

## Rowlands Road Surgery

15 Rowlands Road

Yardley

Birmingham

B26 1AT

[www.rowlandsroadsurgery.com](http://www.rowlandsroadsurgery.com)

Tel: 0121 706 6623

[doctors.rowland@nhs.net](mailto:doctors.rowland@nhs.net)

Surgery Opening Times				
Mon	08:30	13:30	15:30	18:30
Tue	08:30	13:30	15:30	18:30
Wed	08:30	13:30	15:30	18:30
Thu	08:30	13:00	15:30	18:30
Fri	08:30	13:30	15:30	18:30

Surgery Consultation Times				
Mon	09:00	12:30	16:00	19:15
Tue	08:30	13:00	15:30	17:30
Wed	09:00	13:00	16:00	18:30
Thu	08:30	13:00	Closed	
Fri	09:30	12:30	15:30	19:15

**Emergencies and Visits, Appointments, Business Enquiries:**

0121 706 6623

**Enquiries and Results**

0121 706 6623 after 11.00am

### APPOINTMENTS

All surgeries are by appointment, and can be made in person or by telephone or online. The appointment line opens at 8.30am for morning appointments and 3.30pm for afternoon appointments. Pre-bookable appointments are also available. If you are unable to attend for your appointment please let us know so that we can offer this to another patient. We offer online booking of appointments. You can book by registering for online access.

Extended access appointments are available on Monday and Friday evenings. If you have a preference of practitioner, please inform the Receptionist. It is your responsibility to attend your appointments and inform the practice of any cancellations. Find more information about your rights and responsibilities on our website.

Evening and weekend appointments at Bosworth Medical Centre (part of the Primary Care Network).

## PRACTICE STAFF

### Rowlands Road Surgery Staff

GP Partners: Dr Raveendra Katamaneni (M)

MBBS, MRCP, MRCPCH, DCH

Dr Srinivas Dasari (M)

MBBS, FRCS

Locum GP: Dr Anna Hall (F)

BSc MbChB MRCGP DFSRH

Practice Nurse: Ms Helen Talbot <sup>RCN</sup>

Health Care Assistant: Jaynisha Chauhan

Practice Manager: Mrs Harprit Bilkhu

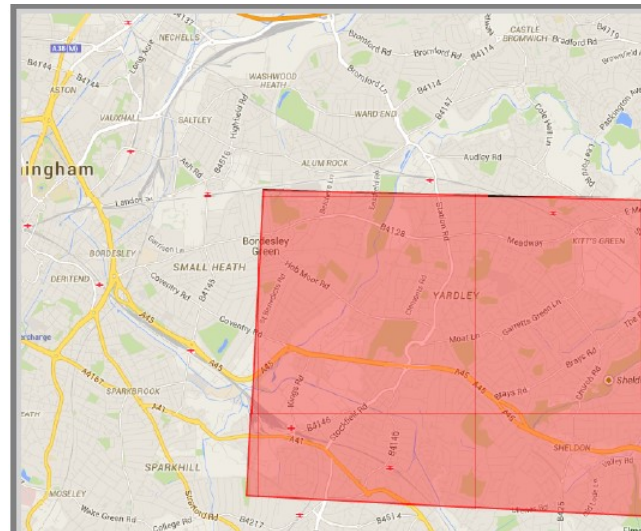
Data Management: Mrs Lakshmi Dasari

Receptionist/Phlebotomy: Mrs Vivienne Sneyd

Receptionist: Mrs Dawn McNamee

Receptionist: Mrs Donna Payne

### PRACTICE Boundary



## Rowlands Road Surgery

# PRACTICE LEAFLET

## Information for Patients

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there's a good reason, the organisation must provide the information within 20 working days.

### Dr R Katamaneni & Dr S Dasari

We are a teaching practice teaching for students intending to become health care professionals.



Part of North Solihull Primary Care Network

Part of Birmingham and Solihull  
Integrated Care Board

## URGENT APPOINTMENTS

*(Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms).*

## TELEPHONE ADVICE

The Doctors are available to give telephone advice via telephone consultations.

