

Practice Staff

Management

Richard Johnson, Operations Manager
Kay Thomas, Practice Manager
Kate Morris, Senior Administrator/Secretary

Receptionists

Josephine Smith
Sarah Gleeson
Lisa Guest
Joanne Parker
Mandy Kendall

Health Care Staff

Debbie Lynes, Practice Practitioner
Lisa Guest, Trainee HCA (TCHA)
Safina Bibi, Locum Phlebotomist

Administrators

Magda Gleeson
Magdy Samy

Other health professionals

The following people are available to our patients but not employed by the practice and can be contacted directly on the numbers below:

District Nurses – Tel: 0121 693 4186
Physiotherapists – Tel: 0121 474 5147

Health Visitors – Tel: 0121 430 2359
Midwives – Tel: 0121 459 7884

Useful Telephone numbers

NHS 111	111
Birmingham Childrens' Hospital	0121 333 9999
Birmingham Eye Hospital at City Hospital	0121 507 3501
Birmingham Womens Hospital	0121 472 1377
City Hospital (Dudley Road)	0121 554 3801
Emergency Dental Services (24 hours)	0121 771 0005
Queen Elizabeth Hospital	0121 371 2000
Queen Elizabeth Psychiatric Unit	0121 678 2000
Royal Orthopaedic Hospital	0121 627 1627
Heartlands, Solihull and Good Hope Hospitals	0121 424 2000

How to make a complaint

We are always happy to receive patient compliments and suggestions for improving our services. We hope you will never have cause for a serious complaint, but if you do, we have a Complaints Procedure to try to resolve your problem quickly. The practice will strive to deal with complaints in a methodical and efficient manner.

You can download a copy of the full Complaints Procedure on our website or obtain one from the reception office. This document lays out the steps involved in making a formal complaint. If you would like to discuss any of the above please make an appointment to see the Practice Manager.

Link to our other policies:

<https://www.dryapandpartners-mwwwwwwaypolehealthcentre.co.uk/info.aspx?p=20>

The fit note: guidance for patients and employees

Your healthcare professional will assess your fitness for work by considering how your health affects what you can do at work (for example your stamina and concentration). They will decide whether you are not fit for work of any kind, or whether you may be fit for work taking account of their advice. More information can be found in link below:

<https://www.gov.uk/government/publications/the-fit-note-a-guide-for-patients-and-employees/the-fit-note-guidance-for-patients-and-employees>

Dr Michael's Practice Practice leaflet

Maypole Health Centre,
10 Sladepool Farm Road,
Birmingham,
B14 5DJ

Tel: 0121 430 2829 Fax: 0121 430 6080

Email: drmichael.maypole@nhs.net

Website: <https://www.dryapandpartners-maypolehealthcentre.co.uk>

Doctors

Dr A.R.Michael - Principle GP (Male)
MBCHB, MLCM, DMS (MED), ABS(FRCS)
Ain Shams University, Cairo, Egypt

Dr K.Jarwal - salaried GP (Female)
Dr S.Sama - salaried GP (Female)

Maypole Health Centre is an approved training practice so will have additional Doctors including registrars.

Accessibility

Maypole Health Centre is on the following bus routes: 27, 50, 50X, 150. The surgery is suitable for disabled access.

Opening Times

Day	Open from	Closes at
Monday	08:30	18:15*
Tuesday	08:30	18:15*
Wednesday	08:30	18:15*
Thursday	08:30	18:15*
Friday	08:30	18:15*

Maypole Health Centre is closed weekends and bank holidays

*The phone lines are diverted between 12:30 and 13:30 to our deputising service Monday, Tuesday and Friday and 13:00 to 18:30 on Wednesday and Thursdays.

Extended Access

Maypole Health Centre is part of Birmingham Smart Care Primary Care Network who offer Extended Access during evenings and weekends. This is available to all patients and are pre-bookable appointments only. Appointments are held at the following hubs:

Greet Primary Care Centre, 50 Percy Road, Greet, Birmingham, B11 3ND

Hub opening times

Monday to Friday 18:30 to 20:00

Saturday 09:00 to 18:00

Sunday 10:00 – 13:00

To book an extended access appointment, please contact the surgery on 0121 430 2829. Please note this does not affect your normal appointments during normal surgery hours of 8.30am and 6.30pm.

When we are closed.

For medical help for non-life threatening conditions when the surgery is closed, please call the practice on 0121 430 2829 and you will be put through to the deputising service. You can also call NHS 111 for free by dialling 111 to speak to a triage nurse. Your needs will be assess and advice offered or arrangements made for you to see a doctor. Please do not ask to see a doctor out of hours unless you genuinely cannot wait until the practice re-opens.

