

# **NORTH END MEDICAL CENTRE**

## **INFORMATION FOR PATIENTS**

**160 - 164 North End Road**

**London**

**W14 9PR**

**TEL: 020 7385 7777**

**FAX: 020 7386 9612**

**[www.northendmedicalcentre.org](http://www.northendmedicalcentre.org)**



# Meet the team

## WELCOME TO THE PRACTICE

### Register with us

Please ask at reception for full details on how to register. New patients registering with the practice will need to see the practice nurse for an initial appointment. To ensure you live within the practice area you will be asked for your exact address.

## OUR TEAM



**Dr David Mummery**  
MB.ChB MRCGP

**Dr Jenan Ahmad**  
MB.ChB, MSc.

**Dr Michele Davidson**  
MB. BS DRCOG

**Dr Peter Wilson**  
MA. MB.BChir, MRCGP

**Dr Emily Strawson**  
BSc (hons) MRCP,  
DRCOG. MRCGP

**Dr Neville Daruwalla**  
BSc. MB.BS, MRCGP

**Dr Kapila  
Wimalasundera**  
BSc, MBBS, MRCGP

**Dr Radhika Reddy**  
MB.ChB, DFFP, MRCGP

**Dr Hemma Triggs**  
MB.BS, DFFP, DRCOG,  
MRCGP

**Dr Alan Kim**  
MBBS

**Dr Deepa Patel**  
BSc, DRCOG, DCH

**Dr Colin Lyons**  
B. BS, MRCGP, DRCOG, DA

**Dr Jas Matharu-Daley**  
MB, MRCGP, MSc, DFFP

**Dr Hannah Allen**  
MB.ChB, BSc, MRCGO, DFSRH

**Dr Sarah Douglas**  
MBBS, BSc, nMRCGP, DRCOG

**Paul Ferguson**  
Practice Manager

### Practice Nurses

Elaine Nelson RGN  
Marlene Johnson RGN  
Jevan Matthew RGN  
Jenny Ryan HCA NVQ  
Tracy Khazari HCA NVQ  
Vera Belchior HCA  
Nura Ali HCA

### Reception & Administrative Staff

Maria Moore  
Sonia Santos  
Louie Mills  
Margarita Lideikyte  
Maandeeq Mumin  
Lukasz Radwanski  
Agnieszka Wozbonowicz  
Bernie David  
Daniella Rubio

## Community Nursing

There are district nurses, health visitors and a range of other specialist community nursing services available through the practice. Referrals can be made by the doctor, practice nurse and in some cases directly by patients. If you would like more information please ask at reception. Community nursing staff are part of Central West London NHS Community Services.

# Getting in touch

## Contact us

Tel - 020 7385 7777 Fax - 020 7386 9612

[www.northendmedicalcentre.org](http://www.northendmedicalcentre.org)

## Contacting you

We may need to contact you from time to time with updates on the practice, invitations to screening appointments or other important information. So it is vital that we have your correct contact details. If you move house within our area please make sure you let us know the new address.

## MAKING AN APPOINTMENT

Doctors and nurses are available by appointment only. There are various appointments throughout the day, and these can be booked either through reception or the internet. We have a mixture of appointments which can be booked on the day or up to one month in advance.

There is also a doctor who deals with the Advance Access every day. Registered patients, who feel they need to see a doctor (for medical reasons only) on the same day can ask to be placed on the Advanced Access list. You will be asked for your name, date of birth, telephone number and a brief description of the situation. A doctor will then call you back, in most cases within the hour, and if it is necessary the doctor will give you a time to come in to be seen.

### Multiple / extended appointments

If more than one member of your family needs to see the doctor please make sure you book one appointment for each person. If you have several problems you would like to discuss please book a double appointment.

### Keep it or cancel it!

Please help us to offer all our patients the best service we can. If you can no longer make an appointment please make sure you call to cancel with as much notice as possible.

### Home visits

If you feel a home visit is absolutely essential please call before 11.00 am. A doctor will discuss the problem with you before deciding if a home visit is necessary.

### Test results

Test results are provided by letter, email or text message. They typically take about a week to process. Smear, HIV and pregnancy results can only be obtained in person.

## Repeat Prescriptions

All repeat prescriptions drugs must have been authorised by one of the medical centre doctors. 48 hours is normally required for repeat prescriptions. Requests made on Thursday or Friday will be available the following week.

Requests must be made in writing or through our website. Written requests can be faxed, posted or dropped off at reception. If you send a stamped, self addressed envelope with your request, we will post your prescription to you.

