



CAPE HILL MEDICAL CENTRE

RAGLAN ROAD, SMETHWICK, WEST MIDLANDS, B66 3NR

TELEPHONE: 0121 558 2613

CANCELLATION LINE: 0121 565 6763

EMAIL ADDRESS: CAPEHILLMEDICALCENTRE@NHS.NET

GP PARTNERS

DR LIONEL D. MILLS

DR JONATHAN BOWN

DR REBECCA WHITELAW

DR MANPREET SAROYA

SALARIED GP's

DR ASIM TASADIQ

DR ELIZABETH BATES

DR ELINOR STANTON

DR JENNA SHARPE

DR ASAD KHAN

DR SAFA AL-ABDULLAH

DR JESUDUNJOYIN ASALU

DR RUMANA TABASSUM

DR DIPESH PATEL

DR EMILY CHADWICK

WELCOME TO CAPE HILL MEDICAL CENTRE

PRACTICE HISTORY

A general medical practice has been operating from the Cape Hill area for over 50 years. Formerly, the practice was located at 147 Cape Hill, originally the local brewery manager's home, which became both the home and the surgery of the first GP, Dr Aiken. Since then, the practice has gradually developed to become one of the most comprehensive primary health care teams in greater Birmingham. This has happened on an evolving basis with the single-handed practice becoming a partnership after the war and a group practice establishing itself in the 1960's and 1970's. Since the later 70s and through the 80s and 90s, the primary health care team has become reality coupled with professional management and purpose-developed premises. Early in 2001, the practice relocated to a brand new private finance initiative-funded primary care building.

PRACTICE STATUS

Cape Hill Medical Centre is a general medical partnership providing General Medical Services to our patients under an NHS contract. The contract to provide these services is held with Birmingham and Black Country ICB

Last updated: **March 2026**

THE GENERAL PRACTITIONERS

PARTNERS

Dr Lionel Mills	BMedSci BMBS MRCPG DRCOG DTM&H Reg Nottingham 1985
Dr Jonathan Bown	MBBS, PhD MRCPG
Dr Manpreet Saroya	MB ChB, MRCPG, DFSRH, DRCOG Reg Liverpool 1995
Dr Rebecca Whitelaw	MBChB DRCOG., MRCPG Reg Birmingham 2001

SALARIED GP's

Dr Elizabrth Bates
Dr Asim Tasadiq
Dr Jenna Sharpe
Dr Elinor Stanton
Dr Asad Khan
Dr Safa Al-Abdullah
Dr Jesundunjoyin Asalu
Dr Rumana Tabassum
Dr Emily Chadwick
Dr Dipesh Patel

PRACTICE STAFF

The practice staff are happy to help you with any non-medical administrative aspects of your health and treatment. Please ask them for any information you require.

PRACTICE MANAGER

Responsible to the partners for the operations and management of the practice.

SECRETARIES

Each doctor in the practice has an assigned secretary. If you need to speak to your GP or make an enquiry, the receptionist will put you through to the relevant secretary who will advise you accordingly. Please note that our secretaries work part-time and the best time to contact them will be between 8:00am and 5:00pm Monday to Friday.

RECEPTION MANAGER

Responsible to the Practice Manager for the smooth running of the reception area on a day-to-day basis.

RECEPTIONIST TEAM

A team of receptionists work under the guidance of the Reception Manager. Receptionists are available to deal with enquiries during the surgery opening hours. These are 8:00am to 6.30 pm, Monday to Friday.

ADMINISTRATIVE AND IT SUPPORT

A small team of staff help to support administration of the practice's teaching programme, data collection and maintenance of the computer systems and infrastructure.

PRACTICE NURSES

A fully qualified team of practice nurses experienced in general practice, who work in support of the doctors providing nursing care for patients at the surgery. They are available by appointment from Monday to Friday.

ADVANCED NURSE PRACTITIONER'S

The practice have Advanced Nurse Practitioner's (ANP), who are able to assess, diagnose, prescribe and treat many conditions in much the same way as the doctor.

