

PORTLAND MEDICAL PRACTICE

Anchor Meadow Health Centre
Westfield Drive
Aldridge, Walsall
West Midlands WS9 8AJ



Telephone: 01922 450950

Facsimile: 01922 450960

Web: www.portlandmedical.co.uk



Dr C K Flenley

Dr S P Ruffles

Dr J M Harrison

WELCOME TO PORTLAND MEDICAL PRACTICE

PRACTICE HISTORY

Portland Medical Practice is incorporated within the Anchor Meadow Health Centre which has been purpose-built to offer a comprehensive range of healthcare services.

The practice comprises four GPs, four nurses, a healthcare assistant and reception and administration staff. The practice is also a training practice for GPs and medical students and is linked to Birmingham University Medical School.

Within the health centre you will also find services such as physiotherapy, chiropody, psychology, maternity, counselling, district nurses and health visitors. The doctors work in non-limited partnership as a group. You do not have to consult the doctor with whom you are registered but it is advisable to follow the same problem through with one doctor whenever possible.

THE DOCTORS

Dr Colin Kerbotson Flenley	(Male)	MBChB (Birmingham) 1980 DRCOG MRCGP
Dr Stephen Philip Ruffles	(Male)	BSc(Hons) MBBS (London) 1980 MRCP MRCGP DOM
Dr Julie Michelle Harrison	(Female)	MBChB (Liverpool) 1993

THE PRACTICE STAFF

The Practice/Business Manager

Mr Chris Blunt takes overall responsibility for managing the practice. Specific responsibilities relate to the financial well-being of the practice, administrative management, responsibility for the staff and managing the daily running of the surgery. Chris also manages the development of quality in the practice in line with the Quality and Outcomes Framework, a set of national standards to which our GPs work.

Quality Dental Treatment in a Relaxed and Friendly Environment

Aldridge Dental Practice Dental Implant Centre

Dr Puneet Jain - Implant Specialist	BSc, BDS (Hons), MJDF RCS (Eng)
Dr Nimit Jain - Invisalign Specialist	BDS, MJDF RCS (Eng)
Dr Kiruba Shan	BDS



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Anchor Meadow Health Centre, 1st Floor, Aldridge, Walsall WS9 8AJ

01922 450985

Web: www.aldrigedentalpractice.co.uk **Email:** dentist@aldrigedentalpractice.co.uk

Smile with Style!

Going to the dentists may be something that fills you with dread whether it's to have a check-up, a filling or an extraction, but dentistry has changed so much for the better and the aim now is for healthy mouths that stay healthy by having regular check-ups. Teeth are for life and can last a lifetime if they are looked after properly.

You may be surprised to learn that, according to the Adult Dental Health Survey (UK) of 1998, about three-quarters of the population have some form of gum disease and more teeth are lost through gum disease than decay. So regular visits to the dentist are vital, not only to monitor tooth decay, but also to help prevent gum disease.

However, dentistry is no longer just a case of filling and extracting teeth, as it was for many years. Nowadays, many people turn to cosmetic dentistry, or 'aesthetic dentistry', as a way of improving their appearance, much as they would try a new hairstyle or perhaps even cosmetic surgery. The treatments can be used to straighten, lighten, reshape and repair teeth. Cosmetic treatments include veneers, crowns, bridges and tooth-coloured fillings.

Speak to your dentist who will be delighted to advise you on what is available, and the costs involved, to give you a smile to be proud of.

Assistant Practice Manager

Allison Brain - her duties include assisting the practice manager in the daily running of the surgery, maintaining the surgery's appointment system and dealing with any queries which the receptionists are unable to answer.

Receptionists

The surgery has six receptionists all of whom are trained to represent the doctors. All information dealt with is treated in the strictest of confidence. Their duties include making appointments and taking messages including home visit requests. The receptionists will often ask for details of your condition in order to assess the degree of urgency so that they may act efficiently on your behalf. Day-to-day supervision of reception is the responsibility of our two senior receptionists, Karen Hewitt and Sue Molland.

