

*Welcome!*   
*Dr Kulshrestha's*

*Summerfield Family Practice*



**General Practitioners**

**Dr Rajendra Kulshrestha** [Male]

MBBS, MS, BSc, DO Lond.- GMC 2278270

**Dr Sheena Kulshrestha** [Female]

MBBB, MRCGP, DFSRH - GMC 4650739

**Practice Nurse** [Female]

**Practice Manager – Mrs Shashi Kulshrestha**



*Dr Kulshrestha's Summerfield Family Practice*

134 Heath Street, Birmingham, B18 7AL  
Tel. 0121 411 0362 Fax. 0121 687 1495  
[www.summerfieldfamilypractice.com](http://www.summerfieldfamilypractice.com)

### Opening Times

Find out when the practice is open and how to access medical treatment when we are closed.

Visit our opening hours page



# *Dr Kulshrestha's Summerfield Family Practice*

## Opening Times



Mon	08:00 – 1:00 PM / 1PM – 7PM
Tues	08:00 – 1:00PM / 1PM – 6:30PM
Wed	08:00 – 1:00PM / 1PM – 7PM
Thurs	08:00 – 1:00PM / 1PM – 6:30PM
Fri	08:00 – 1:00PM / 1PM – 6:30PM



**The Practice is closed on Weekends and all National Bank Holidays**

Clinicians are available throughout the core hours of 8.00am until 6.30pm Monday to Friday. After Consultation hours: Please ring surgery and you will be connected to the duty clinician. If any problem please ring 0178578462 / 08456031763

Opening times are different then the consultation times

# Out of Hours Service



When Dr Kulshrestha's Surgery is closed please contact:

## Summerfield GP & Urgent Care Centre

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

Opening times: 8am-8pm Monday-Sunday

Telephone: 0121 389 1100



## Birmingham City Hospital

Dudley Road, Birmingham. B18 7QH

Opening times: 24 Hours

Telephone: 0121 553 1831

Or

## NHS Emergency & Urgent Care Services

### Dial 111

This service is open 24 hours a day  
7 DAYS A WEEK



virgincare



It's not a 999  
emergency.  
But you need  
medical help fast.

There's now  
**1 1 1**  
number to call.

when it's less  
urgent than 999

# Please inform us urgently if any of your details have changed

- Change of address
- Home telephone number
- Mobile telephone number
- Email address

**Please note that change of name MUST BE done in person with  
proof of identifications.**

**Eligible proofs can be a 'Bank statement, Utility Bill, Passport, Drivers Licence, Council Tax bill'**

# Repeat Prescriptions

- Requests for Repeat prescriptions must be made to Prescription Ordering Department Call 01214680680.
- We are unable to take orders for prescriptions over the phone. On line service is Available.
- Please allow two working days before collection.
- Repeat prescription slips may be dropped into the centre.
- Nominated pharmacy is required to send your Repeat by EPS or Prescription Ordering Department.

# Electronic Prescription Service

## 'EPS' Repeat Prescription

Please approach your local Pharmacist who is most convenient for you, request an EPS nomination form from them, sign and return. The pharmacist will then advise us of your request and all subsequent repeat prescriptions will be sent directly to the chemist on your behalf by Prescription Ordering Service 01214680680.

# Appointment Slots

- Routine or Urgent appointment slots with the Doctor are for 10 minutes
- The doctor can only assess one problem at each 10 minute consultation
- If you need to discuss more than one problem then please book a double or separate appointment.
- Due to COVID19 we also offer Telephone triage, Video Consultation and Text messaging If required.

**Please speak with the receptionist who will assist you.**



GP APPOINTMENT?  
CAN'T MAKE IT?  
DON'T NEED IT?

