



What do you think of our service?

- We always want to make our services better.
- Your comments or complaints helps us.
- If you are unhappy about our service please tell us.

Tell us what you think



1. Do you think the idea is a good one?

Yes

No

Not sure



1. Please ask the receptionist for a copy of our easy read complaints leaflet
2. We will reply in less than 2 weeks to tell you what we are doing about your complaint.



Hillview Medical Centre



60 Bromsgrove Road
Redditch
Worcs B97 4RN
Tel: 01527 66511



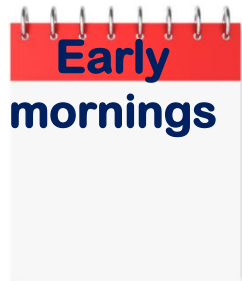
www.hillviewmedicalcentre.com



When the surgery is open

Weekdays

Monday	8.30am- 6pm
Tuesday	8.30am – 6pm
Wednesday	8.30am – 6pm
Thursday	8.30am – 6pm
Friday	8.30am – 6pm



We also offer early morning appointments from 7.30am with the doctor and nurse

Access



- There is ramp access to the surgery from the back of the car park.
- There are accessible toilets in reception
- There is an induction loop in Reception.

Repeat prescriptions



This means getting more of your usual medication without seeing a doctor.

How to get a repeat prescription



- Hand in a Repeat Prescription form any week day when we are open.
- We have a post box on the wall so you don't have to queue.
- We can help you fill in the form.
- Local chemists can deliver your medication for you. Ask at reception about this.
- Your prescription should be ready in two days



Pharmacy

2 days

Surgery Staff

Doctors

Dr Jonathan Wells

Dr Tim Lee

Dr Penny Locke

Dr Emma Giles (Learning Disability Lead)

Dr Carolyn Taylor

Dr Geraldine Magara

Dr Duncan Gordon

Surgery Staff Nurses

Maureen Lewis - Maureen looks after our asthma patients

Anna Halfpenny– Anna looks after our diabetic patients

Tania Laughler – Tania offers all sorts of appointments

Mandy Gibba – Mandy takes blood tests and does health checks

If you have a learning disability check you may see any of these nurses



How to make an appointment



Phone
01527 66511



8:30



10:30

If you need an appointment on the same day phone at 8.30am.

The phone lines can get very busy. Phone after 10.30am if it's not urgent.



Or come in to the surgery and ask for an appointment.



Ask to see your usual doctor if it is not urgent. This helps us get to know you better and give you better care.

New Patients

If you want to join this surgery you need to live in the local area. The receptionist will be able to help you



Bring your medical card if you have one.

If you have lost your medical card we can give you a form for a new one.

Please bring some identification like a bill or letter

We will ask you to fill in a form with your medical details. We can help you fill it in.



When the surgery is closed



If you need a doctor's advice or treatment when we are closed please phone

111



Call 999 in an emergency.

An emergency is if you have chest pains or you are short of breath.

Tests and Results



Sometimes the doctor or nurse will need to do a test to find out what is the matter with you.



Tests will be done in the surgery and then sent away.



GP Surgery

You can make an appointment with your doctor to get the results of your tests.



Or you can phone the surgery for your results.



It takes 2 or 3 days for most test results to come back to the surgery.

Clinics and services



We have special clinics for

- Diabetes
- Asthma
- Cervical screening
- Contraception
- Heart problems
- Vaccinations and immunisations

