Bank Holiday information & Opening times:

Monday 26th August 2019 - We are CLOSED

Re-opening Tuesday 27th August 2019 at 8.30am

During the times we are closed if you have a life threatening medical emergency please hang up and dial 999.

Should you need to see a doctor urgently please ring Badger on 0121-766-2100.

If you require advice or information whilst we are closed please dial 111. The advice and information service is available 24 hrs a day.

Our normal opening hours are:

Monday to Friday 8.30am to 6.30pm.

The practice is closed between 1.00 and 3.00pm on Wednesdays for staff training. Our telephone lines switch over to our out of hours service on Wednesday and Thursday afternoons at 1.00pm.

Dear Patient,

The Wand Medical Centre is currently engaged with Birmingham and Solihull Clinical Commissioning Group in a National incentive to review medications which are prescribed on NHS FP10 prescriptions (the green prescription sheets) from GP practices. Details of NHS England’s Medicines: ‘Improving Outcomes and Values’ can be found at https://www.england.nhs.uk/medicines/

The scheme has several goals:

Provide patients with medications which are clinically proven in research to benefit patients.

Medications provided should be safe and free of significant risks or side effects.

Prescribe those medications which are most cost effective. This may mean that the brand or preparation of the drug is changed.

Patients are encouraged to self-care for minor/self-limiting conditions. This may mean that requests for certain medications are declined by the GP or practice. You may be advised that you should purchase certain medications directly from a pharmacy.

Is your Medication review up to date ??

If not book an appt.

You can find the information on the side slip of your prescription or ask a member of reception.
Your GP, nurse or pharmacist will not generally give you a prescription for certain medicines that are available to buy in a pharmacy or supermarket, even if you qualify for free prescriptions. This applies to treatments for these conditions:

<table>
<thead>
<tr>
<th>Acute sore throat</th>
<th>Conjunctivitis</th>
<th>Coughs, colds and nasal congestion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cradle Cap</td>
<td>Dandruff</td>
<td>Diarrhoea (adults)</td>
</tr>
<tr>
<td>Dry eyes/sore tired eyes</td>
<td>Ear wax</td>
<td>Excessive sweating</td>
</tr>
<tr>
<td>Haemorrhoids</td>
<td>Head lice</td>
<td>Indigestion and heartburn</td>
</tr>
<tr>
<td>Infant colic</td>
<td>Infrequent cold sores of the lip</td>
<td>Infrequent constipation</td>
</tr>
<tr>
<td>Infrequent migraine</td>
<td>Insect bites and strings</td>
<td>Mild acne</td>
</tr>
<tr>
<td>Minor burns and scalds</td>
<td>Mild cystitis</td>
<td>Mild dry skin</td>
</tr>
<tr>
<td>Mild irritant dermatitis</td>
<td>Mild to moderate hay fever</td>
<td>Minor pain, discomfort and fever (e.g. aches and sprains, headache, period pain, back pain)</td>
</tr>
<tr>
<td>Mouth ulcers</td>
<td>Nappy rash</td>
<td>Ringworm/athletes foot</td>
</tr>
<tr>
<td>Oral thrush</td>
<td>Prevention of tooth decay</td>
<td>Teething/mild toothache</td>
</tr>
<tr>
<td>Sunburn</td>
<td>Sun protection</td>
<td>Warts and verrucae</td>
</tr>
<tr>
<td>Threadworms</td>
<td>Travel sickness</td>
<td></td>
</tr>
</tbody>
</table>
Did you know............... 

- We have a dedicated Appointment Cancellation Line 0121 440 5772. Please make a note of this number NOW should you need to cancel an appointment. You can also cancel appointments on line, this is available 24 hrs a day, 7 days a week.

Register Now at http://thewandmedicalcentre.nhs.uk/doitonline.aspx

Patients complain we do not have enough appointments and yet in the month of December alone we had over 260 appointments wasted! This is over 11 appointment every day that are wasted because patients do not cancel them. If you have an appointment that you no longer need please make sure you cancel it...don’t waste it someone else may need it.

