



**Patient Participation Group (PPG)**

Patient Participation Groups are Practice-based voluntary organisations who meet regularly with Practice Clinical Staff and Managers (usually on a quarterly basis) to resolve any problems relating to how services are provided and to give advice on forthcoming changes & developments & how they will affect the patients. Membership is open to any patient aged over 16 years who is registered with the Practice. If you wish to join our local PPG or would like more information please speak to a member of the reception team, Practice manager or see your local PPG notice board.

**Zero Tolerance**— Hollyoaks Medical Care Centre has a policy of zero tolerance. Any such incidents will be recorded and may result in your being removed from our practice list. In extreme cases we may summon the police to remove offenders from the practice premises

**USEFUL CONTACT INFORMATION**

NHS Direct – 111 or [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)  
Alexandra Hospital, Redditch – 01527 503030  
Birmingham Children's Hospital – 0121 333 9999  
Birmingham Women's — 0121 472 1377  
Queen Elizabeth Hospital — 0121 627 2000  
Princess of Wales Community Hospital— 01527 488000  
Worcestershire Royal Hospital, Worcester— 01905 763333  
Solihull Hospital & Community Services—0121 424 2000

Nearest Walk in Centre-  
Katie Road Walk in Centre, 15 Katie Road, Selly Oak, Birmingham  
B29 6JG  
8am– 8pm  
Tel– 0121 415 2095

# Hollyoaks Medical Centre

229 Station Rd, Wythall, Birmingham B47 6ET

Dr Moheb Shalaby MBCHB MRCP, Dr Nazrin Adni MBBCH,  
Dr Sarah Benn, Dr Caroline Loane Mb BCH BAO

Phone Number– 01564 823182

Fax Number– 01564 824127

<http://www.hollyoaksmedicalcentre.co.uk>

Email - [hollyoaks.medicalpractice@nhs.net](mailto:hollyoaks.medicalpractice@nhs.net)

Hollyoaks Medical Centre moved to its present purpose-built premises in 1993 to accommodate the expected growth in practice population. We are proud of our surgery and feel it offers an attractive environment for both patients and staff. Here at the surgery we provide NHS services to over **4,700** patients.

<b>Surgery Opening Times</b>		<b>Phone Lines</b>	<b>Reception</b>
Monday		8:30- 18:30	8:30-18:30
Tuesday (closed between 1pm&2pm)		8:30- 18:30	8:30-18:30
Wednesday		8:30– 18:30	8.30-20:00
Thursday		8:30- 18:30	8:30-18:30
Friday		8:30- 18:30	8:30-18:30

**Extended Access Hubs**

In Redditch & Bromesgrove area practices are working in partnership to provide additional GP appointments. If you need access to an evening or weekend non-urgent appointment, please call and speak to our receptionist staff during normal opening hours. Your appointment may be with another practice in the area

**Surgery boundaries.** Hollyoaks Medical Centre covers the majority of the addresses within Wythall, Hollywood, Some parts of Shirley & Solihull.

**Disability Access-**

Our practice is suitable for the access of disabled patients. However if you should require assis-

### **Surgery Team-**

**Practice Manager**– Heba Soliman

**Nurse Practitioner** – Maria Hounsell,  
**Practice Nurses & Health Care Assistant** — Jan Maclaurin, Annette Gregory,  
Tanya Hewitt

**Medical Secretary**– Sharon Carroll  
**Reception / Admin** - Daniella Ward, Lynda Radovanovic, Dawn Ensor, Kay Ellis,  
Amrit Kaur

### **Registration-**

We are pleased to welcome new patients to the surgery. If you wish to register with us you will be required to complete a registration form and questionnaire which is available from our reception team. You will be asked to provide us with your NHS number which will be available from your previous GP Practice. A form of identification when you register is preferable. If you are unable to provide this please speak to the surgery Practice Manager who will assist. All new patients are offered a new patient health check with a member of our Nursing Team.

**Appointments**– Patients can see the doctor of their choice and for ongoing and long-term health problems it is usually best to see the same doctor. However, when you need to see a doctor urgently it may not always be possible to see your usual doctor.

Call our main switchboard number - **01564 823182** or visit reception in person.

To book a morning appointment, please call us at 8:30AM and for an afternoon appointment please call us at 1:00PM.

- We operate a drop in clinic on Monday & Friday (limited appointments available) from 10:50 this is on a first come first served basis, patient are advised to attend 10 minutes prior to the walk in service starting

- Book online through the following link : <https://patient.emisaccess.co.uk/Account/Login?ReturnUrl=%2f>

We make every effort to keep appointment times but there may be occasions when they overrun. If you are unable to attend your scheduled appointment please contact the surgery immediately so that your appointment can be re-allocated.

**Out of hours care** If you require medical treatment when the surgery is closed please call 111. The nearest walk in centre is: Katie Road Walk-in, 15 Katie road, Selly Oak, B29 6TG ,Tel– 01214152095, 7 Days a week from 8:00AM - 8:00PM.

### **Prescriptions**

Requests can be made on-line, via a pharmacy or in person at reception. House bound patients only can request prescriptions over the telephone. Electronic prescriptions are available please speak to a member of our reception team to nominate a pharmacy of your choice.

For repeat prescription requests please allow at least 48 hours (speak to a member of the reception team for more information).

**General Enquiries-** For general enquiries please call 01564 823182

**Test Results-** For test results please call the surgery after 2PM.

### **Additional Services Available:**

<b>Provided by Hollyoaks</b>	<b>Provided by Clinician</b>
NHS health checks—if you are between the age of 40-74 and would like a free NHS health check then please speak to the reception team	Health Care Assistant
Phlebotomy	Health Care Assistant
ECG'S, Spirometry & 24 Hour Blood Pressure Monitoring	Health Care Assistant & Practice Nurses
Baby clinics including immunisations	Practice Nurses
Travel Advice	Practice Nurses
Health Promotion Clinics	Practice Nurses
Diabetes Nurses	Jan—Annette
Diabetes Doctors	Dr. Adni
Minor Surgery & Joint Injection Clinics	Dr. Shalaby
Acute issues - Coughs - Sore Throat - Nail, Eye, Skin, Ear Infection - Asthma Checks - Medication Review - New Patient Review	Nurse Practitioner - Maria Hounsell

**Complaints and Suggestions** -If you have cause to make a complaint or a suggestion please speak to the practice manager who will be able to assist you.

**Online Access** - Patients are now able to request detailed record access . For more information and your PIN number please ask a surgery team member.

**Summary Care Records** - Care professionals in England use an Electronic Record called the Summary Care Record (SCR). This can provide those involved in your care with faster secure access to key information from your GP record.