# Opening Hours

## OPENING HOURS

Monday:	08:00 - 20:00
Tuesday:	08:00 - 20:00
Wednesday:	08:00 - 20:00
Thursday:	07:00 - 19:00
Friday:	08:00 - 20:00
Saturday:	08:00 - 13:00

### When the practice is closed

You can contact a GP 24 hours a day if you need to. When the practice is closed call the normal number and a message will explain how to contact our out-of-hours service. They can give advice over the phone, see you at a local hospital or arrange a home visit.

You think you need A&E. But you're not sure.  
There is now the **111** number to call.

You should use the NHS 111 service if:

- You need medical help fast, but it's not a 999 emergency;
- You think you need to go to A&E or another NHS urgent care service;
- You don't know who to call for medical help or you don't have a GP to call; or
- You require health information or reassurance about what to do next.

The **111** number is now available to callers living in the London Boroughs of Hammersmith and Fulham, Kensington and Chelsea and Westminster.

### PALS (Patient Advice and Liaison Service)

NHS Hammersmith and Fulham's PALS team can provide information about other health services in the borough and general advice about your rights and entitlements to NHS treatment.

The PALS phone line is open Monday to Friday 9am to 5pm on 0800 389 9092 or 020 3313 7179.

Or you can email [pals@hf-pct.nhs.uk](mailto:pals@hf-pct.nhs.uk)

### NHS Direct 24 hours telephone advice

NHS Direct is a nurse-run 24hour confidential helpline.

The nurses can give you advice about treating minor illnesses and injuries or can point you to the most appropriate place to go.

The number to call is 0845 46 47.

NHS Direct also provide online health advice at

[www.nhs.uk](http://www.nhs.uk)

## CLINICS

The surgery offers a full range of healthcare advice including specific clinics for:

### **Baby Clinic (with a doctor available)**

Monday afternoon 12:30 – 15:30. Run by either Dr Davison, Dr Patel, or Dr Mummery.

### **Child Developmental Checks and Child Immunisations**

Provided by our nurses on Monday afternoons.

### **Diabetes Clinic**

Provided by Dr Mummery and Dr Strawson.

### **Minor Surgery Clinic**

Provided by Dr Lyons.

