The Manor Practice

James Preston Health Centre
61 Holland Road
Sutton Coldfield
West Midlands
B72 1RL

Opening Times
Monday to Friday 8.00am - 6.30pm

Ashfurlong Medical Centre
233 Tamworth Road
Sutton Coldfield
B75 6DX

Opening Times
Monday 8.00am - 8.15pm
Tuesday to Friday 8.00am - 6.30pm
Saturday 8.00am - 12.30pm

www.manorpractice.com
www.manorpracticejamespreston.co.uk
www.manorpracticeashfurlong.co.uk
Welcome to the Practice

Doctors

The doctors practise together as a non-limited partnership. Their details and professional qualifications are as follows:

- Dr N J Speak  
  Senior Partner MB ChB (1982) Birmingham  
  FRCGP DCH DRCOG DFSRH (full time)

- Dr Judith M Rimmer  
  MB ChB (1986) Birmingham  
  MRCGP DRCOG (part time)

- Dr Mark L Forshaw  
  MB ChB (1990) Birmingham  
  MRCGP DRCOG (full time)

- Dr Nim S Cave  
  MB ChB (1988) Glasgow MRCGP DFSRH (part time)

- Dr Mira B Pattini  
  MB ChB (2005) Birmingham

- Dr Caroline Wall  
  MB Mch (2008) Wales

- Dr Isobel West  
  MB ChB (2009) Birmingham MRCGP

- Dr Guan Chan  
  MB ChB (2001) Bristol MRCGP, PG Dip Diabetes

- Dr Fraser Hewett  
  MB ChB (2004) Liverpool MRCGP

Nurses at James Preston Health Centre

The doctors employ eight part-time nurses. Their details and professional qualifications are as follows:

- Beverley Wilding  
  RGN, Asthma Diploma, Diabetes Certificate, Insulin for Life, Cervical Cytology, Immunisation and Vaccinations

- Marie Nokes  
  RGN, Diploma Community Studies, Nurse Prescriber, Minor Illness Clinic

- Sarah Manion  
  RGN, Diploma COPD and Diabetes

- Nina Jarvis  
  RGN, Diploma of Higher Education, BSc, Asthma Diploma, Cytology, Diabetes & Immunisations and Vaccinations

- Sarah Tuppen  
  RGN, Diploma of Higher Education, BSc Professional Practice, Nurse Prescriber, Minor Illness Clinic, Asthma in Focus

- Laura Shore  
  RNA, Diploma of Education, BSc

- Hayley Sigston  
  RNA, Diabetes

- Linda Duddy  
  Health Care Assistant

- Janet Harrison  
  Health Care Assistant

Nurses at Ashfurlong Medical Centre

- Marie Nokes  
  RGN, Diploma Community Studies, Nurse Prescriber, Asthma Diploma, Diabetes Certificate, Insulin for Life, Cervical Cytology

- Maria Thorley  
  RGND

- Nina Jarvis  
  RGN, BSc, Cervical Cytology, Immunisations and Vaccinations

- Sarah Manion  
  RGN, Diploma of COPD and Diabetes

- Sarah Tuppen  
  RGN, Diploma of Higher Education, BSc Professional Practice, Nurse Prescriber, Minor Illness Clinic, Asthma in Focus

- Laura Shore  
  RNA, Diploma of Education, BSc

- Hayley Sigston  
  RNA, Diabetes

- Linda Duddy  
  Health Care Assistant

- Janet Harrison  
  Health Care Assistant

Administration Staff at James Preston Health Centre

The doctors also employ the following practice administration staff:

- Carol Cotterill  
  Practice Manager

- Rachel Perkin  
  Secretary (part time)

Pharmacist

- Helen Fisher

A qualified pharmacist who works in the practice one day a week to give prescribing advice to medical staff.

During her time at the practice she is also on hand to answer any queries or concerns patients may have with their medication.

Attached Staff

The doctors are also assisted by health visitors, district nurses and midwives who are employed by the Primary Care Trust:

- District Nursing Team: 0300 555 1919

- Midwives: Jenny Taylor 07974 740988
To Make an Appointment
All consultations are by appointment.
The surgery opening hours are:
- Monday to Friday 8.00am - 6.30pm (Mondays at Ashfurlong 8.00am - 8.15pm only)
- Saturday 8.00am - 12 noon (at Ashfurlong Medical Centre only)
- Please contact the surgery between 8.00am and 6.00pm Monday to Friday to make an appointment.

To book an appointment either:
- Telephone the surgery:
  - James Preston Health Centre 0121 355 5473 (appointment line closes at 6.00pm)
  - Ashfurlong Medical Centre 0121 323 2121
- Come in person to the surgery
- Request an appointment using our online services

Routine appointments are booked 10 minutes. If you have a more complex problem or several problems to discuss, please book a double appointment with reception to allow the doctor extra time with you.

