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| **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  **CORONAVIRUS [COVID-19]**  Information is available at: www.[gov.uk/coronavirus](https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public)and <https://www.nhs.uk/conditions/coronavirus-covid-19>  **111 Coronavirus Service**  Stay Alert:  We can all help control the virus if we all stay alert. This means **you must:**   * Stay at home as much as possible * Work from home if you can * Limit contact with other people * Keep your distance if you go out (2 metres apart where possible) * Wash your hands regularly   Coronavirus Symptoms   * A high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature) * A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual) * Loss of/change in smell or taste   *If in doubt, please immediately call the practice or NHS 111*  **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 and on public holidays. Where possible give exact drug names when ordering.*  *Repeat prescriptions slips may be dropped into the practice posted or Faxed to 01216871495. Request is also accepted via e-mail:*  *(*[*m85686.summerfieldfp@nhs.net*](mailto:m85686.summerfieldfp@nhs.net)*) or through website* [*www.summerfieldfamilypractice.com*](http://www.summerfieldfamilypractice.com)  *Please request repeat medications 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.*  *We are transmitting prescription requests directly to the pharmacy. Please discuss this with your pharmacist in setting this up.* |

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| **Macintosh HD:Users:vinnypatel:Desktop:CQC Consulting work 2016:WEBSITE IMAGES:Image 7.jpg**  **Clinician’s Hours**  **& Preventive Services**  stanway_picture   |  |  |  |  | | --- | --- | --- | --- | | **Day** | | **Consultation Hours** | | | AM | PM | | Monday | | 8.45AM-1.PM | 5PM-7PM | | Tuesday | | 8.45AM-1PM | 5PM-6PM | | Wednesday | | 8.45AM-1PM | 5PM-7PM | | Thursday | | 8.45AM-1PM | CLOSED | | Friday | | 8.45AM-1PM | 5pm-6pm | |  | | | | | **Preventive Services** | **Name of holder** | | **Operation Day**  **Clinic Hours** | | Vaccinations | Practice Nurse | | Mon-Fri | | Family Planning | GP/Nurse | | Mon-Fri | | Childhood Imms | Practice Nurse | | Mon-Fri | | Asthma | GP/Practice Nurse | | Mon-Fri | | Diabetes Clinic | GP/Practice Nurse | | Mon-Fri | | Smears | GP/Practice Nurse | | Mon-Fri | | Smoking | GP/Practice Nurse | | 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.* |

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| **Dr Kulshrestha Summerfield Family Practice**  134 Heath Street, Winson Green, Birmingham, B18 7AL  Tel: 0121 411 0362  [www.summerfieldfamilypractice.com](http://www.summerfieldfamilypractice.com)  **PRACTICE LEAFLET** |
| GENERAL Practitioners  Dr Rajendra Kulshrestha (Male)  BSc, MBBS, MS, DO [London] GMC: 2278270  [Complaints Responsible Person]  Dr Sheena Kulshrestha (Female)  MBBS, MRCGP, DFSRH GMC: 4650739  PRACTICE Nurse  Violet Chand (Female)  Jasbir Bains (Female)  PRACTICE Manager  Description: Macintosh HD:private:var:folders:h2:jc67l6zd0wv73hbt0r860vtc0000gn:T:TemporaryItems:zjHl2lgef9cYrQL0JFa7kzbw2vuEqR9PmRfM0zd9OXdE9g5shnN1i...pngShashi Kulshrestha (Female)  [Complaints Manager]  Medical Practice Opening Times:  AM - Monday-Friday: 8.AM-13PM  PM – Mon- Fri: 13PM-6.30PM  Extended Hours: Monday & Wednesday 6.30PM-7PM  PLEASE TAKE A COPY  [Revised February 2021] |
| **To book an appointment go on line**  **Please phone the practice during Clinician hours:**  **8.45AM-12.30PM Mon-Friday**  **5PM-6PM Mon, Tues & Friday**  We are closed  Weekends and 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.  Patients can make appointment on line as well. Please discuss with receptionist to get the password.  **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 Area and within 3 miles of B18 7AL  **Patient Services Online**  Macintosh HD:Users:vinnypatel:Desktop:patient-access Logo.pngOnce 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](http://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. |

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| **Carers Support** [Carers Lead is Mrs Kulshrestha]  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](http://www.forwardcarers.org)  Telephone: 0333 006 9711  Users Carers Families & Friends Support Group  97 Church Road, Birmingham, B6 5UJ  Telephone: 0121 685 6089  **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**  All [Freedom of Information](https://www.birminghamandsolihullccg.nhs.uk/about-us/freedom-of-information) requests must be submitted in writing and should include a correspondence address.  Write to: NHS Birmingham and Solihull Clinical Commissioning Group, Head of Information Governance, First Floor, Wesleyan, Colmore Circus, Birmingham, B4 6AR. Email: [bsol.foi@nhs.net](mailto:bsol.foi@nhs.net)  **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](mailto:Email.bsol.complaints@nhs.net)  Website:www.birminghamandsolihullccg.nhs.uk  [www.sdsmyhealthcare.com](http://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 Manger at:  134 Heath Street, Birmingham. B18 7AL **or** email us at: [m85686.summerfieldfp@nhs.net](mailto: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] |