



Saini & Saini  
Soho Medical Services

Breast Feeding Welcome Here

Please ask our staff to direct you to  
where you can breastfeed your baby  
in privacy.



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## **Carers welcome here!**

Do you care for a family member or friend  
in the community?

Does a family member or friend care for  
you at home?

If you have answered yes to either of  
these questions, please let our staff know.



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## **CHAPERONES**

There are occasions when patients need to be assessed by a doctor which might involve intimate examinations.

This Practice is committed to putting patients at ease whenever possible, and if you wish a chaperone to be present during your examination please do not hesitate to ask the doctor.

It may not be possible for such a chaperone to be provided immediately and you might have to return for the examination to be carried out at a mutually convenient time.

Trust is important in the relationship between GP and patient and we would, always, wish you to feel able to ask for a chaperone, should you require it.



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## Do you sometimes find it hard to get an appointment to see a doctor?

Here's one of the reasons why....

*Did you know that last year 945 patients missed their appointments here at this surgery and didn't call to cancel? This is a waste of NHS resources and stops people who need an appointment getting one.*

If you can't keep an appointment, let us know. You can either text us call us.

GP APPOINTMENT?  
CAN'T MAKE IT?  
DON'T NEED IT?

**CANCEL IT!**



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Here at Dr Saini's surgery we aim to ensure that the problem you came to see one of our clinicians with is adequately sorted out. Considering this please only discuss one problem per consultation due to time restraints.

However, if you think that your problem is a complicated one then let one of our staff know and we will be able to arrange a longer consultation with the doctor for you.



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All our patients can now access appointments to see a doctor outside normal surgery hours at one of the following:

**Monday to Friday 18:30 - 20:00**

Aston Pride Health Centre  
74 Victoria Road  
Aston  
Birmingham B6 5HA

Church Road Surgery  
28 Church Road  
Aston  
Birmingham B6 5UP

**Weekend Service**

Summerfield Group Practice  
Summerfield Primary Care Centre  
133 Heath Street  
Birmingham  
B18 7AL

**Saturday between 09:00 - 13:00**

**Sunday 09:00 - 12:00**



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## Friends & Family Testing Results

Jan 2020

<b>Extremely Likely</b>	<b>23</b>
<b>Likely</b>	<b>21</b>
<b>Neither Likely or unlikely</b>	<b>0</b>
<b>Extremely unlikely</b>	<b>2</b>
<b>Unlikely</b>	<b>2</b>
<b>Don't know</b>	<b>1</b>

Thank you to all of those who filled out the questionnaires. We are proud that most of you would recommend us! We have lots of online surveys which will help to shape the future of the practice, we would be delighted if you could take a moment to fill one out, it takes no more than 5 minutes.

Please ask the staff for details of surveys and the Patient Participation Group or visit [www.sainimedical.co.uk](http://www.sainimedical.co.uk) for more information.

**Not so happy with the service? We understand that maybe sometimes things could have been done better. If you would like to make a complaint or simply give a suggestion, please contact the staff and we will let you know how to proceed.**



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Outside of these hours, please contact the 111  
service or Badger on

*0121 766 2100*

*121 Glover St,  
Birmingham  
B9 4EY*

Monday	Open 24 hours
Tuesday	12–8am, 6:30pm–8am
Wednesday	6:30pm–8am
Thursday	6:30pm–12am
Friday	Open 24 hours
Saturday	Open 24 hours
Sunday	Open 24 hours

**A+E Is for Life threatening problems only, PLEASE  
CHOOSE WISELY.**





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Have you had a blood test?

Dr Saini's Practice now has a policy of asking ***all*** patients who have had a blood test done to call the surgery ***7 days after the test*** to get the results.

Should the results come to us sooner and we need to call you, we will do so.

Thanks, Dr J Saini



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## How we use your information

We need to hold personal information about you on our computer system and in paper records to help us to look after your health needs, and your doctor is responsible for their accuracy and safe-keeping. Please help to keep your record up to date by informing us of any changes in your contact information or circumstances.

Doctors and staff in the practice have access to your medical records to enable them to do their jobs. From time to time information may be shared with others involved in your care, if it is necessary. Anyone with access to your record is properly trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private.

All information about you is held securely, and appropriate safeguards are in place to prevent accidental loss.

In some circumstances we may be required by law to release your details to statutory or official bodies, for example if a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released – such as for medical reports for insurance, solicitors, etc.

To ensure your privacy, we will not disclose information over the telephone or fax unless we are sure that we are talking to you. Information will not be disclosed to family, friends, or spouses unless we have prior written consent, and we do not leave messages with others.

You have a right to see your records if you wish. Please ask at reception if you would like further details. An appointment will be required. In some circumstances a fee may be payable.



# Patient Access

*In association with*



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Did you know that you can now...

*Book appointments*

*Order prescriptions*

*Access your medical notes*

*And do so much more online?*

*Register for **patient access** and get started. Please  
ask our staff for more information or visit  
[www.sainimedical.co.uk](http://www.sainimedical.co.uk)*



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Here at Saini and Saini we have a vision:

*'To deliver high quality patient care within a dynamic and ever-changing demographic of patients whilst always ensuring that everyone is treated with equality, respect and dignity. To do so will endeavour to use all resources available and embrace the technological advancements that are part of this advancing world'.*

To do so we need you!

Do you think you could spare some time to be part of our Patient Participation Group (PPG) to help shape *your* practice?

If the answer is 'yes' please let one of our staff know and they will give you more information.

Please also visit [www.sainimedical.co.uk](http://www.sainimedical.co.uk) for more information