

In conjunction with The Dovecote Surgery
Anticoagulation services are also provided by

NOOR PHARMACY

The Karis Medical Centre

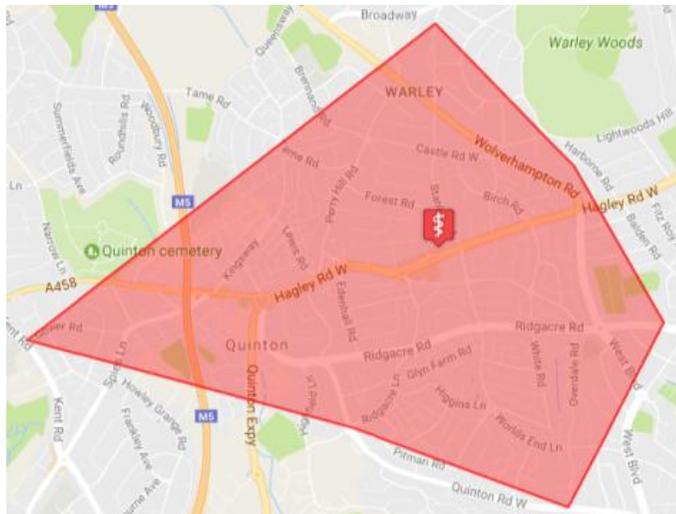
Waterworks Road, Edgbaston B16 9AL

**DISPENSING
CHEMIST**

TEL: 0121 454 5118

OPENING HOURS:

MONDAY TO FRIDAY	9AM TO 7PM
SATURDAY	9AM TO 1PM
SUNDAY	CLOSED



Dr K Ladha (MB BS, Newcastle 1988) Principal GP

A single-handed NHS General Medical Practice serving communities
within Birmingham, Sandwell and Dudley.

**464 Hagley Road West
Quinton / Oldbury West Midlands
B68 0DJ**

Telephone: 0121 422 2267

Fax: 0121 422 4808

www.dovecotesurgery.co.uk

Our Aim is "to provide Professional Primary Health Care, within the principles of the National Health Service (NHS), for our patients that is efficient, informative and delivered in a friendly, approachable atmosphere. We consider all of the practice team to be equals who will provide fair medical treatment to all patients."

Practice History

Dr Griffiths founded the practice in 1947 when he set up as a single handed practitioner with the few patients he brought from his partnership with his cousin.

The reception area was extended in 1976 due to an increasing patient list size. The first receptionist was appointed in January 1977. She was succeeded in May of that year by Mrs Pat Hope, who remained with the practice until her retirement in 2010.

Dr Griffiths retired in 1983 and the practice was taken over by Dr Muss and continued in its single handed format. The services were extended with a part-time secretary and a second receptionist.

The practice became a 4th wave joint fund holding practice under Dr Muss. Following the retirement of Dr Muss from NHS practice, Dr Ladha took over the surgery on the 1st January 1997.

Since then, the surgery has undergone extensive re-organisation, modernisation and employed more staff. April 2000 saw the departure of Dr Mabley. The practice now employs long term female locums; Dr Marwick and Dr Vitarana.

- Well Man clinics
- Minor surgery joint injections by referral
- Travel Vaccinations - **please notify the surgery at least six weeks in advance**
- Phlebotomy
- Dietician by referral
- Mental Health Counselling by self-referral
- NHS Health Checks

These are held during normal surgery hours and arranged by prior appointment. Flu vaccinations clinics are held annually in accordance with NHS guidelines.

Child Vaccination programme

A full childhood vaccination programme is provided in accordance with National requirements. It is a legal requirement that all children should be appropriately vaccinated and therefore our practice policy. If you have any concerns regarding the vaccination programme you are invited to discuss these with the nurse.

X Ray, Blood and other test results

When telephoning for these results, please do so after 11.00am. The doctor will assess all results. The receptionist may confirm results to patients, or indicate if there is a need to see the doctor or nurse. **Please note** the Receptionists are not trained to interpret the results.

Suggestions and Complaints

All members of the practice team are keen to provide all our patients with the best possible care. If you feel that any part of the service we provide can be improved please feel free to discuss this with a member of our team. Whilst every effort is made to give the best possible standard of service we are aware that a patient may feel they have a reason to complain. Please ask at reception for our complaints procedure leaflet or email us at info.dovecote_sbpct@nhs.net

Useful Telephone Numbers

Hospitals

Queen Elizabeth	0121 371 2000
Children's Hospital	0121 333 9999
City & Sandwell Hospital	0121 554 3801
Royal Orthopaedic Hospital	0121 685 4000
Women's Hospital	0121 472 1377

Local Chemists

Hagley Road Pharmacy, (distance 300 yards)	0121 422 3791
Lloyds Pharmacy, Faraday Avenue, (1mile)	0121 422 2449
Lloyds Pharmacy, Hagley Road, (distance 300yards)	0121 422 2434

Noor Pharmacy, (distance 3 miles) 0121 454 5118

Raja Pharmacy, (distance 1 mile) 0121 421 6840

Some of the above chemists may provide a free delivery service if you are a regular customer of that chemist and give adequate notice. To find out more information, phone and ask the **Chemist of your choice**.

