

Welcome to  
Northwood & Alvechurch Medical Centre

**Dr M Dakin, Dr N Syed, Dr A Abdullah,  
Dr K Nasim & Dr Z Syed**

10-12 Middleton Hall Road Kings Norton Birmingham B30 1BY

Telephone 0121 458 1342

5 The Square, Alvechurch Birmingham B48 7LA

Telephone: 0121 445 1084

Email: [nhsbsolicb.nmcamc@nhs.net](mailto:nhsbsolicb.nmcamc@nhs.net)

Website: <https://northwoodandalvechurch.gpsurgery.net/>

Northwood Medical Centre is located in a lovely Georgian property, which was fully refurbished a few years ago .

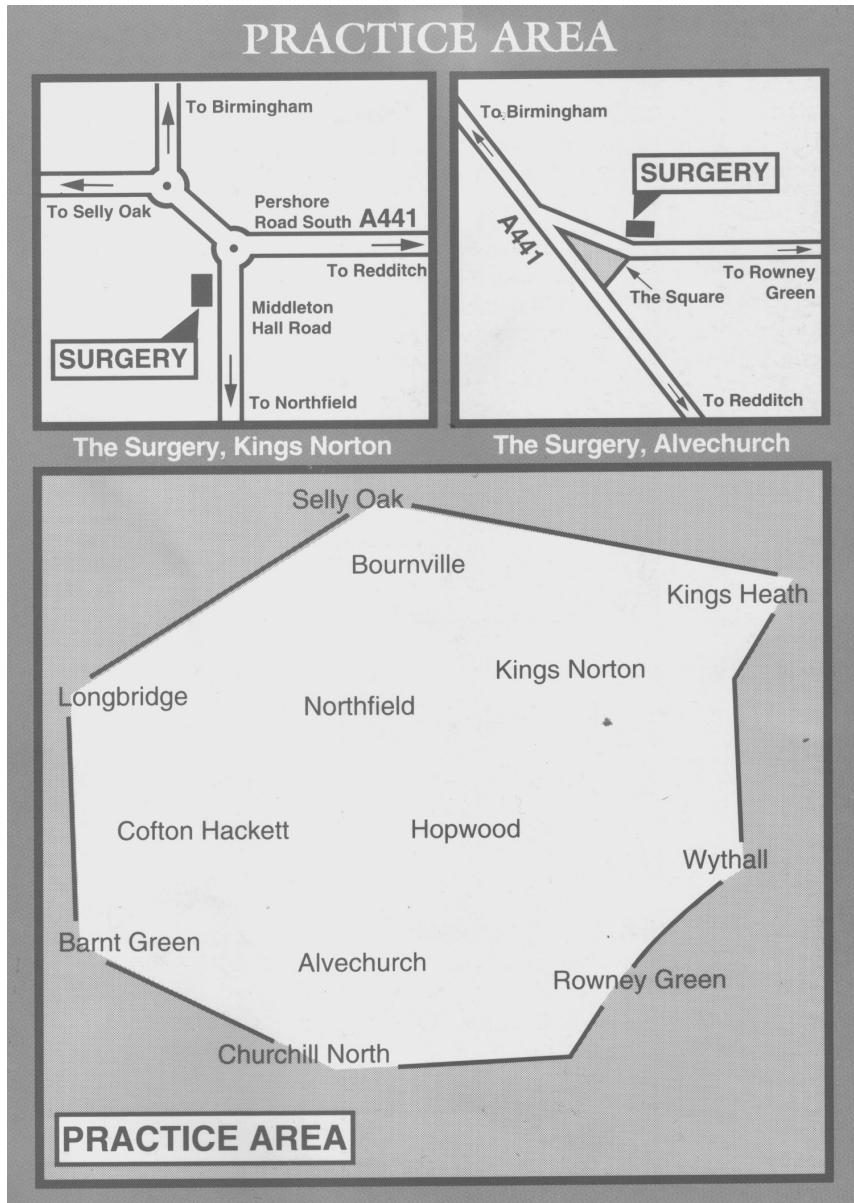
Alvechurch Medical Centre is located on the ground floor of a 19<sup>th</sup> century half-timbered building in the heart of Alvechurch village. The building was fully refurbished in 2001 but it still retains much of its original character.

Our Practices are run as one surgery where possible, run by the partnership of doctors listed above.

The Practice has two sites, one in Alvechurch and the other in Kings Norton. The Doctors divide their time between the two sites so while we try to offer a good choice of appointments it may not always be possible to see the Doctor of your choice on a particular day, although we do encourage you to try and see the same Doctor for a particular problem.

