

OTHER INFORMATION

We will try to deal promptly with any problems that may arise. We operate a practice complaints procedure which meets the strictest NHS criteria. For further information, please contact our Practice Manager, Mandy Hands.

Alternatively you can raise any complaints directly with NHS England by calling 0300 311 22 33 or via email to england.contactus@nhs.net or by post to—NHS England, PO Box 16738, Redditch B97 9PT.

USEFUL CONTACTS



Tel : 0121 612 4110

Email bcib.time2talk@nhs.net

Time2Talk NHS Black Country ICB, Civic Centre St Peters Square Wolverhampton WV1 1SH

URGENT CARE CENTRE:

This can be accessed 24 hours per day/7 days per week via the Emergency Department at Russells Hall Hospital (01384 456111).

OTHER WALK-IN CENTRES:

15 Katie Road, Selly Oak, Birmingham B29 6JG

Phoenix HC, Parkfield Rd, Wolverhampton WV4 6ED

LET'S GET HEALTHY (01384 732402/0800 061 4962)

Stop smoking support

Wellness Coaching

NHS Health Check

Cook 4 Life

Shape up 4 Life

www.lets-get.com

B'HAM CHILDREN'S HOSPITAL: 0121 333 9999

DUDLEY GROUP OF HOSPITALS: 01384 456111

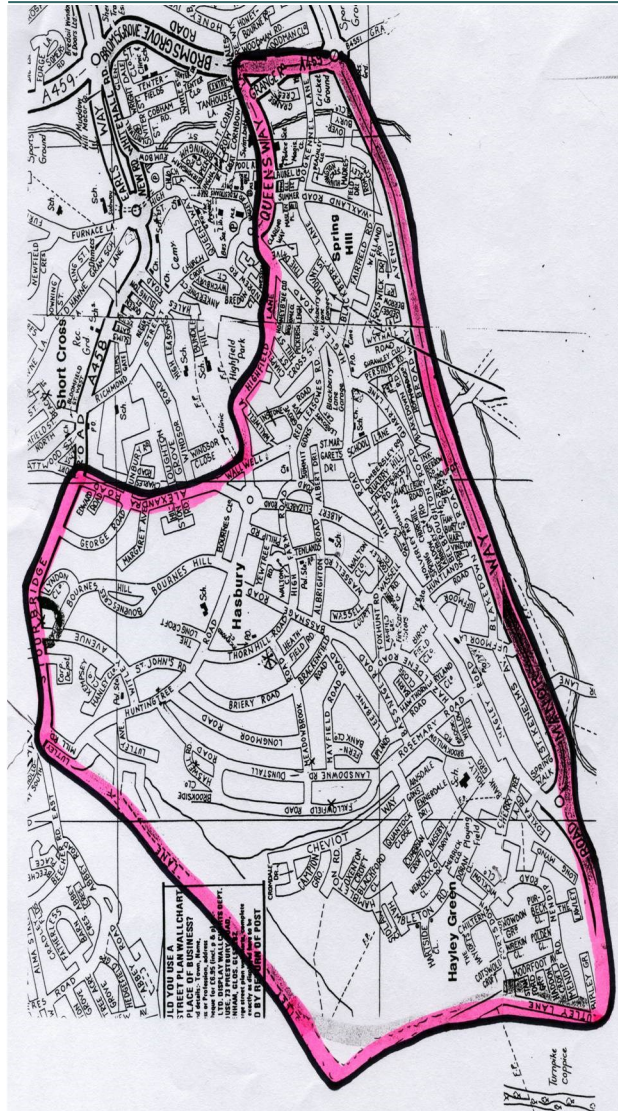
CRUSE BEREAVEMENT CARE: 0844 477 9400

RELATE (marriage guidance): 01902 428447

SAMARITANS: 01384 781118

ATLANTIC HOUSE (alcohol/drug support): 01384 426120

PRACTICE AREA



DRS MORE, MATIN & COLL

4 Meadowbrook Road

Halesowen

West Midlands B63 1AB

Phone: 0121 550 1034

We are not a teaching practice

MEADOWBROOK SURGERY

4 MEADOWBROOK ROAD
HALESOWEN
WEST MIDLANDS B63 1AB

<http://www.meadowbrooksurgery.nhs.uk>



THREE-DOCTOR UNLIMITED PARTNERSHIP Dr Iqbal S. More

MB ChB (University of Manchester, 1993)

MRCGP, DRCOG, DFSRH, DipCOPD

Dr Faisal Matin

MB BS (University of London, 2001)

MRCGP

Dr Francesc C. Coll

LMS (University of Barcelona, 1989)

MRCGP, DFSRH

MRCGP

Sister Ann I. Glaze (SRN, OND)
Sister Cath Millard (SRN)