Birmingham Cross City Commissioning Group
Bartholomew House
142 Hagley Road
Birmingham
B16 9PA

0121 255 0700

bhamcrosscity@nhs.net

Surgery Opening Times

Monday	9.00am-12.30pm	4.00pm-6.00pm
Tuesday	10.00am-12.30pm	4.00pm-6.00pm
Wednesday	9.00am-12.30pm	4.00pm-6.00pm
Thursday	9.00am-12.30pm	Closed
Friday	9.00am-12.30pm	4.00pm-6.00pm

Doctors Consultation Times

Monday	9.30am-11.30pm	4.30pm-6.00pm
Tuesday	10.00am-11.30pm	4.30pm-6.00pm
Wednesday	9.00am-11.30pm	4.30pm-6.00pm
Thursday	9.00am-11.30pm	Closed
Friday	9.00am-11.30pm	4.30pm-6.00pm

Nurses Consultation Times

Monday	9.00am-11.30pm	4.00pm-6.00pm
Tuesday	10.00am-11.30pm	4.00pm-6.00pm
Wednesday	9.00am-11.30pm	4.00pm-6.00pm
Thursday	9.00am-11.30pm	Closed
Friday	9.00am-11.30pm	4.00pm-6.00pm

Access for people with Disabilities

The practice has made every effort to ensure access for people with disabilities has been considered. This includes ramped access and the availability of accessible toilet facilities on the ground floor. Guide dogs and hearing dogs for the deaf are the only dogs permitted in the surgery. No other dogs are allowed.

Change of address

If you change your address, name or telephone number, please notify our receptionist so that your records held at the surgery can be updated.

Appointments

Patients will be seen by appointment only. To make an appointment with the Doctor or Nurse, please call, **0121 422 2267**. For a same day appointment phone between 9am & 11.00am (10am & 10.30 on Tuesdays). For a pre bookable appointment phone after 11.00am and you will be able to book an appointment up to 2 weeks in advance if available.

All nurses appointments are pre bookable

Extended Opening Hours

Appointments are offered for patients unable to attend during Normal Surgery Hours due to work commitments on Tuesday early mornings. These can only be made in advance by request.

NHS Clinical Services

The following clinics are available:

- Smoking cessation clinics by referral
- Antenatal and Post natal checks
- Child Health Surveillance with the Health Visitor
- Asthma
- Diabetes
- Heart Disease
- Anticoagulation monitoring
- Family Planning and Contraception
- Well Woman clinic (including HRT advice and cervical smear testing).

How to Register

To register with the Practice you can follow the registration details on our practice website at www.dovecotesurgery.co.uk or come into the Surgery to complete the necessary documentation. It is our Practice Policy for all new patients to attend the Surgery for a New Patient Health Check with our Practice Nurse and an introductory appointment with Dr.Ladha at the surgery. Failure to comply will delay your registration with the Practice

Practice Area

For the Practice Boundary please turn to the back page of this leaflet but we only accept patients within this boundary.

Rights and Responsibilities of Patients

You have a right to expect a quality service from all Doctors and staff at the Practice. Patients have a right to see the practitioner of their choice and appointments are available with our female locums. It is a patient's responsibility to attend appointments or let the surgery know as soon as possible if they want to cancel or reschedule an appointment. Violent and abusive behaviour will not be tolerated and will result in removal from the Practice list under Zero tolerance. When you register with the Practice it is obligatory to have a New Patient health check, carried out by one of our nurses. This applies to all adults and children over five years of age. Females between 25 and 65 years old are expected to have a cervical smear every 3 years (every 5 years for those over 50 years old) in line with the National Guidelines.

Confidentiality

No information will be shared with anyone outside the medical profession unless written permission is obtained from the patient. Patients need to be aware that information will only be shared on a need to know basis with other health care professionals. The Practice will not divulge any information about you to anyone else without written consent unless legally obliged. The Practice complies with the Data Protection Act.

Telephone Access

Telephone appointments are available each day with the Doctor and nurses. To book one of these appointments, phone the surgery in the usual way and ask for a telephone appointment. You will be given an appointment and asked for your phone number. The clinician will call you back after morning surgery.

Home visits

Patients with urgent medical problems and who are too ill to attend the surgery may request a home visit. Requests for home visits should be made before 11am, either by telephone or by a relative or friend coming to the Practice. The receptionist will take the details and Doctor may telephone the patient first to ascertain the relevance of the visit.