It is our intention to provide the highest standard of healthcare.

We feel that this can only be achieved by working together, in partnership with our patients, to provide a caring atmosphere in which to promote the health and well-being of our patients.



## OPENING HOURS

MONDAY 8am - 6.30pm  
TUESDAY 8am - 6.30pm  
WEDNESDAY 8am - 6.30pm  
THURSDAY 8am - 6.30pm  
FRIDAY 8am - 6.30pm

### **Alvechurch Site Closes at 1.15 on Thursdays**

A Receptionist will be available during the above Surgery opening times to deal with your telephone calls or any queries you may have.

## TEACHING

We are not currently a teaching practice but do mentor fellow healthcare professionals in their Personal Development.

## EMERGENCIES

In an emergency please contact the Surgery on the normal telephone number. If we are closed the answer phone message will ask you to telephone our out of hours provider: **NHS 111**

If you only require advice out of hours you can telephone:

### **NHS 111**

There is a GP led Urgent Care Centre based at Selly Oak Health Centre. You need to book an appointment in advance via 111 or online.

The centre is open from 8am to 8pm seven days a week including bank holidays.

**Please** as much as possible try to see the **same** Doctor for a particular problem to ensure continuity of care. All the Doctors aim to provide a high quality of care to patients. However we only have 5 to 10 minutes per appointment and it is not possible to deal with a list of problems within that time. Please book one problem per consultation.

Your co-operation in this would be much appreciated by the Doctors.

## Dr K Nasim (Male)

**MBBS, MRCGP, DFFP, DCP, DGM, Fellow of Higher Education Academy**

I graduated from Punjab Medical College in Pakistan in 2001. I have been working as a General Practitioner since 2007. I joined this practice only in September 2017. In addition to providing routine clinics, on call duties and home visits, I have special interest in Musculoskeletal and family planning. My procedural skills include joint injections for arthritic pain and subdermal implant insertion (Nexplanon) for contraception.

## Dr Z Syed (Female)

**MRCGP, MBChB, DRCOG**

I graduated from Keele University. I joined the practice in September 2021. I have worked in various hospitals in the West Midlands. My main areas of interest include: elderly care, palliative care and end-of-life care

# THE DOCTORS

## **Dr M C Dakin (Male)**

**BM, MRCP, DRCOG, DFFP**

I graduated from Southampton University in 1992.

I moved to York to work in the GP Training scheme and as a locum practitioner.

Within the Practice I have a keen interest in ENT, elderly mental health care, chronic heart disease and prescribing.

## **Dr N Y Syed (Female)**

**MBChB, MRCP, DRCOG, DFFP**

I graduated from Bristol University in 1990.

I joined the Practice in 1998 as the only female partner.

My main areas of interest are women's health, paediatrics, dermatology, rheumatology and minor surgery. I also have a particular interest in using alternative methods of treatment such as relaxation therapy and acupuncture for treating certain conditions.

## **Dr A Abdullah (Male)**

**MBBS, MRCP, MRCPCH, MPCS, FCPS**

I graduated in 1994 from the University of the Punjab, Lahore, Pakistan. I moved to the UK through the Royal College of Paediatrics and Child Health's International Paediatric training scheme and in 2006 became a member of the Royal College of Paediatrics and Child Health. I hold the Warwick University Certificate in Diabetes care. After working as a salaried GP in Sandwell & West Birmingham, I joined the Practice in April 2016.

The Practice operates under the Birmingham & Solihull Integrated Care Board and fully participate within the local Primary Care Network with 6 other Practices.

## **COMPLAINTS**

While the Practice endeavours to offer a very high standard of care there may be occasions when you may be unhappy about the care you have received. The Practice runs an in-house complaints procedure in order to deal with these incidents and all complaints should be directed to the Practice Manager in the first instance.

If you remain dissatisfied once the Practice based complaints procedure (Local Resolution) has been fully utilised, you have the right to request an Independent Review of your complaint by contacting:-

NHS England Customer contact Centre

Tel: 0300 311 2233

[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

or

Patient Experience and Complaints Team

NHS Birmingham and Solihull Integrated Care Board  
First Floor

Wesleyan  
Colmore Circus

Birmingham

B4 6AR

Telephone: 0121 203 3300

**Email for complaints:** [bsol.complaints@nhs.net](mailto:bsol.complaints@nhs.net)

**Email for patient enquiries:** [bsol.patientexperience@nhs.net](mailto:bsol.patientexperience@nhs.net)

**Call:** 0121 203 3313

## HOW TO REGISTER

To register with the practice patients are asked to fill in a registration form, obtainable from Reception. You will be asked to provide photo identification and proof of address in order to be able to access online services.

