-WELCOME TO EDEN COURT-
We are a friendly, approachable, forward-thinking General Practice based in the heart of Castle Vale. We are committed to providing a high quality, holistic GP service utilising our dedicated team of doctors, nurses, health care assistants and administration staff. We also work closely with other colleagues based in the community.

-WOULD YOU LIKE TO REGISTER?- 
This is a simple process; please complete a registration form and health questionnaire from reception. You may be asked for I.D. Please bring a list of any repeat medications to your new patient check. Our home visit boundary is displayed in reception. You are welcome to register if you live outside this but we will be unable to visit you at home.

-WANT TO MAKE AN APPOINTMENT?- 
You can make an appointment to see a Doctor or Nurse (Shirley Gilleran RGN DFSRH or Angela Johnson RGN) by phone, online or by coming into the Surgery. You can make an appointment to see a Doctor or Nurse (Shirley Gilleran RGN DFSRH or Angela Johnson RGN) by phone, online or by coming into the Surgery. Appointments can be booked up to 2 weeks in advance to allow planning around commitments such as work. We also offer appointments on the same day. However, if a slot is not available, or if you prefer, a telephone consultation with the GP can be arranged. This may result in verbal advice, treatment or a face-to-face consultation being arranged.

You will be allocated a named doctor, but feel free to book an appointment with a doctor of your choice.

It is very important that you CANCEL your appointment if you no longer need it.

-DO YOU NEED A HOME VISIT?-
If your medical condition prevents you from coming to the surgery please call between 10am and 11.30am except in an emergency. A doctor may telephone you to discuss your condition. (This may not be your usual doctor). Sick children are seen in normal surgery hours and will always be seen by a doctor on the day of request. We do not usually visit children under the age of 16 at home.

-SPECIALIST CLINICS-
The following clinics are available at Eden Court. Appointments can be made via Reception.
Antenatal Clinic: Tuesday (1pm-3.30pm) Thursday (10am-12noon)
Minor Surgery: By prior arrangement with your doctor
Children’s Imms: Monday (11am - 1pm)
Family Planning: Tuesday (11am - 1pm)
Travel Imms: By prior arrangement with the nurse

-REPEAT PRESCRIBING-
A repeat prescription request can be made:
1. By registering for online services (please ask at reception).
2. By ticking the relevant boxes on your repeat prescription list and posting in the red repeat prescription box opposite your front door.
3. Call 0121 748 8202 between 8.30am - 12.30am Please allow 48 hours for a script to be processed.

- CHARGEABLE ITEMS-
We make charges for items not classed as part of General Medical Services. These include private sick notes, passport and driving license verification, insurance claims, employment & HGV medicals etc. If you want a doctor to sign a form for you, check with reception if there is a fee and how much it is.

-ELECTRONIC PRESCRIPTION SERVICE (EPS)-
The Electronic Prescription Service enables prescribers – such as GPs and practice nurses - to send prescriptions electronically to a chosen pharmacy. This makes the prescribing and dispensing process more efficient and convenient for patients and staff.

Please ask your pharmacy or reception or visit www.connectingforhealth.nhs.uk for more information.

-EMERGENCIES-
If we are closed and you need a doctor please call the practice and you will be put through to our Out of Hours provider. The practice commissions this service for our patients. Alternatively you may call 111.
**YOUR PRACTICE - HAVE YOUR SAY**

At Eden Court, we welcome your comments and suggestions. It is always useful to hear from our patients on anything they are happy about as well as anything which has caused concern. Please direct any comments to our Practice Manager or complete our compliments / complaints form in reception. A copy of our complaints procedure is available on request.

We have a virtual Patient Participation Group at Eden Court providing a further platform for you to share your ideas and give your feedback on how you feel your practice is doing. To join, please email haveyoursay@edencourt.org.uk. An application form is also available at reception.

**ACCESSIBILITY**

At Eden Court, all accommodation is on one level and is easily accessible for pram and wheelchair users. Our car park, accessible from Tangmere Drive, has 2 spaces reserved for disabled patients. On request, we can arrange a tour of the practice for patients hard of sight or to those using guide dogs.

If you do experience problems accessing the Practice, please let a member of staff know.

We are proud to work in Birmingham, a diverse, vibrant and multicultural city. On request, we can offer an interpreter service, including British Sign Language.

**CONFIDENTIALITY**

Every contact with a doctor is confidential; it is your information and will be released only with your consent. We may share some information we hold on you with other NHS organizations. This is to let you know about services available so that we can deliver the best healthcare to meet your needs. We will not disclose any clinical information about you without your permission. If you have concerns about this please speak to your GP.

**ACCESS TO MEDICAL RECORDS**

No third party has the right to access your medical records without written consent from yourself.

**NHS ENGLAND**

If you are unable to contact the practice manager to discuss concerns, you may contact NHS England via:

Post: NHS England, PO BOX 16738 Redditch B97 9PT
Email: England.contactus@nhs.net
Telephone: 0300311 22 33

**FREEDOM OF INFORMATION ACT**

The Freedom of Information (FOI) Act came into force on 1st January 2005. The practice will comply with the Act and sees it as an opportunity to enhance public trust and confidence in the practice. For more information, request a copy of the practice FOI Policy or website address: www.foi.nhs.uk.

Eden Court Medical Practice are proud members of:
Birmingham CrossCity CCG, 142 Hagley Road, Birmingham B16 9PA. www.bhamcrosscityccg.nhs.uk

**ZERO TOLERANCE**

Eden Court participates in the NHS ZERO TOLERANCE SCHEME.

The scheme aims to protect doctors, their staff and the patients who use the surgery from people whose behaviour is regarded as unacceptable, abusive, physically or verbally threatening.

Such patients will be removed from the practice list.

**DOCTORS**

Dr P Beighton FRCPG DRCOG MBChB (1988 B’ham)
Dr R Edwards MRCGP MBChir DRCOG DCH (1998 Cambridge)
Dr P Dhahan MBChB BMedSc DRCOG nMRCGP (2007 B’ham)
Dr N Aggarwal MBChB nMRCGP DFSRH (2008 B’ham)

**OPENING TIMES**

Clinic times: Weekdays (except Wednesday afternoon):
08.30am-11:30am and 3.00pm - 5.00pm

Reception is open: Weekdays 8.30am – 6.30pm
except Wednesday: 08.30am-1.30pm
Practice Manager: Mrs Debbie Steele

**CONTACT DETAILS**

Appointments: 0121 748 8220/8230
Enquiries: 0121 748 8200
Home Visits: 0121 748 8240
Fax: 0121 748 8210

Why not have a look at our website which has a wealth of information: www.edencourt.org.uk
Or join us on Facebook or Twitter