



## STRATFORD HOUSE SURGERY

578 STRATFORD ROAD, SPARKHILL, BIRMINGHAM, B11 4AN

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Phone number – 0121 772 0392

[www.mmpmedical.com](http://www.mmpmedical.com)

Welcome to Stratford House Surgery. We are proud to be part of Midlands Medical Partnership (MMP), established in 2009. With 11 surgeries serving over 67,000 patients across Birmingham, our integrated clinical system ensures you can access care at any of our locations seamlessly.

### Surgery Opening Times

Surgery Opening Times		Phone Lines	Reception
	Monday	08:00 - 18:30	08:00 – 18:30
	Tuesday	08:00 - 18:30	08:00 – 18:30
	Wednesday	08:00 - 18:30	08:00 – 14:00
	Thursday	08:00 - 18:30	08:00 – 18:30
	Friday	08:00 - 18:30	08:00 – 18:30

**Access on Wednesdays after 14:00 available via Dudley Park Medical Centre**

### Enhanced Access

MMP are delivering Enhanced Access appointments across two hubs, Erdington Medical Centre (North) and All Saints Medical Centre (South). Appointments are available with a range of clinicians at both hubs Mon-Fri 18.30pm- 20.00pm, Saturday 09.00am – 17.00pm. For appointments and more information on how to book please, contact your local surgery.

Address for Erdington Medical Centre: 103 Wood End Road, Erdington, Birmingham, B24 8NT.

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

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### Surgery Team

**Clinical Team** – Dr Govinder Jassel (GP Partner), Dr Balwinder Mavi (GP Partner), Dr Sampa Saha Gupta

**Site Lead Officer** –

**Senior Receptionist** – Pat Guiden

**Reception/Admin Team** – Maleekha, Fazia, Valerie, Zalifa, Haseeba, Sheelah

**MMP Nursing Team** – Kelly Cullen, Sadaf Chahtari, Melanie Del Cisne, Isabelle Idrees, Georgia Cullen, Ashley Nash, Sandra Simmonds, Charlotte Holford, Helen Giles, Sarah Reynolds, Siobhan Williams, Lorraine Brown, Junisha Lincoln, Natalie Caspall, Nicola Palmer



**MMP Healthcare Support Workers** - Josephine Sweet, Nahida Bi, Kirsten McAleenan, Sumera Qureshi, Jenny Dale, Sue Freeth, Joanne Watkeys, Melissa Harper, Poppy Barrett, Romana Sagheer

**MMP Pharmacy Team** - Shabaz Khan, Rajvinder Kang, Naheeda Khan, Gurkiran Dosanjh, Sarah Visram, Keval Jagatiya, Safa Hashemi, Malika Ghafuri, Harikirat Singh Matharu, Emma Cunnington, Ramandeep Kaur

**MMP First Contact Practitioner Team** – Simon Ford, Ammu Abraham, Artemios Lazardis

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**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](mailto: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.

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**Appointments** All MMP surgeries offer a range of consultation options, including both pre-bookable and same-day face-to-face, telephone and virtual appointments with a healthcare professional.

If you would like to see or speak to a specific clinician, please inform the receptionist. While we will do our best to accommodate your request, you may be offered an alternative appointment with another clinician.

**To request a routine appointment:**

We encourage patients to request appointments through the online Blinx platform. This service is currently available between Monday-Friday 8am to 11am and allows you to submit appointment requests and other healthcare related queries at your convenience. This process allows us to deal with your request/queries more efficiently and ensures timely follow-up from our team.

- Use our appointment request form by visiting <https://blinxscheduler.com/patient-self-booking/?st=5337>, Monday to Friday.
- Phone us (check our Contact Us page for surgery opening times)
- Visit the surgery and speak with a receptionist, Monday to Friday
- The NHS App is a simple and secure way to access a range of NHS services from your smartphone, tablet or computer

By using the NHS App, you can:

- Book and manage GP appointments
- Order repeat prescriptions
- View your medical records securely
- Check symptoms and get NHS-verified advice
- Receive/view test results and vaccination records



Using the app means you can avoid waiting in the call queue to speak with a receptionist and gives you greater control over your healthcare. When you get in touch, we will ask what you need help with. We will use the information you give us to choose the most suitable doctor, nurse or health professional to help you.

