

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 ur-
gent, then the patient should dial **999**.

***The local walk in centre is:-
Solihull health and Walk in Centre,
Lode Lane, Solihull, B91 2AE
0121 709 7711
Open 8am – 8pm every day***

Extended Access

Evening and weekend appointments are now avail-
able at Hall Green Health Centre for patients reg-
istered 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. com-
pleting private health insurance forms. These ser-
vices 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 oppor-
tunity to discuss topics of mutual interest in
their Practice.
- provide the means for patients to make posi-
tive 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 hear-
ing loop in reception. We can arrange interpreta-
tion 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.

BALDWINS LANE SURGERY

Reviewed 01/10/2018
Next review date 01.03.2019

BALDWINS LANE SURGERY



Dr Yosry Gabriel (male)

PhD, FRCS, MRCOG, DPD, DFSRH

Dr Fekry Younan (male)

MB BCH, FRCS (England)

**265 Baldwins Lane, Hall Green
Birmingham, B28 0RF
Telephone 0121 744 1290
Fax 0121 745 1126
www.baldwinslanesurgery.info**

***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

Our Services

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

How to Register

Registration forms and new patient questionnaire can be collected from Reception
Your medical records will be requested from your previous practice if applicable. You can choose to see whichever GP you prefer but we encourage you to see the same GP throughout an illness for continuity of care, although this may sometimes be difficult in the case of an emergency.

Appointments

Please arrive on time for your appointment. If you are late you will not be seen and will be asked to re-book. Please always attend your appointment or cancel in plenty of time. You may be asked to leave the surgery if it is considered a repeat issue

Practice Staff

GP	- Dr Yosry Gabriel (M)
GP Locum	- Dr Fekry Younan (M)
GP Locum	- Dr Sania Hussain (F)
Practice Nurse	- Irene Donnelly
Practice Nurse	- Noelleen Heekin
HCA	- TBA
Business Manager	- Heike Gabriel
Phlebotomist	- Locum
Practice Manager	- Mark O'Gara
Practice Secretary	- Lennie Watson
Reception team	- 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