**CANCEL IT!**

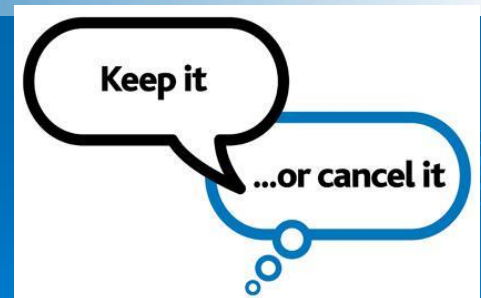
## 'Did Not Attend'

- We would like to ask our patients that if you cannot make your appointment with the Doctor or Nurse **please call 0121 411 0362 to cancel** or please register for our online services where you will be able to do this yourselves. Our appointments go very quickly and if you cancel we can then offer the appointment to someone else.



In July 2018

20



**Patients did not attend their appointment**





# Preventive Services

Dr Kulshrestha's Family Practice offers the following Preventive Services to its patients:

Diabetes Clinic

Child Health Clinic

Contraception

Asthma Clinic

Vaccinations

NHS Health Checks  
Childhood Immunisations

Cytology

Please speak with the receptionist who will assist you.

Clinical  
Preventive  
Services

# Carers

**Are you looking after anyone who is frail, disabled or mentally ill?**

**If so, you are a Carer and we would like to support you. Please ask at reception.**

**Upon your consent, we will pass your details to the Carers Service, which is a countrywide organisation providing relevant information and advice, local support services, newsletters and a telephone link-line for carers.**

## **Flexible appointments**

**Dr Kulshrestha's Family Practice recognises the need for flexible appointments for Carers and therefore offer a range of flexible appointments available for you to book with the GP at reception.**

# Forward Carers

Forward Carers is a West Midlands based carer support service, here to make a real difference to the lives of people caring for an elderly frail, sick or disabled family member. Our aim is simple – to improve the physical and mental wellbeing of carers, young and old, including parent carers, so that families stay healthier and happier together, for longer.



## Forward Carers

Birmingham Carer Hub Opening Times

Mon-Tues-Thurs & Fri: 8.45am-5.15pm

Weds: 8.45am-8pm

Info & Advice Line: 0333 006 9711

Email: [admin@harrowcarers.org](mailto:admin@harrowcarers.org)

Website: [www.forwardcarers.org.uk/local-services/birmingham/](http://www.forwardcarers.org.uk/local-services/birmingham/)



# Travel Vaccinations



**Dr Kulshrestha's Family Practice offers a vaccination service.  
Please ask at reception for a Travel Risk Assessment**



**NB Please be aware that most travel vaccines need to be administered several weeks before travel so that the correct level of immunity is achieved – don't be caught out/unprotected whilst travelling abroad.**

**Please inform the practice 6 weeks in advance of your travel**

# Shingles

A vaccine to prevent shingles, a common, painful skin disease is available on the NHS to certain people in their 70s.

The shingles vaccine is given as a single injection. Unlike the flu jab, you'll only need to have the vaccination once and you can have it at any time of the year.

The shingles vaccine is expected to reduce your risk of getting shingles. If you are unlucky enough to go on to have the disease, your symptoms may be milder and the illness shorter.

Shingles can be very painful and uncomfortable. Some people are left with pain lasting for years after the initial rash has healed. And shingles is fatal for around 1 in 1,000 over-70s who develop it.

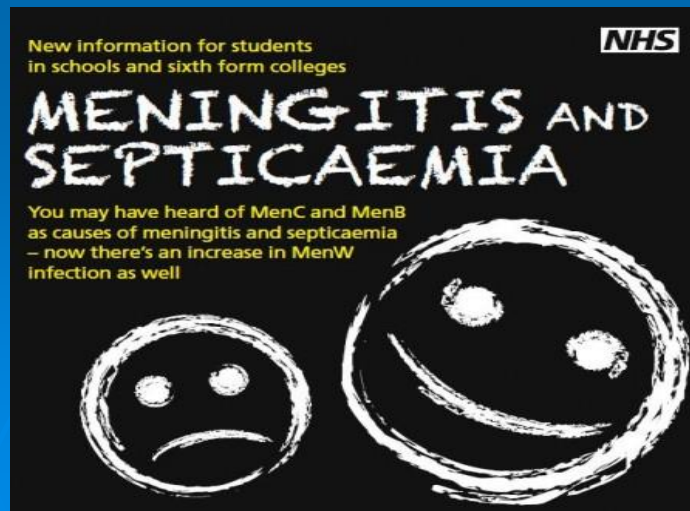
It's fine to have the shingles vaccine if you've already had shingles. The shingles vaccine works very well in people who have had shingles before and it will boost your immunity against further shingles attacks.