Consultation Times
James Preston Health Centre

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Ashfurlong Medical Centre

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Registration
We welcome all new patients living within our practice boundary which can be viewed on the back page of this booklet. Please take your medical card to reception or if you are unable to find it, the staff will ask you to complete a new patient registration form.

All new patients are asked to complete a health care questionnaire. This gives the practice invaluable information, particularly when we are waiting for your medical records to reach us from your previous Shared Services Agency.

All patients have a right to express a preference to receive medical services from a particular doctor or health care professional either generally or in relation to any particular condition. We ask that any such requests are put in writing. We shall endeavour to comply with any reasonable preference expressed, but cannot give an assurance that your preferred practitioner will be available when you need an appointment.

All new patients are also invited to participate in a new patient health check.
How to Request a Repeat Prescription

Patients on repeat medication will receive a computer-produced prescription form with a tear-off sheet on the right hand side. Requests for repeat prescriptions should be made one week before your medicine is finished.

To request a repeat prescription you can:
• Take it in person to the appropriate surgery
• Send it by post, or
• Request a repeat prescription via our Online Services

If you do not have the tear-off sheet, please remember to give:
• quantity
• dosage
• drug name
• your full name and date of birth
• preferred method of collection of the prescription, ie the surgery or pharmacy.

Your prescription will be ready for collection within 48 hours.

If you enclose a stamped addressed envelope, it will be returned to you by post. Many chemists offer a delivery and collection service. This means that you do not have to come to the surgery to collect your prescription and then take it to a chemist. Speak to your preferred chemist directly for details.

If you are no longer taking particular medication please let us know so that it can be deleted from your medication record.

Test Results

You can expect under normal circumstances the results of tests and investigations ordered by your doctor to be available to you within:
• X Rays – 2 weeks
• Smears – 4 weeks
• Most other tests – 1 week

Please telephone the practice after 11.00am and 4.00pm for test results and allow sufficient time for the results to be available before you enquire. If it is necessary to make an appointment to discuss the findings of a test result please try make it with the doctor who arranged the tests.

Cancellations

If you can’t keep your appointment, please let us know as soon as possible, either by using our online appointment cancellation service or by telephoning the practice so that we can make the appointment available to another patient.

Patients who fail to attend an appointment without notifying the practice, waste doctor and nurse time and prolong unnecessarily the waiting time for other patients.

For the latest information click to: www.manorpractice.com
Nightingales Care Home

Residential care home for the elderly
Established 1985

• Close to shops and transport links
• Landscaped gardens
• Social activities
• Exercise programmes
• Large communal lounge
• Single rooms with en-suites available
• Respite and palliative care
• Day care facilities
• Meal delivery service

34 Florence Road, Sutton Coldfield B73 5NG
Tel: 0121 3500243
Email: tuskhome@talktalkbusiness.net
www.tuskhome.co.uk

Would a Care/Nursing Home Provide the Solution?
One part of life’s rich tapestry is that things are constantly changing. Perhaps one of the more difficult things to cope with is admitting that we, or our loved ones, are growing older and are, perhaps, finding it difficult to cope with living alone. At such times thoughts turn to residential care. This is a big decision so it’s very important to make the right choice.

Until recently there were two distinct types of home available – Nursing Homes and Care Homes (often referred to as Rest Homes or Retirement Homes). The title means very little but the type of care available varies considerably from home to home. The aim in all cases is to ensure that care is flexible and tailored according to the needs of the individual.

Some homes now cater for both nursing and residential care. This means avoiding the trauma of having to move again if the patient’s health deteriorates and nursing care becomes necessary.

Normally, in either case, there is a programme of activities available to all residents who wish to take part. The objective in most homes is to encourage residents to retain their interests and enjoy life in general as much as they can.

The quality of accommodation and care can vary significantly between homes and exploring the various options may be difficult. So arrange a visit and ask your questions personally. Treat your visit as if you were buying a house and trust your feelings and instincts. The choice is YOURS – it is your right to choose!

Let our practice publications promote your business for you!

To place an eye-catching advertising feature in our vitally important Practice Booklets and indispensable Appointment Cards simply phone Veronica Smith now on 0800 612 1516

Attract more business by placing your advert here. Simply call 0800 0234 196.
Telephone Consultation
The doctors and practice nurses are pleased to give telephone advice. You may be asked to ring back or leave a contact telephone number if your doctor or practice nurse is not immediately available. Telephone consultations are designed for medication review, follow-up appointments or general problems, where no examination is needed.

