

ELM TREES SURGERY

**2A HORSENDEN LANE NORTH
GREENFORD, MIDDLESEX UB6 OPA**

TEL: (020) 8869 7910

FAX: (020) 8869 7911



Dr Inderjit K Sandhu
(female) MBBS, LRCP, MRCS

Dr Dilip M Patel
(male) MB ChB, MRCP

Dr Nishita V Thakker
(female) MD MRCP

Mrs Indrah Carter
(Health Visitor)
R.G.N., R.M., R.H.V, BSc

Practice Nurses
Mrs Foon Fong
Ms Riffat Batool
Mrs Sukhminder Birdi

This is non-limited partnership practice

WE AIM TO BUILD A BETTER FUTURE FOR YOUR HEALTH

WELCOME to Elm Trees Surgery. This leaflet is designed to help you make the best use of the variety of services offered by the practice. Our philosophy is to provide a wide range of health care services and we endeavour to provide the highest standards of care possible for our patients. All of this is provided in a newly purpose-built practice with modern facilities and accompanied by highly motivated staff who work as a team.

We also have access for disabled/wheelchair bound patients. The practice is also involved in teaching healthcare professionals. Please be assured that all members of staff will treat all information given to them with strict confidence.

SURGERY OPENING HOURS

Monday to Friday - 8.00 am to 6.00pm
except for Wednesday afternoon when this practice is closed from 1.00pm

CONSULTING HOURS

Monday to Friday: 8.30 am to 1.00 pm
Mon/Tues/Thurs/Fri: 2.00 pm to 6.00 pm
Late evening clinics – Mon & Thurs: 6.30 pm to 7.45 pm

PRACTICE MANAGER

Our practice manager is responsible for the administrative procedures which ensure the smooth running of the practice. Suggestions to improve our services are always welcome.

RECEPTIONISTS

Our receptionists are here to help you. They have a busy job to do and sometimes, they will need to ask you more details about what is wrong with you. They will always treat what you say with strict confidence. Sometimes they will need to ask you personal details to confirm your identity.

PRACTICE NURSES

Our Practice Nurses are available for general nursing care and wound dressing. They also provide travel immunisations and do asthma, diabetic, and heart disease prevention checks. They also perform cervical smears. For travel advice, please book an appointment well in advance, at least four

weeks before your travel date (preferably at the time of booking your holiday) to discuss your needs. We advise health checks every three years (if over 40 years of age).

OTHER MEMBERS OF THE PRIMARY HEALTH CARE TEAM

Our Health Visitor is based at the surgery. She visits families with children under five years old and also provides advice to children of all age groups.

District Nurses are available for house-bound patients.

Community midwives provide care for mothers during and after pregnancy.

Macmillan Nurses help cancer patients and their families.

Community Psychiatric Nurses help with mental health problems.

Community matrons see patients with complex health problems.

The local pharmacies operate a Minor Ailment Scheme (MAS) whereby patients are given medical advice and treatment by the pharmacist provided they take a MAS passport duly completed and stamped by the surgery. This can be obtained from the reception. If you do not normally pay for your prescriptions, then treatment will also be free.

NEW PATIENTS

For new patients who are considering registering with this surgery, please ensure you bring your medical card if you have one and appropriate identification. Please leave your name, address and contact details with the receptionist. There will be times when, despite our list being open, we cannot accept you as a regular patient. If so, we will give you a reason why this is the case. New patients are registered Monday to Friday between 10:00 - 15:00 (Wednesdays 10:00 - 13:00).

NEW PATIENT MEDICALS

It is essential that all new patients should have this health check-up as soon as possible after registering with the surgery, as it enables our Doctors and Nurses to obtain an up-to-date medical history and provides an opportunity to review any medication. Please bring the completed health questionnaire and a urine sample with you when you attend for the check-up with the healthcare assistant. **Please also bring details of current medication along with your children's immunisation records.**

YOUR DETAILS

Please inform the receptionist if you change your name, status, address or telephone numbers etc., so that we can keep our records continually up to date. Please note that if you move out of our practice area, it is your responsibility to register with another GP locally.