From September 1 2015, the shingles vaccine will be offered routinely to people aged 70 and 78. You become eligible for the vaccine on the first day of September 2015 *after* you've turned 70 or 78.

# Immunisation

If you were born between  
1<sup>st</sup> September 1998 and 31<sup>st</sup> August 1999

It is recommended that you have the MenACWY vaccination.  
Book at Reception for the Practice Nurse now to get your  
vaccination



# Signs & Symptoms

- A change in bowel habits
- Diarrhoea, constipation or feeling that the bowel does not empty completely
- Blood (either bright red or very dark) in the stool
- Stools that are narrower than usual
- General abdominal discomfort
- Constant tiredness
- Vomiting

**Bowel  
cancer  
Screening**

**Please speak to  
the receptionist  
for more  
information**

## BREAST SCREENING What you need to know



Over **2 million women** go for breast screening every year in the UK



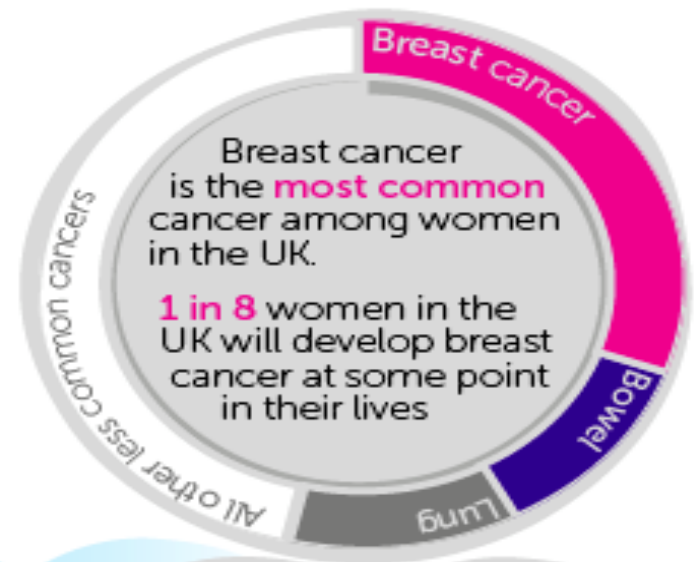
Women aged between **50 and 70** get breast screening invites in the post every 3 years.



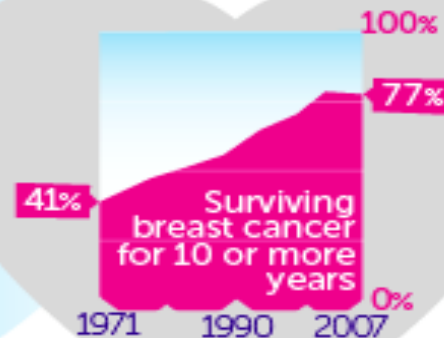
You must be **registered with a GP**. Register at [nhs.uk](http://nhs.uk) or your local clinic.



**BE CLEAR  
ON CANCER**




Most women now survive breast cancer, and survival rates are going up thanks to earlier diagnosis and better treatments and care



For further information, please speak with the receptionist who will assist you.





# Do you know the symptoms of cervical cancer?

Bleeding: during or after sex or between periods

Post menopausal bleeding

Unusual vaginal discharge

Pain during sex

Lower back pain

If you have any of these, talk to your GP  
as soon as possible.