Practice Nurses

Sister Kate Mason RGN, Specialist Practitioner Diploma, Independent Nurse Prescriber, Triage in Primary Care Diploma, Diabetes Diploma, Asthma Diploma

Sister Claire Higgs RGN, BSC Specialist Practice (General Practice Nursing), Specialist Practitioner Diploma, Independent Nurse Prescriber, Diabetes Diploma, Asthma Diploma, Cancer Screening Diploma, Family Planning Certificate

Sister Sally Ward RGN, Asthma Diploma, ENB in Coronary Care, Cancer Screening Diploma, Family Planning Diploma (Part 1)

Sister Michelle Williams RGN, Diabetes Diploma, Asthma Diploma

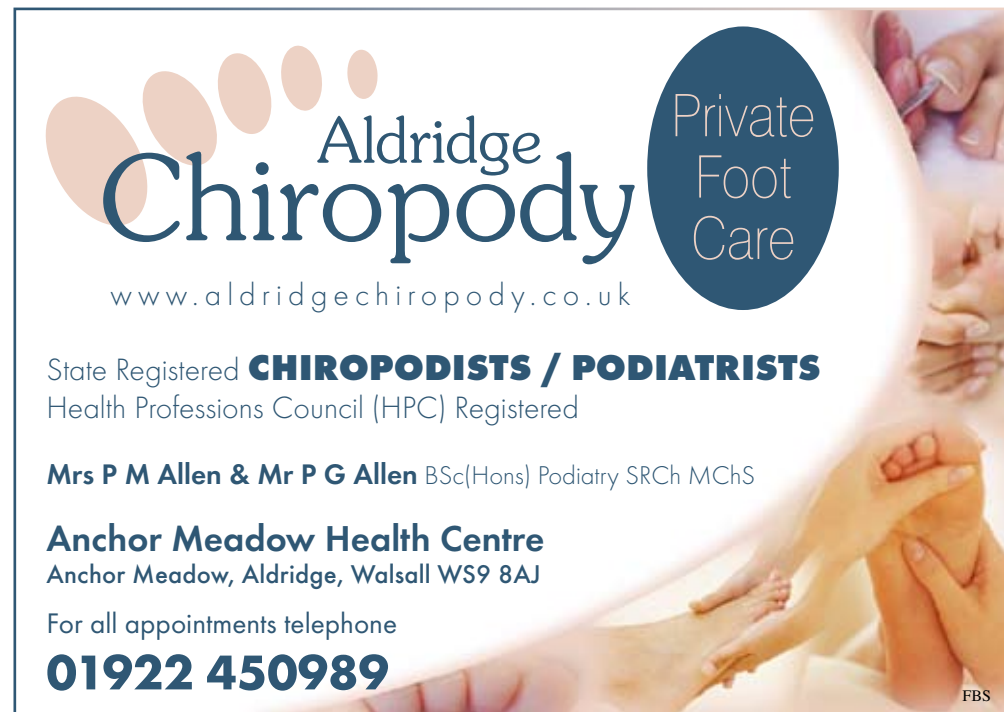
Sisters Kate Mason, Claire Higgs, Sally Ward and Michelle Williams are a key part of the practice clinical team; they work independently and liaise with the doctors where necessary. They all hold relevant recognised professional qualifications and run various health promotion clinics including asthma, diabetic, well woman/well man, coronary heart disease, smoking cessation etc. Some procedures can only be performed when there is a doctor on the premises. These rules are for your safety.

Healthcare Assistant/Phlebotomist

Jackie Hopkins (Level 3 HCA) takes blood, undertakes dressings, performs blood pressure checks on patients, conducts ECGs, tests routine urine samples and deals with stock control, ordering dressings, sample bottles etc. Jackie also works on reception periodically.

Medical Secretary

Our medical secretary Christine Bailey deals with all the doctors' referrals, as well as liaising with the hospitals, chasing up appointments etc. She is also secretary to the practice manager.



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Anchor Meadow Health Centre
Anchor Meadow, Aldridge, Walsall WS9 8AJ

For all appointments telephone
01922 450989

Pharmacist

Our practice pharmacist advises on new and existing medications and liaises with the doctors, nurses and practice manager concerning efficient prescribing patterns. She also assists the practice in the area of prescribing audits and other matters.

General Practitioner Registrars And Students

Our practice is a training/teaching practice. Our registrars are fully qualified and have a great deal of hospital experience. Registrars are attached to our practice for 12 months and usually become general practitioner partners after completing their training. They are at all times encouraged to seek advice when required from the practice partners.

We are also fortunate to have medical students attached to our practice. If you do not wish to have a student present during your consultation please inform the reception staff prior to seeing the doctor.

SURGERY TIMES

We run a full appointment system. The surgery is open from 8.00am-6.00pm Monday to Friday. The GP Surgery runs from 8.30-11.30am and 3.00-5.30pm.

