

PRACTICE STAFF

GPs

Dr S Mahmood (MBChB, nMRCGP)

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

Practice Nurse

Julie Braham

Management Team

Kasim Choudhary (Practice Manager)

Aminah Mahmood (Office Manager)

Reception/Admin Team

Dawood Khalid

Deeksha Deeksha

Mahsa Khodaparast

Nicola Graham

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
- Cervical Screening
- Travel advice

NAMED ACCOUNTABLE GP

Dr Mahmood is the named accountable GP for all patients.

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
SATURDAY	Extended Hours

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.

The Practice runs a one patient per appointment policy. Patients may be asked to rebook if they arrive late for their appointment.

ONLINE SERVICES

We now offer online patient services for:

- ordering repeat prescriptions
- accessing medical records

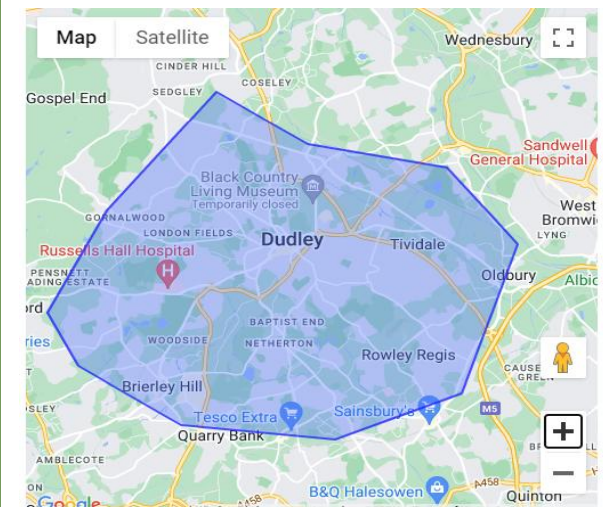
Please download the app via the following link www.nhs.uk/nhs-app and register for the online service, you will need to bring proof of ID and proof of address to validate your registration.

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. Forms if needed are available at reception. Housebound patients can telephone their repeat prescription requests between 10.00am 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.

Whenever possible we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room we can make alternative arrangements.

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. Alternatively you can try the walk in centre allocated near Russell Hall Hospital.

DISABLED ACCESS

The centre has suitable access for all disabled patients.

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.

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.

OTHER USEFUL NUMBERS

NHS 111 (phone number is 111)
When you need free medical aid but it's not a 999 emergency.

Atlantic Recovery Centre- 01384 426 120.

Dudley Stop Smoking-0800 0850652

Domestic Violence Helpline – 0808 2000 247

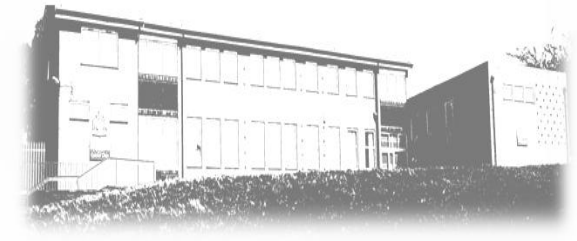
Safeguarding Adults/Children -0300 555 0055

Dudley Carers Helpline – 01384 818723

Dudley Council- 0300 555 2345



Practice Leaflet



Central Clinic
Hall Street
Dudley
DY2 7BX

Tel No: 01384 253 616

www.centralclinicdudley.co.uk