Jo's cervical  
cancer trust



Contact us:

**0808 802 8000**

**jostrust.org.uk**

Registered in England and Wales. Company Limited by Guarantee: 7111375. Registered Charity No: 1133542 / SC041236.



GP online services  
Quick, easy and secure

NHS

- Book GP appointments
- Order repeat prescriptions
- Access your GP records

**NHS**

# Patient Online Services

We are able to offer to anyone with internet access the opportunity to register for the following online services:

- Book routine appointments with a doctor
- Cancel appointments up to 2 hours before appointment
- Request repeat medication – 48 working hours notice is required
  - Up date contact details
  - View your medical records (Medication/Allergies)

A user name and password will be provided by the centre.

If you wish to use the online service please come into the centre in person and complete and sign the consent form and provide proof of ID i.e. passport/photo driving licence.  
Forms are available from reception.



# Investigations and Specimens

- Please call between 10am-10.30am for all investigation and test results.



# Free Wi-Fi now available

Look up health information,  
download health apps and  
browse the internet

**Do you smoke?**



**or know someone who does?**

**The local free 'stop smoking' service in  
Birmingham is here to help you and your  
family**

**Call 0300 123 1044**

**today!**



**SMOKEFREE**

**[www.smokefree.nhs.uk](http://www.smokefree.nhs.uk)**

you  
said we  
did

- Hand sanitiser for the patients
- Magnifying glass for the visually impaired patients
- Locked notice Board for patients information
- Surgery open 8AM to 6:30 PM to make appointments and collection of Repeat prescription or any other documents
- Surgery consultation time is extended up to 1 PM for morning and afternoon clinic Monday, Tuesday Wednesday Thursday & Friday.
- Consultation time is 8:45 AM – 1PM & Evening surgery 5PM – 6:30PM. No evening surgery on Thursday. Practice is open on Thursday Evening up to 6:30PM.
- Surgery extended hours on Monday and Wednesday in the evening 6:30 – 7PM
- Surgery is closed on weekends & Bank holidays.



Together  
We Care

# PATIENT PARTICIPATION GROUP (PPG)

Are you interested in finding out more about our practice and the development of the health services?

Dr Kulshrestha's Practice is actively seeking patients to join their patients participation group. You can be of any age, gender or background and attend regular practice meetings to discuss any changes or ideas you may have for the practice.

If this is something you may be interested in, please inform the reception team and we will contact you with further details.



Patient Participation Group





# INFORMATION

Please speak with the receptionists for our services we offer in **'Different Languages'** and our **'Easy Read Leaflet'**



*Dr Kulshrestha's  
Summerfield Family Practice*

**No Prescription Needed – self care**



**Birmingham and Solihull**  
Clinical Commissioning Group

**No prescription required - Referral to local pharmacy**

You have a common condition that does not require treatment or can be treated with a medication that is available to buy over the counter. Please visit your pharmacist for help and advice. You do not need to make an appointment to speak to the pharmacist, just pop in anytime.

Your pharmacist can give you help and advice on the most appropriate medication to relieve your symptoms for:

Acute sore throat

Insect bites and stings

Cold sore

Conjunctivitis

Coughs and cold

Cradle cap

Haemorrhoids

Infant colic

Mild cystitis

Mild dermatitis

Dandruff

Diarrhoea (adults only)

Dry or sore eyes

Earwax

Excessive sweating

Head lice

Indigestion and heartburn

Infrequent constipation

Infrequent migraine

If any time you are concerned about your condition or if your symptoms are not improving after a few days of treatment with the over the counter medication you should contact pharmacist or the surgery for more advice.