We also offer an extended hours surgery on a Tuesday evening when two GPs offer appointments from 6.30-8.30pm and two nurses appointments from 6.30-8.00pm. These surgeries are ideal for patients who are at work during normal surgery hours.

Please note that planned surgeries may be altered when necessary.

APPOINTMENTS

Appointments may be made by visiting our website at www.portlandmedical.co.uk, telephoning 01922 450950 or by calling at the surgery. Routine appointments may be made up to six of the relevant doctor's working days in advance. In certain circumstances the doctor/nurse will give authority to the staff to book an appointment beyond this.

We are happy for you to express a preference of practitioner when booking an appointment and will try to accommodate your request, although demand for certain GPs on occasions may prevent us from being able to satisfy this.

If you cannot keep an appointment, please inform us as soon as possible as this will assist in oversubscribed situations.

NURSE TRIAGE

Where patients telephone requiring an appointment that same morning, we have a nurse triage process in place. The receptionist will take a telephone number for the nurse to contact you on. The nurse will discuss symptoms with you and either give telephone advice or arrange for you to see an appropriate clinician.

Kate Mason and Claire Higgs are nurse prescribers and can offer appropriate medications for certain conditions.

HOME VISITS

Patients are requested to telephone before 10.00am if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the surgery in the time it takes to do a home visit.

Transport problems are not considered to be a valid reason to request a home visit. It is suggested that it may be appropriate to use the services of Ring And Ride (01922 402232).

WEEKEND AND NIGHT COVER

Out of hours we are covered by the Out-of-Hours service provided by NHS Walsall (formerly Walsall Teaching Primary Care Trust). If you need to see a doctor outside normal surgery hours telephone 0845 145 1800. Your details will be taken and passed to a relevant clinician.

At any time of the day, patients can also contact NHS Direct for advice on 0845 4647 or visit their website www.nhsdirect.nhs.uk

REPEAT PRESCRIPTIONS

Repeat prescriptions will be issued at the doctor's discretion. Requests for repeat prescriptions can be made by visiting our website, by fax on 01922 450960, by calling in at the surgery, posting requests by mail or through the letterbox out of hours.

It is important that repeat prescription requests are made using the most current repeat request slip which is attached to your prescription.

Please allow 48 hours when ordering prescriptions and make allowances for weekends and public holidays. Collection arrangements are available with local pharmacists.

CLINICS

Antenatal

Friday 9.00am-2.00pm

Patients are seen by the midwife at the clinic by appointment, and also by the doctors during surgery hours.

Baby

Thursday 1.30-3.00pm

The baby clinics are run for child developmental checks and immunisations, and allow an opportunity to discuss other problems, eg sleeping, feeding and child health worries with a doctor or health visitor.

Asthma, Diabetes And Coronary Heart Disease

Patients with asthma, diabetes and CHD are seen on a regular basis by the practice nurse and/or the doctor, by appointment in the relevant clinic.

Smoking Cessation Clinics

Smoking cessation clinics are offered on a weekly basis for patients wishing to stop smoking. A variety of support is available via prescription for those patients who demonstrate a willingness to quit.

Anti-coagulation Clinics

One of our practice nurses holds the relevant diploma qualification and runs a weekly anti-coagulation monitoring clinic for regular monitoring of patients who take warfarin and have previously been stabilised on this medication at the hospital's clinic. The health care assistant has also been trained to support in this area.

Family Planning

Contraceptive care is provided by both the doctors and nurses during surgery hours. Several of our doctors and nurses have undertaken specific training to be able to give a range of contraceptive advice. We provide a coil fitting service by appointment.

Well Woman

The clinic is run by the practice nurses for smears, postnatal checks and discussion concerning women's health issues. These are suitable for women of all ages.

Minor Surgery

All doctors carry out minor surgical procedures at the surgery by appointment and the doctors are happy to advise you on this.

Non-NHS Examinations

The doctors are happy to carry out medicals, eg insurance and driving licence, by appointment outside surgery hours. Please telephone the surgery for an appointment.

Please ask at reception for charges for these services.

Patients Over 75 Years

If you are aged 75 years or over, you should be seen annually either by your doctor, the practice nurse, district nurse or health visitor. This can be arranged at the surgery or, if that is not possible due to infirmity, a home visit may be arranged.

Travel Immunisations/Vaccinations

Please make an appointment at least 10 weeks in advance of your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges is held at reception.

Flu Vaccination

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing and rest homes. It is also available free of charge to all patients over 65 years old and to those who are a carer for a relative or friend who has a chronic illness.

