

HOW TO CONTACT US

Online:

www.theharefieldpractice.co.uk

Telephone:

01895 822 944

In person:

Harefield Health Centre Rickmansworth Road, Harefield, Middlesex UB9 6JY

HOW TO REGISTER WITH THE PRACTICE

The quickest and easiest way to register is online and can be found on our website at www.theharefieldpractice.co.uk and then clicking on the New patients link.

The registration process will take around 15 minutes to complete. You will need to complete the process in one session. You do not need your NHS number, but it could make registration easier.

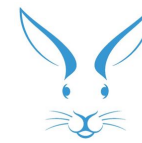
We may ask you for: details of previous GP surgery, basic health and medical information.

The information you provide will be used to identify the correct medical records. It will also help the GP surgery to offer relevant and appropriate healthcare services.

Other ways to register:

You can register with us by contacting our reception team and completing a GMS1 registration form.

You have a right to information about your own health (illness and treatment, possible side effects, prevention or recurring illness etc). We will offer medical advice and information for promotion of good health. You have the right to see your own medical records.



The Harefield
Practice



Welcome to the Practice

Introduction to the Practice

The Practice provides full general medical services including maternity, family planning, cytology, child health surveillance, immunisation, and health checks. We also offer travel vaccinations and insurance and company medicals.

The Harefield Practice is a no-smoking site. This includes the building and the surrounding car park.

Disabled Facilities: Disabled parking with level access, ground floor consulting rooms, Disabled W.C

SURGERY OPENING TIMES

Monday to Friday - 8.00am to 6.30pm

Actual appointment times may vary daily for specific doctors or nurse

OUT OF HOURS / EMERGENCY

Please call NHS Direct for advice and health information on **111**. This number is available 24hrs day 365 days a year. Calls to this number from both landlines and mobiles are free. For life threatening emergencies dial 999



www.theharefieldpractice.co.uk

MEET THE TEAM

DOCTORS

Dr A Lemar (M) (Partner GP)

Particular interests: General Medicine, diabetes, men's health, musculoskeletal problems, joint injection. Also a GP trainer

Dr R Sanjeevi (F) (Partner GP)

Particular interests: General Medicine, Women's Health, Dermatology

Dr A J Gallagher (M) (Partner GP) MBBS Dip-Law (London 1996)

Particular Interests: Musculoskeletal & Elderly Care Medicine

Dr S Kang (F) (Salaried GP)

Particular Interests: General Medicine

Note: (F) - Female Doctor (M) - Male Doctor

All patients at the surgery have a named GP.

You are free to see any of the doctors you wish for routine appointments although.

On occasion when your need to consult with a GP is on-the-day this may be allocated by availability.

LOCUM DOCTORS

In the event of a doctor being away because of illness, annual leave or on study leave, either one of the other doctors in the Practice or a locum doctor will take over their duties

IMPORTANT NOTE:

Routine appointments times for doctor and nurses are usually for 10 minutes but if you.

have several items to be discussed please tell the Receptionist who will allocate a longer appointment.

PRACTICE MANAGER

Our Practice Manager is Mr Scott Ridley and he deals with any administration, issues, complaints, and day to day running of the surgery.

ADMINISTRATIVE STAFF

The practice team supports the GP's and nurses, consisting of secretaries, administration staff and receptionists. All our practice staff receives regular training in the patient computer system, practice protocols, management of patient records and confidentiality.

