

Clinical Commissioning Group

Leach Heath Medical Centre are members of
NHS Birmingham and Solihull (CCG)

First Floor
Wesleyan
Colmore Circus
Birmingham
B4 6AR

Telephone: 0121 203 3300

<https://www.birminghamandsolihullccg.nhs.uk/>



Our Health Partnership

The practice is of part Our Health Partnership (OHP).

OHP is a GP Partnership which brings together 83 practices to all work together to make life better for our patients.

First Floor
1856 Pershore Road
Cotteridge
Birmingham B30 3AS
Telephone: 0121 422 1366

<https://ourhealthpartnership.com/>

Our Health Partnership

OHP A healthy future for patients and practices

Last Updated 18.10.2022



Our Health Partnership

OHP A healthy future for patients and practices



Leach Heath Medical Centre

“A resilient family practice, caring for our patients and staff, now and in the future.”

Leach Heath Lane, Rubery,
Birmingham, B45 9BU

Tel: 0121 453 3516

Fax: 0121 457 9256

www.lhmc.digipractice.org/

At Leach Heath Medical Centre we will always do our best to help and support our patients. We are also committed to ensuring the practice is resilient so that it can provide high quality care to patients now and in the future.

How to register

Please complete a registration form which is available at Reception. All new patients over 16 years of age are offered a new patient health check with one of the practice nurses. This helps the practice to help you. All new patients will be given a welcome pack when they register.

Practice Boundary

We accept patients from Rednal and other surrounding areas. For exact details of practice areas please visit our website or enquire within the practice.

Reception/Building Opening Times

Monday 08:00 – 18:30
Tuesday 08:00 – 18:30
Wednesday 08:00 – 18:30
Thursday 08:00 – 18:30
Friday 08:00 – 18:30

Saturday Closed
Sunday Closed

Clinic/Appointment Times

Monday 08:50 – 17:30
Tuesday 08:50 – 17:30
Wednesday 08:50 – 17:30
Thursday 08:50 – 17:30
Friday 08:50 – 17:30

Saturday Closed
Sunday Closed

Phone lines are open between 08:00 & 18:30 Monday to Friday.

Partners Details

Dr Nadeem Ahmed (Male) MBBS (Pakistan 1990) FRCS

Dr Manisha Harsh (Female) MBBS (Rajasthan 1998) MRCOG DFFP
MRCGP

Salaried GP's

Dr Ellie Hemmings (Female) MBChB (hons, Birmingham 2011)
MRCGP DRCOG

Dr Olivia Kenney (Female) MBChB (Birmingham 2011) MRCGP

Dr Toluwani Oyewale (Female) MBChB (Leicester 2013) MRCGP
DRCOG

Nursing Team

Mrs Niamh Walker (RGN)

Lydia Keepax (RGN)



Leach Heath
Medical Centre

Complaints

We aim to provide a high quality service for our patients. Should you have any useful suggestions or indeed any complaints regarding the service we provide, please contact the Reception Manager who will be happy to help you.

Complaint forms are available in Reception, or you can write to the Reception Manager or make a verbal complaint.

We trust that, after a written response you will feel satisfied that the matter has been resolved, however if you are unsatisfied with our response you can notify NHS England.

NHS England's Customer Contact Centre:

Telephone: 0300 311 22 33

Email: England.contactus@NHS.net

Post: NHS England, PO Box 16738, Redditch, B97 9PT

NHS England is open from 8.00 a.m. to 6.00 p.m. Monday to Friday, except Wednesday when they open at 9.30 a.m. to 6.00 p.m.

NHS England can also help with an interpreter.

Suggestions and Other Feedback

We are always looking to improve our services. If you have any suggestions on how we can do this, please let Reception know or send us an email.

We also collect and review all comments on our Friends and Family Test responses monthly.

Appointments

All surgeries are by appointment only and can be made by telephoning the practice on 0121 453 3516, calling into the surgery or booking your appointment online, just ask at the reception desk for guidance how to book online.

All appointments can be booked up to one month in advance. For routine appointments please give reception as much notice as you can, this allows you to select the doctor and time of your choice.

If you need to be seen urgently it would be helpful to tell the receptionist an outline of your problem so that you can be fitted in appropriately. If for any reason you cannot keep an appointment please let us know.

Repeat Prescriptions

You can order repeat prescriptions online or by bringing in or posting your repeat prescription to the practice. Please **tick** only the repeat medication you require. Please allow 72 hours for repeat prescriptions to be processed. The practice is unable to take repeat prescription requests over the phone.

Home Visits

Home visits are carried out when necessary for patients who are too ill or infirm to attend the surgery. Please telephone the surgery before 12pm. if you think a home visit is necessary, and give a receptionist some indication of the problem. The doctor may ring you to assess the situation further.

Change of Personal Details

If you change your name, address or telephone number please let our receptionist know. If you move out of our practice area it will be necessary for you to find a doctor in your new area.

Training

Leach Heath Medical Centre is a training practice. You will always be informed if your appointment is with a trainee GP.

Disabled Access

The practice has excellent disabled access. There is also a lift if you are unable to use the stairs.

Out of Hours

The practices phone lines are closed between 18:30 and 08:00 Monday to Friday, all day Saturday and Sunday and all day on Bank Holidays. If you need urgent medical attention during these times please call NHS 111.

Local Walk in Centre

15 Katie Road, Selly Oak, Birmingham, B29 6JG **Tel: 0121 415-2095**

Patient Panel

Our patient group works alongside the Doctors and Managers to help us develop the practice and to share good ideas. We are always looking for new recruits, if you are interested in joining our group please speak to Reception. The group meets once every two months.

Confidentiality Statement

Confidentiality Statement We operate a completely confidential service to all our patients regardless of age, ethnicity, religious belief or sexual orientation. Your medical records will only be viewed by health professionals during the course of carrying out their duties. We will not discuss any information about you, (test results, appointments, etc) with anyone else, unless you ask us to do so. Only in very exceptional circumstances, (eg where you or another person may be at risk), will information be shared. In these exceptional circumstances you will be kept fully informed at all times. Even if you are under 16yrs, all our staff will respect your privacy and will not divulge information to another adult. All patients, including under 16s, can be seen by the doctor or nurse either on their own, with a friend or a chaperone can be requested.

Access to Medical Records

Should you wish to access your medical records or want copies, please ask at reception for details.

Zero-Tolerance Policy

The NHS operates a Zero Tolerance Policy with regard to violence and abuse and the practice has the right to remove patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we are obliged to notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and circumstances leading to it. NHS England are then responsible for providing further medical care for such patients.