



## **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 Khatereh 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.walnuttreehealthcentre.co.uk](http://www.walnuttreehealthcentre.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.walnuttreehealthcentre.co.uk](http://www.walnuttreehealthcentre.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](mailto:pohwer@pohwer.net)

or by writing to:

POhWER  
PO Box 14043  
Birmingham  
B6 9BL