You will be notified of your named GP at the time of Registration. For patients over 75 years of age this GP will also be your accountable GP unless otherwise notified.

Our Northwood Practice is centrally located in Kings Norton with a range of bus services and a train station near by. There is car parking and bike racks at the back of the building. Alvechurch is a village practice there are no regular buses and the train station is a 10 min walk.

## APPOINTMENTS

For information about accessing our appointments, please speak with reception as our appointments system is still not back to pre-covid accessibility.

**You can book an appointment up to four weeks in advance with a Nurse or HCA.**

**Patients may make an appointment at either surgery to see a Doctor, Nurse or HCA.**

Both sites have full access to computer medical records.

## TELEPHONE CONSULTATIONS

If you wish to speak to a Doctor please telephone the Surgery before 10:00am. The Receptionist will take your telephone number and a brief description of the problem and the Doctor will call you back.

## MISSED APPOINTMENTS

If you cannot attend your appointment for any reason please telephone us to cancel. The Surgery has a very strict policy for dealing with missed appointments that can, eventually lead to removal from the surgery list.

## Practice Secretaries

We have a Secretary at each Surgery site. The Doctors Secretaries have many diverse duties, which include medical and non-medical administrative work, as well as the more obvious of preparing referral letters and providing our doctors with professional support.

## Receptionists

The staff behind the counter will assist you in making appointments, help to produce your repeat prescriptions, answer numerous and varied questions and offer help and assistance at all times.

## THE NURSING TEAM

### Health Care Assistant

The Health Care Assistants are fully qualified in the service they provide which includes taking blood, flu injections, pneumonia vaccines, vitamin B12 injections, blood pressure, well person checks, NHS Health Checks, ECG's, simple dressings, removal of stitches, smoking cessation advice plus they assist GP's in minor surgery and coil fits.

### Practice Nurses

The Nurses are available by appointment. Their duties include, performing cervical smears, dressings and stitch removal, travel vaccinations and advice, well person clinics, as well as clinics for asthma, diabetes and heart disease and baby immunisations. They also run clinics in chronic disease management.

## REMOVAL FROM LIST

The Practice has a zero tolerance policy on verbal or physical abuse from patients to any member of staff. Such patients will be removed from the list immediately.

## PPG

Patient Participation Group is available through a closed Facebook group called: PPG Patients' Forum-Northwood and Alvechurch Medical Practice

## THE STAFF

### *Practice Manager*

Diane joined the Practice in April 2010. She is responsible for the administration of both surgeries. She is always happy to speak to patients about the level of service received and equally welcomes your views and suggestions. She divides her time between the two sites and she is happy to receive telephone calls at either site

### **Senior Administrator**

We have a Senior Administrator based at each Surgery site. They ensure the smooth running of the surgeries and they assist Diane with the day to day running of Northwood & Alvechurch Medical Centre.

### **Practice Administrator**

The Practice Administrator is responsible for deductions, including updating patient information on records, management of appointment system and clinician's holidays.

## REPEAT PRESCRIPTIONS

### *Please allow 48 hours before arranging collection.*

There are several ways to request prescriptions; you can register for the NHS App, the Bsol App or Emis Patient Access, you can use the request slip issued with your medication ticking off the items you wish to order and popping it through the letter box, lots of the local chemists have their own apps to use, or you can email:

**[nhsbsolicbnmcamcprescriptions@nhs.net](mailto:nhsbsolicbnmcamcprescriptions@nhs.net)**

The Practice has a policy of only prescribing two months treatment at a time and this at the discretion of the Doctor. The Practice now offers the facility to order repeat prescriptions

## ONLINE BOOKING

You can apply to register online to book appointments and request repeat prescriptions. Please ask at Reception for further information. Once you are registered you can download the app for smart phones at <http://www.patient.co.uk/accessapp>,

<https://app.birminghamandsolihullhealthapp.com/splash>

## ACCESS

Alvechurch Medical Centre has facilities for access for disabled patients is at the rear of the building via Crown House please ring the bell for assistance.

Northwood Medical Centre access for disabled patients is at the front of the building with disabled access.

## CONFIDENTIALITY

The practice adopts a strict policy on patient information confidentiality, which is adhered to by all members of staff. If medical information is requested by a third party this can only be released with the prior written consent of the patient.