

HOLLAND PARK

SURGERY

Park View Centre
Chester Road North
Brownhills
Walsall
WS8 7JB

Appointments: 01543 378594
Out of hours: 111

www.hollandparksurgery.co.uk
[@HollandPark3](https://www.instagram.com/HollandPark3)



This booklet has been produced for you to read and keep, in order to help you receive the best possible care from the practice.

Holland Park Surgery is run by Umbrella Medical. Umbrella Medical is a partnership of doctors, who also run Lichfield Street Surgery in Walsall, and Mossley Fields Surgery in Bloxwich.

The patient has excellent National Patient Survey Data and achieves excellent annual Quality Outcome Framework scores. (QOF)

Holland Park Surgery is approved for training doctors to become General Practitioners and is involved with teaching medical students for Birmingham University Medical School.

This holistic training practice provides a high quality training experience for qualified and non-qualified staff. Umbrella Medical provides placement experience and mentorship for student nurses from the University of Wolverhampton. Umbrella Medical supports non-qualified staff through work based apprenticeships for both healthcare support workers and administration staff. This is essential to supporting young people to gain employment into the sector.

We have a very active Patient Representative Group (PRG). The PRG is a group of patients joining together in a voluntary capacity, to engage with the practice team to assist with the enhancement of services currently on offer, and represent patient views.

Through regular meetings of the PRG, attended by both patients and staff, there is an opportunity to discuss topics of mutual interest relating to the practice. Essentially, the PRG is the "Patients' Voice", with suggestions and feedback from patients being welcomed.

For more details on our Patient Representative Group, you can see our noticeboard in reception or visit our webpage at www.hollandparksurgery.co.uk

★ THE GP PARTNERS

We have nine GPs who work in a GP partnership.

We have one partner based at Holland Park:



Dr Martin Stevens (male)

MB ChB MRCP
Qualified Birmingham England 2001

Special interests: Pharmacology, men's health
Dr Stevens enjoys table tennis, reading and luge

The other five partners are not based at Holland Park Surgery, although occasionally they may run sessions here. They are:



Dr Cormac Denihan (male)

MB BCh DRCOG MRCP
Qualified Dublin, Ireland 1986

Dr Denihan is based at Lichfield Street Surgery



Dr Salim Ismail (male)

BSc (Hons) MSc MB ChB
Qualified Dundee, Scotland 1988

Dr Ismail is based at Lichfield Street Surgery



Dr Candice Stedall (female)

MBBS MRCP DCH DRCOG DFSRH
Barts and The London School of Medicine 2004

Dr Stedall is based at Mossley Fields Surgery



Dr Bhavna Sood (Female)

MBBS MRCGP DRCOG BMedSci
Qualified Nottingham, England 2008

Special interests: Palliative care and women's health.



Dr Ryan Hobson (male)

MBBS BSc Dip MRCGP
Barts and The London School of Medicine 2007

Special interests: Palliative Care, Minor Surgery,
Gastroenterology and General Surgery



Dr Matthew Dugas (Male)

Qualifications: BSc (Hons) MBChB DRCOG Qualified
Birmingham, England 1991

Special Interests: Ear, Nose and Throat, Minor Injuries, Dr Dugas

works every day at Sycamore apart from on Thursdays, when he provides specialist palliative care and medical expertise to the team caring for patients at [Acorns Children's Hospice](#) in Walsall.

Dr Sarah Gased

Qualifications: MBChB DRCOG MRCGP

Special Interests: Womens health, palliative care

Dr Kevin Conod

SALARIED GP's



Dr. Reena Johal (female)

MBChB MRCP DRCOG MRCP Qualified Birmingham, England 2007.

Special interests: Women's Health



Dr Joseph Chalissery (Male)

MBBS,MS,MRCS,MRCP

★ LOCUM DOCTORS

In addition to our partners and salaried doctors, we also occasionally have locum doctors. They are not here regularly as they operate on a sessional basis when required by us. Some are here more often than others – an individual locum doctor may be at the surgery as much as a few times a week or as little as once every few months.

