

# Practice Team

## Practice Manager

Mr Raj Mehta

## Practice Nurses

Sukhvinder Kaur  
Jagdish Benning

## Receptionists

Simerjit Roopra  
Sangita Driver  
Susan Hart  
Kirrpal Danjaul

## Admin Clerk / IT

Donna Roberts

## Surgery Opening Hours

Monday, Tuesday : 8.00am – 6.30pm  
Wednesday: 8.30am – 02.30pm (**pm – Surgery Closed**)  
Thursday : 8.30am – 7.30pm  
Friday : 8.30 – 6.30pm

## When surgery is closed

In case of an **EMERGENCY** only  
please ring :**0121 373 1078** and listen carefully to the  
answer phone message.

Between 6.30pm and 8.00am and weekends / Bank  
holidays BADGER provides the out of hours services

At all other times if surgery is closed you will be directed  
to the out of hours service.

For free health advice ring NHS Direct on **111**

## Telephone Advice

The GP is available for telephone advice during surgery  
opening times and if busy may have to ring you back.

## Consultations

Appointments are available 5 mornings and 4 evenings a  
week. Appointments may be made up to three days in  
advance.

Same day appointments are offered by the Nurse  
Prescriber

The practice nurses are available for Smoking cessation,  
Contraception, Smears, Vaccinations, Yellow Fever and  
other health promotions.

## Antenatal clinic

Midwife holds a clinic on Wednesdays at the surgery  
Between : 9.30am – 12.00pm

## District Nurse

Based at Dove Medical Centre

**0300 555 1919**

## Chronic Diseases Management

Regular checks for Asthma/COPD, Diabetes, Coronary  
heart disease, Epilepsy and hypertension are carried out  
systematically and on adhoc basis, by the practice  
nurses and DR.

## Complaints

Most complaints are usually dealt as they arise. If they  
cannot be sorted they are passed either verbally or in  
writing to the Practice Manager. All written complaints are  
acknowledged in 2 working days and looked into within  
10 working days.

## Prescriptions

Repeat prescriptions are available every 4 weeks or 8  
weeks according to your agreement with Dr. There is no  
need to phone in advance to order your repeat  
prescription.

You must let the receptionist know if you have been in  
hospital and your medication has changed otherwise you  
are at risk of getting the wrong medication. This is due to  
delays in hospital communication for various reasons.

Repeat prescriptions are reviewed every six months and  
you may be asked to attend for blood tests or to see the  
doctor.

Occasional medications e.g. painkiller, hay fever tablets  
require a written request and 48 hours notice.

Contraception, HRT and any medication you have not  
had in the last six months will not be issued without a  
consultation. This is for your safety.

## Home Visits

Home visits requests must be made in the morning as  
soon as possible. It is the Doctors decision based on the  
clinical need whether someone requires a visit or not. In  
cases of emergency e.g. Chest pains, overdoses or  
collapse please phone for an ambulance, if you are  
unable to do so, one will be called for you.

## Disabled Access

We are DDA compliant.

## Training Practice

We are a training practice for Training Doctors and Nurse  
Prescribers.

## Antibiotic Campaign

We are actively involved in reducing our antibiotic  
prescribing. We follow the CCG Guidelines and NICE  
Guidelines.

## Results of blood tests and investigations

For the sake of confidentiality results are only given to patients themselves and in certain cases you may be asked for consultation to have the results explained.  
**(Ring between 12.00pm – 1.00pm)**

Please inform us if you have not received your smear result within 10 weeks.

If you have been referred to a hospital for any reason and have not received an acknowledgement from the hospital within 4 weeks please let the surgery know.

The practice is registered under the Data Protection Act.

## Freedom of information Act

If you need to see a copy of this please ask to speak to the Practice Manager.

## Access to medical records

If you need access to your notes please ask to speak to the Practice Manager.(As per protocol)

## To register as a patient

Please ask at the reception for registration form.  
Please return the completed forms to the reception.  
Only fully completed forms will be given priority due to high demand for registration as it makes it easier to process the application.

**PLEASE NOTE THIS PRACTICE OPERATES A ZERO TOLERANCE POLICY TO ANY ABUSE OR THREATENING BEHAVIOUR.**

**It is patients responsibility to abide by the practice rules which are displayed in the waiting room**

## Useful Telephone numbers

Health Worker  
Cara Duffs :0121 465 5730

Good Hope Hospital : 0121 424 2000

City Hospital : 0121 554 3801

University Hospital : 0121 472 1311  
(Queen Elizabeth Hospital)

Patient advice and liaison service  
(PALS) : 08001696876

NHS Direct : **111**

Carers Association : 0121 686 4060

Urgent Care Centre : 0121 465 5613



AYLESBURY SURGERY

Warren Farm Road  
Kingstanding  
Birmingham  
B44 0DX

Tel: 0121 373 1078  
[www.aylesburysurgery.nhs.uk](http://www.aylesburysurgery.nhs.uk)

**Dr D S BHOMRA**  
(male)

Bsc, Mb Ch (Bham1986),  
DRCOG, DCH

**DR POONAM MEHTA**  
(female)  
nMRCGP, DFSRH

