

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 and <https://www.nhs.uk/conditions/coronavirus-covid-19>
111 Coronavirus Service

Get Immunised

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

Our Prescription Ordering Department (POD) is the simple way to order your repeat prescription

All you have to do is call our direct line 0121 468 0680 by mobile to get call back service as well. You can also order from landline but no call back on landline.

The POD is open 8.30AM – 5.30PM Monday to Friday.

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.

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. You can use POD service for ordering your repeat on the phone.

Request is also accepted via e-mail:

m85686.summerfieldfp@nhs.net or through the website

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.



Clinician's Hours & Preventive Services

Day	Consultation Hours	
	AM	PM
Monday	8.45AM-1PM	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

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, Winson Green, Birmingham, B18 7AL

Tel: 0121 411 0362

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

Current Available Female

PRACTICE Manager

Shashi 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 January 2024]

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

IN person: With Receptionist From 8AM-6PM MON-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. Please see our Consultation Hours time, available for the appointments at Clinicians Hours on this leaflet. You can also make appointment Face to Face in person at reception.

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 an appointment on line as well. Please discuss with receptionist to get the password. Patient can use Triage service on our website.

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

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.

Patient
access

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

Telephone: 0333 006 9711

Making the Difference for Carers Booklet of Services for Birmingham Carers is available on our website www.summerfieldfamilypractice.com

Birmingham Carers Hub

Tel: 0333 006 9711

Email: birminghamcarershub.org.uk

Website: info@birminghamcarershub.org.uk

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 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

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.

NHS Birmingham & Solihull ICS

NHS Birmingham and Solihull

First Floor | Wesleyan | Colmore Circus | Birmingham | B4 6AR

bsol.patientexperience@nhs.net | 0121 203 3313



Find out more about how we are caring about healthier lives:

www.birminghamssolihullics.org.uk

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. They can ensure that chaperone 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 attend our practice to complete the **GMS1 Form**. You can also download this form via:

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

Fill in and bring the form at Surgery reception.

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]