

Home Visits

Patients are requested to telephone before 10.00am if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the practice in the time that it takes to do a home visit. Home visits are made at the discretion of the doctors, based on medical need. Lack of transport is not a reason to request a home visit.

Evenings & Weekends [Out of Hours]

Please call our main surgery number on 0121 411 0362 and you will be connected to the duty clinician.

Summerfield Primary Care Centre [Urgent Care Centre]

134 Heath Street, Winson Green, Birmingham. B18 7AL

Opening times: Mon-Sun: 8am-8pm

Telephone: 0121 389 1100

NHS 111 Advice Line

111 are a 24-hour service offering NHS medical advice. If needed, an appointment can be made with the Out of Hours GP Service.

Repeat Prescription

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. Requests for prescriptions must be made in writing using the repeat prescription slip. We are unable to take orders or issue repeat prescriptions over the phone or at weekends, public holidays or out of normal hours. Please allow two complete working days before collection and make allowances for weekends and public holidays. Where possible give exact drug names when ordering.

Repeat prescription slips may be dropped into the practice, posted or Faxed to **0121 687 1495**. Please request repeat medication well in advance and remember to make an appointment to see the doctor before your review date expires.

The practice offers the Electronic Prescription Service (EPS), allowing patients to collect some acute and repeat prescriptions directly from their nominated pharmacy.

The Practice is able to transmit prescription requests directly to the pharmacy. Please discuss this with your pharmacist if you are interested in setting this up.



Clinician's Hours & Preventive Services

Day	Consultation Hours	
	AM	PM
Monday	8.45AM-13.PM	5PM-7PM
Tuesday	8.45AM-13PM	5PM-6PM
Wednesday	8.45AM-13PM	5PM-7PM
Thursday	8.45AM-13PM	
Friday	8.45am-13PM	5PM-6PM
Preventive Services	Name of holder	Operation Day Clinic Hours
Vaccinations	Practice Nurse	Mon-Fri
Diabetes Clinic	GP	Mon-Fri
Family Planning	GP	Mon-Fri
Asthma	GP	Mon-Fri
Childhood Imms	Practice Nurse	Mon-Fri
Smears	GP	Mon-Fri
Smoking	GP	Mon-Fri
Mother & Baby	Baby Clinic	Mon

Sick Child & Urgent Appointments
Cases will be seen as soon as possible if the patient calls the practice in emergency. Please remember you may not always see the doctor of your choice.

Dr Kulshrestha Summerfield Family Practice

134 Heath Street, Birmingham. B18 7AL

Tel: 0121 411 0362 Fax: 0121 687 1495

www.summerfieldfamilypractice.com

PRACTICE LEAFLET

GENERAL Practitioners

Dr Rajendra Kulshrestha (Male)

MBBS, MS, BSc, DO [London] GMC: 2278270

[Complaints Responsible Person]

Dr Sheena Kulshrestha (Female)

MBBS, MRCGP, DFSRH GMC: 4650739

PRACTICE Nurse

Violet Chand (Female)

PRACTICE Manager

Shashi Kulshrestha (Female)



Please see consultation hours in clinician Hours

Medical Practice Opening Times:

AM - Monday-Friday: 8.00am-13pm

PM - Mon- Fri: 13pm-6.30pm

Extended Hours: Monday & Wednesday 6.30PM - 7PM

To book an appointment go on line
Please phone the surgery during Clinician hours

8.45AM-12.30 PM Mon-Friday

5PM-6PM Mon, Tues, Wed & Friday

Thursday On line booking & Tel Booking 8.45am – 12.30pm

WE ARE CLOSED

Weekends & ALL National Bank Holidays

For advice on illnesses and local health services

Website: <http://www.nhs.uk/pages/home.aspx>

The practice has suitable access for disabled patients via the front entrance and our consulting rooms are on the ground floor.

Appointment

Please phone the practice if you require seeing a Doctor. We anticipate providing appointments for the same day. A separate leaflet is available for the appointments and time.

Whenever possible, we will book your appointment with the doctor of your choice. Please let reception know your preference at the time of booking.

If there is no face-to-face appointment available on the day you will be requested to call for the next available session.

Accident & Emergency 999

If you or someone in your care experiences severe chest pains, loss of blood or suspected broken bones, go to your nearest Accident & Emergency Department or call 999

Birmingham City Hospital

Dudley Road, Birmingham. B18 7QH

Opening times: 24 Hours

Telephone: 0121 553 1831

Practice Catchment Areas [Boundaries]

Winson Green and B18 area

Patient Access

Once registered to Patient Access, you will be able to book your own appointments, order repeat prescriptions and view your medical summary online. www.patient.emisaccess.co.uk

Please ask the reception staff for more details.



In case of emergency, call 999 for an ambulance
Or visit Accident and Emergency.

Carers

The practice is keen to look after the health of carers and offers annual carers health checks with the GPs. More support can be found on www.forwardcarers.org.uk/local-services/birmingham/ Tel. 0333 006 9711 [Forward Carers]

Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the practice that abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Freedom of Information

The Freedom of Information Act 2000 obliges the practice to produce a publication scheme. A publication scheme is a guide to the 'classes' of information the practice intends to routinely make available.

Named GP

All our patients have a named GP who is responsible for your overall care at the practice, you should contact the practice if you wish to know who this is, and that if you have a preference as to which GP that is, the practice will make reasonable efforts to accommodate your request.

Clinical Commissioning Group

CCG: Birmingham & Solihull Clinical Commissioning

Group:

SDS MyHealthcare

West Heath Medical Centre, 194-196 West Heath Road

West Heath

Birmingham B31 3HB

Email: bsol.complaints@nhs.net

Website: www.birminghamandsolihullccg.nhs.uk

www.sdsmyhealthcare.com

Tel: 01212033300

Investigations and Specimens

Please call the practice between 10am-10.30am Mon-Fri for investigation results.

Change of Personal Details

Patients are asked to notify the practice as soon as possible of any change of name, address or telephone number; not forgetting to indicate all the persons involved in this change. In an emergency this could be absolutely vital.

Sickness Certification

If you are off work for seven days or less, no certificate is required. However, you may need to complete a self-certification form, which is obtainable from your employer.

If you are absent from work for seven days or more, because of illness, you may require a doctor's certificate. In which case, you must arrange an appointment with a doctor; otherwise a certificate will not be issued

If for whatever reason, you require a doctor's certificate covering a period of less than seven days, a private certificate can be issued at an appointment; there will be a charge for such a certificate.

Chaperone

Should you need a chaperone present at a consultation or procedure then please alert reception staff that can ensure that one is available for the appointment? It is standard practice policy for patients to be offered a chaperone for any Examination.

Late Arrivals for Appointments

If a patient is late for a routine appointment, it is practice policy to ask the patient to make another appointment, however, the doctor or nurse may still see you if time allows. Time keeping is essential if we are to provide patients with the best treatment and service they expect. We do ask for your patience if the clinician is running slightly late. We endeavour to run to time but the nature of our work does not always allow this to be possible.

How to Complain

In the first instance if you have a complaint or concern, please email or write to us for the attention of the Practice Manager at:

134 Heath Street, Birmingham. B18 7AL **or** email us at:

m85686.summerfieldfp@nhs.net There is also a 'Complaints and Comments leaflet' available from reception.

How to Register

Please call or attend our practice to complete the **GMS1 Form**. You can also download this form via:

www.nhs.uk/ServiceDirectories/Documents/GMS1.pdf

We may ask for 'Proof of Identity' when registering children in your care. E.g. passport or driving licence and current utility bill or bank statement [within the last 3 months].