Help us Help you.


where you can book appointments on line, order repeat medication, view our newsletter and other useful information about the surgery and services we offer. DO IT NOW! This then enables you more access and freedom to access our services.

- Newsletter - This is published every month its filled with useful information about things that are happening in your area or the surgery etc. We pick a health problem to focus on monthly to promote awareness. You can find the newsletter in reception on the table by TV, reception desk and website. Take a look and if you have any suggestions we would like to hear from you.
The Wand Medical Centre Newsletter - August 2019

If you need to see a GP…..

**Booking Appointments**—You can call the surgery or visit the practice from 8.30am Monday to Friday. You can [book online](http://www.patientaccess.com) and register your online details. If there are no appointments available on the day, we can offer a number of options which include:

**HUB**—we have additional GP and nurse appointments, extended hours appointments (8pm evenings and weekend) at our Hubs which are based at:

<table>
<thead>
<tr>
<th>Fernley Medical Centre</th>
<th>Harborne Medical Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>560 Strafford Rd</td>
<td>4 York Street</td>
</tr>
<tr>
<td>Birmingham</td>
<td>Harborne</td>
</tr>
<tr>
<td>B11 4AN</td>
<td>Birmingham</td>
</tr>
<tr>
<td>0121 411 0347</td>
<td>B17 0HG</td>
</tr>
<tr>
<td></td>
<td>0121 427 5246</td>
</tr>
</tbody>
</table>

These are face to face booked appointments with GP or nurse according to your requirements. Clinicians have access to your medical records.

You can book our appointments 48 hours / 2 weeks in advance if they are available.

**Urgent Care Centre**—if you need to see a doctor and its urgent for that day you can visit your local Urgent care centres. They are open 8am-8pm you do not need to book an appointment.

<table>
<thead>
<tr>
<th>Boots NHS Walk-In Centre</th>
<th>Summerfield Primary Care Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lower Ground Floor</td>
<td>Centre</td>
</tr>
<tr>
<td>Boots The Chemist</td>
<td>134 Heath Street</td>
</tr>
<tr>
<td>66 High Street</td>
<td>Winson Green</td>
</tr>
<tr>
<td>B4 7TA</td>
<td>B19 7AL</td>
</tr>
<tr>
<td>Tel: 0121 255 4500</td>
<td>Tel: 0345 245 0769</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>South Birmingham GP Walk In Centre</th>
<th>Washwood Heath Urgent Care Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>15 Katie Road</td>
<td>Clodeshall Road</td>
</tr>
<tr>
<td>Selly Oak</td>
<td>Washwood Heath</td>
</tr>
<tr>
<td>B29 6JG</td>
<td>B8 3SN</td>
</tr>
<tr>
<td>Tel: 0121 415 2095</td>
<td>Tel: 0121 322 4310</td>
</tr>
</tbody>
</table>

**Badger**—When we are closed please call 0121 766 2100.

**NHS 111**—if you require advice or information please call the NHS 111 service who will direct you to the correct service. This is a free 7 days a week 24 hour a day service.

**Pharmacy**—Your local pharmacist can help advise on minor ailments.

**Prescription Ordering Department**—if you need to order your medication or you have a query please call 0121 726 1019.

**A&E**—If you have a life threatening medical emergency dial 999, Please remember A&E is not for minor ailments

if its not an emergency it may waste your time and that of the A&E staff and you may be referred back to your GP.
DNA Appointments
Last month we had: 230 Doctors 100 & Nurse 130 Appt’s were wasted due to patients NOT attending or cancelling their appt’s
Please make sure you cancel the appointment on 0121 440 5572 if you don’t need it.

Travel injections
Please make sure you book with one of our nurses at least 6-8 weeks in advance.

Baby Immunisations
Please make sure your child is up to date with all their immunisations, making sure you always bring their Red book with you.

On Line Access:
Register on line at: thewandmedicalcentre.co.uk NOW!!
You can then book / cancel your own GP appt’s, order your repeat medication. And view your summary care record.
Ask at reception for further details.

Here at The Wand Medical Centre,

NHS Prescription Ordering Department (POD)

We now have a fully trained and dedicated POD team, who are here to help you, with all your prescription and medication queries. This makes ordering your repeat prescription easier and quicker.