### **Allergy Clinic**

## PRACTICE LOCATION

### **Practice address**

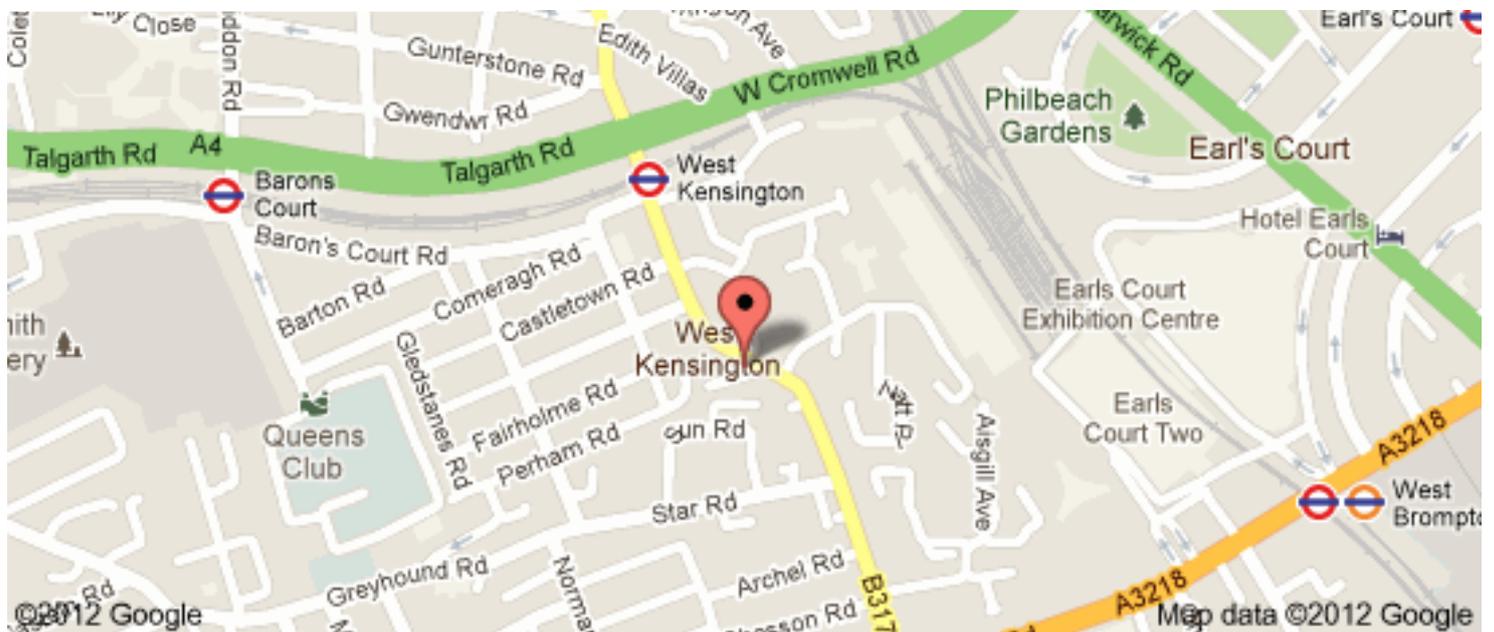
**160 - 164 North End Road**

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# Immunisations

The NHS offers a range of immunisations to protect you and your family from potentially serious illnesses. We strongly recommend that you take up the offer and make sure all of your family have had the relevant immunisations. Please talk to a clinician if you have any questions about immunisations.

## CHILDHOOD IMMUNISATIONS

Between the ages of 2 months and 3 years 4 months children should have a programme of immunisations to protect against:

- Diphtheria
- Tetanus
- Pertussis (whooping cough)
- Polio
- Haemophilus influenzae type b (Hib)
- Pneumococcal infection
- Meningitis C
- Measles
- Mumps
- Rubella

Since autumn 2008, girls aged 12 to 13 are offered the HPV vaccine to protect against cervical cancer later in life. The HPV vaccine programme has now been extended to include all girls aged 12 to 18 – available either through schools or the surgery. This is a new programme, so if you think your daughter has missed the vaccine, please contact the surgery.

Boys and girls aged 13 to 18 should also have a diphtheria, tetanus and polio booster (whether or not they have had previous immunisations as a child).

### **Non-routine immunisations**

Immunisations to protect against TB and Hepatitis B are offered only where children are considered at high risk. Contact your GP for more information.

## ADULT IMMUNISATIONS

### **Flu vaccine**

Is offered to people over 65, pregnant women, people with certain long-term medical conditions (for example, chronic respiratory and cardiac disease), health and social care workers, and those who work in close contact with poultry. Flu clinics begin in October. Patients eligible for the free vaccine should contact their GP.

### **Pneumococcal vaccine**

is offered to people over 65 and people at higher risk due to other illnesses and medical conditions. The vaccine protects against a range of illnesses such as pneumonia, septicaemia and meningitis, when these are caused by the bacterium streptococcus pneumoniae.

Full details are available at [www.immunisation.nhs.uk](http://www.immunisation.nhs.uk)

# Screening

The NHS offers free routine screening for some of the most common cancers. Screening can pick up problems early, sometimes even before they develop into cancer. Screening saves lives and we strongly recommend that everyone accepts invitations to screening appointments.

## **Breast**

- All women aged between 50 and 70 will receive an invitation letter for breast screening every three years. Since 2009, we have started inviting women from the age of 47 to 73 as well.

## **Cervical**

- Regular screening helps prevent cervical cancer which is the second most common cancer in women aged 35 and under. Women are invited for screening (smear test) from the age of 25. Between 25 and 49 screening is every three years. From 50 to 64 it is every five years. After 65 only women who have not been screened since 50 or have had an abnormal screen need to continue. Email [cervix@hf-pct.nhs.uk](mailto:cervix@hf-pct.nhs.uk) if you have any queries.

## **Bowel**

- In 2008 the new bowel screening programme was rolled out in Hammersmith and Fulham. All men and women aged 60 to 69 are offered screening every two years. The programme sends a simple self-testing kit to patients to do at home and post back for analysis. Results are returned within two weeks.

**If you fall into any of these age groups and have not had a screen in the recommended time period, please speak to one of the practice staff.**

Full details are available at [www.cancerscreening.nhs.uk](http://www.cancerscreening.nhs.uk)

## **TB (Tuberculosis)**

Tuberculosis is not common in the UK but levels of the disease are high in other parts of the world. NHS Hammersmith and Fulham now has a programme to offer TB screening to new residents arriving from countries with high levels of tuberculosis. Information is provided when registering, please ask reception for details.

