

## ACE MEDICAL PARTNERSHIP

### Clinical Team:

<b>Dr Paramjeet K Dhillon</b> (female) MBBS, DSFRH	GP Partner
<b>Dr Harish Anand</b> (male) MBBS, MRCP, DPD, DRCOG	GP Partner
<b>Dr Neeraj Aneja</b> (male) MBBS, MRCP, DPD, DRCOG	GP Partner
<b>Dr Shyno Seby</b> (female) MBBS, MRCP, MRCOG, DRCOG	Salaried GP
<b>Dr Tobe Enweluzor</b> (female) MBBS, MRCP, MRCOG	Salaried GP
<b>Dr Tricia Balram</b> (female) MBCHB, MRCP	Salaried GP
<b>Mrs Marian Nasr</b>	Senior GP Practice Pharmacist
<b>Mrs Maxine Butler</b>	Senior Practice Nurse
<b>Mrs Sue Rhodes</b>	Practice Nurse
<b>Miss Natasha Maye</b>	Practice Nurse
<b>Miss Nicola Mucklow</b>	Nurse Associate
<b>Mr Zain Mahmood</b>	Physician associate
<b>Mrs Hayley Jarvis</b>	HCA
<b>Mrs Kamila Khan</b>	HCA
<b>Mrs Manjit Kaur</b>	Phlebotomist
<b>Trainee Doctors &amp; Medical Students</b>	

### Admin Team:

<b>Mr Eliya Michael</b>	Practice Business Manager
<b>Mrs Germaine Halaka</b>	Assistant Practice Manager
<b>Ms Shirley Moore</b>	Senior Receptionist
<b>Miss Jenny Briscoe</b>	Practice Administrator
<b>Mrs Karen Wylde</b>	Medical Secretary
<b>Mrs Sophie Cale</b>	Medical Secretary

### **Reception and Administration Team**

We work collaboratively between our main surgery at Pound Road and our branch surgeries Hillmeads Medical Centre, 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](http://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 MYGP App or 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.

## ACE MEDICAL PARTNERSHIP

### To book a GP or any clinician's appointment:

Please Telephone, Call in to the reception or Book online.

- 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 to keep your appointment or to ring us and cancel with as much notice as possible. The Practice may take action in case of recurrent non-attenders or short time cancellations as this is a costly waste of 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 MYGP APP, or 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**
- **Alcohol and Substance Misuse Clinics**
- **Minor surgery, injuries and wound care**
- **Smoking Cessation**

### 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.