Please contact the reception staff in October for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery due to disability or infirmity, a home visit may be possible to undertake this facility.

A charge is levied for flu vaccinations where a patient does not qualify under the present government guidelines.

Yellow Fever Vaccinations

This surgery is an authorised Yellow Fever Vaccination Centre.

A charge is made for administering this vaccine. Please contact the practice for the current tariff.

COMMENTS AND SUGGESTIONS

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing at reception or use our suggestion box.

DISABLED ACCESS

At the Anchor Meadow Health Centre reserved car parking spaces for the disabled are marked near the front door. Wheelchair access is available throughout the building. Although patient services are provided at ground floor level, a lift is provided to access the first floor if required. A disabled patients' WC is provided on the ground floor and another is available on the first floor if required.

If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement.

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

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

Gastroenteritis

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

Large quantities of water or thin soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies or young children, six hours.

Stomachache

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.

Chickenpox

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 five days from the onset of the rash.

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.

Immunisation can prevent this disease.

Measles

The rash is blotchy and red and 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.

Immunisation can prevent this disease.

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.

Immunisation can prevent this disease.

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 ie 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 or paracetamol which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat and ice treatment, gentle exercise or some kind of supportive corset.

Bedsore

Bedsore 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.

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 medicines containing codeine.

Holiday diarrhoea is often due to bacteria. Again, medicines containing codeine 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 to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

PRIMARY CARE TRUST

Since 1999 the practice has been included in the governing arrangements for the NHS and is now part of NHS Walsall (formerly Walsall teaching Primary Care Trust (tPCT)).

The address of NHS Walsall is Lichfield House, Lichfield Street, Walsall WS1 1TE.

PATIENT REGISTRATIONS

We will only register new patients who live within our published practice boundary. Details of alternative GPs may be obtained by contacting the allocations officer at NHS Walsall on 01922 444000.

The practice subscribes to the NHS policy of zero tolerance concerning abuse or violence shown towards clinicians, other staff members and patients or visitors to the practice. If, in the opinion of the GPs and the practice manager, such an event has occurred, we will advise you in writing that you are being removed from the practice list and provide details of how you can obtain the services of an alternative GP practice.

COMPLAINTS PROCEDURE

We always try to provide the best services possible, but there may be times when you feel this has not happened. The following information explains our in-house complaints procedure, drawn up to respond to patient grievances.

Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure it will not affect your right to complain to the Health Services Authority.

Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person. If you wish to make a complaint, please telephone or write to our practice manager, or assistant practice manager. Full details will be taken and a decision made on how best to undertake the investigation.

We believe it is important to deal with complaints swiftly, so you will be offered an appointment for a meeting to discuss the details within two days. We will aim to give you an outcome to the complaint within 10 working days although occasionally it may take longer. We will keep you informed of the progress throughout.

You may bring a friend or relative with you to the meeting. We will try to address your concerns, provide you with an explanation and discuss any action that may be needed.

A copy of the practice complaints procedure is available on request.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available for inspection by contacting the practice manager.

PRACTICE CHARTER STANDARDS

These are the local standards set within this practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

Our Responsibility To You

We are committed to giving you the best possible service.

Names: People involved in your care will give you their names and ensure that you know how to contact them. The surgery should be well signposted and the doctors' or nurses' names are indicated on their surgery rooms.

Waiting Time: We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. You should not wait more than 30 minutes in the waiting room without receiving an explanation for the delay.

Access: You will have access to a doctor (not necessarily your named GP) rapidly in cases of emergency; on the same day in cases of urgency; and otherwise within two working days. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery.

Telephone: We will try to answer the phone promptly and to ensure that there are sufficient staff available to do this. You should be able to speak to a doctor or nurse by telephone, although he/she may need to call you back if you call during surgery time.

Test Results: If you have undergone tests or x-rays ordered by the practice, we will inform you of the results at your next appointment. If no further appointment needs to be arranged, we will advise you when and how to obtain the results. Please do not telephone for test results prior to 12.00 midday.

Respect: Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs.

Information: We will give you full information about the services we offer. Every effort will be made to ensure that you receive that information which directly affects your health and the care being offered.

Health Promotion: The practice will offer patients advice and information on:

- Steps they can take to promote good health and avoid illness.
- Self-help which can be undertaken without reference to a doctor in the case of minor ailments.

Health Records: You have the right to see your health records, subject to limitations in the law. These will be kept confidential at all times. A fee may be charged to cover administration.