DISTRICT NURSES

A team of qualified nurses, some of whom have undertaken a post-graduate course in district nurse training. Health care is provided for patients referred by doctors or hospitals.

They can be contacted on their message taking service number: 0121 507 2664.

HEALTH VISITORS

Health visitors are qualified nurses with special training and experience in child health and health promotion. The health visitors, who are based at Victoria Health Centre, currently offer support to the whole family to empower them in the challenges of parenthood. They also give advice and support to patients in times of stress to maintain independence.

The Health Visiting Team can be contacted on 0121 612 3057 or 0121 612 3059.

GENERAL PRACTICE REGISTRARS

The practice provides general practice experience to doctors who have completed their hospital training and are preparing to enter general practice. They work as members of the practice team of doctors and are usually attached to the practice for 6 or 12 months.

MEDICAL AND NURSE STUDENTS

The practice also undertakes the teaching of medical students on a regular basis with 20-30 students attached to the practice. Should you wish to see a doctor or nurse without a student present we will fully respect your wishes. However, we are very grateful to all our patients who assist us in this valuable work by allowing students to talk with them. There are also student nurses training in the practice from time to time.

GENERAL INFORMATION

Cape Hill Medical Centre is a group of doctors, nurses, administration and reception staff, working together as a Primary Health Care Team.

HOW DO I REGISTER WITH THE PRACTICE

To register at the Practice please speak to a member of the reception staff who will help you. You can also fill in the paperwork online at <https://www.capehillmedicalcentre.co.uk/new-patient-registration-form>. When visiting the practice, there are QR codes you can scan from your smartphone, complete the details and your registration will be actioned. You can also register online by visiting www.capehillmedicalcentre.co.uk. We ask all new patients to have a health check with the practice nurse once they are registered. When your registration has been processed, you will be assigned to a named GP and informed who this is.

SURGERY TIMES

The surgery is open 8:00am to 6.30pm Monday to Friday. Doctors consult from 8.30am to 1.00pm and 2.30pm to 6.30pm. We also provide hours outside of these hours Monday to Friday 6.30—8.00pm plus Saturday on a rota basis. A doctor is 'on call' at all times to deal with emergencies at all times when the surgery is open.

TELEPHONE ENQUIRIES

We endeavour to deal with your query as efficiently and speedily as possible, so please be as helpful as you can. Remember that the receptionist is trying to provide the best service that the practice can offer for you and all other patients. Please see the front cover of this booklet for the appropriate number to use.

HOW TO SEE A DOCTOR

The doctor's work in a partnership and are happy to see any registered patient, regardless of which doctor's name is on your medical card. This enables medical care to continue even if your doctor is absent; however, please try and consult with the same doctor for each episode of illness where possible but you may have to wait longer for an appointment.

APPOINTMENTS, ONLINE BOOKING & OPEN ACCESS

The practice is participating in the NHS' national agenda to help improve access to GP's and nurses.

Appointments can be made by calling the appointment line on 0121 558 2613 between 8.00am - 1pm and 2pm - 6.30pm. You can also book your appointment online. .

Booking an Appointment

If you wish to have an appointment with a clinician, **please call the appointment line on 0121 558 2613** and the receptionist will look at appointment availability for you or book online at capehillmedicalcentre.co.uk

TEST RESULTS

Many test results can be given to the patient over the telephone either by the receptionist or a secretary, with the following exceptions:

- for cervical smear test results, please ask to speak to the practice nurse;
- for pregnancy test results, please ask to speak to the GP.

You can also view some test results online. As a member of staff how you can access your medical records online.

