aim of improving health and health care within the local communities and across the city of Birmingham, based on the best available understanding of the health needs of our population. Address: Bartholomew House, 142 Hagley Road, Edgbaston, Birmingham, B16 9PA. Telephone: 0121 255 0700. Fax: 0121 682 0090. Email: bhamcrosscity@nhs.net. Website: www.bhamcrosscityccg.nhs.uk.
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.

Disability Access - Our practice is suitable for the access of disabled patients. There are dedicated car parking spaces for the disabled, the front entrance has an automatic door, the surgery has a lift to upper floors, a disabled patients' WC, room signs are displayed in braille and a hearing loop system is in place and we can arrange to use a 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. This leaflet is available in easy read format.

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 warned to stop their behaviour. 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.

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.

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.