

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 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



8:30



6:30

Monday evening

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.

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



Pharmacy

2 days

Surgery Staff

Doctors

Dr F Irfan (Male)



Dr A S Cole (Male)



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



8:30



10:30

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

The phone lines can get very busy. Phone after 10.30am if it's not urgent.



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



We have special clinics for



Diabetes

Asthma

COPD

CHD

INR

ENT



Minor Operations

Family Planning

6 week baby check

Vaccinations and immunisations

Taking Blood

Health Check





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.

Tell us what you think



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

Yes

No

Not sure





2
weeks

1. Fill in the form in our Easy Read Complaints leaflet. You can ask someone to help you fill it in.
2. 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.