**Home Visits** - Home visit requests are accepted at all sites for housebound patients only. A clinician may contact the patient beforehand to assess the nature of the illness and determine whether a visit is necessary.

**Urgent Care** - Each day, a designated doctor is available to manage urgent care issues. The doctor will assess the situation and decide on the most appropriate course of action.

**Appointments with Other Clinical Staff** - We also offer a full range of appointments with other members of our clinical team who may be best placed to support your needs.

**Interpreter Services** - If you require an interpreter, please inform the reception team when booking your appointment.

**Missed Appointments** - If you are unable to attend a scheduled appointment, please contact the surgery as soon as possible so the appointment can be offered to someone else. Repeatedly missing appointments may result in a written warning. Continued non-attendance may lead to you being asked to register with another surgery.

**Out of hours** – Out of hours care is commissioned by MMP. If you require medical attention when the surgery is closed, please call 0300 555 9999. Your call will be automatically diverted to our out of hours service. Out of hours calls are managed by BADGER (Birmingham and District GP Emergency Room), a cooperative of local general practitioners. Please note that the practice retains overall 24-hour responsibility for the care of its registered patients.

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**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.

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**General Enquiries** - For general enquiries please contact the surgery.

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**How to view your test results:**

Open the NHS App on your phone, tablet or computer

Log in using your NHS details

Select on 'Your Health' then select 'HP Health Record'

Navigate to 'Test Results' to view your recent results

Only results that have been added to your GP record will appear, if you would like to view older results you may need to contact the surgery.



**Registration** - We are pleased to welcome new patients to the surgery. If you wish to register with us, please visit our website [www.mmpmedical.com](http://www.mmpmedical.com) and complete an online registration form. Alternatively you are able to complete a paper registration form and questionnaire, which is available from our reception team who are also able to help you complete if required.

Please ensure that you are able 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 online access. If you are unable to provide this please, speak to the surgery's Site Lead Officer who will assist you.

All our new patients are offered a health check with a member of our Nursing Team. When you register, you will be asked if you have a preferred doctor to be registered with. Please note, this does not limit your choices and you're welcome to book appointments with any available clinician in the practice.

**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.

**Surgery Boundaries:** The surgery covers the majority of the addresses within these postcodes: B11, B12, B13 and parts of B27.

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**Complaints and Suggestions** – If you wish to make a complaint or have a suggestion, please speak to your local surgery's Site Lead Officer or Senior Receptionist. They will be happy to assist you and help resolve any concerns you may have. For more detailed information about our complaints process, a complaints leaflet is available from reception and on our website. You can also email our complaints team at [complaints.mmp@nhs.net](mailto:complaints.mmp@nhs.net)

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**Access To Medical Records** - Your personal health information is kept strictly confidential. All our staff are trained in information security and confidentiality, and we follow strict codes of conduct to ensure your data is protected, whether it is stored on paper or electronically. We will not share any information from your health records with third parties, including family members, without your explicit consent. However, in order to provide you with the best possible care, it may sometimes be necessary to share relevant health information with other healthcare professionals involved in your treatment.

Patients can view their medical records via the NHS App.

If you would like to access your records, please contact the surgery. All requests to view medical records must be made through our formal request process with the surgery. Our practice is registered under the General Data Protection Regulation (GDPR), which protects all data stored on our computer systems.