## **Chlamydia**

Chlamydia is a very common sexually transmitted disease – one in ten sexually active young people are believed to have it. There are often no symptoms but if left untreated it can cause infertility and other health problems. Testing is done by a quick urine sample and is free for all 16 to 24 year olds. Treatment is a single course of antibiotics. Ask the doctor or practice nurse if you would like a test or visit:

[www.check-kit.org.uk](http://www.check-kit.org.uk) to request a confidential postal testing kit.

# Looking after yourself

We all get ill or have little accidents from time to time. Having a well stocked medicine box/first aid kit at home is essential. Things to have close at hand include:



- Plasters
- Antiseptic cream
- Paracetamol tablets, 500mg  
(or liquid/sachets suitable for young children)
- Thermometer (preferably digital)
- Tweezers
- Cream/spray for soothing bites or stings

A thermometer is very handy because NHS Direct or your GP out-of-hours service can give you better advice if you can tell them your temperature over the phone.

## COMMON ILLNESSES AND INJURIES

Below are some common health problems and advice on how you can treat them or where to go for help. If you need medical advice at any time, NHS Direct's phone lines are open 24 hours a day. Call 0845 4647.



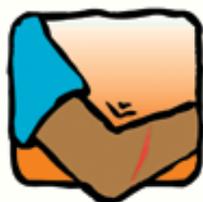
### Coughs, colds and sore throats

Everyday coughs and colds are best treated with rest, plenty of fluids and over the counter medicines from your pharmacy. If you're still feeling ill after 5 days, give us a call or come in and see us.



### Fevers

A significant fever normally means a temperature of 38°C (100°F) or more. Fever is often due to flu but it can be the sign of more serious problems so call NHS on 0845 46 47 for advice.



### Cuts

For small shallow cuts that do not gape all you need is some antiseptic cream and a plaster - available from pharmacies. If it's too deep or large, wrap the wound as best you can (keeping it as clean as possible) and go to a walk-in / minor injuries service.



### Burns

Unless it is a very small burn always seek medical help. Cool burns under running cold water for 10-20 min. Minor burns can be treated by walk-in / minor injuries services.

For serious burns, including ones caused by electric shocks, always call 999.



### **Insect bites and stings**

Pharmacists can recommend treatment to soothe stings. If a bite or sting has become infected visit your nearest walk-in centre. If someone has a severe allergic reaction to a sting call 999 immediately.



### **Emergency contraception**

The 'morning after' pill is available from the surgery. If the surgery is closed, emergency contraception is also available from the out-of-hours service, walk-in centres and pharmacies. But using a condom is safer and more effective.



### **Head injuries**

For minor head injuries call NHS Direct on 0845 46 47 or go to a walk-in / minor injuries service. If someone has been knocked unconscious or there is any danger of neck of spine injuries always call 999.



### **Broken bones**

Minor breaks can be treated at St Charles Minor Injuries Unit. Serious breaks should always be treated at A&E. Call for an ambulance rather than moving the person yourself, unless it is essential to get someone away from further danger.

## **Winter Vomiting Virus (Norovirus)**

Every year an unpleasant bug called Norovirus causes outbreaks of 'winter vomiting'. The symptoms are a sudden attack of vomiting, often accompanied by watery diarrhoea and stomach cramps. It doesn't normally lead to any long term or serious health problems and clears up on its own in a few days. The main concern is becoming dehydrated so drink plenty of fluids.

However, it is highly contagious so it is important to keep yourself away from others where possible until 48 hours have passed since your last bout of diarrhoea and vomiting. Please avoid coming into the surgery or going to A&E. If you are worried that they symptoms are particularly severe call NHS Direct on 0845 46 47.

# Looking after yourself

## LONG TERM CONDITIONS

Routine vascular screening will help identify undiagnosed long-term conditions such as diabetes and high blood pressure. However, we can test for these illnesses at any time. If you think you may be at risk it is best to speak a doctor or the practice nurse.

### Diabetes

Diabetes is serious. If left untreated it can lead to heart disease, blindness, kidney failure, and other life-threatening complications. But if it is diagnosed early you can greatly reduce the risk of serious health problems. Type 2 diabetes is the most common. Risk factors include a family history of the illness, being overweight, high blood pressure and severe mental health problems. Age and ethnicity are also risk factors. Risk increases with age and people from Black, Asian and other minority ethnic groups are more at risk.

For details visit Diabetes UK's website at [www.diabetes.org.uk](http://www.diabetes.org.uk).