★ DOCTORS IN TRAINING

Our practice has been established as a training practice for many years. We are committed to providing education and training for many healthcare professionals including doctors and medical students. Each year we have one or two GP registrars (a fully qualified doctor with at least three years' hospital experience) working with us. Registrars work under supervision in general practice before starting out on their own.

★ Named GP

From 1st April 2015, all of our patients have been allocated a named GP. Your named GP will have overall responsibility for the care and support that our surgery provides to you. This does not prevent you from seeing any GP in the practice, as you may currently choose to do. Neither does it guarantee you will see your named GP every time you visit the surgery or give you priority access over other patients to your

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named GP. It is important to note that access to GPs will be via our normal appointment system and will continue to be subject to the availability of individual doctors. Please ask a member of our reception team for more information.

★ OUR PRACTICE STAFF



Practice Manager: Greg Bloom

PGCE, BSC Nursing Studies, DIPHE

Greg has overall accountability and leadership to ensure Umbrella Medical delivers safe, effective and caring practice. Greg's role will be to ensure the practice continues to deliver high quality primary healthcare and work with patients, staff and external organisations to ensure umbrella medical continue to receive the best possible care.

Locality Manager: Amy Jose' & Heidi Hewitt

Amy & Heidi are responsible for the running and organisation of the practice on a day to day basis.

Reception Manager: Sarah Lewis

Sarah is responsible for supervising our team of reception and clerical assistants.

Clinical Summarisers: Jan

The summarisers are responsible for managing all our incoming post and ensuring all appropriate action is taken. Furthermore, they transfer our patients' records onto computer.

Practice Co-ordinator: Lin Richards

Lin has responsibility for ensuring the clinicians' appointment system is up to date along with other administrative duties.

Clerical Assistants: Libby, Carol & Denise

Our clerical assistants will take your name on arrival, answer your phone calls, make appointments and handle any enquiries as well as a long list of other clerical duties. They are here to help you but their job is extremely demanding, so please help them by understanding the problems they face when trying to please everyone. They aim to be pleasant and courteous at all times.

They may occasionally need to ask you for some medical details in order to determine if the doctor can deal with your enquiry as a telephone consultation. Any request for medical information will be dealt with in a confidential manner.

Visiting Practitioner: **Rob Nelson**

Rob is a visiting practitioner who carries out Home visits alongside our GP's.

Nurse Prescriber: **Janine Grew & Julie Newman**

Janine & Julie are prescribing nurse's who work at the surgery. They can prescribe repeat medications and also see patients for minor ailments such as coughs, colds, wounds, chest infections and verrucas, amongst other conditions.

Practice Nurses: **Helen Hancock, Angela Peace & Lisa Holmes**

Our nurses are highly trained and experienced and work as a team. They provide a variety of services such as childhood and travel immunisations, dressings, minor surgery, smears, ear syringing and well person checks. The nurses are also involved in running our disease management clinics.

Practice Pharmacist: **Jaz**

Jaz is our Prescribing Pharmacist who work's at the surgery. He can prescribe repeat medications and also see patients for minor ailments such as coughs, colds, wounds, chest infections and verrucas, amongst other conditions.

Healthcare assistant: **Paige & Leanne**

Our Healthcare assistant works alongside our Practice Nurses providing high quality care. They provide services such as, blood tests, ECG's, NHS Health Checks and Over 75 reviews.

★ ATTACHED STAFF

We work closely with other healthcare professionals, some of whom run clinics from the surgery.

Health Visitors:  **01922 604538**

The Health Visiting team look after children under 5.

District Nurses:  **01922 604525**

The team of district nurses are responsible for giving nursing care, support and advice to housebound patients.

Midwife: The midwife holds antenatal clinics on Fridays. Appointments can be booked via reception.

Community Psychiatric Nurse (CPN): Grant Moorhouse

Grant runs a clinic on Tuesday and Thursday. Appointments can be made through the CPN service base on 01922 608400

Community Diabetic Nurse Specialist: Lisa Marklew

Lisa runs clinics every other Monday at the Surgery.

