PRACTICE INFORMATION

Doctors
Dr U.C.Kathuria
Dr Oruj Alam & Locums

Practice Staff
Practice Manager : Mr Surendra Vyas
Practice Nurse : Ms Nual Speksnyder
Secretary : Mrs Surinder Khaira
Reception : Miss Samantha Chand
Reception : Mrs Maninder Bhurjee
Reception : Miss Rimsha Hamid

Opening Times
Monday 8:30am to 7:00pm
Tuesday to Friday 8:30am to 6:30pm
Saturday/Sunday CLOSED
& Bank Holiday

Consultation Times (GP and Practice Nurse)

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
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<tbody>
<tr>
<td>Monday</td>
<td>09:30am to 12:00noon</td>
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<td></td>
<td>04:30pm to 06:30pm</td>
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<td></td>
<td>6:30pm to 7:00pm (Extended Hours)</td>
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<tr>
<td>Tuesday to Friday</td>
<td>09:30am to 12:00noon</td>
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<td></td>
<td>04:30pm to 06:30pm</td>
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<tr>
<td>Saturday, Sunday and Bank Holidays</td>
<td>CLOSED</td>
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Repeat Prescription request 11:00am to 6:00pm

New Patient Registration 12:00Noon to 4:30pm
(For Out of Area Registration please read carefully Annex ‘A’)

PLEASE HANDOVER ALL TYPES OF LETTERS AT RECEPTION BEFORE SEEING THE DOCTOR/NURSE

APPOINTMENT

Please ring between 8:30am and 11:30am and between 2:00pm to 6:00pm to make an appointment to see a doctor. You may be offered an appointment on the same day. If you feel your problem/query could be dealt with by phone, ask receptionist to add you to the doctor/practice nurse triage list. Doctor/Nurse will ring you to discuss.
Alternatively you can attend the following Urgent Care Centres
(Walk-in centres):

People living in Edgbaston, Smethwick, Ladywood and Harborne Area
Summerfield Urgent Care Centre (Behind LIDL at Dudley Road)
134 Heath Street, Winson Green, Birmingham B18 7AL
Tel : 0345 245 0796

Open 8:00am to 8:00pm (365 days a year including bank holidays)

People living in Harborne, Quinton, Selly Oak and Halesowen Area
Urgent Care Centre
15 Katie Road, Selly Oak, Birmingham B29 6JG
Tel : 0121 425 2095

Open 8:00am to 8:00pm from Monday to Sunday

People living in West Bromwich, Oldbury and Tipton Area
Sandwell Malling Health Centre
Parsonage Street
West Bromwich B71 4DL
Tel : 0121 612 3574

Open 8:00am to 8:00pm (365 days a year including bank holiday)

Walk-in Centre at Boots, High Street, Birmingham B4 7TB - Tel No. 0121 224 4725

OR to find online nearest Urgent Care Services please visit
http://www.nhs.uk/Service-Search/Urgent%20Care/LocationSearch/0

Patient Online Access Information
Patient can access online services of our practice. This may include arranging appointments, repeat medication, secure messages, medical record and updating your details.

If you wish to register for online access, please ask reception staff for the registration form. Bring the completed form with photographic proof of identity and proof of address so we can activate your account. If you are NOT the patient then please bring in photo ID of the patient AND a signed online access authorisation form.

For further information please ask reception staff for further details.

General Instructions:
1. Please arrive 10 minutes before the time of your appointment and to avoid congestion please attend with limited escorts.
2. For nurse/hospital appointment please take an English speaking escort with you if required.
3. Please mention of any medication stopped/changed by hospital.
4. Please cancel appointment no longer needed, as someone else might need it. Please keep all your medications and Repeat Prescription Slip with you whenever you attend the surgery/hospital out patient clinics.
5. If you are waiting for any pending investigation results, to avoid delays ask at the reception if they have arrived, before consulting with doctor/nurse.
For Blood/Urine test report please ring between 11:30am to 12:30pm and 5:30pm to 6:30pm. Doctor will ring you back to discuss.

If you are concerned about your sickness benefit certificates please mention it to the staff when booking your appointment, as to issue back dated certificates are not possible.

It is important that you register yourself under NHS dentist for your dental care, if you cannot find a dentist please contact Heart of Birmingham (HoBtPCT) from 9:00am to 5:00pm on Telephone No. 0121 224 4725.

**Home Visits**
Home visits are sometimes required if you are too ill to come to the surgery. Please telephone 0345 245 0784 before 10:30am. If possible, a GP will phone you first to discuss your request. These are not done simply because you don’t have transport to the surgery (Please refer to Annex ‘A’ for patients living in outside practice area).

**Emergency**
If it is not a §999 emergency (life threatening) but you need medical help fast then you can use NHS 111 service. Call the number **111 (Free from mobile and landline)** to access Local Health Services. You will be assessed by the highly trained advisers who are supported by experienced nurses and given advice and directed straightway to the local service that can help you best. That could be A&E, Urgent Care Centre or Minor injuries unit, an out of hours GP, Community Nurse, Emergency Dentist or a late opening pharmacist.

