

Practice Leaflet

Bucklands End Lane Surgery

**36 Bucklands End Lane
Castle Bromwich
Birmingham
B34 6BP
Tel: 0121 747 2160
Fax: 0121 747 3425
Website: BuckLandsEndSurgery.co.uk**

**Dr (Mr) Sanjay Kumar, MBBS (Partner)
Dr (Mrs) Rashmi Sinha, MBBS, MRCOG, DFFP (Partner)
Dr (Mr) Beno Machado, MBBS, MS, nMRCGP (Partner)**

Training Practice

We are an approved training practice, training GP Registrars and junior hospital doctors working in the surgery for 6 month attachments. They have their own surgeries and are fully supervised whilst with us. Medical students also work with us as part of the final stages of their training. Dr Machado, Dr Sinha and Dr Kumar train the students qualified doctors.

Staff

Practice Manager	Denise Young, dip PCM, dip HDAP
Administrator	Barbara Wilkins
Practice Nurses	Christine Dixon, RN Rosa George, RN
Health Care Assistant	Debbie Marshall
Receptionists	Christine Gallett Amarjeet Rehal Emma Hood Lisa Cusack Donna Holmes

New Patient Registration

The practice welcomes new patients from within the practice area. If you wish to register with the practice please attend the practice when you will be asked to complete a registration form (GMS1). Once you have registered you will be booked for a new patient medical with one of the Practice Nurses. You will also be asked to complete a medical questionnaire.

Practice Area

Castle Bromwich (B36), Hodge Hill (B34), Shard End (B34)

Surgery Opening Hours

Monday	8.30 – 18.30
Tuesday	8.30 - 18.30
Tuesday evening	18.30 – 20.00
Wednesday*	8.30 – 18.30
Thursday*	8.30 – 18.30
Friday	8.20 – 18.30

* Telephone directed to the out of hours service (BADGER) from 13.00

Disabled Access

There is access to the surgery for disabled patients and a disabled toilet is provided.

Appointments

Appointments can be made on the day and 48 hours in advance. Emergencies are seen on the same day. If you are more than 10 minutes late for your appointment you will be asked to re-book your appointment for another time. If you do not need an appointment but need some advice, the doctor is able to talk to you by telephone through our Triage Service.

Home Visits

If you are too ill to attend the surgery and require a home visit please telephone before 11.30 am. Please remember that home visits are primarily for those who are housebound or too ill to get out. Visits are at the discretion of the doctor.

Out of Hours

If you require a Doctor please call the surgery on 0121 747 2160. If the surgery is closed you will hear a recorded message and will be transferred to the Out of Hours doctor. The practice is a member of BADGER (Birmingham and District GP Emergency Rooms)

The Right of Patients to Express a Preference of Practitioner

Patients can request to be seen by the practitioner of their choice, i.e. for the purposes of continuing care, care of particular conditions etc. If your usual doctor is not holding a surgery on the day in question, then you will be offered the next available appointment with them. However, this may result in you having to wait longer to see your preferred practitioner and you may be asked to accept an alternative should your usual doctor not be available.

Repeat Prescriptions

We do not accept requests for prescriptions by telephone except in exceptional circumstances. Prescriptions are ordered by leaving the tear off slip in the box provided in the lobby or with Reception. Repeat prescriptions are usually turned around within 2 working days. Please allow this long before collecting your prescriptions. A collection service is also provided by local pharmacies. You may also book your appointment on-line.

Test Results

Please telephone between 12.00 pm and 2.00 pm if requesting results of your blood test.

Confidentiality

The practice recognises that patient confidentiality is paramount and fully adheres to the Data Protection Act 1998. No patient data is released without the written permission of the patient.

Access to Medical Records

All patients have the right to see what is kept on their medical record. If you want to view your record, please make a request with the Practice Manager

Violent or Abusive Patient

The practice will not tolerate violent or abusive patients and fully subscribes to the NHS Zero Tolerance Policy. We have the right to remove violent patients from our list. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety.

Change of Address/Telephone Number

Please inform our Reception staff immediately of any personal changes

Practice Complaints Procedure

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so we would wish for the matter to be settled as quickly and as amicable as possible. To pursue a complaint please contact the Practice Manager who will deal with the concerns appropriately.

Patient Comments

The doctors and staff welcome your comments on the services offered. You may do so in person or by letter. Your comments help improve the services we provide.

Practice Nurses

Nurses are available Monday to Friday and Tuesday evenings. The practice is supported by District Nurses, Health Visitors and Midwives.

Clinics

The following clinics are available at the surgery

Coronary Heart Review
COPD Review
Diet and Health style Advice
Cytology
Family Planning
Minor Surgery
Antenatal Clinic

Diabetic Review
CVD Review
Smoking Cessation
Well Woman Clinic
IUCD
ECG

Asthmas Review
Thyroid Review
Phlebotomy
Well Man Clinic
Travel Health
Substance Misuse

Antenatal Clinic

The Midwife is available weekly on Wednesday between 9.00 am – 1.00 pm

Minor Surgery

The practice is well equipped for minor surgical procedures

Travel Advice

Advice and holiday immunisations when travelling abroad are available from the Practice Nurse

Non NHS Services

Some services are not covered by the NHS. These include medicals for jobs, private certificates for holiday cancellations, BUPA claims, etc. Payment will be required for these services