



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

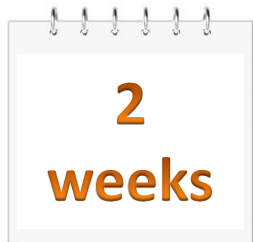


1. Do you think the idea is a good one?

Yes

No

Not sure



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.



Winyates Health Centre



**Winyates Way
Winyates
Redditch
B98 0NR**

01527 513888



www.winyateshc.co.uk



When the surgery is open

Weekdays



8:00

Monday 8.00 am- 6.30 pm

Tuesday 8.00am – 6.30pm

Wednesday 8.00am – 6.30pm

Thursday 8.00am – 6.30pm

Friday 8.00am – 6.30pm



6:30

Weekends

The surgery is open once per month on a **Saturday**, please ask reception for details.

Saturday

Access



- The surgery is accessible to wheelchair users from both the front and rear of the building.



- There are accessible toilets and a Changing Places toilet.



HEARING LOOP INSTALLED
Switch hearing aid to T-coil

- There is an induction loop in Reception.

Repeat prescriptions



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

How to get a repeat prescription



- Complete a Repeat Prescription form and post in the box by reception.
- Register for our Online Services and make your request online from a pc, tablet or mobile phone.



2 days

- 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 R. Pryke

Dr V. Premchand

Dr G. Clarke

Dr S. Oliver

Dr S. Farr

Dr S. Hetherington

Dr I. Haq

Dr J. Sanghera

Dr C. Inns

Dr K. Mylvaganam

Surgery Staff Nurses

Jane Thomas

Clare Tookey

Tina Anis

Diane Wilkins

Paula Lecouteur

Skott Jones

Charlotte Jones



How to make an appointment

Phone

01527 813888

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.

Book an appointment online or come in to the surgery and ask for an appointment in person.

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



New Patients



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



Bring your medical card if you have one.

If you have lost your medical card we can give you a form for a new one.



New patients will have a routine health check.



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



When the surgery is closed



If you need a doctor's advice or treatment when we are closed please call **111**



NHS 111

You can call **NHS 111** on **111**.



Call 999 in an emergency.

An emergency is if you have chest pains or you are short of breath.

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 to get the results of your tests.



Or you can phone the surgery after 3pm 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
- Cervical screening
- Contraception
- Orthopaedics (bone and muscle problems)
- Vaccinations and immunisations
- Child Health