It’s the simple way for you to order your repeat prescriptions. All you have to do is call our dedicated line on 0121 726 1019 or order online at patient.emisaccess.co.uk

We’re open 8.30am-5.30pm, Monday to Friday.

Ordering repeat Medication.

Please remember that a prescription takes 48 hours.

2 Working days to be completed.
**Booking on line has never been easier to do.**

There are two ways you can do this:

1. Visit [www.patientaccess.com](http://www.patientaccess.com) complete the short on line registration form. This will allow up to 3 appointments and ordering repeat medication three times, following this you will need to bring in I.D.

2. Get your letter from reception to fully activate your account then log on to:
   [www.patientaccess.com](http://www.patientaccess.com)

Follow instructions to register then download the patient access app to your phone or tablet for booking future appointments or repeat medication.

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**Patient Access**

In partnership with **NHS**

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**Less time in waiting rooms,**
**Less time on hold**

Patient Access is a smart way to help you make use of your local GP services online.

Book an appointment, manage repeat medication, view your medical record or ask your practice a question with Patient Access it’s quick and it’s easy.

Register online at [patientaccess.com](http://patientaccess.com)
Updated News for Summary Care Records:

Adding additional important information to your NHS Summary Care Record.

You already have a Summary Care Record (SCR).
Your SCR has important information about your health in it:

**Medicines** you take **Allergies** you have
Any medicines that make you ill.

You might need to see a doctor or nurse who does not know you. If they not know about your care, your SCR could:

- Stop them making a mistake, because they can see your medicines, allergies or what medicines make you ill
- Help them see your information straight away on a computer.

Doctors and nurses treating you will ask if they can look at your SCR to help them treat you quickly and safely.

**Summary Care Record Patient Consent Form**

Having read the above information regarding your choices, please choose one of the options below and return the completed form to your GP practice:

**Yes – I would like a Summary Care Record**

- Express consent for medication, allergies, adverse reactions and additional information.

or

- Express consent for medication, allergies and adverse reactions only.

**No – I would not like a Summary Care Record**

- Express dissent for Summary Care Record (opt out).

**Name of patient: ...........................................Date of birth: ..........................................................**

**Patient’s postcode: ....................................Surgery name: .............................................................**

**Surgery location (Town): ......................................NHS number (if known): .................................**

**Signature: .............................................. Date: ...........................................................**

If you are filling out this form on behalf of another person, please ensure that you fill out their details above; you sign the form above and provide your details below:

**Name: ....................................................................................**

**Please circle one:**

Parent

Legal Guardian

Lasting power of attorney for health and welfare

For more information, please visit https://www.digital.nhs.uk/summary-care-records/patients, call NHS Digital on 0300 303 5678 or speak to your GP Practice.
You can choose
You can choose to have other useful information added to your SCR, including:

- Your illnesses and any health problems
- Operations and vaccinations you have had in the past
- How you would like to be treated – such as where you would prefer to receive care
- What support you might need
- Who should be contacted for more information about you.

What to do next
If you think you want to add other useful information to your SCR, talk to your GP practice. They will add it to your SCR and keep it up to date for you.

If there is information you don’t want adding, let your GP practice know.

For more information
Talk to staff at your GP practice
Call 0300 303 5678

What to do next
If you would like this information adding to your SCR (or the SCR of someone you are a carer for), then please complete this form, for return to the relevant GP surgery.

Name of Patient: ..........................................................

Date of Birth: .................................. Patient’s Postcode: .....................

Surgery Name: ............................... Surgery Location (Town): ...................

NHS Number (if known): ..........................................................

Signature: .................................................. Date: ...............................

If you are filling out this form on behalf of another person, please ensure that you fill out their details above; you sign the form above and provide your details below:

Name: ..........................................................
Measles outbreak and MMR vaccination plans

Public Health England (PHE) has confirmed three recent outbreaks of measles in Leeds, Liverpool and now also in Birmingham. To date, there have been nine confirmed cases in Birmingham, with dates of onset from middle of November 2017. Most of the cases linked to the outbreak have had incomplete MMR vaccination. To try and prevent further spread of the disease, Please ensure all MMR vaccinations are up to date for all children and young adults. Speak to reception or one of our nurse for further information.
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Patient Suggestions

This is your practice and we welcome any suggestions on how the service is working or how it can be improved. Is there anything you would like to see us do within the practice? In the future please let us know...... Have your say!!

My Suggestion is:

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Name: ..............................................................................................................................
(Optional but it would help in case we needed to contact you)

D.O.B: .........................................................................................................................(Optional)
**PPG Group**

We are looking for additional patients to join our Patient Participation Group. We would like to know how we can improve our service to you and how you perceive our surgery and staff.

To help us with this, we have set up a quarterly meeting so that you can have your say. We will ask the members of this representative group some questions from time to time, such as what you think about our opening times or the quality of the care or service you received. We will contact you via email and keep our surveys succinct so it shouldn't take too much of your time.

We aim to gather as much information as possible to get a true representative of our services. We welcome patients from any backgrounds, e.g. workers, retirees, people with long term conditions and people from non-British ethnic groups.

If you wish to join our PPG (to attend in person), please enquire at reception.

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**When to use NHS 111**

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life threatening situation. You need medical help fast but it's not a 999 emergency. You think you need to go to A&E or need another NHS urgent care service. You don’t know who to call or you don’t have a GP to call. You need health information or reassurance about what to do next.

Using NHS 111 could save you valuable time by directing you to the appropriate service. NHS 111 is a fast and easy way to get the right help – Wherever you are or whatever the time...24 hours a day & 365 days of the year.

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**Latent Tuberculosis Infection (LTB)**

**New Update**

The Wand Medical Centre has been part of the LTB scheme since April 2016. The aim of the scheme is to reduce Latent Tuberculosis and to treat anyone with a positive result. Over 60% of GP Practices have signed up to the scheme. To date, across Birmingham and Sandwell, (figures provided by the CCG) 159 people have tested positive for LTB. This clearly shows not just a need for the scheme but also the importance of the testing. It also ensures that anyone with a positive result will receive the necessary treatment and also that their family and friends are also tested.

All new patients that register with the surgery are offered a simple blood test (providing that they meet the criteria). The test is completely optional and is not a mandatory test.

For anyone that may be interested in having an LTB test please check the criteria information, under website news. Alternatively you can contact Esther Hayden at the Wand Medical Centre.
**Over 60?**
Received one of these in the post?

**Take the test**
Bowel cancer screening could save your life.

Find out more at [bowelcanceruk.org.uk](http://bowelcanceruk.org.uk)

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**HOW TO DO THE BOWEL SCREENING KIT**

1. Get ready – collect what you need to catch your poo before you sit on the toilet.
2. Take kit 1 and 2 white strips out of the envelope. Leave the side DO NOT OPEN sealed. Write today’s date on the 1st flap.
3. Make sure your poo sample doesn’t touch the toilet water, as this could affect the result. Use one of the sticks to take a small bit of the poo, and smear it on the 1st window. Use the 2nd stick to put a different bit of poo on the 2nd window.
4. Throw the 2 sticks in the bin and store your kit in a cool, dry place away from lots of light (e.g., you could put it in a plastic container until next time).
5. Repeat the process, samples from 2 more poos on different days, within a 33 day period.
6. Put the kit in the prepaid envelope provided and post it back. You should get your results within 2 weeks.

Remember, if you get an abnormal result, it could be down to lots of different things. It doesn’t necessarily mean cancer. But if it is cancer, catching it at an early stage means it is easier to treat successfully.

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**TIPS FOR COLLECTING YOUR POO**

Here are some ideas of ways to make collecting your poo a bit easier. Why not practise and work out which method you find the easiest?

- Cling film over the toilet (remember to leave a dip)
- Tubers that fruit like grapes come in
- Folded toilet paper in your hand
- A plastic bag over your hand, or a glove
- A clean empty margarine or ice cream tub
- A clean empty takeaway container

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Breast Cancer Screening

About one in eight women in the UK are diagnosed with breast cancer during their lifetime. There’s a good chance of recovery if it is detected in the early stages. Breast cancer is the most common type of cancer in the UK.

Breast cancer starts when cells in the breast begin to grow in an uncontrolled way and build up to form a lump (also known as a tumour). As the cancer grows, cells can spread to other parts of the body and this can be life-threatening. Breast screening aims to find breast cancer early. It uses an x-ray test called a mammogram that can spot cancers when they are too small to see or feel. All women who are aged between 50-70 and registered with a GP are automatically invited for breast screening every three years. So please look out for your Invitation to attend. For further information or if you have not had a screening appointment or missed an appointment then please call Esther Hayden at the Wand Medical Centre.

Cervical Screening

A letter is received by the patient direct from NHS England informing the patient that they are due for their Cervical Screening. Once this letter is received it is important that you then contact your GP to book for a test with one of our Nurses.

Cervical Screening?

Cervical cancer can often be prevented. The signs that it may develop can be stopped before it even gets started.

Around 750 women die of cervical cancer in England each year. However many of those who develop it have not been screened regularly. Not going for cervical screening is one of the biggest risk factors for developing cervical cancer.

Should all women have the test?

We offer the test to all women aged between 25-64.

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The Wand Medical Centre is a Chlamydial test centre

Chlamydia is one of the most common sexually transmitted infections (STIs) in the UK.

It's passed on through unprotected sex (sex without a condom) and is particularly common in sexually active teenagers and young adults.

If you live in England, are between 16 and 24 and are sexually active, it's recommended that you get tested for chlamydia every year or when you change sexual partner.

Getting tested for chlamydia

Testing for chlamydia is done with a urine test or a swab test. You don't always need a physical examination by a nurse or doctor.

Anyone can get a free and confidential chlamydia test at a sexual health clinic, a genitourinary medicine (GUM) clinic or a GP surgery.

Ask at reception for further details help & support.
Patient information:
If you have any interesting news or upcoming events within the area please feel free to contact the surgery for us to share the news!!

Patient Information Board: Blood Donors & Sickle Cell
We have set up a board in reception answering your questions and concerns.

Please see overleaf for more information about where you can go to give blood.

Diary of what’s coming up in September:
Back to School
You can get more information from the Surgery
Where can I go to give blood?

**Birmingham**
Donor Centre
65 New Street, Birmingham

**Kings Heath,**
The Hub Hazelwell
318 Vicarage Road, Kings Heath, Birmingham B14 7NH

**Sheldon / Acocks Green**
Planet Ice
119 Hobs Moat Road, SOLIHULL B92 8JN

**Erdington**
Methodist Church Centre
Erdington Methodist Church, Wesley Road, BIRMINGHAM B23 6TX

**Balsall Heath**
Joseph Chamberlain College
1 Belgrave Road, BIRMINGHAM B12 9FF

**Selby Oak**
Methodist Church
Selby Oak Methodist Church, Langleys Road, BIRMINGHAM B29 6HT

**Why do we need you to give blood?**

*We need new blood donors from all backgrounds to ensure there is the right blood available for patients who need it.*
We need:

- Nearly 400 new donors a day to meet demand
- Around 135,000 new donors a year to replace those who can no longer donate
- 40,000 more black donors to meet growing demand for better-matched blood
- 30,000 new donors with priority blood types such as O negative every year
- More young people to start giving blood so we can make sure we have enough blood in the future

How can I give blood?

Arrange an appointment online using the [www.blood.co.uk](http://www.blood.co.uk) following the **where to donate** option on the website.
**Protect one of your most valuable asset**

**Are you diabetic?? Have you booked your Retinopathy Eye Appointment this year?**

**What is diabetic retinopathy?**
This condition occurs when diabetes affects small blood vessels, damaging the part of the eye called the retina. It can cause the blood vessels in the retina to leak or become blocked. This can affect your sight.

**Why is screening important?**
Eye screening is a key part of your diabetes care. Untreated diabetic retinopathy is one of the most common causes of sight loss. When the condition is caught early, treatment is effective at reducing or preventing damage to your sight.