REPEAT PRESCRIPTIONS

When you require a repeat prescription please allow **three working days** for us to process it. You can order your prescription in a number of ways:

- In person, using the part B slip on your prescription. Clearly tick the medication you require
- You can also ask a Pharmacy to order your repeat medication on your behalf. Ask a member of staff or pharmacy of your choice for further details.
- By post by leaving a self-addressed envelope for us to post it to you
- Online using the NHS app /Email prescriptions.chmc@nhs.net

HOME VISITS

The Practice expect the patients to attend the surgery, as facilities are far better for examinations and treatment. However, if you are housebound or have been added to our housebound register by a clinician, please telephone the surgery on **0121 558 2613 before 11.00am** if a visit is required for that day. You will be asked to provide your telephone number when you call. Please give the receptionist as much information as possible to enable the doctor to assess the home visit need. Home visits can only be made when it the GP has agreed this is clinically appropriate.

WEEKEND AND NIGHT COVER

If you require a doctor after the surgery has closed, please telephone **0121 558 2613** and follow carefully the pre-recorded message. You will be given a telephone number to contact the Primary Care Centre where you can discuss your problem with one of the duty doctors or nurses. They will decide with you what the best course of action is.

If you require advice about a health problem, you can telephone

NHS 111

NHS 111 provides health care and advice and information 24 hours a day. Alternatively you can go to: Birmingham NHS Walk-in Centre, Lower Ground Floor, Boots the Chemist, 66 High Street (opp Marks and Spencer), Birmingham, West Midlands B4 7ET

Opening hours: Monday to Friday 8.00am to 6.00pm, Saturday 9.00am to 5.00 pm, Sunday 11.00am to 3pm. Website: www.england.nhs.uk

SERVICES AVAILABLE

ASTHMA CLINIC

This is a nurse led clinic.

DIABETIC CLINIC

We have a team of experience clinicians who provide diabetic appointments

Appointments can be made for routine follow ups in-between annual reviews. Please contact reception if you require an appointment in one of these clinics.

ONLINE CLINIC'S WITH SUVERA

A trusted NHS partner to provide our online clinic for long term conditions.

MATERNITY SERVICES

The antenatal clinics are held on Tuesday and Thursday 9.30am to 11.30am. The clinics are staffed by experienced external midwives with medical support.

BLOOD TESTS

These are done by the community blood services. A accuRx text message is sent to the patient with information on how to book the appointment.

PHYSIOTHERAPY

Patients self refer to Victoria Health Centre

TRAVELLERS OVERSEAS

Please ask the receptionist for an appointment with the nurse at least six weeks before you travel so that the correct injections can be given (visitors to Africa should give eight weeks' notice). A charge will be made for the administration of certain immunisations and vaccinations not covered by the NHS.

FLU VACCINATIONS

An Influenza vaccination is recommended for patients with heart, lung or kidney disease, diabetes, those aged 65 and over, and residents of nursing and rest homes. Please contact the reception for more information.

EXTENDED HOURS—ROTA BASIS

Monday—Friday 6.30pm—8.00pm

Saturday 09.00am—5.00pm

SERVICES AVAILABLE CONTINUED

WELL BABY CLINIC

A doctor is available by appointment for Development checks for babies 6-8 weeks of age.

The doctor will also confirm that the baby is fit for immunisation.

There is no longer a 'walk-in' clinic available, as all appointments with the health visitors are by appointment only. Please contact the Health Visiting Team on **0121 612 3057** to book your child's appointment.

CHILDHOOD IMMUNISATIONS

Clinics are held during the week. You will normally receive an appointment for your child from the Sandwell Child Health Department. It is important that you bring your child for these immunisations. If you are unable to attend an appointment for your child's immunisations, please contact reception as soon as possible to rearrange the appointment.

WOMEN'S HEALTH

Family planning advice and services are provided by the doctors. Smear tests are arranged by appointment. Please ask the receptionist if you need any further information, or to book an appointment.

DISABLED ACCESS

The practice has reserved car parking spaces for the disabled. These are situated close to the main entrance to the building. Wheelchair access to the practice is via the ramp adjacent to the disabled car parking spaces. There is access at the reception desk at a convenient level for wheelchair users. A disabled person's toilet is situated close to reception. The whole of the ground floor is on the same level to facilitate easy access for everyone. A lift is available for those patients attending clinic on the first floor.

