Opening Hours

**RECEPTION**

Reception is open from 8.00am to 6.30pm
Monday, Tuesday & Friday, Thursday 8.00am to 7.00pm and Wednesday 8.00-12.30

**APPOINTMENTS**

Consultations are by appointment only. The Practice offers appointments from:
9.00am-6.00pm Mon, Tues & Fri
9.00am – 7.20pm on Thursday
9.00am-12.00 Wednesdays.

**Out of Hours Service**

Always telephone the surgery first and listen carefully to the recorded answer machine message. The out of hour’s service number is as follows
**Weds 12.30—6.30pm call Badger medical services on 0300 555 9999**
Mon—Fri 6.30pm—8.00am, Weekends and Bank Holidays please call 111

_Birmingham & Solihull CCG is responsible for commissioning the out of hours services for this practice_

**Home Visits**

Patients do NOT have an automatic right to a home visit from a GP. The GP will decide if a home visit is appropriate based on information regarding the condition of the patient. The home visit is NOT an emergency service if the patient’s condition is urgent, then the patient should dial **999.**

Extended Access

Evening and weekend appointments are now available at Hall Green Health Centre for patients registered at this surgery. Ask at Reception

Non-NHS Services

There are some services outside of the NHS for which the doctors will make a charge, e.g. completing private health insurance forms. These services and fees are displayed in the waiting area and are reviewed on a regular basis. All fees’ are in line with current BMA scales.

**Patient Participation Group**

The group meets every two months to:
- give Practice staff and patients the opportunity to discuss topics of mutual interest in their Practice.
- provide the means for patients to make positive suggestions about the Practice and their own healthcare.
- encourage health education activities within the Practice.

Patient Access

The surgery has wheelchair access on ground floor. If you wish to see a clinician in the upstairs consulting room please inform a receptionist and provisions will be made for you. We have a hearing loop in reception. We can arrange interpretation and translation services in person or by telephone for patients who do not speak English. Please let the practice know if you require this service when booking an appointment.

Late evenings — Thursday every week — clinic run by Dr Younan

We are a member practice of
_Birmingham & Solihull CCG_  
Bartholomew House  
142 Hagley Road  
Birmingham B16 9PA

Dr Yosry Gabriel (male)  
PhD, FRCS, MRCOG, DPD, DFSRH

Dr Fekry Younan (male)  
MB BCH, FRCS (England)
Welcome to Baldwins Lane Surgery. We are a well established, fully computerised friendly practice. We aim to treat all patients promptly, courteously and in complete confidence. We are a training practice and sometimes have junior doctors.

The Practice Nurses assist the doctors with clinical work and health promotion. The Practice Nurses have appointments throughout the day. The nurse provides a range of services including: travel vaccinations; baby immunisations; cervical smears; family planning; dressings and ear syringing.

In conjunction with the Doctors, the nurse offers clinics for Diabetes, Asthma & Coronary Heart Disease. We also provide a wide range of minor surgery techniques, sexual health and family planning services.

Practice Staff
- Dr Yosry Gabriel (M)
- Dr Fekry Younan (M)
- Dr Sania Hussain (F)
- Irene Donnelly
- Noelleen Heekin
- Mark O’Gara
- Lennie Watson
- Claire, Marie, Julie, Wendy

Repeat Prescriptions
If your doctor decides you need a repeat prescription you will be issued with a computerised request slip. When you require a repeat prescription please hand the request to reception indicating which items you require. Please only order items which you have run out of, we strongly encourage all patients not to stock pile drugs as drugs do have an expiry date. The practice operates a 2 working days repeat prescription system. You can order via post, fax, online or in person.

Concerns
The Manager is available to advise you about administration and non-medical aspects of your care. We aim to provide the highest standard of care. If you feel that this has not happened please contact the practice manager. The practice has an in-house complaints procedure in line with NHS regulations and any member of staff will be able to give you a copy of this on request. We are keen to hear from patients as to how you feel about the services which we provide. If things are not going well, this gives us a chance to put them right. But we also like to hear from you if things are going well and you are pleased with the service. Please speak to Mark O’Gara, Practice Manager.

Zero Tolerance
The Practice operates a zero tolerance attitude towards any form of verbal or physical aggression. Breaches of this policy will result in instant removal from the Practice list.

Patients’ rights, responsibilities & personal health information
You have a right of confidentiality and we ensure that the information we hold is secure and only available to health professionals involved in your care. Patients & staff have a right to courteous treatment and we ask everybody to respect this when in the surgery.

Data Protection Act
We are registered with the Data Protection Act and are bound to terms of the agreement.

Test Results
If your doctor has advised you to obtain the results of hospital investigations, please call after 1.30pm.

Practice List Area
Please ask reception for more details.