OUR EXPECTATION OF PATIENTS IN RETURN, MAY WE PLEASE ASK YOU TO:

- Arrive for your appointment on time.
- Request longer appointment times if you have more than one problem to discuss. If you do not do this, you may be asked to book a further appointment in order not to delay the appointment that follows you.
- Let us know as soon as possible if you are unable to attend for an appointment; other patients may appreciate being able to take the 'slot'.
- Telephone, if possible before 10.30am for an emergency home visit
- Home visits are a service for the genuinely seriously ill or housebound. Anyone who is able to attend the surgery is asked to do so.
- Similarly night visits should be requested only when felt to be absolutely necessary. The "on-call" doctor may have to be on duty again the next day.
- Remember our receptionists are there to help you but try not to take advantage of them – they are very busy ensuring everyone's requirements are met and are unable to give advice about medical problems.
- Avoid telephoning the Surgery during the busy morning sessions for test results and for less urgent matters such as routine check-ups.
- Be sure to notify our Receptionist promptly of any changes of name, address or telephone number.
- Our staff would appreciate being treated with courtesy and patience – this is particularly important when the surgery is very busy and they are trying to meet many varied demands.

**Violence, rudeness and verbal abuse towards staff, totally unacceptable
and will not be tolerated.**

Appropriate action will be taken (e.g. Violence will be reported to the police; continued rudeness or verbal abuse can result in removal from the practice list).

If you are dissatisfied with the service, you have received please ask about our complaints procedure.

Patient Advice and Liaison Services (PALS) Telephone: 01895 279973

The Harefield Practice is covered by :The Integrated Care Board in North West London (ICB)

NHS North West London, Boundary House, Cricket Field Road, Uxbridge, Middlesex UB8 1QG

Tel: 01895 203000 Email: nhsnw.hillingdon@nhs.uk

KEY PRACTICE AIMS AND PATIENT RESPONSIBILITIES

Our overall aim is to provide a caring service for our patients. We are committed to promoting health and well being in a friendly and caring environment.

APPOINTMENTS

- All patients will be given (where possible) a choice of which doctor is available for them to see when they book an appointment.
- All patients urgently needing to see a doctor will be seen on the day of their request but not necessary by the Doctor of their choice or at the Surgery.
- If the Surgery is full, patients may be signposted to use a different service.
- All patients will be seen by the Doctor of their choice wherever possible, unless that Doctor is absent or already fully booked.
- We aim to see patients as near as possible to the appointment time.
- Delays are usually because an earlier patient has required a longer consultation than anticipated or there has been the need for an emergency doctor visit.

HOUSE VISITS

- A Doctor on duty will assess all house visit requests and if necessary for the same day, they will be made by 3.30pm provided they have been requested before 10.30am.
- For any extremely urgent situations the doctor will immediately assess them and a visit will be made as soon as possible.

RECEPTION STAFF

- We aim to make all patients feel welcome and comfortable. Our staffs are expected to treat all patients with courtesy and respect at all times.

CONFIDENTIALITY

- All staff have to sign a confidentiality statement and the practice is registered under the Data Protection Act. Your Medical Records are confidential and will not be discussed with anyone without your consent.

COMPLAINTS

- We have a complaint procedure in operation. It is hoped that our Practice Manager or his representative will be able to deal with any problems within an established time scale. Please speak to our receptionist who can advise you on this.

PRIVACY

- Every effort will be made to afford privacy to patients attending the practice

Self Treatment for Common Illness and Accidents

Many common aches and pains can be simply treated at home or at a local Pharmacy without the need to consult a doctor. A great place to find help is at www.nhs.uk

Antibiotics

These commonly prescribed and powerful medicines. They only work on bacteria and are without effect on viruses. Unfortunately, this means that they will not help the common infections, like coughs, colds and flu, at all. The correct treatments are the simple remedies outlined below and we only use antibiotics when they fail and we suspect that there is a secondary bacterial infection. Overuse of antibiotics may lead to their not working in future and more complications like in thrush, skin rashes, sickness and diarrhoea.

NURSE SERVICES

PRACTICE NURSE *By Appointment*

The nurses are available for family planning, smears, ear syringing, dressings, travel vaccinations, ECG's, blood pressure, asthma checks, diabetic checks, Coronary Heart Disease checks and general health check-ups.

