


**The Dove Medical Practice**

Providing NHS services

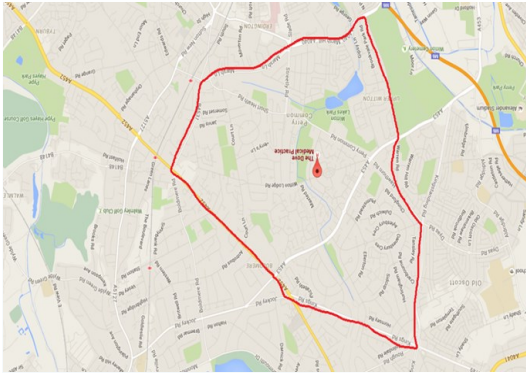


**Opening hours**






Monday	8 am – 6:30 pm
Tuesday	8 am – 6:30 pm
Wednesday	8 am – 6:30 pm
Thursday	8 am – 6:30 pm
Friday	8 am – 6:30 pm
Sat & Sun	Closed

Phones are open from 8:00am to 6:30pm

**Check whether we provide service to cover your area:**  
<https://www.nhs.uk/service-search/find-a-gp>



60 Dove Dale Road, Erdington, Birmingham, B23 5DD  
 Tel: 0121 465 5739  
 Website: [www.dovesurgery.co.uk](http://www.dovesurgery.co.uk)  
 Email: [thedove.medicalpractice@nhs.net](mailto:thedove.medicalpractice@nhs.net)

 <p><b>Self Care</b> Care for yourself at home</p> <p>Minor cuts &amp; grazes Minor bruises Minor sprains Coughs and colds</p>	 <p><b>Pharmacy</b> Local expert advice</p> <p>Minor illnesses Headaches Stomach upsets Bites &amp; stings</p>	 <p><b>NHS 111</b> Non-emergency help</p> <p>Feeling unwell? Unsure? Anxious? Need help?</p>	 <p><b>GP Advice</b> Out of hours: Call 111</p> <p>Persistent symptoms Chronic pain Long term conditions New prescriptions</p>	 <p><b>UTCs</b> Urgent Treatment Centres</p> <p>Breaks &amp; sprains X-rays Cuts &amp; grazes Fever &amp; rashes</p>	 <p><b>A&amp;E or 999</b> For emergencies only</p> <p>Choking Chest pain Blacking out Serious blood loss</p>
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**Prescriptions**  
Please allow 2 working days for your prescription to be processed.

You may order your medication up to 7 days before you run out.

If you require prescriptions to cover a holiday period. Please call the prescriptions team of the waiting room or via the NHS app.

You may order medications via the post box in the phone.

Out of stock medication: Patients are expected to source medication elsewhere as per policy.

Same day scripts are only completed at the discretion of the GP.

**Local Pharmacies**  
The local pharmacy is next door to the practice

**Booking appointments**  
Our phone lines open at 8:00am. At this point you can call and book in for a same day telephone call with the doctor.

Enquiries are taken after 11am.

Pre bookable appointments are available up to 2-3 weeks in advance.

If your medical problem is urgent. Please call 999.

When no appointments are available or the practice is closed there are a number of NHS services still available to use, these include:

- NHS 111
- Urgent Treatment Centres—bookable via [www.badgeruts.uk](http://www.badgeruts.uk)
- LIVI app

**The Practice Team**

**Doctors**

**Dr Gabriel (M)** - MB ChB (Egypt 1986), DFRH, M Med Sci (orthopaedics), FRCS, MRCP, FRCGP, PGCE, Minor Surgery

**Dr Mishra (M)** - MB ChB (Leicester 1997) Diabetic Lead, Tutor for Birmingham Medical School

**Dr Shanmugam (F)** - MBBS, MRCP, DFRH, nMRCGP – Womens Health, Family Planning, GP Trainer

**Dr Ali (M)**

**Dr Bibra (M)**

**Nursing team**

**Amy Sedgwick - Advance Nurse Practitioner**

**Marc Best - Paramedic Practitioner**

**Manjit Shergill - Diabetic Specialist Nurse**

**Daisy Lees - Practice Nurse**

**Paula Knott - Practice Nurse**

**Sarah Hart - Practice Nurse**

**Cherelle Phipps - Practice Nurse**

**Rash Miyangar - Healthcare Assistant**

**Julie Birch - Healthcare Assistant**

**Premises Access**  
The practice has easy access for wheelchairs and two lifts to the first floor. On-site parking is available including dedicated parking spaces for patients that are disabled.

**Help Us to Help You**  
If you are unable to attend an appointment please let us know as early as possible so we can use the appointment for another patient.

**Home Visits**  
Home visits should only be requested by those who are unable to come to the surgery because of serious illness and infirmity. If you require a home visit please telephone before 10.30am.

A Doctor will speak to you to assess the urgency of the problem and whether it would be more appropriate for you to be seen in surgery as we have diagnostic equipment at the Health Centre which would not be available at home.

Emergencies will be dealt with on an individual basis.

**Named GP**  
Each patient will be allocated a GP within the practice, this does not affect which Doctor you see when you visit the practice. If you wish to know who this is, please contact reception.

**Your Data Matters**  
The NHS is committed to keeping patient information safe and always being clear about how it is used. You can find more information on this through the practice website.

**Online access**  
Patients can access our services online via:

- The NHS app
- The Practice Website

**Other Services**  
We offer a variety of other services at the practice including:

- Minor Surgery
- Family Planning
- Cervical Smear Tests
- Antenatal and Postnatal care
- Childhood and Routine Immunisations
- Travel Immunisations

If you require further information on any of these services, please contact reception or visit our website [www.dovesurgery.co.uk](http://www.dovesurgery.co.uk)

**New Patient Registrations**  
New patients to the practice can register by completing the online form on the practice website. Registrations can also be made by visiting reception and completing registration forms in person.

**Comments, suggestions and complaints**  
Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide. Please email [thedove.medicalpractice@nhs.net](mailto:thedove.medicalpractice@nhs.net) regarding any feedback.

**Threats of violence or abuse of our staff**  
Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence

**Please note we now have CCTV in the public areas at the practice.**

**The Practice is a member of Our Health Partnership**

**What does Our Health Partnership mean for patients?**

You will not notice any obvious change to the way that The Dove Medical Practice operates, as it will:

- Not move
- Look the same
- Have the same staff
- Have the same doctors and nurses
- Have the same contact numbers

Most of the work in setting up Our Health Partnership that has taken place "behind the scenes". As the super-partnership develops we believe you will notice:

- Doctors and Nurses spending less time on administration and more time caring for patients
- Better direct links with hospitals, social and community care
- Development of services to provide more complex care
- The ability to treat more people closer to home
- The sharing and development of good clinical practice between practices

**Extended Access**  
As part of a government initiative and Our Health Partnership working arrangements, evening and weekend appointments are now available at The Oaks Medical Centre for The Dove Medical Practice patients. Appointments must be booked in advance through The Dove Medical Practice and will be available on:

- Monday to Friday 6:30pm to 8:00pm
- Saturday 9:00am to 1:00pm
- Sunday 10:00am to 1:00pm

Appointments will take place at The Oaks Medical Centre, 199 Shady Lane, Birmingham, B44 9ER and on-site parking is available.

**Please be aware this is not a walk-in service and appointments must be made in advance.**