Mild acne

Mild dry skin

Sunburn (and sun protection)

Mild hayfever

Minor burn or scald

Pain and/or fever

Mouth ulcer

Nappy rash

Oral thrush

Ringworm or athlete's foot

Teething or mild toothache

Threadworms

Travel sickness

Warts and verrucae

**Other** - please indicate

# TREATING YOUR INFECTION - RESPIRATORY TRACT INFECTION (RTI)



Patient name

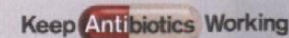
Doctor or Nurse practitioner recommended that you self-care

Your infection	Without antibiotics most are better by	How to look after yourself and your family	When to get help
Middle-ear infection	8 days	<ul style="list-style-type: none"> <li>• Have plenty of rest.</li> <li>• Drink enough fluids to avoid feeling thirsty.</li> <li>• Ask your local pharmacist to recommend medicines to help your symptoms or pain (or both).</li> <li>• Fever is a sign the body is fighting the infection and usually gets better by itself in most cases. You can use paracetamol if you or your child are uncomfortable as a result of a fever.</li> <li>• Use a tissue and wash your hands well to help prevent spread of your infection to your family, friends and others you meet.</li> <li>• Other things you can do suggested by GP or nurse:</li> </ul> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p><b>The following are possible signs of serious illness and should be assessed urgently:</b></p> <ol style="list-style-type: none"> <li>1. If your skin is very cold or has a strange colour, or you develop an unusual rash.</li> <li>2. If you feel confused or have slurred speech or are very drowsy.</li> <li>3. If you have difficulty breathing. Signs that suggest breathing problems can include:                             <ul style="list-style-type: none"> <li>• breathing quickly</li> <li>• turning blue around the lips and the skin below the mouth</li> <li>• skin between or above the ribs getting sucked or pulled in with every breath.</li> </ul> </li> <li>4. If you develop a severe headache and are sick.</li> <li>5. If you develop chest pain.</li> <li>6. If you have difficulty swallowing or are drooling.</li> <li>7. If you cough up blood.</li> <li>8. If you are feeling a lot worse.</li> </ol> <p><b>If you or your child has any of these symptoms, are getting worse or are sicker than you would expect (even if your/their temperature falls), trust your instincts and seek medical advice urgently from NHS 111 or your GP. If a child under the age of 5 has any of symptoms 1-3 go to A&amp;E immediately or call 999.</b></p> <p><b>Less serious signs that can usually wait until the next available appointment:</b></p> <ol style="list-style-type: none"> <li>9. If you are not starting to improve a little by the time given in the 'Most are better by' column.</li> <li>10. In children with middle-ear infection: if fluid is coming out of their ears or if they have new deafness.</li> <li>11. Mild side effects such as diarrhoea, however seek medical attention if you're concerned.</li> <li>12. Other .....</li> </ol>
Sore throat	7-8 days		
Sinusitis	14-21 days		
Common cold	14 days		
Cough or bronchitis	21 days		
Other infection: .....	..... days		

**Antibiotics maybe required after  days only if you are not starting to feel a little better or you feel worse. Contact your GP practice.**

- Colds, most coughs, sinusitis, ear infections, sore throats, and other infections often get better without antibiotics, as your body can usually fight these infections on its own.
- Taking antibiotics encourages bacteria that live inside you to become resistant. That means that antibiotics may not work when you really need them.
- Antibiotics can cause side effects such as rashes, thrush, stomach pains, diarrhoea, reactions to sunlight, other symptoms, or being sick if you drink alcohol with metronidazole.
- Find out more about how you can make better use of antibiotics and help keep this vital treatment effective by visiting [www.nhs.uk/keepantibioticsworking](http://www.nhs.uk/keepantibioticsworking)

**Never share antibiotics and always return any unused antibiotics to a pharmacy for safe disposal.**



## public health messages :


- **1. all travellers who develop relevant symptoms, however mild, within 14 days of returning from mainland China, should self-isolate at home immediately and call NHS 111.**
- **2. all travellers from Wuhan and Hubei Province should self-isolate for 14 days, even if they do not have symptoms, due to the increased risk from that area**