Practice Support Pharmacists: Avninder Bhogal

Avninder works with us one afternoon per week. His main purpose is to promote effective, safe and cost-effective prescribing. He work to support medication reviews, reduce potential harm from medicines and ensure appropriate reviews are undertaken in order to maximise the benefits from medication, improve safety and minimise waste.

★ **SURGERY OPENING TIMES**

Reception Times

Telephone Times

	Reception Times	Telephone Times
Monday	7.30am – 18.30	8.00am – 18.30pm
Tuesday	7.30am – 18.30	8.00am – 18.30pm
Wednesday	8.00am – 18.30	8.00am – 18.30pm
Thursday	7.30am – 18.30 For appointments or Home visits between 13.00-18.30 contact WALDOC HUB on 01922 501999.	8.00am – 13.00pm
Friday	8.00am – 18.30	8.00am – 18.30pm
Saturday	CLOSED	CLOSED
Sunday	CLOSED	CLOSED

Please note we are closed on all Bank Holidays

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★ Extended Hours

Monday	7.30am – 8.00am
Tuesday	7.30am-8.00am
Thursday	7.30am – 8.00am

★ EXTENDED OPENING HOURS

We offer extended opening hours on a Monday, Tuesday and Thursday morning where you can see a nurse between the hours of 7.30am-8.00am. These are by appointment only.

★ TO MAKE AN APPOINTMENT

 **01543 378594**

Consultations at the surgery are by appointment only and may be made in advance. Appointments may be made by telephoning 01543 378594 or by coming in person to the surgery. Patients may ask to see the doctor of their choice by appointment, though there may be a delay if you wish to see a specific doctor. Patients requesting a same-day appointment for a problem that is considered urgent will be offered an appointment with the first available doctor.

On days where the demand for same-day appointments is high, a delay may occur, for which we apologise in advance. The best time to ring for an urgent same-day appointment is at 8.00am which is when the slots become available. Phone lines are at their busiest then, so we apologise in advance if you have to wait a little before your call can be answered.

★ BOOKING APPOINTMENTS ONLINE

An online appointments system is available to book and cancel routine appointments. Please ask at reception or visit our website for further details: www.hollandparksurgery.co.uk

★ TO REQUEST A HOME VISIT

 **01543 378594**

If a patient is housebound or too ill to leave the home, they can ring the surgery and may be visited at the doctor's discretion. Patients are requested to telephone 01543 378594 before 10.30am if a visit is required that day. Only emergency visits will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls.

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★ OUT OF HOURS EMERGENCIES AND ADVICE 111

Should you require a doctor urgently Monday – Friday before 8am or after 6.30pm or at any time over the weekend or Bank Holidays, please telephone our Out Of Hours emergency number 111. NHS Direct has now been replaced with the 111 number.

★ REPEAT PRESCRIPTIONS

We operate our repeat prescription system a little differently to some surgeries. Generally, we only issue repeat prescriptions during a consultation with a doctor.

The doctor will give patients sufficient medication to last until the date the medical condition needs to be reviewed again.

Particularly when the review is not anticipated for several months, some of the medication will be prescribed on extra prescriptions dated ahead, rather than having too much on one prescription.

Please note: if you are on warfarin, you will need to provide the surgery with a copy of your last INR results from your yellow INR book. Please ask a member of the reception team for more information.

This repeat prescription system usually works very well for the patient and the doctor, but it does need both the patient and the doctor to be thinking ahead regarding likely prescription needs.

To obtain an appointment, we advise you to telephone two weeks before your prescription runs out. This will help the receptionist to help you.

If your GP is happy that your condition is stable, you may order repeat prescriptions via the reception staff. Please give at least 48 hours' notice before your medication runs out. Also, please be aware that if you are due for a review with a GP, this request will not be processed.

Repeat prescriptions for medical conditions can be requested during *routine* appointments with the doctor. Please note urgent/ emergency appointments should not be used simply to request or collect repeat prescriptions.

★ PREFERENCE OF PRACTITIONER

Patients are registered with the practice, not an individual GP. However you can at any time express a preference for a particular doctor, for either all of your medical needs or on a case-by-case basis. This preference will be recorded in your notes and we will do our best to respect and accommodate your choice. However, not all the doctors in the practice provides all services and specific doctors may not be immediately available.