Patient Participation Group (PPG)

If you are interested in joining and being involved in providing and supporting the Practice in developing health services within the community, you may want to join our PPG. Please ask at reception for a form to give us your details.

Repeat Prescriptions

Patients on regular medication should, wherever possible, give 2 full working days notice by either telephoning after 11.00am or calling into the surgery for a repeat prescription. A detachable counterfoil can be used when reordering your medication – simply tick the medication you require. If you want your prescription to be posted back to you, please enclose a stamped, addressed envelope and allow one week for return. Prescriptions may be requested by fax on 0121 422 4808 or on line at www.dovecotesurgery.co.uk We also now provide an electronic prescription service (EPS), please ask at Reception for more information.

Non NHS examinations

If you need a special examination, for example for fitness to undertake sports, re-employment, HGV or elderly drivers, this will be done by special appointment and a fee will be charged

Attached Staff

Community Midwife

Our Community Midwife is based at Lordswood House Practice where she sees our patients. She will also see patients in their own home before and after delivery. Patients will be given her details when booking for antenatal care.

Health Visitor

Our named Health Visitor is Mubanga Kawesha, who does health checks as well as giving advice. She can be contacted at Quinton Lane Care Centre on 0121 466 3500

Phlebotomist

Our Practice Phlebotomists work at the Surgery on Monday and Thursday mornings taking bloods. They also do home visits to take blood from the housebound when necessary.

Aromatherapist

Sue Parton is our Aromatherapist; she also provides sessions of hypnotherapy, nutritional therapy and life coaching by arrangement. All advice and first assessment is free to Practice patients, but sessions of specific services are provided on a private basis. Sue is at the Practice every Thursday morning.

Anticoagulation Clinics

Anticoagulation is provided at the surgery by Jackie our HCA and Dr Ladha. We also provide this service for non-practice registered patients in conjunction with South Doc Services and Noor Pharmacy.

Out of Hours Services are provided by Primecare through CCG commissioners

South Doc Services 0121 415 2090

Smoking Helpline 0800 169 0 169

Out of Surgery Hours

Urgent medical problems, out of surgery hours, will be dealt with by an emergency doctor service. Please telephone the surgery to receive instructions from an answer phone recording. Visits at night, weekends and bank holidays can only be carried out in an emergency that cannot safely wait until the surgery reopens.

NHS 111

Provides a 24-hour nurse-led helpline, providing help on health concerns, what to do if you're feeling ill and local health services, self help and support organisations. They can be contacted on telephone number 111.

Local walk in centres

Summerfield Urgent Care Centre,
134 Heath Street,
Winson Green,
Birmingham B18 7AL

South Birmingham GP Walk-in Centre,
15 Katie Road,
Selly Oak,
Birmingham
B29 6JG

The Practice Team



Dr K Ladha MBBS



Lorraine Ladha AMGP
Practice Manager/Partner



Cheryl Jones RGN
Practice Nurse



Jackie Docherty RGN
Health Care Assistant



Sue Parton FFHT
Aromatherapist



Yvonne Barry B'ED Hon
Receptionist



Clare Davies
Receptionist

We wish to develop a partnership with all of our patients and the community at large. We will work hard to provide the best possible care for all patients. In return we expect that patients will comply with the policies of the practice, particularly with respect to home visits, emergency call outs, attendance for appointments, medical checks and attendance at special clinics.

APPOINTMENTS

Advanced appointments can be booked several weeks ahead.

Same day appointments are only available on certain days.

Online appointments are also available through the surgery website please see Reception for further details.

Please consider booking in advance if you are able to do so.

Monday	AM PM	Same day only appointments – Dr Ladha Bookable in advance – Dr Ladha
Tuesday	AM PM	Bookable in advance – Dr Ladha Bookable in advance – Dr Ladha
Wednesday	AM PM	Bookable in advance – Dr Vitarana Specialist clinic booked by Dr Ladha only
Thursday	AM PM	Same day only appointments – Dr Ladha Closed
Friday	AM PM	Bookable in advance– Dr Marwick Same day only appointments– Dr Ladha

PLEASE NOTE WE WILL ALWAYS TRY AND FIT YOU IN FOR AN APPOINTMENT IN AN EMERGENCY ON ANY DAY

Our Health Partnership

The Dovecote Surgery is now a member of Our Health Partnership (OHP)

What is Our Health Partnership?

Our Health Partnership is a new and unique GP partnership in Birmingham and Sutton Coldfield. The partnership was formed in November 2015, founded with 32 surgeries, including our surgery.

What does Our Health Partnership mean for our patients?

You will not notice any obvious change to the way *that The Dovecote Surgery* operates, as it will:

- not move
- look the same
- have the same staff
- have the same doctors and nurses
- have the same contact numbers

We believe that being part of this partnership will protect our GP services and develop new and better ways of providing healthcare closer to home.

To find out more:- www.ourhealthpartnership.com

