

ACE MEDICAL PARTNERSHIP

Clinical Team:

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| Dr Paramjeet K Dhillon | (female) MBBS, DSFRH | GP Partner |
| Dr Harish Anand | (male) MBBS, MRCGP, DPD, DRCOG | GP Partner |
| Dr Neeraj Aneja | (male) MBBS, MRCGP, DPD, DRCOG | GP Partner |
| Dr Shyno Seby | (female) MBBS, MRCGP, MRCOG, DRCOG | GP Partner |
| Dr Tobe Enweluzor | (female) MBBS, MRCGP, MRCOG | GP Partner |
| Dr Rupa Sharma | (female) MBCHB, MRCGP | Salaried GP |
| Dr Gurteg Puri | (male) MBBS, MRCGP | Salaried GP |
| Mrs Prama Yadav | Advanced Clinical Practitioner Pharmacist | |
| Mr Piritpal Dhiman | GP Clinical Pharmacist | |
| Mrs Marian Nasr | GP Clinical Pharmacist | |
| Mrs Maxine Butler | ANP and Senior Practice Nurse | |
| Miss Natasha Maye | Practice Nurse | |
| Mrs Maryam Akrami | Practice Nurse | |
| Miss Nicola Mucklow | Nurse Associate | |
| Mr Zain Mahmood | Physician associate | |
| Mrs Hayley Jarvis | HCA | |
| Mrs Kamila Khan | HCA | |
| Mrs Manjit Kaur | HCA | |
| Trainee Doctors & Medical Students | | |

Admin Team:

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| Mr Eliya Michael | Practice Business Manager |
| Mrs Germaine Halaka | Assistant Practice Manager |
| Miss Jenny Briscoe | Practice Administrator |
| Mrs Karen Wylde | Senior Medical Secretary |
| Ms Suzanne Thompson | Medical Secretary |
| Mrs Nasreen Akhtar | Medical Secretary/ Safeguarding Admin Lead |

Reception and Administration Team

We work collaboratively between our main surgery Druids Heath and our branch surgeries, Maypole Health Centre (Dr Aneja) and Birmingham Heartlands Surgery.

Patients are usually seen at their registered surgery site but there are certain times when you may be offered the option of an appointment to see the doctor at the other location depending upon request and availability. We are a **Training Practice** so you may be offered an appointment with GPs, Trainee Doctors, Clinical Pharmacist, Physician Associate or Nurse Practitioners.

ACE MEDICAL PARTNERSHIP

Your Health and Harmony is our Sole Priority



Main site:

DRUIDS HEATH SURGERY

27 Pound Road, Druids Heath, Birmingham B14 5SB

Tel: 0121 430 5461

Fax: 0121 436 5669

Branch site:

MAYPOLE HEALTH CENTRE (Dr Aneja)

10 Sladepool Farm Road, Kings Heath, Birmingham B14 5DJ

Tel: 0121 430 5551

Branch site:

Birmingham Heartlands Surgery

78-81 Gray Street, Bordesley Village, Birmingham. B9 4LS

Tel: 0121 772 2020

Fax: 0121772 2015

Practice website:

www.acemedicalpartnership.co.uk

Visit our Website for More information about the services we offer; how to access these services, opening hours and helpful advice for patients and anyone wishing to register.

Book appointments, request Repeat Prescriptions and access your medical records, can be done online by registering for NHS App.

Disabled Access:

Automatic Front Door Access suitable for wheelchairs, Disabled toilets in the waiting room

The practice does not discriminate:

• Race • Gender or sexual orientation • Disability • Age • Religious group or religious beliefs • Political beliefs • Appearance or lifestyle.

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To book a GP or any clinician's appointment:

For any non-urgent health or administrative queries, please visit our website at www.acemedicalpartnership.co.uk and click on 'Submit a New Request' to complete the online request form. If you are unable to complete the online form, one of our admin team members will fill it in for you. A member of our clinical team will respond within 48 working hours

- We offer a wide choice of Clinicians and also a variety of Advance booking, Same Day or Emergency Appointments. We shall make every effort to offer you an appointment time that is convenient and suits your needs.
- You are responsible for keeping your appointment or cancelling it if you are unable to attend. Cancellations should be made with as much notice as possible, either by online or telephoning the practice
- Please be aware that repeated non-attendance or late cancellations may result in the practice taking further action, as missed appointments are a costly waste of valuable NHS resources.
- If you need a same-day appointment for an urgent medical reason you will be given a time to attend the surgery. The Clinician will then fit you in at the first available opportunity.

Out of Hours procedure:

- If you need to see a doctor urgently when the surgery is closed after 6.30pm in the evening and at weekends you will be directed to by an answering machine message to ring NHS 111. In an emergency situation or if you have any chest pain symptoms you should always ring 999 and request an ambulance.

Repeat prescriptions:

To order your repeat prescriptions please call your surgery and select option # 1; we need 72 hours' notice. Alternatively, you can order your repeat medication **on-line** Via NHS APP. Please ask the receptionist for more information you also can nominate a pharmacy.

Your contact details:

It is important that you **advise us of any changes** of telephone number or address; there may be an occasion when we need to contact you as a matter of urgency.

ACE MEDICAL PARTNERSHIP

Summary Care Record

Summary Care Record is the sharing of certain parts of your medical record with other NHS providers e.g. hospital A&E Depts. This information will include serious medical problems, certain types of medication and allergies. You can opt out of this sharing if you choose, tell us and sign the Opt out Form.

The services we provide:

We are committed to providing primary care services to meet the needs of our diverse patient population. This is in line with the requirements of the GMS Contract that we hold with NHS England and includes:

- **Chronic Disease Management**
- **Ante-natal care**
- **Family Planning and Sexual Health (LARCS/Implants)**
- **Child Health and Immunisations**
- **Travel Immunisations**
- **Minor surgery, injuries and wound care**
- **Smoking Cessation**
- **NHS Health Checks**

Patient Information:

The Practice treats all patient information as confidential, complying with the standards set out in the Data Protection and Freedom of Information Acts. You have the right to access your medical records and if you wish to do so, you need to put this in writing to the Practice Manager.

For more information about ACE Medical Partnership Data Protection Privacy Notice and our privacy policy for our Patients, please check our website: <https://www.acemedicalpartnership.co.uk/patient-info/privacy-policy/>

Patient Participation Group (PPG) – We welcome interest from patients wishing to get involved in PPG. Your contribution to this process can be via email, telephone or face-to-face communication with us. Please contact the Practice Manager if you would like to know more.

Complaints/Compliments – Comment Slips are available at reception if you wish to make a complaint or to contribute feedback or suggestions towards improving Practice services. Please note in case of a complaint, Clinicians may have to share your medical records with their Medical Defence Organisation/Insurance Company.