Aylmer Lodge Surgery





Hume Street Medical Centre Hume Street Kidderminster DY11 6SF 01562 822015



www.aylmerlodgecookleypartnership.co.uk





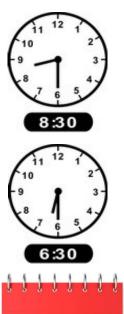


- Access
- Access to Hume Street is from the main entrance via the car park
- There is a lift to the upper floors
- There are accessible toilets and a Changing Places toilet.
- There is an induction loop in Reception.
- We have health information in large print, easy read, and various languages.



When the surgery is open

Weekdays



Monday

evening

Monday	8.30 am- 6.30 pm
Tuesday	8.30am – 6.30pm
Wednesday	8.30am – 6.30pm
Thursday	8.30am – 6.30pm
Friday	8.30am – 6.30pm

Evening Surgery Wednesday 5.00pm – 8.00pm









New Patients

If you want to join this surgery you need to live in the local area.

Bring a form of identification with you when you register (like utility bill, passport etc)

New patients will be offered a routine health check.

We will ask you to fill in a form with your medical details. We can help you fill it in.

You may be able to book appointments on line – please ask us about this.



Pharmacy

2 days

Repeat prescriptions

This means getting more of your usual medication without seeing a doctor.

How to get a repeat prescription

- Hand in a Repeat Prescription form any weekday when we are open.
- We have a post box on the wall so you don't have to queue.
- We can help you fill in the form.
- Local chemists can deliver your medication for you. Ask at reception about this.
- Your prescription should be ready in two days

/	Surgery Staff Doctors		
	Dr F Irfan	(Male)	
	Dr A S Cole	(Male)	Ø
	Dr G Singh	(Male)	
	Dr J Rayner	(Male)	
	Dr J Jenkins	(Female)	
	Dr S Thomas	(Female)	
	Dr S Lord	(Female)	
	Dr K Francis	(Female)	

Surgery Staff

Nurses



Nursing Sisters Sister H Blackmore Sister K Heaton Sister A Constantinou Sister R Chambers





Advanced Nurse Practitioners Sister R Watson Sister F Webster Sister V Fox

Healthcare Assistants **G** Wilson T Payne

Blood Tests H Key





How to make an appointment

Phone

01562 822015





If you need an appointment on the same day phone at 8.30am.

The phone lines can get

10.30am if it's not urgent.

very busy. Phone after







Or come in to the surgery and ask for an appointment.

Ask to see your usual doctor if possible. This helps us get to know you better and give you better care.

Tests and Results



Sometimes the doctor or nurse will need to do a test to find out what is the matter with you.



Tests will be done in the surgery and then sent away.



You can make an appointment with your doctor or nurse to get the results of your tests.



Or you can phone the surgery for your results.



It takes 2 or 3 days for most test results to come back to the surgery.

Clinics and services

Diabetes



We have special clinics for







Asthma COPD CHD INR ENT Minor Operations Family Planning 6 week baby check Vaccinations and immunisations Taking Blood Health Check



Tell us

1. Do you think the idea is a good one?

Not sure

Yes

what

What do you think of our service?

- We always want to make our services better.
- Your comments or complaints helps us.
- If you are unhappy about our service please tell us.

weeks

- Fill in the form in our Easy Read Complaints leaflet. You can ask someone to help you fill it in.
- We will reply in less than 2 weeks to tell you what we are doing about your complaint.



When the surgery is closed



If you need a doctor's advice or treatment when we are closed please phone

111



Call 999 in an emergency. An emergency is if you have chest pains or you are short of breath or Stroke Symptoms.