Emergencies: 0121 550 1034
Appointments: 0121 550 1034
Repeat Prescriptions: 0121 550 9863
(9am-1pm only, except Thursday)
GP out-of-hours: 111

PRACTICE STAFF

Practice Manager:

Mrs Mandy Hands

Practice Nurse

Ann Glaze

Diabetic Nurse:

Mrs Cathryn Millard

Secretary:

Mrs Debbie Armstrong

Support Secretary:

Jane Herbert

Receptionists:

Miss Lisa Sabin

Mr Muhammad Javed

Prescription Clerk:

Miss Karen Phillips

Mrs Gina Pearsal

Apprentice:

Bradlee Rakowski

OPENING & CONSULTING HOURS

SURGERY OPEN: Monday-Friday 8.30am-6.30pm, except

Thursday 8.30am-12.00pm

CONSULTING TIMES: Monday-Friday 8.30am-11.30am & 3pm-6pm, except Thursday 8.30am-11.30am

TELEPHONE SUPPORT: available everyday until 6.30pm,

except Thursday call 07462071066 (12pm-6.30pm).

ACCESS TO PATIENT INFORMATION

All our staff have access to patient information via computer records, which is governed by the Data Protection Laws and is kept confidential within the practice. No information will be passed to third parties without a completed 3rd party form in place. Patients have the right to access their records; please ask at reception for a form to access their medical records via on line services.

APPOINTMENTS

All consultations are by appointment. Appointments can be made online, in person or by telephone. If you cannot keep your appointment, please let us know promptly so that another patient may be seen and to prevent wasted appointments. Patients need not see the doctor with whom they are registered; but are encouraged to see the same doctor throughout one illness.

The practice premises provide suitable access for disabled patients.

NAMED GP

All new and existing patients including those aged 75 and over are allocated an accountable GP.

REGISTRATION & GP CHOICE

To register as a patient, ask at reception for details. Newly registered patients will be invited for a consultation with the Practice Nurse when registering. Your registration is with the practice and you may see any doctor of your choice. The practice has a chaperone policy, which is signposted; please ask reception for details.

Thursday 8.30am-11.00am

REPEAT PRESCRIPTIONS

These are only given with a doctor's agreement. They can be obtained by:

- Ringing the prescription number on 0121 550 9863 between 9.00am and 1.00pm, except on Thursdays

- Ordering online via the internet.

- Bringing your request slip to the surgery or posting it through the surgery letter box.

Allow at least 1 working day for all requests.

Please contact the surgery if you wish to enquire about electronic repeat prescriptions.

MEDICAL RESEARCH

We are a research active practice linked to the National Institute for Health Research. Patient involvement is voluntary. For more information visit: www.birmingham.ac.uk/CRN-WM

HOME VISITS

Requests for home visits should be made, whenever possible, by 11.00am. Please give the receptionist as much detail as you can. If you are able to come to surgery – do so. The facilities at the surgery allow a more complete examination than would be possible at home. Difficulty with transport is not in itself a valid reason to request a home visit.

PLEASE REMEMBER, in the event of a serious medical emergency or a major injury you should call for an ambulance (999).

TEST RESULTS

As telephone lines are busiest during the mornings, please ring for test results between 11.00am—2.00pm. Most results tend to take at least a week to arrive and hospital letters often take longer. Upon phoning, depending on which test is involved, you will either be informed of the results or given an appointment to see a doctor.

VIOLENT OR ABUSIVE BEHAVIOUR

The practice supports the NHS zero tolerance campaign . Any violent or abusive patients will be reported to the police and struck-off the practice list.

GP OUT OF HOURS SERVICE

If you need urgent medical advice and the surgery is closed please contact **NHS Direct by dialling 111**.

NHS Black Country ICB are responsible for commissioning the service.

Medico Legal Partners of 146 Hagley Road, Birmingham are responsible for providing OOH services on Thursdays from 12.00—6.30pm.

MEDICAL EXAMINATIONS

All medicals and reports for insurance companies, HGV licences, solicitors etc. can be arranged at reception. This work is outside the NHS and so an appropriate charge will be made.

ONLINE PATIENT SERVICES

Patients are able to access the following services via the internet: appointment booking either face to face, video consultation or telephone consultation, repeat prescription medication and send messages to the practice. To register for this service please ask at reception.

ADDITIONAL SERVICES

The practice offers:

Antenatal clinics;

Child health surveillance;

Diabetic clinics;

Family planning;

Minor surgery;

NHS Healthchecks (between 40-75 years of age);

Travel vaccinations.

Patients aged between 16 years and 75 years who have not attended the practice for an appointment for 3 years, will be offered a check up during their appointment.

Patients aged 75 years and over who have not attended the practice for an appointment for a period of 12 months will be offered a check up during their appointment.

Should the patient be unable to attend the surgery a home visit can be arranged.

Please contact reception to obtain further information on how to access these services.