

How to Register

Registration forms and new patient questionnaire are on our website or 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. Patients of all ages will be assigned an accountable GP

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.

The local urgent care centre is:-
South Birmingham Urgent Treatment Centre
15 Katie Road, Selly Oak, B29 6JG
0121 415 2095
Open 8am – 8pm every day

Extended Access

Evening and weekend appointments are now available at Yardley Wood Medical 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.

BALDWINS LANE SURGERY

Reviewed 27/06/2022

Next review date 01.07.2023

BALDWINS LANE SURGERY



Dr Yosry Gabriel (male)

PhD, FRCS, MRCOG, DPD, DFRH

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

Opening Hours

8.00am to 6.30pm Mon—Fri

Appointments must be prebooked:

Clinic times:

8.00am to 6.30pm Mon, Tues, Thu, Fri

8.00am—13.00 Wed

*A member of Mosely, Billesley & Yardley
Wood Primary Care Network*

MOBY PCN

We are a member practice of

Birmingham & Solihull CCG

First Floor, Wesleyan, Colmore Circus,

Birmingham, B4 6AR

contactus.bsolccg@nhs.net - 0121 203 3300

Our Services

Welcome to Baldwins Lane Surgery. We are a well established, modern, friendly practice. We aim to treat all patients promptly, courteously and in complete confidence. We are a training practice and sometimes have medical students. 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: chronic disease clinics, travel vaccinations; baby immunisations; cervical smears; family planning and dressings. 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.

We work with MOBY PCN to provide a range of services. Social prescribers, first contact physiotherapists, pharmacists, paramedics and mental health workers are all a part of this provision.

Appointments

We offer a range of appointment types: Face to face (F2F), telephone, Video and online consultation. Please let us know which you would prefer when booking your appointment. Please arrive on time for your F2F 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. Our patients can use the LIVI app to speak to a GP—just download the app.

Test Results

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

Practice Staff

GP	- Dr Yosry Gabriel (M)
GP Locum	- Dr Vanessa Palmer (F)
Practice Nurse	- Kellie Parkins
Practice Nurse	- Celina Gayatri
HCA	- Rachel Bishop
Business Manager	- Heike Gabriel
Practice Manager	- Mark O’Gara
Practice Secretary	- Lennie Watson
Reception team	-Marie, Julie, Wendy, Edyta

Repeat Prescriptions

When you require a repeat prescription please list the items required in writing including your name, address and date of birth. This can be ordered online, by email, by post or by dropping in the green mailbox outside reception. Please only order items which you have run out of, we strongly encourage all patients not to stockpile drugs as drugs do have an expiry date. The practice operates a 2 working days repeat prescription system. If you have been issued with a repeat dispensing prescription you can order from the pharmacy.

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.

Your Data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR. You have a right to copies of your records and to know how your data has been stored or shared. The patient privacy notice is available on the practice website.

Practice List Area

Please ask reception for more details