Home Visits
We provide medical care, which is ideally based at our surgery and home visits are for genuine medical reasons only. Requests for home visits should be made only if the patient is housebound or too ill to attend the surgery. Please make your request before 10.00am if possible except in an emergency. Please telephone to request a home visit:
- Weekdays 0121 354 2032
Please be prepared to give as much information as possible so that we can accurately determine the urgency of the visit, as there are many situations where telephone advice may save you time for your particular health need.
In a real emergency that cannot wait, please call 999.

NHS Walk-in Centre
You may find that the NHS Walk-in Centre can help you. These are located at:

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<th>Location</th>
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<tr>
<td>Warren Farm</td>
<td>Lower Ground Floor</td>
<td>Monday to Saturday: 8.00am – 8.00pm</td>
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<td>Urgent Care Centre</td>
<td>Boots the Chemist</td>
<td>Sunday: 11.00am – 5.00pm</td>
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<td>Warren Farm Road</td>
<td>66 High Street</td>
<td>Monday to Sunday: 8.30am – 7.00pm</td>
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<td>0121 465 5600</td>
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<tr>
<td>Erdington Health &amp; Well Being Centre</td>
<td>196b High Street, Erdington</td>
<td>Monday to Sunday: 8.30am – 7.00pm</td>
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Open seven days a week 8.00am – 8.00pm 365 days a year.

Seeing a Specialist - Choose and Book
When you and your GP agree that you need to see a specialist, Choose and Book is a service that allows you to choose your hospital or clinic and book an appointment with a specialist “on-line”. You will be able to choose, with the help of your GP, up to at least four hospitals or clinics.
For more information visit the Choose and Book website. The Healthcare Commission provides information about hospitals’ performance.

Emergencies
Urgent Medical Treatment
For urgent cases that require a doctor during surgery opening times, please contact our receptionist on:
- 0121 354 2032 for James Preston Health Centre or
- 0121 323 2121 for Ashfurlong Medical Centre.

Out of Hours
Our out-of-hours services are provided by Badger on 0121 766 2100. The out-of-hours times are:
- Monday to Friday 6.30pm – 8.00am
- Saturday 12 noon until Monday morning 8.00am
Patients may be asked to attend during normal surgery opening hours ie 8.30am to 6.30pm at both sites Monday to Friday and until 8.15pm on Mondays, and 8.30am to 12 noon on Saturdays at Ashfurlong Medical Centre.

Accident and Emergency - Dial 999
Whatever the day or time, if you or someone else experiences:
- Severe chest pain
- Loss of blood
- Suspected broken bones
Please go to your nearest Accident and Emergency Department or call 999. Accident and Emergency Departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

Clinics and Services
Chronic Disease Monitoring
- Asthma Clinic
- Cardiac Monitoring
- COPD - How we can help
- Diabetes Clinic

Pregnancy, Birth and Babies Health
- Antenatal Clinic
- Babies’ Healthchecks

Children’s Health
- Baby/Child Health Surveillance Clinic

Young Adults Service
- Teenager confidential advice

Lifelong Health for Men and Women
- Well Man/Well Woman Checks
- Cervical Smears
Additional Services

• Minor Surgery
• Smoking Cessation
• Travel Immunisations
• Sutton Medical Consulting – Consulting Suite
• Non-NHS Medicals

Disabled Access

Both practices have disabled access, designated disabled parking bays and disabled toilet facilities.

Please do not hesitate to let us know if you have any special difficulties or requirements when visiting the practices.

Car Parking

There are a limited number of parking spaces in the car park. Parking is often limited at both sites; please avoid surgery times when performing non appointment based tasks such as picking up prescriptions or dropping of correspondence this will help greatly those who are trying to attend their appointments. We ask you to respect the reserved parking for disabled driver spaces.

Complaints Procedure

We hope that if you have a problem, you will use our Practice Complaints Procedure please request a leaflet from our Reception. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve out practice. However you may choose to contact NHS England on 0300 311 22 33 between 8.00am and 6.00pm Monday to Friday to resolve the issue.

Zero Tolerance Practice

A zero tolerance policy to violent, threatening and abusive behaviour is now in place throughout the National Health Service. The staff in this practice have the right to do their work in an environment free from such behaviour and everything will be done to protect that right. At no time will any violent, threatening or abusive behaviour be tolerated in this practice.

Data Protection Act - Patients’ Rights

The right of access to personal data is described in the Data Protection Act 1998 (DPA). It states that a Data Subject (ie the patient, or the patient's nominated representative eg a solicitor) having submitted a request in writing and paid the appropriate fee (see overleaf), is entitled to be provided within 21 days with a copy of the Personal Data (ie the medical records/notes) held about him or her. The Act requires that a copy of the data must be supplied in permanent form unless the supply of such a copy is not possible, would involve disproportionate effort, or the Data Subject (the patient or solicitor) agrees otherwise.

