

PRACTICE STAFF

GPs (Partners)

Dr S Mahmood (MBChB, Nmrccgp)

Dr A Majid (MBChB, nMRCGP, DRCOG, DFSRH)

The partnership is not a limited partnership.

Practice Nurse

J. Braham (Registered Nurse)

Management Team

K. Choudhary (Practice Manager)

A. Mahmood (Office Manager)

Other clinicians

R. Tayao (RN, MAN, ENP, ACP)

S. Rayet (Physician Associate)

S. Dhillon(Pharmacist)

Dr A. Tariq (MBChB, Nmrccgp)

Reception/Admin Team

S. Ruston

J. Tanner

D. Deeksha

D. Khalid

SERVICES PROVIDED

- Immunisation clinic
- Asthma / COPD clinic
- Diabetes / Hypertension / CHD clinic
- ECG
- Family Planning
- Antenatal
- Post natal appointments
- New patient registration health check
- NHS Health check (Over 40s)
- Cervical Screening
- Travel advice
- Health Checks (Over 75s / patients not seen in last 3 years)

OPENING TIMES

MONDAY 8.00am - 6.30pm

TUESDAY 8.00am - 6.30pm

WEDNESDAY 8.00am - 6.30pm

THURSDAY 8.00am - 6.30pm

FRIDAY 8.00am - 6.30pm

Telephone lines are open between 8.00am – 6.30pm
Monday to Friday.

The surgery closes for Bank Holidays.

APPOINTMENTS

Please telephone the surgery from 8.00am to make an appointment to see a doctor. You may be offered an appointment on the same day. If you feel your problem/query could be dealt with by phone we can add you to the doctor telephone triage list. If you wish to see a specific doctor, this will be possible, but you may be asked to ring back on a different day. This is because all the doctors' work on different days and that particular doctor may be fully booked.

The Practice runs a one patient per appointment policy. Patients may be asked to rebook if they arrive late for their appointment. Patients are kindly requested to contact the practise if they cannot attend.

ONLINE SERVICES

We now offer online patient services for:

- ordering repeat prescriptions
- accessing medical records

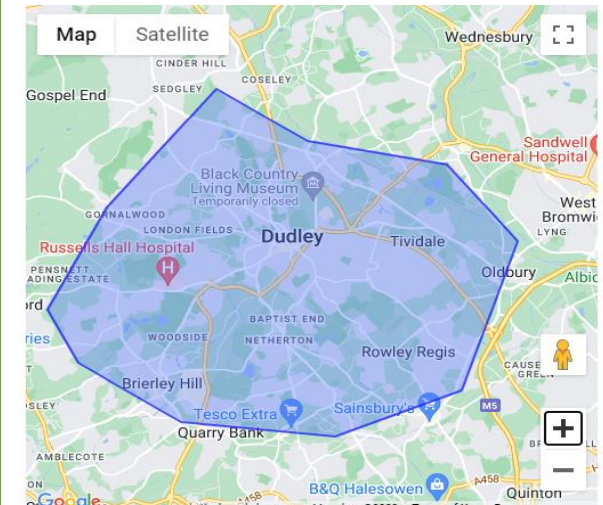
Please download the app via the following link www.nhs.uk/nhs-app and register for the online service, you will need to bring proof of ID and proof of address to validate your registration.

HOW TO REGISTER AS A PATIENT

If you are new to the area and wish to register with our Practice, please ask at our Reception. If you have your Medical Card then please bring this along with you. Following your registration, you will be required to have a new patient health check appointment to enable your registration to be fully complete.

PRACTICE AREA

The traditional catchment area for patients is included below:



Patients living outside of the catchment area can be registered on the condition that home visits cannot be guaranteed.

CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your Clinician.

REPEAT PRESCRIPTIONS

48 HOURS NOTICE is required. Requests for repeat prescriptions should be placed in the repeat prescription box in the reception. Housebound patients can telephone their repeat prescription requests between 12.00am and 4.00pm.

HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. You must call before 11am to arrange a home visit.

OUT OF HOURS

If you need to see a GP when the surgery is closed please phone NHS 111. Advice out of hours can be obtained by calling the 111 service.

This out of hours service is commissioned by Black Country ICB (NHS Black Country Integrated Care Board Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH)

DISABLED ACCESS

The centre has suitable access for all disabled patients.

DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system. All staff have signed the confidentiality agreement.

COMPLAINTS & COMMENTS

If you have a complaint or concern about the service you have received from the Practice please let the Practice Manager know by requesting a complaint form at reception.

ZERO TOLERANCE POLICY

Patients who are verbally abusive or show threatening behaviour to staff or other patients will automatically be removed from the surgery list. This policy is in line with the NHS Zero Tolerance Policy.

NAMED/ACCOUNTABLE GP

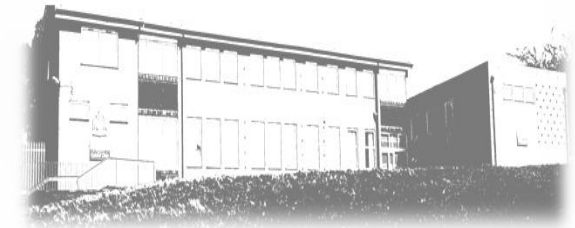
The name accountable GP for all patients registered at Central Clinic is Dr S Mahmood.

OTHER USEFUL NUMBERS

- Atlantic Recovery Centre(Alcohol/Drug Support):01384 426 120
- Citizens Advice Bureau: 01384 816066
- Dudley Stop Smoking:0800 0850652
- Domestic Violence Helpline :0808 2000 247
- Dudley Carers Helpline : 01384 818723
- Dudley Council:0300 555 2345
- Dudley Group of Hospitals: 01384 456111
- HIV / AIDS Support Project: 01384 444300
- Mary Stevens Centre (visual impairment): 01384 440333
- Mary Stevens Hospice: 01384 443010
- MIND (mental health support): 01384 442938
- Orchard Centre (support for parents/carers of children with special needs): 01384 813958
- Safeguarding Adults/Children :0300 555 0055
- Time2Talk: 0121 612 4110



Practice Leaflet



**Dr Mahmood &
Partners,
Central Clinic
Hall Street
Dudley
DY2 7BX**

Tel No: 01384 253 616

www.centralclinicdudley.co.uk

Last reviewed 1 Nov 2023

