

## Extended Access Service – Information for Patients

- ❖ This practice is part of the extended access service which provides GP and Health care assistant appointments.
- ❖ **Weekday Extended Access**  
On every Tuesday Evening appointments (6.30pm – 8.00pm)
- ❖ **Weekend Extended Access**  
Weekend appointments are available with a GP from 10.00am - 5.00pm on Saturdays from the Holyhead Primary Healthcare Centre, 1 St James Rd, Handsworth, Birmingham, B21 0HL.  
**Disclaimer:** Weekend appointments are based on the GP rotas, please enquire in reception for the availability of appointments.

## Why Does the Receptionist need to ask what is wrong with me?

- A Receptionist connects the patient with the most appropriate services for their Needs.
- It may be more appropriate to see a different Clinician.
- The GPs have asked reception staff to ask certain questions when booking to help the smooth running of our clinics.
- It is important to ensure you see the most appropriate Clinician.

This can help us save a GP appointment for you when you really need it.

**Thank you for your understanding.**

## Repeat prescriptions.

A GP must authorise every repeat prescription. This takes 48hours/2 full working days. Please Note, at busy times, it may take little longer.

Day Request Received	Day your [Prescription/ Medication] is ready to collect after 2.00 Pm
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

\*\*\*Please note, you can request a repeat prescription online, ask a member of our staff for the details. We do not accept repeat prescription over the phone.\*\*\*

*Pre-bookable Slots  
for upcoming week  
Every Friday  
Between  
5:00PM & 6:00PM*

**KIRPAL MEDICAL PRACTICE  
&  
DR BHALLA AND PARTNERS**

**MARCH NEWSLETTER**  
Information for Patients

Updated: 29/02/2024  
Review: 28/03/2024

<https://kirpalmedicalpractice.co.uk/>  
<https://www.drballaspractice.nhs.uk/>  
0121 203 5100 Bhalla  
0121 203 5040 Kirpal  
**247-251 Soho Road Health Centre  
Handsworth, Birmingham  
B21 9RY**

### OPENING TIMES

**Monday:** 8.00 - 6.30  
**Tuesday:** 8.00 - 6.30  
**(Extended Access 06:30 Pm – 08:00 Pm)**  
**Wednesday:** 8.00 - 8.00  
**Thursday:** 8.00 - 6.30  
**Friday:** 8.00 - 6.30  
**Saturday:** **Closed**  
**(Extended Access 09:00 Am – 05:00 Pm at  
Holyhead Primary Healthcare Centre)**  
**Sunday:** **Closed**

**Disclaimer:** Appointment times are 9am till 11.30am for the morning and 3pm till 5.30pm for the afternoon.

## PROUD TO BE A SAFESURGEY

### What can we do to help?

General Practices can take concrete steps, both at reception and in consultations, to improve equality of access to the services.

- ☑ In partnership with Doctors of the World UK, we will ensure that our practice offers a welcoming space for everyone who seeks to use our services.
- ☑ Mindful of our duties to uphold equality and human rights law, we will implement patient registration policies which do not discriminate based on race, gender, sexual orientation, immigration status or any other characteristic.
- ☑ We will ensure that a lack of identification or proof of address or language do not prevent patient registration.
- ☑ Never ask to see a visa or proof of immigration status.
- ☑ we will ensure that our staff understand the specific barriers faced by migrants in vulnerable circumstances and that they are empowered to mitigate these barriers, where possible. Use an interpreter, if needed.
- ☑ Displaying posters to reassure patients that our surgery is a safe space.

## Calendar of Month March

### HAPPY WOMENS DAY 8<sup>th</sup> March.

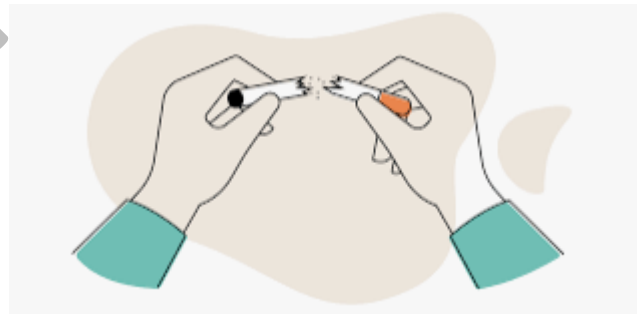
International Women's Day is celebrated annually on March 8th to honour the social, economic, cultural, and political achievements of women worldwide. It is a day to recognize the progress made towards gender equality and to acknowledge the invaluable contributions women make to society. It is an occasion to celebrate the strength, resilience, and achievements of women while also advocating for a more inclusive and equitable world for all.

### Happy Women's Day!

### National No Smoking Day 13<sup>th</sup> March

National No Smoking Day raises awareness about the health risks associated with smoking and encourages people to quit. It promotes a smoke-free lifestyle, highlighting the benefits of quitting for both individuals and society. This day serves as a catalyst for positive change towards a healthier and smoke-free environment.

## QUIT SMOKING



### World Sleep Day 15<sup>th</sup> March

World Sleep Day raises awareness about the importance of good sleep and its impact on health. It promotes healthy sleep habits and addresses sleep-related issues like insomnia and sleep disorders. The day emphasizes the significance of quality sleep for overall well-being and productivity.

## Sleep Well, Stay Healthy

### Get advice if you feel unwell.

If you are 65 or over, or in one of the other at-risk groups, it's important to get medical help as soon as you feel unwell.

You can get help and advice from:

- A pharmacy – pharmacists can give treatment advice for a range of minor illnesses and can tell you if you need to see a doctor.
- Your GP – you may be able to speak to a GP online or over the phone or go in for an appointment if they think you need to.
- NHS 111 – go to [111.nhs.uk](https://111.nhs.uk) or call 111 if you have an urgent medical problem and you are not sure what to do.

The sooner you get advice, the sooner you are likely to get better.

**In an emergency, Visit A&E immediately or call 999.**

**FOR ANY FURTHER DETAILS OR QUESTIONS, PLEASE FEEL FREE TO SPEAK TO A RECEPTIONIST.**