Drs Denihan, Ismail and Stedall do not regularly work at Holland Park Surgery, and it is not usually possible to specifically request to see any of these doctors in advance.

★ MEDICAL SERVICES

We provide a wide range of medical services which include:

- Antenatal care
- Anti-coagulation clinic (Warfarin clinic)
- Asthma clinics
- Blood tests
- Child Health Surveillance
- Childhood immunizations
- Contraceptive advice
- COPD clinics (spirometry)
- Coronary Heart Disease clinics
- Diabetes clinics ECG
- Flu & pneumonia vaccination
- Minor surgery
- Over 75 checks by request
- NHS Health Checks
- Travel advice and vaccination
- Well person checks
- Weight management

★ SICKNESS CERTIFICATES – THE LAW

For periods of sickness of one to three days:

You do not need a certificate. By law your employer cannot request that you provide a Doctors medical certificate.

For periods of sickness of four to six days:

Your employer may require you to complete a Self-certification Form (SC2), which is available from your employer or HM Revenue & Customs (HMRC). By law your employer cannot request that you provide a Doctors medical certificate.

For periods of sickness longer than six days:

You will need to see a doctor for them to issue a Statement of Fitness for Work 'fit note'.

★ OUR PATIENT PROMISE

- ★ We promise to treat everyone as an individual, without discrimination.
- ★ Our patients will be treated as people, not just a medical condition. This means we plan care which emphasises the patient's individual needs with dignity and strict confidentiality.
- ★ The care given will be research-based and delivered to the highest standard.
- ★ We will set standards of care and review them periodically, in the form of audits, and we will review our practices accordingly.

HELP US TO HELP YOU

- ★ Please let us know if you change your name, address or telephone number.
- ★ Please attend your appointments and arrive on time.
- ★ If you are unable to attend your appointment please cancel it in advance.
- ★ Please make an appointment in good time for repeat medication.
- ★ Please do not make requests for home visits, particularly night visits unless absolutely necessary i.e. housebound or seriously ill.
- ★ We ask that you treat the doctors and practice staff with courtesy and respect.
- ★ We accept that sometimes it may not be possible for you to attend your appointment. In these circumstances we ask that you contact the surgery to either cancel or reschedule your appointment. **We keep an audit of patient non-attendances. If you fail to attend 3 consecutive appointments we will issue you with a 1st warning letter. If, after this you fail to attend further appointments, you may be removed from our practice list.**
- ★ Please read our booklet. This will help you to get the best out of the services we offer. It is important that you understand the information given to you. Please ask questions if you are unsure of anything.

★ NON NHS SERVICES – FORMS, REPORTS OR EXAMINATION

Fees are always payable for medical services not covered by the NHS. This applies particularly to completion of forms, reports and examination requested by organizations outside the NHS. A list of services and charges is displayed on the notice board in the main waiting room. These fees follow BMA recommendations.

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★ DISABLED ACCESS

The building provides access for wheelchairs and prams. Patient services are mainly provided at ground floor level however a lift is provided to access other floors. A disabled patients' toilet is provided on the ground floor next to Lloyds Pharmacy.

★ CONFIDENTIALITY AND INFORMATION SHARING

We ask you for information so that you can receive the best and most effective care and treatment possible. This information is recorded on the computer and is protected under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is necessary that medical information about you is shared between members of the team.

Please see the practice leaflet "how we use your health records" which provides full details on:

- ★ *Why the NHS collects information about you and how it is used*
- ★ *Who we may share information with*
- ★ *Your right to see your health records and how we keep your records confidential*

★ ACCESS TO MEDICAL RECORDS

You have a right to access your health records. To do so please contact Greg Bloom who will inform you of the correct procedure and any costs involved.

★ Online access and Detailed Coded Records

The GMS contract and PMS agreement for 2015-2016 require practices to promote and offer their registered patients online access to online appointment booking, repeat prescriptions and all coded data in their GP records, referred to as their Detailed Coded Record (from 2016-17).

