



Lea Village Medical Centre

98-100 Lea Village, Birmingham B33 9SD

Phone Number– 0121 789 9565

Fax Number– 0121 785 0744

www.mmpmedical.com

Welcome to Lea Village Medical Centre. Midlands Medical Partnership (MMP) was formed in 2009, our group of 12 surgeries across Birmingham provides services to 72,000 patients. Our unique single joined up clinical system allows MMP patients to access any one of our sites.

Surgery Opening Times		Phone Lines	Reception
	Monday	09.00—18.30	09.00- 18.30
	Tuesday	09.00—18.30	09.00—18.30
	Wednesday	09.00—13.00	09.00—18.30
	Thursday	09.00—13.00	09.00—13.30
	Friday	09.00—18.30	09.00—18.30

Surgery Boundaries-

MMP covers the majority of the addresses within these post-codes. B14, B13 and B30

Surgery Team-

Team Leader - Mrs Madhu Dhamija

Nurses – Julie Hanley

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.

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)

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

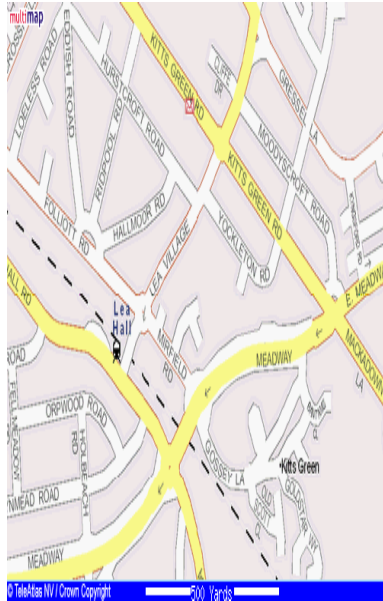
8am– 10pm

Tel– 0121 415 2095

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

GEOGRAPHICAL BOUNDARY

KITTS GREEN, STECHFORD, YARDLEY, SHELDON, SHARD END, TILE CROSS, MARSTON GREEN, CASTLE BROMWICH, CHELMSLEY WOOD AND WARD END



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.

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

Repeat Prescriptions- Requests can be made on-line, via a pharmacy or in person at reception. Only house bound patients can request prescriptions over the telephone. Electronic prescriptions (EPS) are available please speak to a member of our reception team to nominate a pharmacy of your choice. (Please speak to a member of the surgery team for more information on EPS). For repeat prescription requests please allow at least 3 working days.

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.

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.

MMP Surgery Addresses-

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

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.

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.

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.

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 life style 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.