

SERVICES WE PROVIDE: MAKE THE MOST OF OUR SERVICES

The surgery provides special services to promote good health and extend primary care for the patients. An appointment can be made for these special clinics at the reception desk-

Chronic disease Management:

We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension.

Well-Man and Well-woman Clinics -Nurse-Led, these clinics are aimed at encouraging a healthy lifestyle for our male and female population.

Immunisations: The nursing team administers vaccines for both adult and childhood immunisations. Children Immunisation clinic is held every Wednesday morning from 10am to 12.30pm. if you are unable to attend the clinic, please discuss with a member of staff.

Joint Injections: Our In-house Physiotherapist will advise on joint injections.

Family planning: All our GP's and practice nurse offer a full range of family planning services.

Cervical Smear testing: for women aged 25-65 years. These tests are undertaken by our nursing team.

Other Services: health checks for adult patients aged 16 to 74 and 75 years and over are also available especially for those who have not seen a clinician in the practice. Details are available from reception and on the practice website.

Patient Participation Group:

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available on -line at www.kumarmedicalcentre.co.uk

Alternatively, contact the Practice Manager who is the nominated point of contact for all PPG matters.

NHS ENGLAND Contact:

Kumar medical centre provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT

Telephone: 0300 311 2233

E-mail: England.contactus@nhs.net

Threats of Violence or abuse to our Staff ;

Our Staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero- tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.

COMMENTS AND SUGGESTIONS

We are keen to provide a high standard of service. Please help us to do so by your comments. Any comments or suggestions on the provision of General Medical Service will be received with interest. Please place your suggestions /comments in the suggestion box in the reception area.

COMPLAINTS:

The practice makes every effort to provide a high level of care at all times. If you are unhappy with the provision of service received, please write to the Practice Manager who will try to resolve the matter to your satisfaction.

You can also contact the Patient Advice & Liaison Service manager who can help you with queries about local NHS services and the healthcare you receive. The service is for everyone, patients, their families and carers, and the general public. It is a confidential service and advice is completely impartial. Opening hours are: 0900-1700 Monday - Friday. Telephone PALS: 01753 633365

You can also write to NHS complaints Independent Advocacy service at: 0300 3435723.

If you like more information about any of the above services we provide, please ask a member of staff, telephone, or log into the practice website.

This leaflet contains information about the surgery. Please keep it safe and within easy reach.

Patient Information Leaflet

Kumar Medical Centre is a partnership providing NHS services under an NHS England GMS contract
59 Grasmere Avenue
Slough, Berkshire, SL2 5JE

Telephone: 01753-579803

Website : www.kumarmedicalcentre.co.uk

“We aim to provide a high standard of medical care in a friendly and professional manner”.



Practice Opening Hours:

Monday to Friday: 8:00 am – 6:30pm
Extended hours-Monday to Friday 6.30-7.00pm
(Pre-booked telephone consultations)

Improved access /extended hours :only pre-booked via practice
Saturday provides at the SPINE PCN HUB
9am to 14.15pm

If you require practice information in any other language you can use the practice website at www.kumarmedicalcentre.co.uk.

Kumar Medical Centre at 59 Grasmere Avenue was opened on the 1st of January 1980.

[How to register at the practice:](#)

Please visit to the practice website on www.kumarmedicalcentre.co.uk for registration completing on line registration form. You must live within the practice area which is shown on the practice website.

[Patients right and responsibilities](#)

All patients will be assigned an accountable GP. (Please see the practice website for a full list of your rights and responsibilities.) We will offer a health check when you join the practice for the first time.

[The Practice Team](#)

The practice operates under SPINE PCN partnership agreement and provides services on behalf of the NHS

Principal GP: Dr.Harsh Kumar

Partner : Dr. Priya Kumar

Sessional GP: Dr Shahbaz Ahmed, Dr Anuj Sama, Dr.M.Thavaraj, Dr.H.Sindher

Practice Nurses: Ruth Rehmat

The Practice Nurses help to provide services for the various Clinics held at the surgery. It is important to make an appointment at the reception desk to see the Practice Nurse.

Health Care Assistants: Kavita Mohan

An appointment can be made for blood test, health checks, vaccinations.

Practice Manager: Mrs Poonam Kumar

The Practice Manager is responsible for the overall running of the Practice and the staff.

[Admin Team :](#)

Upsamita Mishra, Ravinder Deol, Becky Deol, Hermoine Balbinder Sahota.

The receptionists at the desk are there to help you as much as possible. They will arrange appointments for the GP's, practice nurses and any other In-House Clinics.

They will also help you for repeat prescriptions, or any other general enquiry.

Medical Secretary Susan Turner

Secretary assistant; Ravinder Deol

[Health Care attached to the Surgery \(PCN Staff\):](#)

In House Physiotherapist: she is available every Friday morning for advice.

In House Mental Health Practitioner: She is available for advice on mental health issues. Please book an appointment at the reception.

Social Prescriber: in house social prescriber is available on Wednesday afternoons for advice relating to social needs.

Physician associate: in house physician is available on Monday, Wednesday, Thursday and Friday.

In House Pharmacist: for any medication queries, you can book an appointment at the reception.

Other Health Care Staff: Please ask at the reception to book an appointment for the District Nurse, Health Visitor, community Matron, community midwife, 9CT Team.

[Appointments and accessing Practice services.](#)

To access services easily ,please use the online services via the NHS app and the Practice Website; www.kumarmedicalcentre.co.uk

1- **Telephone and Face to Face appointments:** To book an appointment, use the NHS app or contact the surgery at 01753-579803.

2 **Pharmacy Services:** Patients can access the new pharmacy service by walking straight into their pharmacy. If one of the seven conditions below is diagnosed pharmacists can give medications to patients and issue antibiotics when appropriate. Common ailments such as sore throat, earache, sinusitis, impetigo, shingles, infected insect bites, uncomplicated Urinary tract infection in women. Please contact or go to your local pharmacy for consultations or advice with minor illness.

3- **Non-urgent appointments requests:** Use the practice's website at www.kumarmedicalcentre.co.uk. and complete the e-consult.

4- For **Sick notes:** Please do not ring the surgery for a sick note. Sick note request can be completed on the on the practice website www.kumarmedicalcentre.co.uk using e-consult.

All non-urgent requests are responded within 48 hours.

HOME VISITS:

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please contact the

[CANCELLING BOOKING APPOINTMENTS:](#)

If you are no longer able to keep your appointment, please. Cancel online or by telephone as soon as possible to enable someone else to see the doctor.

[OUT OF HOUR ARRANGEMENTS: When we are Closed:](#)

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999.

If you require the doctor out of hours and if it is not life - threatening, contact NHS111 by calling 111 or accessing via www.nhs.uk. It operates on weekdays, at weekends and on bank holidays.

[DISABLED SERVICES](#)

Our premises have suitable access for disabled persons – wheelchairs.

[Prescriptions/REPEAT PRESCRIPTIONS- On –Line service](#)

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

1.Online -please log in and order via our website www.kumarmedicalcentre.co.uk or NHS APP.

2.Electronic Prescription service provided by patient's nominated pharmacy.

Please remember we do not accept prescriptions on the telephone.

Please allow 4 working days for collection (excluding weekends and bank holidays when ordering repeat prescriptions.

[Patient Data:](#)

All clinical and administrative staff have an ethical as well as legal duty to protect patient information from unauthorized disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.