If you wish to apply for access to online service / detailed coded record then please ask at Reception and they will provide application forms on request or direct patients to the application form online. Patients will also be given a leaflet on the benefits and risks to Detailed Coded Access to Records.

Once you have completed an application form then please hand this into our reception.

Please note you will require 2 forms of identity alongside your completed application form for Identity Verification.

Umbrella Medical aims to process all application within 28 working days from date of application. In some circumstances there may be a delay in access to records. Where a longer period is anticipated the patient will be informed.

★ Self help

You can access a variety of resources to help you manage your conditions by clicking on the 'Self Help Information' button on the home page of our practice website.

Here you will find helpful information about diabetes, asthma, pain management, dementia, as well as other conditions.

www.Hollandparksurgery.co.uk

★ FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A publication scheme is a guide to the "classes" of information the practice intends to routinely make available. This scheme is displayed on the notice board in the main waiting room and on the practice website at www.hollandparksurgery.co.uk.

★ COMMENTS, SUGGESTIONS AND COMPLAINTS

We always try to provide the best services possible, but there may be times when you feel this has not happened. If you have any comments and suggestions to make please feel free to use the suggestion box based in the main waiting room. Should you wish to make a complaint about the practice, a leaflet explaining our complaints procedure is available at reception. Complaints should be addressed to Amy Jose or Heidi Hewitt, Locality Manager.

★ ZERO TOLERANCE POLICY

The Practice operates a zero tolerance policy where if a patient behaves in a violent or abusive manner towards the doctors, staff or anyone else on the practice premises, their actions will result in their immediate removal from the Practice list.

★ CHANGE OF ADDRESS

If you move house, please complete a 'Patient Details' form at reception. The receptionist will inform you if you are still inside our practice area. If you are outside

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our area you can visit www.nhs.uk/service-search to find a local GP. If you do not have access to the internet, our reception can give you contact details for NHS England who will provide you with a list of doctors in the area you now live, as well as some basic information about their practices.

★ CHOOSE AND BOOK

When you and your GP agree you need a referral to a specialist, Choose and Book shows your GP which locations provide appropriate treatment, and you can choose a date and time to suit you. It allows you to book, change or cancel a routine appointment, either online or by phone.

★ TEXT REMINDER SERVICE

We offer a text reminder service for when you book an appointment. When an appointment is booked we can send a text to remind you of your appointment. It is therefore advised that you keep the surgery informed of any change of contact number.

★ HOW TO REGISTER AS A PATIENT

A Patient may request to be considered for application to join the practice list by completing the practice request form.

Having fulfilled the criteria to apply to join the list you will be given a New Patient Questionnaire to complete. You should return the completed questionnaire along with your previous NHS medical card. If you do not have your medical card you will need to fill in a GMS1 form which is available from reception.

You MUST have proof of identification such as a passport, driving licence, medical card and a council tax document or utility bill (gas, electric, telephone etc), which will be checked once you have completed the registration form. This ensures that we match you up correctly and receive your full medical records enabling us to treat your medical conditions (if any) correctly.

If you are registering on behalf of a child, you will need to bring in their personal health record (red book) when returning your completed registration form.

You do not need to notify your present GP that you are changing Doctor.

You will be registered as a patient of the GP partnership, rather than to a specific doctor. However, you will be able to see a doctors of your choice, dependent upon whether there is an available appointment for that doctor. We cannot guarantee you can always immediately see a doctor of a specific gender.

★ FACEBOOK

The surgery has a Facebook page which will be kept up to date with news and developments at Holland Park Surgery. It can be found by logging on to Facebook and searching for Holland Park Surgery. As this is a social media website, please be aware that we can't give any medical advice through this page and personal medical information should not be posted on the site as it will be on public view.

★ TWITTER

We also have a twitter page which can be found by logging into Twitter and searching for @HollandPark3. Again, this is a public social media website which can be viewed by anyone, so personal medical advice will not be posted and comments of a medical or personal nature should not be left.