APPOINTMENTS

When booking an appointment please specify which doctor/nurse you would like to consult with. There will be times when your regular doctor/nurse is away, in which case please book to see the locum covering them as the other doctor/nurse will not be able to see everybody. However, please remember to see the same doctor for the same problem for continuity of care for both the doctor and yourselves. This also applies when attending for results of investigations.

Please note that due to time constraints, **one appointment is only for one patient to discuss one problem**. Double appointments are recommended for coil fittings and joint injections. If you do wish to discuss other problems in a single appointment you will be advised to rebook another appointment.

If you cannot make your appointment on time then it is your responsibility to telephone the surgery to cancel the appointment in time so that it can be given to another patient. If you do not cancel your appointment then all missed appointments are noted on your record. **This surgery has a policy for missed appointments and if you miss three appointments then you will be asked to leave the surgery**. If you are late for your appointment then you may be asked to rebook your appointment, because this will make the doctor/nurse clinic run late.

If the surgery is running late then please be patient, as sometimes certain patients take longer than anticipated due to the complex nature of their problem. If you cannot wait to be seen, then please rebook your appointment with the same doctor/nurse. Remember it could be you next time!

HOME VISITS

Please telephone (020) 8869 7910 before 10.00 am. Visits are for those who are housebound; otherwise please try to come to the surgery, as facilities here are much better for examination and treatment. The duty doctor will telephone you before the visit as sometimes advice can be given instead. The doctors usually do home visits after their surgery. If your condition is too serious to wait that long, then you may need to call 999.

TELEPHONE ADVICE

You may ring the surgery for non-urgent telephone advice from a doctor. The receptionist will take down your details and a short message and pass it on to the doctor who will call you back during the day or on occasion, the following day, depending on the nature of your query and their availability.

REPEAT PRESCRIPTIONS

These can be obtained from the surgery by putting in a written request in the repeat prescriptions box and collecting it after **two working days**. Alternatively, you may post your request enclosing a stamped SAE and will be posted back to you. We cannot accept requests over the telephone as errors may occur. Please note that we continually monitor repeat prescriptions and if your review date has lapsed then you should come and see the doctor/nurse as we may not be able to continue issuing your medication.

Please only ask for medication which is on your **repeat** list using your up to date request slip. For medication requested which is/are not on the repeat list, please see the doctor/nurse. Certain medications e.g. Hormone Replacement Therapy, contraceptive pill, antidepressants, etc., may not be put on repeat as we might need to see you each time for these. If you would like to use a particular chemist then please specify this on your request each time.

Certain pharmacists can also deliver your medication if you cannot collect your prescription. Pharmacies are also conducting medication use review annually. We will carry out a clinical medication review at least on an annual basis.

BLOOD TESTS AND RESULTS

Blood tests are carried out at local phlebotomy clinics by appointment. The results of some tests may be given over the telephone between 5 - 6 pm. We may decline to give them over the telephone if there is a risk of breaching confidentiality (e.g. pregnancy test results). We recommend that you see the same doctor who requested the test, to review any of your test results. If you need to be seen following an investigation we shall write to or telephone you to book an appropriate appointment.

MATERNITY CARE AND FAMILY PLANNING

The Antenatal / Postnatal clinic is held weekly. The postnatal check is done at six weeks after the birth of your baby. We also offer advice on all aspects of family planning.

CHILD HEALTH & IMMUNISATION

If you have any queries regarding your child, you can contact the Health Visitor directly on the number provided to you. For general check-ups, you can attend the clinic on Mondays between 9.30 am and 11.15 am at Horsenden Children Centre, Horsenden Lane North. Development checks are carried out from when the baby is 6 weeks onwards by the doctor & the nurse. If your baby is born more than 4 weeks early, then the 6 week check is done later (e.g. if child is born 4 weeks early, then check-up is done at 10 weeks). Immunisations are given from 8 weeks onwards by the nurse. All consultations are by appointment only.