**Please do not attend the surgery if you have symptoms of Covid-19. Stay at home, follow national guidance, avoid contact with others and get medical attention if you cannot cope with symptoms.**

## NURSE

We have an experienced Nurse available on Tuesdays and Thursdays who can deal with all minor ailments.

## PHLEBOTOMIST

Appointments are available on Tuesdays and Wednesdays for blood tests.

## HOW TO REGISTER AS A PATIENT

If you are new to the area and are requiring to register with us please enquire at our Reception Desk. Alternatively, you can register through our website. Following your registration you will be required to have a new patient check to enable your registration to be fully complete. An appointment will be offered with our Health Care Assistant.

New and existing patients (including those aged over 75) will be assigned an accountable named GP.

## HOME VISITS

Home visits should only be requested for those who are **housebound**. They should be requested by calling the surgery before 11:00am. Whenever possible we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room we can make alternative arrangements.

### Access for Disabled Patients



There is full access for disabled patients, reserved parking and toilet facilities.

If you have special needs, please let the reception staff know so we can do our best to assist you

## PRESCRIPTIONS

**ROUTINE** -requests for repeats prescriptions will be dealt with within 48 hours and can be ordered via dropping your repeat slip to the surgery (there is a postbox outside) or through your pharmacy if available. Repeat prescriptions can also be requested online.

## CHAPERONES

*All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP.*

## OUT OF HOURS

If you have an urgent problem when the surgery is closed. Please ring **NHS 111** otherwise ring the out of hours service, which this practice has commissioned from Badger, on **0300 555 9999**. Please note that when contacting them, your telephone conversation will be recorded.

## ONLINE BOOKING AND VIEWING RECORDS

Online booking of appointments and viewing your own record or that of your child or care is available. Please contact the practice request details for online access to receive user ID and password to create online access to the clinical record system.

## DATA PROTECTION

All information held about patients is completely confidential. Only authorised staff members have access to your information. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system. Non-identifiable patient data can be shared with other organisations for research and auditing purposes however you can opt-out of this. Data with patient identification details, e.g., for insurance, and DWP, DVLA will only be shared with patient consent.

## VIOLENT AND ABUSIVE PATIENTS

The practice will not tolerate violent or abusive behaviour. Anyone verbally abusing either a member of staff or the public, or using inappropriate language, will be asked to leave the premises and requested to find another GP. Anyone who is violent or causes damage will be removed from the list immediately. Violence and aggression towards

the doctors are unable to manage clinically e.g. breach of staff or members of the public. Damage to practice property or equipment. Persistent misuse of the system. Patients who contract with doctor regarding use of prescribed medicine, break down in patient communication. Patients who are disruptive and display aggressive and/or intimidating behaviour and refuse to leave the premises – staff will summon the POLICE.

## Our Services

Your practice provides the following: Baby Clinic, BP Check, Medication Reviews, Pill Check, LARC advice and Contraception advice, COPD check, ECG taking, NHS Health Checks, Asthma review, Alcohol, Over 75 Health check and Social Prescriber. As part of the PCN we provide a Physiotherapy Clinic and Acute Medical Clinic. The Board is responsible for commissioning of services.

## Birmingham & Solihull ICB

To obtain details of all primary medical services available within Birmingham Integrated Care Board please contact:

Birmingham & Solihull ICB

Wesleyan, First Floor

Colmore Circus

Birmingham

B4 6AR

Tel: 0121 203 3300

## Patient Advice & Liaison Services (PALS)

Patient Services Department (formerly PALS) You can call them on **(0121) 424 0808**

## Complaints about the practice or services

### Complaints about the practice

All complaints should be addressed to the **Practice Manager** who will respond within 48 hours. If you feel the need to address your concerns further Please contact NHS England Customer contact Centre.

**Members of the public, patients, and their representatives** should contact NHS England's Customer Contact Centre: **Telephone: 0300 311 22 33**, **Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)** **Post: NHS England, PO Box 16738, Redditch, B97 9PT**

NHS England opening hours are: 8am to 6pm Monday to Friday, except Wednesdays when they open at the later time of 9.30am.