

Welcome to the Jacey Practice www.jaceypractice.co.uk

Northbrook Health Centre

This building was opened in 1980 to house three practices which moved from different sites in Shirley, in addition to several community services run by the then Solihull Health Authority. Over the intervening years the population served by the Health Centre has doubled and the services provided have expanded to suit the changing times.

The Practice Area of the Jacey Practice covers all of postcode areas B90, B91 and B28, plus some of B92 and a small section of B14 (Yardley Wood).

The Jacey Practice Team

Nursing Staff

A nurse is available Monday to Friday at Northbrook, and most days at Dickens Heath. Our team includes three Nursing Sisters, Judith Emery, Claire Budhoo and Julie Hancocks, and two Health Care Assistants, Pauline and Angela. Services available include clinics for diabetes, asthma, child and travel vaccinations including Yellow Fever. There are also Well Woman/Man checks, smears, ECGs, spirometry, weight management, sexual health, pill checks, ear syringing, dressings and general advice on health matters. Blood testing (phlebotomy) is available either at the surgery by appointment or Solihull Hospital (walk-in service although you must have a form from the surgery). Dickens Heath patients can make appointments to see a nurse at Northbrook if it is more convenient.

Practice Manager

Our Practice manager is Anne Skidmore. She is based at Northbrook and her extension number is 229.

Clerical Staff

Our Office/Reception staff are shared across both sites, led by Denise Poole, our Office Manager. her extension number is 223. She is helped by Pauline, Angela, Veronica, Alison, Pat, Deborah and Lesley. Our secretary, Hilary, is based at Northbrook. Her extension number is 238.

Disabled Patients

The surgery is accessible for less able patients. There are car parking spaces reserved for blue badge holders directly outside the main entrance.

Northbrook Tel: 0121 745 9333 Fax: 0121 733 6892

Dickens Heath Tel: 0121 744 9393 Out of Hours: 0845 113 4433

**Dr. Julia Lawley Dr. Bhavesh Gandhi Dr. Mari Reynolds Dr. Bilal Patel Dr. Dennis Wilkes
Dr. Lucy Barnsley Practice Manager: Mrs. Anne Skidmore**

Opening Hours

The surgery is open from 8.30 am to 6.30 pm, Monday to Friday. Dickens Heath is closed on Wednesday from 1 pm. Doctors' and Nurses' surgery hours vary, but are mostly between 8.30 am and 11.30 am and 3 pm and 6 pm. On Wednesday afternoon a full service is available to Dickens Heath patients at our Northbrook site, including advance bookings if a Wednesday afternoon is important. All patients may ring 0121 745 9333 for enquiries after 1pm on Wednesdays. We monitor the availability of appointments, and try to alter surgeries to suit demand.

Appointments

All consultations are by appointment. You may book appointments up to 4 weeks in advance with any doctor of your choice, depending on availability. We add new appointments onto the system every 3-4 weeks. There are several ways to book an appointment:

- By phone on 0121 745 9333 (NB) or 0121 744 9393 (DH)
- In person by visiting the surgery during opening hours
- Online linked from www.jaceypractice.co.uk.

We also offer a booked telephone consultation system. If you wish to arrange to discuss something with the doctor you may book a telephone consultation in the same way as an ordinary appointment.

Duty Doctor

Every weekday morning one of the permanent doctors is on duty, dealing with any requests for appointments or queries which cannot be dealt with by reception. You may be asked to leave your number so that the doctor can ring you back to deal with the problem either by arranging an appointment within 48 hours, or a prescription or a visit if necessary. Please try to ring before 10.00am, although there is no need to ring as soon as the surgery opens. We cannot guarantee any particular doctor for same day appointments.

If you no longer need your appointment or are unable to attend, please telephone to cancel immediately so that we can offer it to someone else.

Home Visits

If it is impossible for you to attend the surgery please ring 0121 745 9333 (NB) or 0121 744 9393 (DH) preferably before 10.30 am. We cannot guarantee any particular doctor but will take your wishes into consideration. If you need a doctor later in the day please try to ring before 6.00 pm so one of our doctors can visit rather than involving the out of hours service. On Wednesday afternoons all patients please ring Northbrook on 0121 745 9333.