CONFIDENTIALITY & CONSENT

All information dealt within the surgery is treated as confidential by all our staff under the Data Protection Act 1998. Information will be shared amongst the health care team to be able to provide you with the best care. However, before any information is disclosed to a third party, your consent will be obtained. We may also require your verbal / written consent prior to commencing certain treatments and investigations of which you will be duly informed at the time.

PATIENT PARTICIPATION & COMPLAINTS

We aim to provide a high quality, caring service. Helpful comments or suggestions are always welcome. Please put your comments in our suggestion box. If misunderstandings and grievances arise, and if you have a complaint, please ask the Reception for our Complaints leaflet and form. Please note that we may need to provide information about you and the treatment you have received to insurers and legal advisers when we review your complaint. We may from time to time conduct patient satisfaction surveys.

NON-NHS EXAMINATIONS/WORK

Medical examinations/work for special purposes e.g. pre-employment, insurance medicals, etc., can also be carried out by appointment, and a fee will be charged for this.

For private referrals, it is your responsibility to check that if you have private medical insurance and that they authorise the referral to arrange the necessary appointment at your chosen private clinic and give us enough time to write any referral letter. Please collect your referral letter before you attend your appointment (NHS referrals will be sent directly by ourselves).

WHAT TO DO IN AN EMERGENCY OR WHEN THE SURGERY IS CLOSED

Please remember 24 hour cover is always available. Below is a list of some emergency services and other local walk-in clinics for urgent treatment.

- ❖ **Harmoni**, the Out-Of-Hours doctor service, is available on **0300 130 3016** from 6.30 pm to 8.00 am, Monday to Friday, except Wednesday when they take over from 1.00 pm, and all day on weekends and public/bank holidays. They will advise you if you need to be seen and invite you to one of their local clinics or if necessary, they may visit you at home.
- ❖ Call **111** if you need medical help fast, but it's not life threatening. This service is currently only available in certain areas of England. If you are outside of these areas, you should call **NHS Direct** on **0845 46 47**.
- ❖ **Urgent Care Centre - 0208 869 3743** for **Northwick Park Hospital** and **0333 999 2577** for **Ealing Hospital**. This service is run by general practitioners and nurses and is open 24 hours a day / 7 days a week. They are located near the A&E departments of the hospitals.
- ❖ **Wembley Centre for Health and Care - 0208 962 4262**. This is a walk-in centre open from 8.00 am to 9.00 pm, 7 days a week / 365 days a year, and located at 116 Chaplin Road, Wembley, HA0 4UZ. Please note that they will not x-ray children under 2 years of age.
- ❖ Hospital A&E / Casualty - please only use these services for serious emergencies as they are overcrowded and face very long delays.
- ❖ **Eye Emergencies – 0207 886 3320**. 24 hour Ophthalmic Emergency Department at **Western Eye Hospital**, Marylebone Road, NW1 5YE.
- ❖ **Eye Emergencies – 0207 253 3411**. 24 hour Specialist Ophthalmic Accident and Emergency Department at **Moorfields Eye Hospital**, 162 City Road, London EC1V 2PD. They also operate a **nurse-led telephone helpline service – 0207 566 2345** which is available from 9.00am to 4.30pm, Monday to Friday.
- ❖ **Domestic Violence Helpline – 0808 200 0247**. National 24-hour domestic violence helpline
- ❖ If your condition is **very serious and urgent**, please telephone **999**.

For general information regarding medical services please telephone the **Patient Advice & Liaison Service (PALS)** on **0800 953 0676**. They are based at Sovereign Court, 15-21 Staines Road, Hounslow TW3 3HR.

ZERO TOLERANCE POLICY

This surgery will not tolerate any person using abusive language, aggressive or violent behaviour towards any member of staff may be asked to leave the practice immediately, and/or the police may be called. We operate a strict 'zero tolerance' policy. In this situation, we will ask you and your family / other members of your household to register with an alternative GP. The Practice has CCTV for your / our protection. Telephone calls may be recorded for your protection and training purposes.

Practice Area:

