



Walnut Tree Health Centre

Patient Information

Opening times

Monday – Friday

08:00 – 18:30

excluding weekends and Bank holidays

Walnut Tree Health Centre is a friendly welcoming GP practice. Please ask for help to complete the registration form if needed or you can register online using the QR code:





We have a full clinical team including 6 doctors:

Dr Triona Withanage
Dr Khaterah Emambakhsh
Dr Nina Kitchingham
Dr Hayley Jenkins
Dr Charmiane Panchal
Dr Mariam Majeed

And 7 members of the Nursing Team – Rachel Price, Helen Winnick, Kirsty Green, Lynn Malins, Laura Bean, Victoria Lawrence and Rebecca Scott

A full Administration team including:
Practice Manager – Clare Briars
Deputy Practice Manager – Kylie Jordan

Reception Manager – Naomi Carey and Receptionists:
Shonalee, Laura, Hannah, Rebecca S, Michelle, Hazar, Victoria, Zoe



MAKING AN APPOINTMENT

You can make an appointment using Engage Consult via the [www.walnuttreehealthcent](http://www.walnuttreehealthcentre.co.uk) re.co.uk website or by calling the surgery on 01908 691123

REPEAT PRESCRIPTIONS

You can order your prescription using Engage Consult via the website [www.walnuttreehealthcent](http://www.walnuttreehealthcentre.co.uk) re.co.uk on the NHS app or you can hand in the tear off slip from your prescription



Services offered at Walnut Tree Health Centre

Services offered by Walnut Tree Health Centre include

- Asthma and COPD clinics
- Diabetes clinics providing insulin titration
- NHS Health Checks
- Learning Disability Health Checks Minor Illness
- Smoking Cessation
- Phlebotomy
- Smear Tests
- Contraception
- Travel Vaccination
- INR Anti-coagulation Clinics
- HIV Testing



Patient Participation Group

The Patient Participation Group are volunteers registered with Walnut Tree Health Centre. They meet frequently, working with the practice to represent patients, offering views and ideas on the services and facilities that are provided.

Compliments and feedback

Compliments and suggestions are always welcome. Please either complete a form in reception or complete the online feedback form on our website.



Complaints

Walnut Tree Health Centre treats all patient complaints extremely seriously. Complaints can be the result of misunderstandings or poor communication, and it is the aim of the Practice to try to resolve any complaints directly with the patient in the first instance.

Patients may wish to complain either verbally or in writing and these should be referred to Management. A Manager will reply within 3 working days and then again with a full reply.



Help with a complaint is available from PoHwer. They support people who wish to make a complaint about their NHS care or treatment.

The Helpline is open 8:30am to 5:30pm Monday - Friday and can be accessed by calling 0300 200 0084 or by email: pohwer@pohwer.net

or by writing to:

POhWER
PO Box 14043
Birmingham
B6 9BL