



St. Margarets Medical Practice

8 St. Margarets Road, Olton, Solihull

B92 7JS



Dr Philip Melrose MB C&B MRCP
(Sheffield 1988)
Tel 0121 706 9796

Dr Catherine Lewis MB C&B DRCP
(Birmingham 1987)
Tel 0121 706 8479

Dr Peter Love MB C&B MRCP
(Sheffield 1992)
Tel 0121 706 1515

Dr Anne Love MB BS MRCP DRCP
(St Bartholomews 1991)
Tel 0121 706 0307

SURGERY TIMES

DR. PHILIP A MELROSE (Male)

Monday	9.00-11.50am	3.30-5.00pm
Tuesday	9.00-11.50am	3.30-5.00pm
Wednesday	9.00-11.40am	
Thursday	9.00-11.50am	3.30-5.00pm
Friday	9.00-11.50am	3.30-5.00pm

DR CATHERINE A LEWIS (Female)

Monday	9.00-11.50am	3.30-5.00pm
Tuesday	9.00-11.50am	
Wednesday	9.00-11.50am	3.30-5.00pm
Thursday		3.30-5.00pm
Friday	9.00-11.50am	

DR PETER S LOVE (Male)

Monday	9.00-11.50am	3.30-5.00pm
Tuesday	9.00-11.50am	3.30-5.00pm
Wednesday	9.00-11.50am	3.30-5.00pm
Thursday	9.00-11.40am	
Friday	9.00-11.50am	3.30-5.00pm

DR ANNE L LOVE (Female)

Monday	9.00-11.50am	3.30-5.00pm
Tuesday	9.00-11.40am	
Wednesday	9.00-11.50am	(Diabetic Clinic 3-30-5.00pm)
Thursday	9.00-11.50am	3.30-5.00pm
Friday	9.00-11.50am	3.30-5.00pm

NEW PATIENT REGISTRATION

To register at the surgery please bring along your medical card or alternatively there is a form at the surgery for you to complete.

APPOINTMENTS

We offer an advanced access appointment system, in order to accommodate this we would request that where possible you phone for an appointment on the day. Pre-bookable appointments are also available and can be booked four weeks in advance. In addition to this all of the doctors have a daily slot for telephone appointments

(an appointment held over the telephone). Telephone appointments can also be made with the practice nurse. Please ask our reception staff.

The doctors at this practice work as a medical team, so you are free to see any doctor. We would however encourage you to see the same doctor consistently where possible. If you are unable to attend your appointment please inform reception.

HOME VISITS

To request a home visit please contact the surgery before 11.00am if possible. The receptionist may ask you about your illness in order to help the doctor assess the urgency of the call.

OUT OF HOURS

Please telephone any of our four numbers. Your call will be directed straight through to NHS Direct who may refer you on to BADGER (our deputising service commissioned by Solihull PCT) who may request you attend a Primary Care Centre. This is presently based at Solihull Hospital. www.nhsdirect.nhs.uk
Tel no: 0845 4647

Solihull PCT, 20 Union Road Solihull B91 3EF
Tel no 0121 711 7171

SURGERY OPENING TIMES

The surgery is open Monday to Friday 8.30am-6.30pm.

SURGERY FAX NUMBER

0121 765 0161

REPEAT PRESCRIPTIONS

Please request repeat medication either using the counterfoil provided, or a piece of paper, allowing up to 24 hours for this service. We will return prescriptions by post if a pre-paid envelope is supplied. Please expect the doctor to ask you to have medications on repeat prescription reviewed at least once a year in the interest of your health.

DISABLED ACCESS

The premises have ramps and wide doors for wheelchair access and disabled facilities. There are two disabled parking bays. Please request a downstairs consulting room when making an appointment at the surgery if needed, a sign is in place at the surgery to inform patient of this. There is a hearing loop on reception desk.

ACCESS TO MEDICAL RECORDS

The surgery is registered under The Data Protection Act 1984. According to the Access to Medical Records Act 1991 patients may view their records from 1991 onwards at the discretion of the Doctors. A request must be put in writing to the Practice Manager and there is a fee of £10.00 for this service.

FAMILY PLANNING

All Doctors and the Practice Nurse provide contraceptive care by appointment.

MINOR SURGERY

All Doctors in the practice carry out minor surgery procedures.

ANTE-NATAL CLINIC

We provide shared maternity care in conjunction with our district midwives and Solihull and Heartlands Obstetric department.

CHIROPODY

Solihull PCT provides this service.
Please ask your GP to refer you.

PHYSIOTHERAPY

A physiotherapy service is available by appointment. It is based at Hobs Moat Clinic. Please ask your GP to refer you.

COUNSELLING

A Community Psychiatric Nurse (CPN) is available for counselling. Please ask your GP to refer you.

DIABETIC CLINIC - Wednesday 3.30pm-5.00pm

All patients with a diagnosis of diabetes should be seen once a year at this clinic. The clinic is run by Dr A. Love and our Practice Nurse, Jeanette (appointment only).

ASTHMA CLINIC

All patients with a diagnosis of asthma should have their asthma assessed at least once a year. This is done by our practice nurse Kath in routine surgery.

NURSE AND HCA LED CLINICS

Our qualified Practice Nurses offer appointments for cervical smears, childhood and adult immunisations (including travel immunisations), blood pressure checking and smoking cessation advice - please ask..

BLOOD TESTS & ANTICOAGULANT

These are carried out by a phlebotomist at the surgery on a Tuesday and Thursday lunchtimes (appointment only).

NON-NHS SERVICES

There is a charge for non-NHS work carried out by the Doctors for form completion etc, please ask at reception for full details.

Also attached to the practice are a qualified HEALTH VISITOR and a team of qualified DISTRICT NURSES. Please ask our receptionists if you need to access them.

COMMENTS, COMPLAINTS OR SUGGESTIONS.

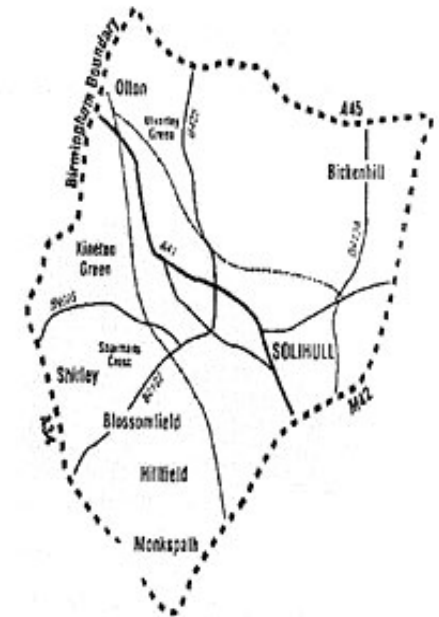
We welcome comments, complaints or suggestions at any time, where possible in writing, addressed to the Practice Manager. All complaints will be dealt with as soon as possible.

If you are unhappy about your treatment in surgery, don't tell others tell us!

Practice Manager: Mrs Christine Johnson.

The practice complies with the PCT Zero Tolerance procedure.

OUR PRACTICE AREA & BIRMINGHAM BOUNDARY



DETAILS OF LOCATION OF OUR MEDICAL PRACTICE

