Dudley Park Medical Centre

28 Dudley Park Road, Acocks Green, West Midlands, B27 6QR

Dr Mark Kordan MBChB, Dr Claire Butler MBChB, Dr Jennifer Eaton MBChB MRCGP DRCOG, Dr Nidhi Lakhi MBChB MRCGP and Dr Sana Butt MBchB,

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www.mmpmedical.com

Welcome to Dudley Park Medical Centre. Midlands Medical Partnership (MMP) was formed in 2009, our group of 11 surgeries across Birmingham provides services to 70,000 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	**8am– 6.30pm**	**8.00am – 6.30pm**
	Tuesday	**8am- 6.30pm**	**8.00am – 6.30pm**
	Wednesday	**8am– 1pm**	**8.00am – 6.30pm**
	Thursday	**8am– 1pm**	**8.00am – 6.30pm**
	Friday	**8am– 6.30pm**	**8.00am – 6.30pm**

Evening opening: Appointments available Monday -Friday 18:30pm-20:00pm at All Saints MC and Eaton Wood MC.

Weekend opening: Appointments available :

Saturday– 08:30am—10:30am at All Saints MC.

Sunday- 08:30am—10:30am at Eaton Wood MC.

Surgery Team-

Team Leader– Louise Cooper

Nurses– Karen O'Neill RGN and Mary Harber RGN

HCA– Marion Hewitt

Reception– Linda Fogarty, Dianne Cosgrove, Arvinder Lotay, Clare Hinds and Sarah Taylor

Senior Receptionist - Karen Kelly.

Admin/Secretaries– Dorothy Collins, Adele Thompson and Debbie Broderick

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

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 will be required if you wish to have online access. 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. 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.

Surgery Boundaries- MMP Dudley Park Medical Centre covers the majority of the addresses within these postcodes: B27, B28, B11 and B26 (below the Coventry Road). Please check with a member of reception for more information.

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.

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- Solihull Walk In Centre
Lode Lane, Solihull, West Midlands, B91 2AE
0121 709 7711

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

Clinical Contact Hub- MMP's Clinical Contact Hub will offer patients telephone consultations with Virtual Clinical Pharmacists and Virtual Advance Nurse Practitioners (ANP) Monday to Friday between 8.00am – 8.00 pm. The Contact Hub is designed for non-complex patients with straightforward conditions. Any child over the age of 16 and Adult under the age of 65 can be booked in for a consultation or medication query reviews.

Extended Access- MMP are delivering Extended Access across two hubs, Eaton Wood Medical Centre (North) and All Saints Medical Centre (South). Appointments are available with a range of Clinicians at both hubs Mon-Fri 06.30pm- 08.00pm, Sat (All Saints) 08.30am-10.30am and Sun (Eaton Wood) 08.30am-10.30am. For appointments and more information on how to book please contact your local surgery.

Address for Eaton Wood MC: 1128 Tyburn Road, Erdington Birmingham, B24 0SY.

Address for All Saints MC: 2a Vicarage Road, Kings Heath Birmingham, B14 7RA.

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.

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 also 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- Ring between 10.00am and 5.00pm— please select option 4

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 - 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 Practice is registered under the General Data Protection Regulation. This Act protects data held on the computer system.

MMP Surgery Addresses-

Surgery	Address
All Saints Medical Centre	2a Vicarage Road, Kings Heath Birmingham, B14 7RA
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 and Solihull Cross City CCG. Birmingham and Solihull 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: Floor Four, Attwood Green Health Centre, 30 Bath Row, Birmingham, B15 1LZ. Telephone: 0121 255 0700. Email: bhamcrosscity@nhs.net.
Website: https://www.birminghamandsolihullccg.nhs.uk/

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. 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.

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 patients 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 and may record telephone calls.

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, to give advice on forthcoming changes & developments & how they will affect 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 appointments, 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 and Contraceptive Health Services

Antenatal & Post Natal Clinics

Baby clinics including immunisations

Minor Surgery & Joint Injection Clinics

Phlebotomy

ECGS, Spirometry & 24 Hour Blood Pressure Monitoring

Diabetes & Respiratory Specialist Nurse

Shared Care Substance Misuse Clinics

Learning Disability Reviews

Clinical Contact Hub & Extended Access

Provided by partner organisations at MMP surgeries

Dementia drop in clinics in partnership with Alzheimer's Society - All

Birmingham and Solihull Women's Aid– Erdington MC

Birmingham Healthy Minds– Eaton Wood MC and Dudley Park MC

Birmingham Better Care Well being Coordinator— Erdington MC

Community Mental Health Team link workers - Erdington MC , Eaton Wood MC and High Street Surgery.

Rehab, CGL and Recovery Services– Eaton Wood MC, Erdington MC, All Saints MC, Dudley Park MC. Old Priory Surgery, Jockey Road MC, Kingsmount MC