



## Feedback & Complaints

📌 We're here to listen.  
Comments, suggestions, or concerns?

Please reach out to us or use the website contact form.

☎ 0121 465 5739

📍 60 Dovedale Road,  
Erdington,  
Birmingham,  
West Midlands,  
B23 5DD

✉ [thedove.medicalpractice@nhs.net](mailto:thedove.medicalpractice@nhs.net)

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# DOVE MEDICAL

[www.dovesurgery.co.uk](http://www.dovesurgery.co.uk)

## Patient Information Leaflet

Delivering NHS services with care, compassion, and commitment.

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Birmingham, B23 5DD

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## Opening Hours

Monday to Friday: 8:00 AM – 6:30 PM

## Evening & Weekend Appointments

We're part of an extended access scheme providing extra appointments at:

The Oaks Medical Centre

 199 Shady Lane, Birmingham, B44 9ER

 Free on-site parking

Available Times:


Mon–Fri: 6:30 PM – 8:00 PM

Saturday: 8:30 AM – 5:00 PM

**Note: Pre-booked appointments only. No walk-ins.**

## Our Services Include:


- Family Planning & Contraception
- Immunisations (child & adult)
- Cervical Screening
- Chronic Disease Management (e.g. diabetes, asthma)
- Minor Surgery
- NHS Health Checks
- Antenatal & Postnatal Care
- Baby Clinics
- Smoking Cessation
- Substance Misuse Support
- Counselling Services


 Occasional Awareness Clinics: Check our website and in-practice displays for special health campaigns.

### Prescriptions

Repeat prescriptions can be ordered:


 In person (tick slip & drop at reception)

 Online at [www.dovesurgery.co.uk](http://www.dovesurgery.co.uk)

 Please allow 72 working hours for processing (excl. weekends & bank holidays)

### Registering with Us

Live within our area?  
Register quickly online.  
Need help? Call us and we'll guide you through.

 New patients are offered a welcome health check.

### Teaching Practice

We support future clinicians.

You'll always be asked for consent before a student joins your consultation.








## Patient Rights & Responsibilities

- Choose your preferred GP (where possible)
- You'll be assigned an accountable GP
- Help us provide a respectful and safe environment for all

 We operate a zero-tolerance policy towards any form of abuse or violence.

### Home Visits

For housebound or severely unwell patients:

Please call before 10.30 AM or request via our website

A clinician will triage and confirm if a home visit is appropriate

### When We're Closed

 In emergencies: Call 999

 Non-emergency: Call 111 or visit [www.nhs.uk](http://www.nhs.uk)

## Meet the Team

### Partners

Dr Mishra (M) – Diabetic Lead

Dr Shanmugam (F) – Women's Health & GP Trainer

### Salaried GPs

Dr Bibra (M)

Dr Gabriel (F)

Dr Paul (F)

Dr Elshahawy (M)

Dr Gadhlula (M)

Dr Abdalhady (F)

### Specialist Clinicians:

Marc Best (M) –  
Advanced Paramedic  
Practitioner

Liz Goodman (F) – ANP

Manjit Shergill (F) –  
Diabetes Specialist Nurse

### Nursing Team:

Cherelle Phipps (F)

Laura Freeman (F)

Amanda Fisher (F)

### HCA Team:

Julie Birch (F)

Charlotte Johnson (F)

DOVEMEDICALPRACTICE

# CARERS COFFEE AFTERNOON



**PLEASE ASK THE RECEPTION TEAM TO BE  
ADDED TO OUR CARERS GROUP**


## Digital Services

We're here for you—online, too!

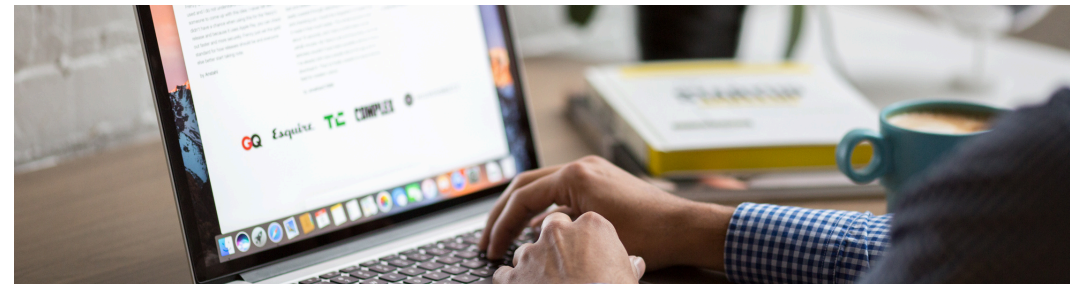
- ✓ Book appointments
- ✓ Order repeat prescriptions
- ✓ Update your contact info
- ✓ Submit admin requests

All through our website:

 [www.dovesurgery.co.uk](http://www.dovesurgery.co.uk)




 We now use Accurx Triage – a quick way to get help for medical or administrative queries without needing to call.

-  Visit the site and click “Contact us online”



## Stay Connected

Get the latest practice updates, health news, and seasonal health advice:

-  Follow us on social media (thedovemedicalpractice)
-  Sign up for our digital newsletter via the website
-  Look out for posters in the surgery for health campaigns, vaccination drives & events