



NHS 111

NHS 111 is a non emergency number that you can call to speak to a highly trained advisor who will ask you several questions in order to assess and immediately direct you to the best medical care for you.

Out of hours

If you need a doctor when the surgery is closed. Please ring the normal patient line for Sutton road and you will put through to badger.

You may also call Badger (out of hours) who will direct you to a doctor when the surgery is closed.

Badger: 01217662100

PALS – Patients Advisory Liaisons Service

If you are a patient, relative or carer and need advice about healthcare services in your area you can contact:

Telephone: 0800 328 3205
Text Phone On; 07974 729108
Fax: 0121 333 5382

Our Practice Charter

- You will be treated with courtesy and respect by all Practice personnel.
- An urgent appointment with a doctor or nurse practitioner will be available on the same day.
- A non-urgent appointment with a doctor will be offered within 24 hours.
- Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please ask a receptionist for an explanation.
- We aim to answer the telephone within 3 rings.
- An appointment with the practice nurse will be available on a daily basis.
- Requests for repeat prescriptions will be dealt with within 48 hours except at weekends and bank holidays. Requests can be made in person, by post or fax and online.
- All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.
- If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- We wish to make the Sutton Road Surgery as accessible as possible. If you have hearing, physical or visual difficulties please let the receptionist know so that we can enable you to fully use our services.

Sutton Road Surgery Staff;

Dr M E Bhatti (m) (M.B.B.S, MSc)

(Dr Bhatti is the named GP accountable for all patients registered at Sutton Road Surgery)

Shama Sharif – Practice Manager

Cert Ed., B. Ed., PG Dip. H. Ed., MA

Sheila Lockey – Practice Sister

RGN. , Dip. Of Nursing. , ENB 901 Family Planning, Asthma Certificate, Diabetes Certificate

Yasmin Gharda – Senior Receptionist

Ayesha Gaibie – Receptionist

Samantha Stephens – Receptionist

Ms Gail Evans –Phlebotomists

Mr Azhar Iqbal - Physician Assistant

Mrs Lisa Miner - Community Midwives

Ms Alison Kempster - PCN Mental Health Practitioner

Miss Aneesah Kausar -PCN Physician Assistant

Miss Aisha Mahmood - PCN Pharmacist

**Ms Lucy Davis - Social Prescriber Link Worker
Compass Support**

Sutton Road Surgery



**122 Sutton Road
Erdington
B23 5TJ**

Tel.: 0121 373 0056

Fax; 0121 382 3212

www.suttonroadsurgery.co.uk

Updated July 2023

Our Aims;

Our aim is to at all times deliver a wide range of high quality, patient-focused, health services in a sympathetic and friendly but professional manner.

Doctor/Nurse Appointment;

If you are unable to keep the Doctor's or Nurses appointment please notify the surgery as soon as possible as this appointment can be allocated to another patient.

Data Protection and Confidentiality;

Sutton Road Surgery takes great care in ensuring that all the information relating to our patients are kept highly confidential. In very few instances information may be shared with the NHS on a need to know basis.

Opening Times:

Mon: 9.00 – 1.00pm	4.00 – 6.30pm
Tue: 9.00 – 1.00pm	4.00 – 6.30pm
Wed: 9.00 – 12.45pm	Closed
Thu: 9.00 – 1.00pm	4.00 – 6.30pm
Fri: 9.00 – 1.00pm	4.00 – 6.30pm
Sat:	Closed
Sun:	Closed

Location of Sutton Road Surgery