HEALTH CARE ASSISTANT *By Appointment*

Our Health Care Assistants available for blood pressure checks new patient checks, ECG's, Spirometry, dressings, and removal of sutures. Blood test service may also be available for specific patient conditions

PHLEBOTOMIST *By Appointment*

The practice has an onsite Phlebotomist several days a week for patients who need to have blood tests. Patients must have a blood test request form and tests must be pre-booked

DISTRICT NURSE

We have a team of District Nurses assigned to both surgeries. They provide specialised nursing support for house bound patients with nursing needs.

CHILD IMMUNISATIONS

Reminders are sent out by Child Health and parents need to contact the surgery reception to make their appointments. The immunisations are carried out at the surgery by a Practice Nurse

REPEAT PRESCRIPTIONS

Please use the NHS App To access online repeat prescriptions.

How do I install and use the NHS App click here If you do not have a Smart mobile telephone you can use the NHS web page

Click <https://www.nhsapp.service.nhs.uk/login>

Alternatively if you do not have any online access you can fill out a repeat request form and place in the repeat prescription box at the surgery.

Telephone requests for repeat prescriptions are not accepted because of the risk of errors.

In all cases, please allow 3 full working days for online (NHS App) and 5 working days for paper requests to be processed before collecting from your nominated pharmacy.

Please check regularly that you have enough medication and request repeat prescriptions in good time, particularly around busy periods such as Bank Holidays but should not be ordered no more than 7 days before they are due.

If you forget to obtain a prescription for repeat medication and thus run out of important medicines, you may be able to get help from your Pharmacy. Under the Urgent Provision of Repeat Medication Service, Pharmacists may be able to supply you with a further cycle of a previously repeated medicine, without having to get a prescription from your GP.

If you have run out of important medication, telephone your usual Pharmacy to check that they offer this service; if they don't, they may either direct you to another Pharmacy who does provide it, or ask you to phone 111 where you can request details of a local Pharmacy that provides the service.

You must then take with you to the relevant Pharmacy, proof of both your identification and of your medication (for example, your repeat prescription list or the empty box which should have your details printed on it). Please note that controlled drugs and antibiotics are not provided through this service, you will need to ring 111 for these.

Please remember that the doctor or nurse will need to see you at regular intervals to review your condition. Leave yourself enough medication in case you need an appointment.

OTHER SERVICES

Coronary Heart Disease (CHD)

We aim to identify and treat patients with established CHD and offer comprehensive advise and appropriate treatments to reduce their risks (we have a trained CHD nurse and a yearly recall system where lifestyle advice is given and medication is checked

Contraceptive services

We are able to provide a full range of contraceptive advice these services are provided in ordinary surgery time,

Diabetes, Asthma

Our nurses are specially trained to help patients with diabetes and asthma management. Patients are seen by a nurse following referral from one of the Practice GPs.

24hr E.C.G

By Appointment following referral by the doctor

Smoking

Professional advice available with our qualified "Smoking Cessation Nurse"

Travel Immunisations

Please arrange an appointment with the nurse at least six weeks prior to travelling for advice and the necessary injections. If you intend trekking in a tropical country, you should seek advice as soon as possible.

Data Protection :

Your medical record is kept securely by the practice and only those professionals who are directly involved in your care have access to your record e.g. your doctor, nurse, practice pharmacist admin team. Other persons may only have access to your record with your written permission e.g. solicitors, insurance companies.

THE HAREFIELD PRACTICE GETTING BETTER TOGETHER

As a registered patient of the Harefield Practice you are invited to join the the Harefield Practice Patient Group. This voluntary group is made up of patients and Practice staff and it aims to help patients to have a better understanding of the Practice, of its staff and their roles.

The group holds meetings regularly throughout the year at the practice.

If you would like to come along to the meeting, or if you have any queries about the Patient Participation Group, then please go to www.theharefieldpractice.co.uk/patient-participation-group to sign up or ask in reception.