The general rights as set out in the DPA are modified by two orders. The Data Protection (Subject Access Modification)(Health) Order 2000 provides that information need not be disclosed if it would be likely to cause serious harm to the physical or mental health of the Data Subject or any other person and describes the mechanisms for ensuring that decisions as to whether to disclose or withhold information are taken by the appropriate health professional. The Data Protection (Subject Access) Fees and Miscellaneous Regulations 2000 provides that whereas the normal maximum access fee that may be charged is £10, for health records a fee of up to £50 may be charged for paper notes and £10 for computerised records.

Confidentiality

Our staff will not reveal, to anybody outside the practice, personal information they learn in the course of their work without the patient’s consent. Nor will they discuss with colleagues any aspect of a patient’s attendance at the surgery in a way that might allow identification of the patient, unless to do so is necessary for the patient’s care.

We are obliged by law to provide certain information eg notification of certain infectious diseases.

Chaperone

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. The chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, i.e. a trained member of staff.

Wherever possible we would ask you to make this request at the time of booking so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible we will endeavour to provide a formal chaperone at the time of request.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

Access to Patient Information

In order to provide care for you we are obliged to keep records. This is increasingly done using computers. We are obliged to comply with the Data Protection Act 1998 and other guidance on privacy and data confidentiality and we take this very seriously.

In order to manage services and improve the quality of care we provide we share some information on Practice activity, but this information is anonymised i.e. names and other identifying details are removed.

Change of Name or Address

If you change your:
• name
• address
• telephone number
please notify the receptionist as soon as possible. It is difficult for all concerned if we cannot contact you.

Please make sure we have an up to date phone number (particularly if you have changed to cable).
The Manor Practice Charter

We aim to provide the best possible service to our patients and hope you will feel that we achieve that aim.
The care of your health is a partnership between yourself and the Primary Health Care Team. The success of the partnership depends on an understanding of each other’s needs and co-operation between us.

Our responsibility to you:
• You will be greeted courteously
• You have the right to confidentiality
• You have the right to see your medical records subject to the limitations of the law
• You will be seen on the day of your choice whenever possible
• You will be seen by your own doctor whenever possible
• You will be informed if there will be a delay of more than 20 minutes for your appointment
• You will be referred to a Consultant when your GP thinks it necessary
• You will be given the result of any test or investigation on request or at your next appointment
• Your repeat prescription will be ready for collection within 48 hours of your request
• Your suggestions and comments about the services offered will be considered sympathetically and any complaint dealt with quickly

Your responsibility to us:
• Please treat all surgery staff with the same respect – we are all just doing our job
• Do not ask for information about anyone other than yourself
• Tell us of any change of name or address, so that our records are accurate
• Only request an urgent appointment if appropriate. Home visits should only be requested if you are really too ill to attend surgery, and night visits should be for emergencies only
• Please cancel your appointment if you are unable to attend
• Please be punctual, but be prepared to wait if your own consultation is delayed by an unexpected emergency
• Please allow sufficient time for your consultant’s letter or the results of any tests to reach us
• You will be advised of the usual length of time to wait
• Use the tear off slip to request your repeat prescription whenever possible
• Please attend for review, when asked, before your next prescription is due
• Do let us know whenever you feel we have not met our responsibility to you
• We would, of course, be pleased to hear when you feel praise is due as well

Patient Participation Reference Group
The practice has a well established patient group who meet regularly every six weeks, and have an online virtual membership for patients who have limited time to spare. The purpose of these groups is to assist the practice in feedback of needs and concerns in our service provision.
The practice welcomes patients who wish to contribute and join either group.

For the latest information click to: www.manorpractice.com

Why your business needs a website

WITHOUT a website, your business or practice is invisible to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.
Worse still, if your competitors have a website and you don’t, then they are picking up your share of the prospects for your type of business when they search online.
Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and whose innovative ideas have been helping businesses to grow and prosper for over 40 years, they provide businesses and professional practices with 24/7 access to their targeted market.

A website not only saves you money on brochures and other such material, it greatly increases the effectiveness of your current advertising because, in effect, you are open for business around the clock.

Uniquely, the Pay - Monthly service comes with Web Partner support. This ‘phone-a-friend’ facility will provide answers to your queries and help you develop your site as your business grows.

So if you don’t yet have a website, or are unhappy with the one you have, call today for an informal chat on 0800 612 1408. You’ll be glad you did!
The Manor Practice Area

The Practice area is an area bounded by Watford Gap Road, Blake Street, Rosemary Hill Road, Streetly Lane, skirting Sutton Park to Monmouth Drive, Melrose Avenue, Jockey Road, Chester Road, Birmingham Road, Penns Lane, Walmley Road, Fox Hollies Road, Ox Leys Road. The map below shows the boundary in more detail.