Your Responsibility To Us

Help us to help you.

Please let us know if you change your name, address or telephone number.

Please do everything you can to keep appointments. Tell us as soon as possible if you cannot, otherwise other patients may have to wait longer.

We need help too. Please ask for home visits by the doctor only when the person is too ill to visit the surgery.

Please keep your phone call brief and avoid calling during the peak morning time for non-urgent matters.

Test results take time to reach us, so please do not ring before you have been asked to do so. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.

We ask that you treat the doctors and practice staff with courtesy and respect.

Please read our practice booklet. This will help you to get the best out of the services we offer. It is important that you understand the information given to you. Please ask us questions if you are unsure of anything.

Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.

Please ask if you wish to see your doctor.

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THE team at Little Rascals know that choosing the right childcare is one of the most important decisions a parent can make.

"We understand that people are entrusting their children into our care, which is why we do all we can to provide a family-friendly service that supports busy modern lives," said owner Debbie Clarke, who opened the nursery in 2004.

"Our staff are all friendly, helpful and trained to above the recommended OFSTED standard. We're open from 7.30am-6.30pm Monday to Friday, which can be a great benefit to parents who commute to work."

The nursery provides care tailored to the individual needs of each child, from the bright and inviting playrooms to the stimulating learning activities and healthy menu served every day.

"What youngsters and parents alike enjoy is the friendly, family atmosphere and welcome offered to all," added Debbie. "We're flexible in our care, and we work in partnership with parents to give their children the best start in life."

"We are especially proud of the natural, wholesome food we serve the children, prepared freshly every day on the premises by our resident chef."

"We make sure our children enjoy the outdoors as well, with a planting area for them to grow their own vegetables, and visits from a dance teacher, too."

It's an approach which has helped them to become the first nursery in Walsall to be awarded OFSTED'S prestigious 'Outstanding' rating, putting them in the top 5% providers countrywide.

For more information, call (01922) 455060, or visit www.littlerascalschildcare.co.uk

To feature your business in our booklet call 0800 612 1516

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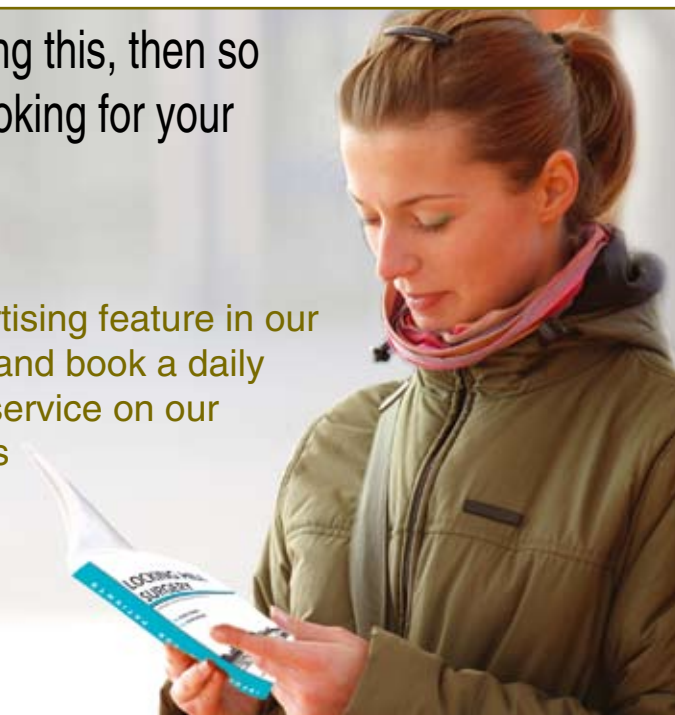
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USEFUL TELEPHONE NUMBERS

Walsall Manor Hospital.....	01922 721172
Good Hope Hospital.....	0121 424 2000
Spire Little Aston Hospital.....	0121 353 2444
NHS Walsall.....	01922 444000
South Staffs Primary Care Trust.....	01785 252233
RELATE - Marriage Guidance.....	01922 626004
Social Services - Aldridge.....	0845 1112835
Community Trust Reception.....	01922 858840
Health Visitors.....	01922 858846
District Nurses.....	01922 858849
Physiotherapists.....	01922 858855
Mental Health Team.....	01922 858843
Hear-Care.....	01922 450990
NHS Direct (www.nhsdirect.nhs.uk).....	0845 4647

THE PRACTICE AREA

