

## How to Register as a Patient

If you would like to register as a patient, please complete a registration form from our website or from reception. To help ensure a smooth registration we ask, if available, for you to bring a photo ID and a utility bill showing your address, and any medical records from abroad if applicable.

After registering, you may be offered a health check to make sure we understand your health needs fully. This is performed by our Health Care Assistant.

You will be provided with a named GP at the time of registration. Please note, you can request a practitioner of your choice, however this depends on staff availability; an appropriate alternative may be offered for individual appointments.

## Practice Boundary

We register patients routinely within around a 2 mile radius of the practice. These are typically postcodes B9, B10, and B11 for our main site, and B6, B19, B20 at our branch site. Please note, patients registered outside the practice boundary will not be offered home visits.

## Home Visits

These should be requested before 11am if possible. Home visits should only be requested for patients that cannot attend the practice due to serious illness or infirmity – we are able to provide a more thorough assessment at the practice.

## Out Of Hours

If you have an urgent health problem when the practice is closed, you can call 111, who will be able to provide services, and onward referral if required. Please note, these providers will record your call.

## Practice Staff

### Doctors:

Dr VK Dadheech – GP Partner  
*MBBS, DPM, FPA Cert.*

Dr H Dadheech – GP Partner  
*MBBS, LMSSA, FPA Cert.*

Dr N Dadheech – GP Partner  
*MBChB, MRCP*

Dr A Ahluwalia – Salaried GP  
*BSc, MBChB, MPH, MRCP, FFPH*

### Nursing & Associate:

Sairiah Bano *BSc* – Nurse

Mariam Shaheen *BSc* – Nurse

Laura McCrellis – HCA

Atia Ayub – HCA

### Manager:

Mohammed Imran *BSc*

## Prescriptions

The fastest way to request repeat prescriptions is through our online portal or via the NHS App – see our website for more information.

You can also drop a request into the box in reception – please include the patient's full name, date of birth and address details, medication required and a contact telephone number.

We only accept repeat prescription requests over the phone in exceptional circumstances.

## Training Practice

We are committed to helping train the health care professionals of tomorrow. The practice is accredited host doctors in training, including those training to become a GP.



## Practice Leaflet v2.0

## Information for Patients

This leaflet provides important information about your practice. Please ask one of the practice team if you have any further questions about our services.

### The Limes Medical Centre

100 Cooksey Road

Small Heath

Birmingham

B10 0BS

0121 772 0067

Finch Road

Lozells

Birmingham

B19 1HS

0121 203 3800

Out Of Hours: 111 (including access to Badger)

Emergency: 999

[www.thelimesmedicalbirmingham.nhs.uk](http://www.thelimesmedicalbirmingham.nhs.uk)

m85024.dadheechh@nhs.net

@LimesMedical

## Opening Times

	Main	Branch
Mon:	0830 – 1830	0930-1300 + 1630-1830
Tue:	0830 – 1830	0930-1300 + 1630-1830
Wed:	0830 – 1830	0930-1300 + 1630-1830
Thu:	0830 – 1830	0930-1300
Fri:	0830 – 1830	0930-1300 + 1630-1830
Sat:	CLOSED	CLOSED
Sun:	CLOSED	CLOSED

(Note – phones at Finch Road divert to main practice between 1300-1630 on weekdays)

## Clinics and Services

Baby check and childhood vaccines, Travel Vaccines, Flu vaccines, Chronic Disease Management (including Asthma, COPD, Heart Disease, Diabetes, Hypertension, Hypothyroidism, Prostate Cancer, Mental Health), Cervical Screening, Emergency contraception, Smoking Cessation, Phlebotomy.

Please speak to reception if you have any queries.

Please note, patients under the age of 75 can request an appointment if they have not been reviewed in the past 3 years. Patients aged 75 or over can request an appointment if not reviewed in the past 12 months.

## SDS MyHealthcare Federation

We are members of the SDS MyHealthcare Federation, which means we also provide further services through partner practices nearby.

Extended Access appointments are available, including on weekends and evenings.

## Birmingham and Solihull CCG

We are members of NHS Birmingham and Solihull CCG. If you would like more information, please contact the CCG directly:

BSol CCG, First Floor, Wesleyan, Colmore Circus, Birmingham, B4 6AR. 0121 203 3300  
contactus.bsolccg@nhs.net

## Patient Panel

We are keen to engage you as a patient in the development of our service. Any patient can join the Panel – please ask at reception.

## Patient Feedback and Complaints

We welcome all feedback from patients on how we are performing. You can feedback in many ways: verbally with staff, in writing via a note, a formal letter or complaint in writing. If you have concerns, we ask you approach the practice manager in the first instance, although you are welcome to approach in any way you prefer.

Our complaints procedure is in line with NHS guidelines, details are available on request.

You may also choose to use the NHS Complaints Advocacy Service, which is free and confidential, on 0300 330 5454.

## Data Protection

All data held about patients, in verbal, written, or electronic form, is confidential in accordance with relevant Data Protection Acts. Data is shared for patient care with local services. Further information is available on request.

The Birmingham and Solihull Shared Care Record shows how your data may be used to improve your care. Please see the following website to learn more: [www.livehealthylivehappy.org.uk/birmingham-and-solihull-shared-care-record/](http://www.livehealthylivehappy.org.uk/birmingham-and-solihull-shared-care-record/)

## Making, Cancelling, Attending appointments

You can make appointments on the phone, or via the NHS App or online.

On arrival, please advise reception. Please arrive in good time for any appointment, or you may be asked to book in again, or wait until the end of the clinic.

If you can't keep an appointment, please let us know as soon as possible it can be reallocated.

## Accessibility

Both sites are based on a single floor with no-step access. Disabled parking, wide doors, disabled washroom facilities are available. If you have further needs, please advise reception.

## Our values

- Put our patient's welfare at the heart of all we do
- Show compassion, respect, and courtesy to our patients in all that we do, ensuring we treat each patient as a unique individual
- Act with integrity and be accountable for our actions
- Promote a culture of continuous learning and improvement for all our staff, so we can provide the best possible care to our community

In return, we ask you to:

- Please treat us with courtesy and respect
- Keep or cancel your appointments
- Be patient – some problems take longer than others to sort out

Please note, any patient who is abusive to any of our staff will be removed from the practice register.

## Useful Numbers

Heartlands & Solihull Hospitals	0121 424 2000
City & Sandwell Hospitals	0121 553 1831
Queen Elizabeth Hospital	0121 371 2000
Birmingham Children's Hosp.	0121 333 9999
Birmingham Women's Hosp.	0121 472 1377
Royal Orthopedic Hospital	0121 685 4000
B'ham City Council Adult Care	0121 303 1234
BCC Child Protection	0121 303 1888
BCC Housing	0121 216 3330
Police (non-urgent enquiries)	101