★ FEES FOR NON-NHS WORK

Non-NHS work includes:

- ★ Letter to School, University etc.
- ★ Insurance Claim Forms
- ★ Gym Membership Cancellation
- ★ Holiday Cancellation Form
- ★ Accident & Sickness Claim Form
- ★ Mortgage Application Forms
- ★ Flying Licence
- ★ References
- ★ Travel Vaccinations and Certificates
- ★ Certificates for Employment
- ★ Witnessing Power of Attorney
- ★ Fitness to Travel
- ★ Letters for Medication On-board Aeroplane
- ★ Fitness to Attend Summer Camp
- ★ Any other forms similar to the above

Fees are always payable for medical services not covered by the NHS.

If you require any of the above to be completed by the doctor, please be advised that there will be a fee for this type of service. Please allow 7 working days for the request to be completed.

The secretary will call you when the doctor has completed your request. Please make sure that we have your correct contact details.

Please note that if you require any of the above to be completed within 48 hours, a 50% fee will be added to the full amount.

INDICATIVE * NON-NHS FEES FROM May 2018

PLEASE NOTE THAT A CHARGE IS MADE IN ALL CASES AND THE DOCTOR DOES NOT HAVE THE DISCRETION TO WAIVE THE CHARGE

Letters and Certificates

Certificate or statement of Fact	£20
Simple Medical Letter or report from medical record (for airlines, employer, schools & university TWIMC etc)	£25
Complex Medical Letter or report from medical record (for airlines, employer, schools & university, TWIMC etc)	£50 + £25 per additional page
Vaccination Certificates	£20
Fitness to Travel Certificate	£30
Freedom from Infection Certificate	£30
Seat Belt Exemption Certificate	£85

Reports (without examination)

Simple Holiday Cancellation Form	£30
Complex Holiday Cancellation Form	£45
Simple Report for Insurance or Accident and Sickness Claim	£35
Complex Report for Insurance or Accident and Sickness Claim	£70-110
Insurance Industry Standard eGPR	£110 (additional questionnaires £25 each)

Reports (with examination)

HGV/PCV/Taxi License Medical and Report	£110
Other Driving/Flying Medical and Report	£110
Pre-Employment Medical and Report (summer camp, cruise ships etc)	£110
Insurance or Accident and Sickness Claim Medical and Report	£110
Any Other Report Where Examination Is Required	£110
Report With Examination And Investigation (such as ECG or blood test)	£170
Witness Power of Attorney in Surgery	100
Witness Power of Attorney at Home	£150
Mental Capacity Assessment in Surgery	£100
Mental Capacity Assessment at Home	£150

Private Work

Private Consultation Fee (per visit)	£50
Private Sick Note	£15
Private Prescription (no charge if registered with us as NHS patient)	£15

Vaccinations

Rabies (course of 3)	£175
Hepatitis B (travel purposes only, course of 3)	120
Japanese Encephalitis (private prescription)	£180+

* The list is not exhaustive and charges may be made for other services requested. Prices may vary depending on the time it takes to complete the request.

**PAYMENT IS REQUIRED IN ADVANCE IN ALL CIRCUMSTANCES
IF A REQUEST IS MADE WHICH IS REQUIRED WITHIN 10 WORKING DAYS,
A 50% SURCHARGE WILL BE ADDED TO THE FULL AMOUNT**

Patient Representative Group (PRG)

Our Surgery has a very active PRG which has had a number of notable achievements including securing a physiotherapist for the surgery. Meetings are held every two months generally on a Thursday as this is when our Surgery closes during the afternoon, allowing staff and doctors to attend.

We hold an Annual General Meeting (AGM) which is open to all patients registered at Holland Park Surgery and would welcome everyone to attend if possible. At the AGM the PRG will present to the audience what has been achieved in the previous 12 months their aims for the future.

We attempt to improve the services you receive and through the surveys that we issue we can take action on anything that concerns our patients. There is a list of the PRG members published on all our Newsletters which are printed every quarter.

The PRG group also have their own web page on the practice website. To access it visit www.hollandparksurgery.co.uk and click on the Patient Representative tab.