COMMENTS & SUGGESTIONS

The practice is committed to improving patient care by using NHS resources more efficiently, wherever possible. We aim to provide a high quality service and are very interested in hearing any constructive comments you may have.

A suggestions box for this purpose is maintained in the waiting area or you can complete a form online at:

<https://www.capehillmedicalcentre.co.uk/suggestions--complaints>

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you receive from the doctors or any of the staff working in this practice, please let us know.

We operate a practice complaints procedure as part of a NHS system for dealing with complaints. Our complaints system meets national criteria.

HOW TO COMPLAIN

We hope that most problems can be sorted out easily and quickly, preferably at the time they arise and with the person concerned. Please ask to speak with the Practice Manager who will discuss your problem and assist you. If they are not available, please leave your telephone number for a call back.

If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally, within a matter of days or at most a few weeks. This is because it will enable us to establish what happened more easily. If it is not possible to do that, please let us have the details of your complaint:

- Within six months of the incident that caused the problem: or
- Within six months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to the Practice Manager. It will help us greatly if you give us as much detail as possible about your complaint so that we can investigate on your behalf. You can also complain using our online form at:

<https://www.capehillmedicalcentre.co.uk/suggestions--complaints>

Or by email us at capehillmedicalcentre@nhs.net and address this to the Complaints Manager

WHAT WE SHALL DO

We shall acknowledge your complaint within 3 working days of the date that you raised it with us. We shall then be in a position to offer you an explanation or a meeting with the people involved. We will then investigate the matter and respond to you with our findings.

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. Signed consent by the person concerned will be needed unless they are incapable (because of illness) of providing this.

If the complainant is dissatisfied with the handling and outcome of the complaint then they are to be advised to contact either:

COMPLAINING TO BLACK COUNTRY ICB

Information on how to make a complaint to Black Country ICB can be sought from its webpage: [Black Country ICB Time2Talk complaints team](#) or by:

Telephone: 0300 0120281

Email: bcic.time2talk@nhs.net

Post: Time2Talk, NHS Black Country Integrated Care Board (ICB)
Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH

INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE

You may also wish to contact the local ICAS for help. They can be contacted on: 0845 120 3748.

Complaints Ombudsman

You can also complain to the national complaints ombudsman :

The Parliamentary and Health Service Ombudsman (PHSO),
Millbank Tower,
Millbank,
London
SW1P 4QP

Customer helpline 0345 015 40338:30am - 5:30pm Monday - Friday

how to find independent NHS complaints advocates are detailed within the complaints leaflet. Additionally, the patient can visit <https://www.healthwatchesandwell.co.uk/> and they can help to find an independent complaints advocacy services in the area or a PALS team
Independent advocacy services include:

[POhWER](#) – a charity that helps people to be involved in decisions being made about their care. POhWER's support centre can be contacted via 0300 456 2370

[Advocacy People](#) – gives advocacy support. Call 0330 440 9000 for advice or text 80800 starting message with PEOPLE

[Age UK](#) – may have advocates in the area. Visit their website or call 0800 055 6112

[Local councils](#) can offer support in helping the complainant to find an advocacy service.

CONFIDENTIALITY

All patient information is considered to be confidential and we comply fully with the Data Protection Act. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Information may be shared, in confidence, with other NHS organisations in the interests of patient care.

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act 1998.

The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team, it is sometimes necessary that medical information about you is shared between members of the practice team. If you do not wish to have your information shared with other healthcare professionals please speak with the Practice Manager who will discuss this with you.

FREEDOM OF INFORMATION ACT

The freedom of information Act 2000 obliges the practice to produce a Publication Scheme. This Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. The scheme is available on request.