If NHS 111 advisers think you need an ambulance, they will arrange for one to be sent to you immediately.

**ONLY ATTEND AT A&E DEPARTMENT FOR LIFE THREATENING INJURIES, CHEST PAIN, STROKE OR SEVERE BURN.**

**Patient Participation**
We have an active Patient Participation Group that meets quarterly. If you would be interested in joining this, please contact receptionist at the surgery.

**PRESCRIPTION**
Repeat prescriptions can take up to 48 hours and you can request/collection your prescription between 11:00am and 6:00pm.

Please request your Repeat Prescriptions by Slip and by Dispensed Containers only. If you would like Repeat prescription posted please supply a SAE (Self addressed envelope). Failure to provide Repeat Prescription slips could delay prescription.

Hospital Discharge letters needing medication must be handed over at reception at Repeat Prescription Timings with you recent prescriptions slip.

Repeat prescription will not be issued to under 16 years old.

Urgent Repeat Prescription and hospital advised prescription may be available on the same day.

In Emergency patients can avail repeat prescription facilities only if the designated chemist faxes away the repeat prescription slip.
Housebound and patients in nursing/residential homes can arrange repeat prescription through their designated chemists.

**Local Chemist**

**Recommended under Minor Ailment & Pharmacy 1st Scheme**

**For Birmingham Residents**

NHS Late Night Pharmacy  
351 Dudley Road  
Winson Green  
Birmingham B18 4HB  
Tel: 0121 454 4466

For Sandwell Residents

Asda Pharmacy  
Cape Hill Superstore  
Off Windmill Lane  
Smethwick B66 3EN  
Tel: 0121 555 1520

Boots Pharmacy  
Windmills  
Smethwick  
West Midlands B66 3PR  
Tel: 0121 565 1975

Lloyds Pharmacy  
Albert Street  
Oldbury  
West Midlands B69 4DE  
Tel: 0121 552 6514

Or to find online nearest pharmacy please visit  
http://www.nhs.uk/Service-Search/Pharmacy/LocationSearch/10

**Local Dental Practice**

Synergy Dental Practices  
Summerfield Primary Care Centre  
134 Health Street, Winson Green  
Birmingham B18 7AL  
Tel: 0121 255 0365

Dental Practice Opening Hours  
Mon, Wed & Fri 8:30am to 5:30pm  
Tues & Thurs 8:30am to 7:30pm  
Saturday 9:00am to 1:00pm

Emergency Dental Services ring: 0845 603 1435 or 0121 771 0005

Or to find online nearest NHS Dental Practice please visit  
http://www.nhs.uk/Service-Search/Dentists/LocationSearch/3

**NHS CHOICES**

NHS Choices (www.nhs.uk) is the UK's biggest health website. NHS Choices website aims to personalise healthcare and provide information that allow patients to make meaningful choices about when and where to receive their treatment.

The website got the slogan ‘your health, your choices’ and has been designed to provide 'an information service fit for the 21st century.'

NHS Choices is intended to allow patients to access NHS approved information under four different headings:

- Final local services near you i.e. GP, Urgent Care, Hospitals and Dentists etc.
- Living Well – providing information to help people stay fit and manage their health;
- Health A-Z – providing a library of approved medical literature;
- Your Thoughts- where patients are invited to comment an feedback on NHS services.
Annex ‘A’

Out of Area Registration

New arrangements introduced from January 2015 give people greater choice when choosing a GP practice. Patients may approach any GP practice, even if they live outside the practice area, to see if they will be accepted on to the patient list.

GP practices have always had the ability to accept patients who live outside their practice area. Regardless of distance from the practice, the practice would still provide a home visit if clinically necessary.

The new arrangements mean GP practices now have the option to register patients who live outside the practice area but without any obligation to provide home visits.

Out of area registration (with or without home visits) is voluntary for GP practices meaning patients may be refused because they live out of area.

If your application is considered the GP practice will only register you without home visits if it is clinically appropriate and practical in your individual case. To do this we may:

- Ask you or the practice you are currently registered with questions about your health to help decide whether to register you in this way

- Ask you questions about why it is practical for you to attend this practice (for example, how many days during the week you would normally be able to attend)

If accepted, you will attend the practice and receive the full range of services provided as normal at the surgery. If you have an urgent care need and the surgery cannot help you at home we may ask you to call NHS 111 and they will put you in touch with a local service (this may be a face to face appointment with a local healthcare professional or a home visit where necessary).

We may decide that it is not in your best interests or practical for you to be registered in this way. In these circumstances we may offer you registration with home visits, for example, if you live just outside the practice area or we may not register you and advise you should seek to register (or remain registered) with a more local practice.

If accepted but your health needs change we may review your registration to see if it would be more appropriate for you to be registered with a GP practice closer to your home.

This new arrangement only applies to GP practices and patients who live in England. For further information visit the NHS Choices website (www.nhs.uk)