

Test Results

Please contact Reception for results of blood tests, urine tests, scans or X-rays.

- 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.
- Please place your request with reception for any results e.g. blood test, urine tests, scan and x-ray results and allow 48 hrs. for response to request for results.
- 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
- Any requests for letters or medical reports (e.g. for PIP) should be placed in writing if possible

Patient Rights

You have the right to be treated with dignity, respect and without discrimination; to receive appropriate information about your care; to have your privacy and confidentiality respected; and to access your health records subject to the law.

- Register with a GP
- Be treated with dignity and respect
- Have your information kept confidential
- To have access to your health records, subject to any limitations in law.

Patient Responsibilities

Please treat staff and other patients courteously, provide accurate and up-to-date information.

- To ask the doctor or nurse about anything that you don't understand.
- To treat staff politely and courteously, as you would wish to be treated yourself.
- To tell the surgery and other medical providers / hospitals straight away if you change your name, address or telephone number. It helps us to keep our records up to date and to contact you when necessary.
- To understand that the results of tests are only given by the doctor or nurse to the person who had the test or, for children, to the parent or guardian.
- To keep your appointments at all times or cancel them in good time so that we can offer them to other patients

Accessibility & Interpreting

Please tell us if you need an interpreter or communication support. We will make reasonable arrangements to help you access and understand your healthcare.

Freedom of Information

Aylesbury Surgery complies with the **Freedom of Information Act 2000**. If you would like to request information or view our Publication Scheme, please contact the Practice Manager.

Medical Records & Confidentiality

Your medical records are confidential, and Aylesbury Surgery complies with the **UK GDPR and Data Protection Act 2018**. Relevant information may be shared with healthcare professionals involved in your care where there is a lawful basis to do so. You have the right to request access to your medical records. Requests will be dealt with in accordance with current data protection legislation. For further information about **confidentiality, data protection or accessing your records**, please speak to the Practice Manager.

Zero Tolerance

We will not tolerate abuse, threats, violence or discriminatory behaviour towards staff or patients. Concerns can be raised with the Practice Manager.

Complaints

Please contact the Practice Manager if you have any concerns.

Written complaints are acknowledged within 2 working days and investigated within 10 working days.

Have your say – join our Patient Participation Group

We want our patients to have a voice in how Aylesbury Surgery develops and improves its services.

Our Patient Participation Group (PPG) provides an opportunity for patients to share their experiences, raise suggestions and help us understand what matters most to our patients. You don't need any medical experience to take part. We welcome patients from different ages, backgrounds and communities.

Interested in joining?

Please speak to Reception or contact:

Email: aylesbury.surgery@nhs.net

Telephone: 0121 373 1078

Your feedback can help us make a difference.



AYLESBURY SURGERY PATIENT INFORMATION

**Safe • Effective • Compassionate
Healthcare**

A practical guide to appointments,
prescriptions, online services, urgent care
and support.

**Warren Farm Road
Kingstanding
Birmingham
B44 0DX**

0121 373 1078

www.aylesburysurgery.nhs.uk

Dr D S BHOMRA (male)
Bsc, Mb Ch (Bham 1986),
DRCOG, DCH

DR POONAM MEHTA (female)
nMRCGP, DFRSH

Dr SHANAZ TALUKDAR (female)
MBChB, DRCOG, MRCGP

AYLESBURY SURGERY

Patient Care

We are committed to providing safe, effective and compassionate healthcare to all our patients. Our dedicated team works together to ensure patients receive the right care.

We encourage patients to work with us to improve their health and wellbeing by using available NHS services, attending appointments responsibly and keeping their information up to date.

Disabled Access - We are DDA compliant.

Training Practice

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

Practice Team

Practice Manager –Mr. Rajash Mehta

PA to Practice Manager / Receptionist - Kirpal Danjaul

Practice Nurses

Nurse Sukhvinder Kaur RGN. Nurse Prescriber
Nurse Rekha Salan RGN Nurse Practitioner

Receptionists

Katrina Broom
Donna Roberts
Divya Lal
Leanne Stocks
Lauren Moss

Appointments & Opening Hours

OPENING HOURS

Monday, Tuesday, Wednesday, Fridays 8.00am – 6.30pm
Thursday 8.00am – 7.30pm
Saturday & Sunday – Closed

When surgery is closed

Please call 0121 373 1078 and listen carefully to the recorded message.

Out-of-hours care is provided by BADGER between 6.30pm – 8.00am, weekends and Bank Holidays.

For urgent medical advice when we are closed, call NHS 111.

In a life-threatening emergency, always dial 999

Registering with Aylesbury Surgery

If you live within our catchment area, you can register online through our website or NHS GP registration service. You may also complete the registration form and bring it to the practice

Online Services

Routine appointments

Routine appointments are available throughout the week including evenings. We will try and accommodate you for the same day appointment where possible or the next available appointment.

Our website and NHS App provide convenient ways to access a range of services. You can submit urgent and non-urgent medical or administrative requests online.

NHS App

Depending on your access and the services enabled by the practice, you may be able to request repeat prescriptions, manage appointments and view parts of your GP health record.

Accurx / Online Triage

For urgent and non-urgent medical or administrative requests can be made via the surgery's

- website: www.aylesburysurgery.nhs.uk
- Or via our Triage link:
<https://accurx.nhs.uk/patient-initiated/M85779>
- **NHS App.**
- Alternatively for information you can call the surgery on **0121 373 1078.**

Home Visits

Please contact Reception before 10am where possible. Home visits are for patients who are housebound or too unwell to attend the surgery. The GP will decide whether a visit is clinically required.

Pharmacy First

For some common health conditions, you may be offered a Pharmacy First appointment instead of a GP appointment.

Pharmacists are highly trained healthcare professionals and can provide advice, treatment and, where appropriate, prescribe medication for certain conditions. This service can help you receive the right care quickly and conveniently, without needing to see a GP.

Community pharmacies can assess and treat certain common conditions, including **sinusitis, sore throat, earache, infected insect bites, impetigo, shingles and uncomplicated urinary tract infections in women.**

Ask your pharmacist or Reception if you are unsure whether Pharmacy First is suitable.

Chronic Diseases Management

Same day appointments are offered by the Nurse Prescriber. The practice nurses are available for Smoking cessation, asthma reviews, Diabetic reviews, Contraception, Smears, Vaccinations, Yellow Fever and other health promotions.

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

- *Asthma, COPD and diabetes reviews*
- *Smoking cessation support,*
- *Cervical screening (smears) & Contraception and HRT*
- *Vaccinations & Immunisations*

Prescriptions

Repeat prescriptions are available every 4 weeks or 8 weeks according to your agreement with the surgery Doctor.

Repeat prescriptions can be ordered by requesting in writing, online via our website, Triage link or via the NHS APP, in person at reception or phoning the surgery. Any requests for medication require 48 hours notice.

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. There may be delay in issuing new medication 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 book for medication. Review or see the doctor.

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.

Using AI to support our GP services

Aylesbury Surgery uses an approved AI-supported system as part of some GP consultations to help with documentation and administrative tasks.

Any use of AI is subject to appropriate safeguards and information governance requirements. Your confidentiality and privacy remain important to us.

Your care remains our priority

All decisions about your health are always made by a qualified healthcare professional. AI is used only as a support tool and does not replace clinical judgement.

If you have any questions or concerns about the use of AI during your consultation, please speak to a member of the practice team.