PRACTICE AREA

Our practice area consists of the following postcodes: All of B66, B67 and B68 Parts of: B1, B15, B16, B17, B18, B21, B32, B69

Black Country and West Birmingham Integrated Care Board (ICB)

The practice is part of Black Country and West Birmingham ICB, whose address is:

NHS Black Country ICB,
Civic Centre, St Peters Square,
Wolverhampton,
WV1 1SH

PRACTICE CHARTER

RESPONSIBILITIES OF MEDICAL AND ADMINISTRATIVE STAFF

THE PRACTICE:

- Offers car parking space for ease of access;
- Provides space for wheelchairs and pushchairs;
- Offers access for disabled persons, including toilet facilities;
- Is open between 8.00am and 6.30pm, with staff available to help you;
- Ensures that the doctors can be contacted by staff within this time, should an emergency arise;
- Arranges for most consultations with the doctor to be by appointment;
- Ensures that you receive appropriate treatment and advice for your condition, if needed, a chaperone will be made available to you
- If you are seen as an emergency patient, you will be seen as quickly as possible though you will have to be prepared to wait your turn as a queuing system operates;
- Ensures that literature on a wide variety of health and social matters is usually available. Frequently, literature in other languages is available, as is help with translation, if required;
- Assures you that all information about you is held in strictest confidence and that confidentiality will be maintained at all times;
- Produces repeat prescriptions within **72 hours (three working days)** of the patient requesting it. **Please note:** It is the responsibility of the patient to order prescriptions 1 week before they run out of medication. We cannot always produce prescriptions at short notice and it is important that patients place their order in good time;
- Ensures that nurses taking smear tests are fully trained. The results of smears are available by telephone;
- Provides a free health check when you first register with us and also if you are aged between 16 and 74 and haven't seen a doctor over the past 3 years;
- Your patient record is held securely and confidentially on the electronic system at your GP practice. If you require treatment in another NHS healthcare setting such as an Emergency Department or Minor Injury Unit, those treating you would be better able to give you appropriate care if some of the information from the GP practice were available to them. The information will be used only by authorised health care professionals directly involved in your care. Your permission will be asked before the information is accessed, unless the clinician is unable to ask you and there is a clinical reason for access.

- Provides a practice booklet detailing services offered at the practice. This gives details of the telephone number for the practice;
- Gives telephone access to your doctor at appropriate times;
- Welcomes comments on the services provided. Any complaints will be dealt with promptly by our Practice Manager who deals with the in-house complaints procedure.

RESPONSIBILITIES OF PATIENTS

As a patient, you can help us to continue the smooth running of the practice so that we can provide you with the best possible service.

Please:

- Inform us of change of address promptly to ensure that any correspondence will reach you and that the doctors have up-to-date details when visiting;
- Keep your telephone number correct on your records.
- Should you be unable to keep your appointment, let us know as soon as possible, as unused appointments are quickly filled by sick patients needing urgent attention;
- Only request an urgent consultation if your illness requires urgent treatment;
- Only request a home visit if you are eligible e.g. housebound or the GP as authorised it. Home visits require a large amount of the doctor's time. Minor illness is better treated at the surgery, as most of the equipment is located there. Also, seriously sick patients cannot be seen urgently if there are a large number of home visits;
- Request home visits **before 11.00am** by ringing **0121 558 2613**. Visits requested after this time may be delayed by a large number of other visits from late calls. You might not necessarily see the doctor of your choice. **Only request urgent home visits if you are housebound and feel your problem cannot wait until the next day.**

SELF TREATMENT OF COMMON ILLNESS AND ACCIDENTS

Many common aches and pains can be simply treated at home without the need to consult a doctor:

BACK PAIN

Back Pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong.

Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse i.e. lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back.

Take aspirin (aspirin should NOT be given to children under 16) or paracetamol which will not only relieve the pain, but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

BED SORES

Bed sores are far easier to prevent than cure. They are caused by prolonged pressure to certain parts of the body when lying in bed for long periods. They can be prevented by encouraging the patient to shift position as often as possible. Take care to smooth out creases in the bottom sheet to avoid irritation. If red marks appear at the pressure points such as heels, elbows, buttocks and hips, inform the doctor before they get worse.