Enquiries and test results

Telephone enquiries are best made after 11am when staff will have more time to help

Appointments

The practice operates an appointment system during normal surgery hours. You can book an appointment face-to-face, via video/telephone by calling 0121 430 2829 or via an online app. Please call at 8.30am and 1.30pm for a GP appointment. Please remember, GP appointments are 10 minutes long, and it is unrealistic to manage multiple problems in one appointment. If you consider your condition urgent, please tell the receptionist. Please let the receptionist know if you have multiple issues to discuss. If you arrive 10 minutes late, you may be asked to rebook your appointment.

Cancellations

If you are unable to keep your appointment, please let the practice receptionist know as soon as possible so that the appointment can be offered to another patient.

Home Visits

Telephone the practice before 10:30am if you cannot come to the surgery. Please remember that a Doctor should only be asked to make a home visit if the patient is too ill to be brought to the surgery.

Repeat prescriptions

The practice operate a Prescription Ordering Direct (POD) service in conjunction with Birmingham Smart Care Primary Care Network, a new and convenient way to order your repeat prescriptions. The surgery cannot accept written, emailed requests or verbal requests phoned through to the receiptist. All requests should be called through the practice telephone number on 0121 430 2829 and then choose option 1. You will be put through to the POD. You can still order your repeat medication through the online applications however. It will take 2 working days for your prescription to be processed. Please ensure the POD are aware of your nominated pharmacy.

Clinics and Services available

The following clinics/services are available and through an appointment

- Antenatal
- Immunisations & travel advice
- Asthma
- Hypertension
- Heart disease prevention
- Cervical smear
- Parent craft
- Dressings
- Phlebotomy (bloods)
- Well baby/child clinic
- Diabetes
- Family planning and emergency contraception
- Cholesterol/lifestyle advice
- Breast awareness & menopause
- Acupuncture
- Blood pressure checks
- New registration checks

CQC Rating – our latest inspection was 12th July 2021



Maypole Health Centre - Dr Michael

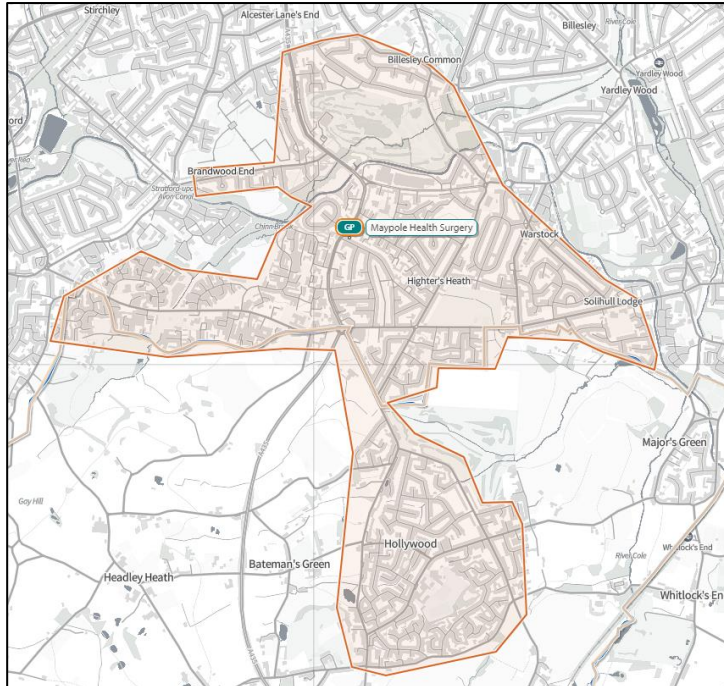
CQC overall rating

Good ●

12 July 2021

New Registrations

We accept patients living within the practice boundary. To register, you will be offered an appointment to see the Practice Nurse or Healthcare Assistant who will complete a new patient health check. This is important as it gives us an opportunity to assess your medical history, and to advise you of any relevant services offered at the practice which may be of benefit to you and to provide us with information before your records come to us. It is helpful for you to bring your medical card with you if you have one and a list of your medication.



Allocated GP

All patients in the practice will have an allocated accountable GP who will be responsible for your overall care at the practice. This will normally be your regular GP. If you are unsure who this GP is or have a preference as to which GP this should be, please contact the surgery and your records can be amended accordingly. The accountable GP for patients 75 and over will work with relevant associated health and social care professionals to deliver a multi-disciplinary care package that meets the needs of the patient. Patients 75 and over will have regular health reviews and check ups, either by GP or Practice Nurse depending upon their medical needs.

Change of personal details

If you change your name, address or contact numbers, please notify the practice as soon as possible.

Patient Participation Group (PPG)

Maypole Health Centre hold a quarterly patient group that meet to help improve our service to patients. For more information go to <https://www.dryapandpartners-maypolehealthcentre.co.uk/ppg.aspx?t=1>

Online Applications

If you are a patient at our practice you can now use the NHS App. This is a simply and secure way to access a range of NHS Services on your Smartphone or Tablet. If you already use our online Patient Access you can continue to use this as well as the new App. For more information go to: www.nhs.uk/nhsapp