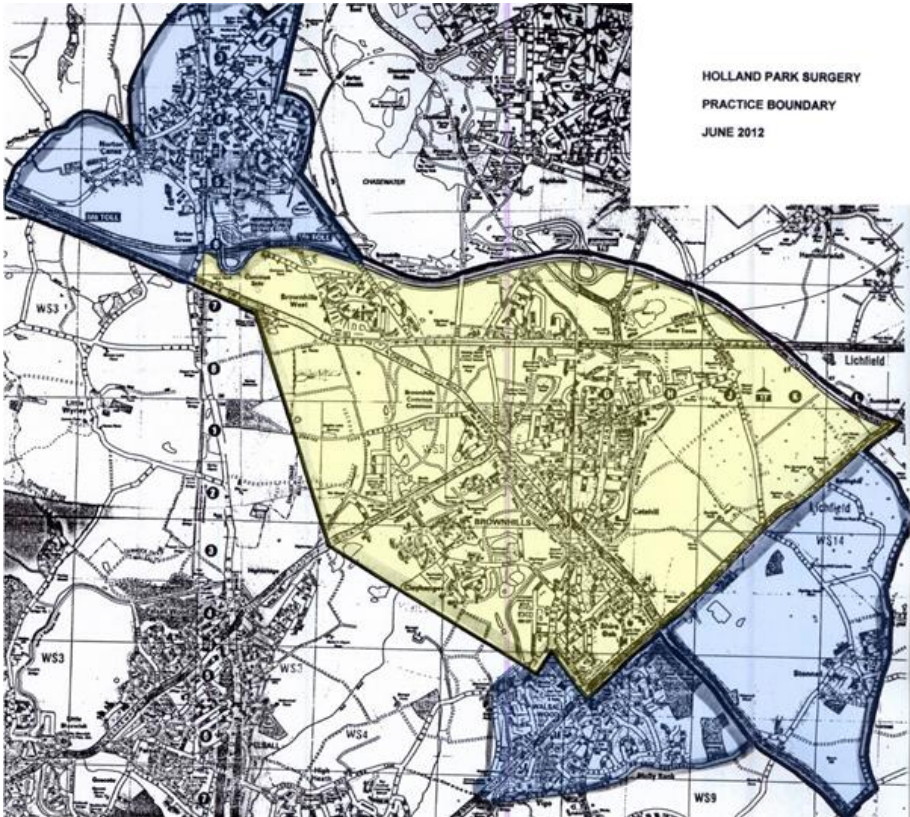
At the moment our PRG committee is fully accounted for but anyone interested in future involvement, can willingly leave their contact details with reception.

USEFUL TELEPHONE NUMBERS

Holland Park Surgery	01543 378594
Age UK	01922 638825
Beacon (Previously addaction)	01922 646262
Beacon (Previously Lantern House)	01922 669840
Bullying UK	0808 800 2222
Childline	0800 1111
Citizens Advice Bureau	01922 700600
Chiropody Appointments	0121 568 4385
Dental Access Centre	01922 443750
Independent Living Centre	01922 650790
Domestic Violence Unit	01922 406767
Manor Hospital, Main switchboard	01922 721172
Manor Hospital, Appointments	01922 656520
Manor Hospital Pathlab	01922 656481
National Drugs Helpline	0300 1236600
Out of hours cover	111
NHS Direct	111
Physiotherapy, Appointments	0121 568 4311
Registration of Births, Deaths & Marriages	0300 5552847
Relate	0121 6431638
Rethink	0300 500 0927
Ring & Ride	01922 402232
Samaritans	01922 624000
Smoking and Health Trainer NHS Helpline	01922 444044
Victim Support	0300 303 1977
Walkways Counselling for age 11-25	01922 615393
Walsall Bereavement Support Service	01922 724841
Walsall CCG	01922 618388
Walsall Money Advice Project	01922 623292
Walsall Pregnancy Counselling	01922 649000
Walsall Walk in Centre	01922 605730

A full list of help-lines is available from reception.

★ PRACTICE AREA BOUNDARY



The above map shows the boundary of our inner and outer practice area.

If you apply to register with us but you do not live within our practice area, and your registration is excepted you will be registered as an **'out-of-area patient'**, and will not be entitled to any home visits by our doctors.