SORE THROATS

Four out of every five sore throats are caused by viruses and therefore antibiotics are useless. If your throat is sore but you are otherwise okay there is no need to see the doctor. Simply give children paracetamol syrup and fluids (aspirin should NOT be given to children under 16).

For adults, gargling with soluble aspirin is the most effective remedy. Dissolve two aspirins in one inch of warm water in a glass. Take sips of the solution and gargle with each sip for as long as you can without swallowing.

BURNS

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose dry dressing.

If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

COLDS

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take antibiotics as these will have no effect!

DIARRHOEA

In adults, diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional kaolin and morphine mixture or by medicines containing codeine.

Holiday diarrhoea is often due to bacteria. Again, Kaolin and morphine can be taken.

Consult your doctor if the symptoms persist for more than a few days.

Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding them a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint.

If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

GASTROENTERITIS

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed medicines are often vomited up.

STOMACH ACHE

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help.

If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

SPRAINS

Treat with a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Then apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period.

NOSEBLEEDS

Sit in a chair, lean forward with your mouth open, and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

MINOR CUTS AND GRAZES

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

SUNBURN

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation, whilst paracetamol will also help.

Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

INSECT BITES AND STINGS

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms.

Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

HEAD LICE

These creatures, contrary to popular belief, prefer clean hair and are therefore not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription.

CHICKEN POX

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off.

Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

IMMUNISATION CAN PREVENT THE FOLLOWING DISEASE'S

GERMAN MEASLES (RUBELLA)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints.

It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date.

The only danger is to unborn babies and therefore it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

MEASLES

The rash is blotchy and red appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight or ten days after that date.

MUMPS

Symptoms are swelling of the gland in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight or ten days after that date. If the pain is severe you should consult your doctor

USEFUL TELEPHONE NUMBERS

HOSPITALS

SANDWELL & WEST BIRMINGHAM HOSPITALS

CITY HOSPITAL	0121 554 3801
SANDWELL GENERAL HOSPITAL	0121 553 1831
BIRMINGHAM CHILDREN'S HOSPITAL	0121 333 9999
UNIVERSITY HOSPITAL –QUEEN ELIZABETH B'HAM	0121 627 2000
NHS ENGLAND	0300 311 2233
Birmingham and Black Country ICB	03000120281

OTHER

RELATE (MARRIAGE GUIDANCE)	0121 643 1638
SOCIAL SERVICES TEAM (SMETHWICK)	0121 569 3100
ADULT TEAM (ST PAUL'S)	0121 569 2355
THE LYNG CENTRE FAMILY PLANNING	0121 612 2323
LLOYDS CHEMIST (RAGLAN ROAD)	0121 565 1814
PRIMECARE OUT OF HOURS	0178 5783311

You can book a telephone call with a clinician to call you back to discuss your problem, provided it is something they are able to deal with on the phone, or you can book a face-to-face appointment with a clinician. Depending on your requirements and availability of appointments, the receptionist will book that appointment for you either on the same day, or on a future date. We operate an automated telephone booking system which allows you to book appointments any time. Call the appointment number above and follow the menu options.

You can also book appointments online at any time. Please ask a member of staff how you can access your EMIS Patient Access online and they will provide you with further details

For patients that are not able to speak or understand English, we offer the service of booking an interpreter for your appointment. Please let the receptionist know if you require an interpreter and we will ensure that one is booked for your appointment. Please keep in mind that we need at least **48 hours** to arrange interpreter appointments.

Please let us know if you are unable to keep your appointment so that it can be offered to someone else.

**Cancellation Line Number:
0121 565 6763.**

How We Communicate with You

If you have a disability, impairment or sensory loss & need to receive information in a way you can easily understand, please speak to the receptionist who will discuss ways in which we are able to help you