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**Disability Access** - Our practice is fully accessible for patients with disabilities. We offer dedicated disabled parking spaces, an automatic front entrance door, lift access to upper floors, accessible toilet facilities, braille room signs, a hearing loop system. We can also arrange translation services for patients who do not speak English. If you require any additional support during your visit, please let us know—your comfort and access are important to us. We are continually working to improve how we communicate with our



patients. If you need information in a different format or require communication support, please let us know. This leaflet is also available in an Easy Read format.

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**Zero Tolerance** - MMP operates a strict Zero Tolerance policy. We take any form of threatening, abusive or violent behaviour towards our staff or patients' very seriously. If a patient displays abusive or violent behaviour, they will be given a clear warning to stop. All such incidents will be documented. If the behaviour continues, we reserve the right to take appropriate action, which may include immediate removal from our patient list and involvement of external authorities such as the police. Our aim is to ensure a safe, respectful, and supportive environment for all patients and staff.

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**Non-attendance** - At MMP, we have a strict DNA policy to ensure fair and efficient use of our services. A written warning will be issued following two consecutive missed appointments or where a concerning pattern of non-attendance is identified. In the event of a third missed appointment, or if the concerning pattern continues, the patient will be formally removed from the practice list. A notification letter will be sent to advise the patient that they have been removed from the list, effective from the date of that letter. We encourage all patients to contact us as early as possible if they are unable to attend their appointment, so that it can be offered to someone else.

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**Patient Engagement Group (PEG)** - Patient Engagement Groups (PEGs) are voluntary, practice-based organisations that meet regularly—usually on a quarterly basis—with clinical staff and practice managers. Their aim is to discuss and help resolve any issues related to the delivery of services, as well as to offer input on upcoming changes and developments that may affect patients. Membership is open to all MMP-registered patients aged 16 and over. If you are interested in joining our PEG or would like more information, please speak to a member of the reception team, check the PEG notice board in your practice and apply on our website.

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**Text Messaging Service** - For the benefit of our patients, MMP uses an ICB approved text messaging service for a variety of purposes, including appointment reminders, health information, and other important updates. If you would prefer not to receive these messages, please inform a member of the reception team to opt out of the service.

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### **MMP Surgery Addresses**

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
Old Priory Medical Centre	319 Vicarage Road, Kings Heath Birmingham, B14 7NN
Stratford House Surgery	578 Stratford Rd, Sparkhill, Birmingham B11 4AN
Saltley Health Centre	Cradock Rd, Saltley, Birmingham B8 1RZ

**Birmingham and Solihull ICB**- MMP is part of the NHS Birmingham and Solihull Integrated Care Board (ICB), a clinically-led organisation dedicated to improving health and healthcare



within local communities and across Birmingham. The ICB's initiatives are based on a comprehensive understanding of the health needs of the population.

Contact Information: Address: Alpha Tower, 8th Floor, Suffolk Street Queensway, Birmingham, B1 1TT

Telephone: 0121 203 3300

Email: [contactusbsolics@nhs.net](mailto:contactusbsolics@nhs.net) Website: <https://www.birminghamsolihull.icb.nhs.uk>

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### **Additional Services Available:**

#### Provided by MMP

- 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
- Diabetes & Respiratory Specialist Nurses
- Shared Care Substance Misuse Clinics
- Learning Disability Reviews
- Clinical Contact Hub & Extended Access
- Social Prescribing
- First Contract Physiotherapy Practitioner clinics

#### Provided by partner organisations at MMP surgeries

- Dementia drop in clinics in partnership with Alzheimer's Society
  - Birmingham and Solihull Women's Aid/IRIS support workers
  - Rehab, CGL and Recovery Services– Eaton Wood MC, Erdington MC, All Saints MC, Dudley Park MC. Old Priory Surgery, Jockey Road MC, Kingsmount MC
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### **Useful contact information**

- NHS 111 service - 111
- NHS Choices - [www.nhs.uk](http://www.nhs.uk)
- Badger – 0300 555 9999.
- University Hospitals Birmingham – 0121 424 2000
- Sandwell and West Birmingham 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

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