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Dickens Heath Medical Centre

The shell of the Medical Centre was built as part of the Dickens Heath Village Centre in 2004 and the interior was completed in 2006 to the specifications of the Jacey Practice.

The Practice Area covers all of postcode areas B90, B91 and B28, plus some of B92 and a small section of B14 (Yardley Wood). We also accept some parts of Wythall and Earlswood.

Our other surgery is situated at Northbrook Heath Centre, just off the Stratford Road in Shirley.

The Jacey Practice Team

Attached Staff

We have teams of District Nurses and Health Visitors attached to the Practice. Their office base is Northbrook but they include all of Dickens Heath on their caseload. The Health Visitor drop in clinic for well babies at Northbrook is on Wednesdays from 1 to 2.30pm and at Dickens Heath Medical Centre on alternate Mondays from 1 to 2.30pm. Contact for Health Visitors 0121 744 0961, District Nurses 0121 745 8169, or leave a message at our reception.

The Care Trust also provides other services to our registered patients. Physiotherapy have a main base at Northbrook, as do Chiroprody. Referrals are necessary from a doctor.

Antenatal Care

Our midwives are part of the Shirley Midwifery Team. Tricia Seymour is our Senior Midwife working at Northbrook. She is assisted by Jo Caines who runs the Dickens Heath Antenatal Clinic. Appointments are on Thursday afternoons at Northbrook and Tuesday afternoons at Dickens Heath. The midwifery office contact number is 0121 709 0209, 24 hours a day. Our team supports referrals to any local hospital and Home Deliveries.

Minor Surgery

All our minor surgery, for both sites, is done at Dickens Heath. This is because Northbrook does not currently fulfil the higher regulations needed for minor operations. You must see one of the GPs first to discuss any possible procedure. If necessary, clear directions to Dickens Heath will be provided when your appointment is booked. Cryotherapy (freezing e.g. verrucas) is available at Northbrook in ordinary surgery times apart from Wednesday mornings, when it is available at Dickens Heath.

Dickens Heath Tel: 0121 744 9393 Fax: 0121 744 0060

Northbrook Tel: 0121 745 9333 Out of Hours: 0845 113 4433

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Repeat Prescriptions

Please give us 48 hours notice to process requests. You may order in several ways:

- By post, including an S.A.E. if you wish your prescription to be posted back.
- By fax, on 0121 733 6892 (NB) or 0121 744 0060 (DH).
- By handing in your counterfoil or written request any time during opening hours.
- On secure internet site linked from www.jaceypractice.co.uk. Please do not email prescription requests.

We have arrangements with several local pharmacies who will collect your prescription from us and make up the items. These can then be collected from the chemist. If you want to use this service please contact the pharmacy direct and then tick the relevant box on your counterfoil.

For safety reasons we are unable to accept prescription requests by telephone.

Test Results

Please try to ring after 2 pm. Results will only be given to the patient concerned or the parent or guardian of young children. Special arrangements can be made if there are extenuating circumstances but these generally must be made in advance. If the doctor wishes to discuss the results you will need to make an appointment.

Out of Hours and Emergencies

If you need a doctor after 6.30pm or before 8 am, or at weekends or on Bank Holidays, ring the answering service on 0845 113 4433. If necessary you will be given an appointment to go to the Primary Care Centre at Solihull Hospital where you will be seen by a GP from Badger Out of Hours service. If you are not sure if you need a doctor, try NHS Direct on 0845 46 47 for advice. If it is an emergency and the patient cannot be moved, dial 999.

Which site?

We ask that each patient selects a main site for the majority of their care, either Northbrook or Dickens Heath. There is no restriction on which site you choose, although we ask that you do not change your mind more than twice per year. We actively encourage people to use our Dickens Heath site as we feel the facilities are better. You may book any available routine appointment at your main site, but please do not book at the other site. Your doctor may choose to book an appointment for you at the other site for specific reasons. The Duty Doctor may decide that it is appropriate for you to be seen at either site. Your registration will automatically be for the site nearest your home unless you tell us otherwise.

This booklet was printed in November 2008. New services may be added at any time, please ask for an up to date copy of this leaflet. Please ask if you need a large print copy.

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