Remember, diabetic eye screening is not covered as part of your normal eye examination with an optician. Screening does not look for other eye conditions and you should continue to visit your optician regularly for an eye examination as well.

**What will happen?**

- We put drops in your eyes to temporarily make your pupils larger. You may find the drops sting.
- We take photographs of the back of your eyes. The camera does not come into contact with your eyes. We send the photographs to an expert to review.
- The appointment will last approximately **30 minutes**.
- We send a letter to you and your GP within **6 weeks** letting you know your screening results.
Local Smoking Cessation Services

Local Stop Smoking Services

There’s a free local Stop Smoking Service near you. Developed by experts and ex-smokers and delivered by professionals, your local Stop Smoking Service provides expert advice, support, encouragement and stop smoking medicines to help you stop smoking for good. When asked if they would recommend the service, 9 out of 10 smokers who've used a local Stop Smoking Service say they would.

What to Expect

Your local Stop Smoking Service has trained advisers on hand to support you, either one-to-one or in a group. The sessions usually start a couple of weeks before you quit. Many people find that sharing the experience with others is really helpful. Your adviser will be able to tell you about nicotine replacement products and other stop smoking medicines. They can also recommend which product or combination of products could work for you. Need a little motivation? Your adviser can measure the levels of carbon monoxide in your body (the CO level) using a carbon monoxide monitor. The monitor shows how your CO level drops to the same level as a non-smoker’s, just 24 hours after your last cigarette.

Stop smoking clinics are provided at the following venues:

A drop-in clinic is delivered by Stop Smoking Advisors at various community venues. These clinics are one-to-one, no appointment necessary just turn up at the allocated time. Please call 0800 052 5855 for venue locations.

Pharmacy

Most pharmacies deliver a stop smoking service to everyone living and working in Birmingham.
<table>
<thead>
<tr>
<th>Pharmacy Name</th>
<th>Address</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wand Medical Centre</td>
<td>15 Frank Street, Highgate, B12 0UF</td>
<td>0121 440 1561</td>
</tr>
<tr>
<td>Twilight Pharmacy</td>
<td>134 Anderton Road Sparkbrook, B11 1ND</td>
<td>0121 772 5955</td>
</tr>
<tr>
<td>Medisina Pharmacy</td>
<td>11 Canford Close, Birmingham B12 0YU</td>
<td>0121 448 1250</td>
</tr>
<tr>
<td>Sparkbrook Pharmacy</td>
<td>153A Stratford Road Sparkbrook, B11 1RB</td>
<td>0121 772 0165</td>
</tr>
<tr>
<td>Shah Pharmacy</td>
<td>491 Stratford Road, Sparkhill, B11 4LE</td>
<td>0121 772 0792</td>
</tr>
<tr>
<td>Cannon Hill Pharmacy</td>
<td>200 Edward Road, Balsall Heath, B12 9LY</td>
<td>0121 440 0888</td>
</tr>
<tr>
<td>Balsall Heath Pharmacy (Sure Health Ltd)</td>
<td>1 Edward Road, Balsall Heath, B12 9LP</td>
<td>0121 440 2512</td>
</tr>
<tr>
<td>WM Morrison Pharmacy</td>
<td>280 Coventry Road, Small Heath, B10 0XA</td>
<td>0121 773 2526</td>
</tr>
<tr>
<td>Stag Chemist Birmingham Ltd</td>
<td>230 Stoney Lane, Sparkbrook, B12 8AN</td>
<td>0121 442 2418</td>
</tr>
<tr>
<td>Fakir Chemist</td>
<td>2A Church Road Moseley, B13 9AG</td>
<td>0121 449 2719</td>
</tr>
<tr>
<td>Saydon Pharmacy</td>
<td>408 Coventry Road, Small Heath, B10 0UF</td>
<td>0121 772 6051</td>
</tr>
<tr>
<td>Baggaley Chemist</td>
<td>131 Alcester Road, Moseley, B13 8JP</td>
<td>0121 449 0096</td>
</tr>
</tbody>
</table>

Please note: We do not endorse any particular service provider. We simply offer this information, which is based on distance from our practice, in order to support our patients who may wish to access a local smoking cessation service.