# Novel Coronavirus Message

Poster English Corona Virus.pdf - Adobe Reader



File Edit View Window Help

1 / 1 38.3% Tools Sign Comment



 **Public Health England**



**Novel coronavirus (2019-nCoV)**



**If you have been to Wuhan, or Hubei Province, China in the last 14 days ...**

**Stay indoors and avoid contact with others**  **Contact NHS 111 for advice** 




**Please follow this advice even if you do not have symptoms of the virus**

 **Do not go to work, school or public areas** 

 **Avoid visitors in your home** 

 **Avoid using public transport or taxis** 

**If you have been to anywhere on mainland China in the last 14 days and develop any of these symptoms stay indoors and call NHS 111**

 **Cough**  **Fever**  **Shortness of breath**

Visit [NHS.UK](https://www.nhs.uk) for more information

Version 2. Updated 31 Jan 2020

# Corona Virus Message in Chinese



Public Health  
England

武汉新型冠状病毒

## 如果您在过去14天内去过中国武汉...

留在室内，  
避免与他人接触



拨打111  
联系NHS  
获取建议



即使您没有出现患有病毒的症状，  
也请遵循这个建议



请勿上班、上学或  
去公共场所



避免有访客  
到您的家



避免使用公共交通  
或出租车



要注意的症状：



咳嗽



流鼻涕



喉咙痛



发烧



呼吸困难

Visit [NHS.UK](https://www.nhs.uk) for more information

# Public Health Message



# Dementia Support From DISC

Do YOU Care For Someone With Confusion, Dementia or Mild Cognitive Impairment?

## Dementia support from DISC

Dementia Information & Support for Carers (DISC), part of Crossroads Caring for Carers, could help you with on-going support, information and advice.



**DISC**

Dementia Information & Support for Carers

### An allocated Dementia Advisor can provide you with:

- One-to-one support/home visits
- Weekly carer support groups
- Dementia awareness sessions
- Help with acquiring a diagnosis of dementia
- An advocacy service
- Benefit entitlement advice and assistance to complete forms
- Advice on the law/carers rights
- Support at meetings with professional agencies
- Referrals to local authorities to access services i.e. care packages, day centres, respite care, occupational therapists for aids and adaptations, district nurses, etc.



### To make a referral

Call - 0121 553 6483

Email - [carers@discbirmingham.org](mailto:carers@discbirmingham.org)

Find out more at

[www.sandwellcrossroads.org/disc-home](http://www.sandwellcrossroads.org/disc-home)



- This is a **FREE** service • We have Dementia Advisors who speak Asian languages
- No age limits to access the service • Self-referrals welcome • Self-funders welcome



# Birmingham & Solihull Health & Wellbeing Services

- [www.the-waitingroom.org](http://www.the-waitingroom.org)

**www.the-waitingroom.org**

**Download the app**

- 1. Using your smart device locate your marketplace or app store
- 2. Search for "TWR" or "The Waiting Room"
- 3. Download the application to your smart device

Whether you are on Apple or Android you can now find "TWR" in your local marketplace

**Scan the Key**

- 1. Using your smart device locate your marketplace or app store
- 2. Search for "QR code reader"
- 3. Download the application that suits your needs

Download on the **App Store**

GET IT ON **Google Play**

**www.the-waitingroom.org**

**TWR THE WAITING ROOM**

**Birmingham & Solihull Health & Wellbeing Services At Your Finger Tips**

- Translation tool that speaks your language
- Provides easy to access contact options
- Keeps you up to date with current local health and wellbeing services
- A fast growing online directory
- Built in search engine

Access local services through your smart device  
**www.the-waitingroom.org**

For more information please contact us  
t. 07990 947093  
e. [info@the-waitingroom.org](mailto:info@the-waitingroom.org)

**common community NHS**

Copyright © All Rights Reserved The Waiting Room | Common Unity