### High blood pressure

High blood pressure increases the risk of heart attack, stroke, diabetes and a range of other conditions. It often has no symptoms and is known as the silent killer. The test is quick, and changes to your lifestyle (or medication if necessary) can bring your blood pressure back to normal levels. Ask the doctor or practice nurse to test your blood pressure next time you see them. For more information visit the Blood Pressure Association website at [www.bpassoc.org.uk](http://www.bpassoc.org.uk).

### Sickle Cell

Sickle cell is a genetic (inherited) blood disorder that mainly affects people from African, African-Caribbean, Asian or Mediterranean backgrounds. A simple blood test can diagnose the condition.

There is a national screening programme to test pregnant women and newborn babies. For more information visit the Sickle Cell Society website at [www.sicklecellsociety.org](http://www.sicklecellsociety.org).

## Expert Patients Programme

If you're living with a long-term medical condition NHS Hammersmith and Fulham runs a free course that can help you.

The Expert Patients Programme teaches you new skills to manage your symptoms and reduce the chances of serious problems. It's also a great way to meet people and share your experiences. One patient said: "It's the most valuable thing I've ever done. It has changed my life tremendously." It could change your life too.

Call today to find out more, 020 8846 6803 or 020 8846 6819 or visit their website at: [www.hf-pct.nhs.uk/expertpatients](http://www.hf-pct.nhs.uk/expertpatients).

## DENTISTRY

There is plenty of NHS dentistry available locally. You can search for a dentist at [www.nhs.uk/](http://www.nhs.uk/) or call NHS Hammersmith and Fulham's Patient Advice and Liaison Service on 0800 389 9092.

If you haven't seen a dentist for some time you should book a visit soon. Your dentist will then tell you how often you should have check-ups which could be between every 3 months to 2 years depending on the condition of your teeth.

NHS dental charges are split into 3 bands ranging from about £20 for a check-up through to £200 for the most complex procedures; although not everyone has to pay. For details on prices and entitlement to free dental care call NHS Direct or visit [www.nhs.uk](http://www.nhs.uk).

There is also a local emergency dental service open evenings and weekends. Call 020 8867 1411 for details.

Normal NHS prices apply.

## HELP TO STOP SMOKING

If you would like to stop smoking the NHS can help. You can get free advice from trained stop smoking advisors plus nicotine replacement therapy products (such as patches and gum) and other treatments at prescription prices.

**There is a stop smoking advisor available in the surgery.  
Ask at reception for details.**

For information on other stop smoking help including group sessions call NHS Hammersmith and Fulham's team on 020 8741 8314 or text STOP to 07800 000 264.

# Choosing your Hospital

If you need to be referred to see a specialist, you can now choose to get your treatment at any hospital that meets NHS standards. You can also book an appointment date and time that is convenient for you.

You can make your choice based on what is important to you, for example, a hospital's reputation, shortest waiting times, cleanest wards, most convenient location or anything else. We'll be happy to give a recommendation if you wish but it is your choice.

To help you choose there is information on the NHS Choices website at [www.nhs.uk](http://www.nhs.uk). You can compare hospitals on cleanliness, patient feedback, the overall quality of service, the respect and dignity given to patients and distance from your home. You can also see comments left by current patients, and after your treatment you can leave feedback on the website to help other people choose.

## Booking a hospital appointment

We use a computer system called Choose & Book which gives our doctors immediate access to hospital clinic diaries. If you make your choice straight away you'll be able to look at the diary with the GP and pick a slot that suits you.

If you need time to choose a hospital or check which date would suit you best we will give you a reference number. When you've made your choice you simply call the national appointments line on 0845 608 8888 or book online at [www.chooseandbook.co.uk](http://www.chooseandbook.co.uk)

## Can I go to a private hospital?

Yes. The NHS now has contracts with many private hospitals to provide the care people need. Private hospitals with such arrangements are listed on [www.nhs.uk](http://www.nhs.uk).

## How long will I have to wait?

Hospital waiting times have reduced dramatically in recent years. Exact waits vary depending on the hospital and the specialty you need, but in most cases you should be treated within 18 weeks of your referral.

## Can I choose for every type of treatment?

Not quite. If there is something we think should be investigated urgently the wait is normally no more than 2 weeks and a choice of hospitals is not available. At present maternity services and mental health care are not included in the patient choice programme either.

# Use of and access to information

## How your records are used

In order to provide the highest quality of health care, the NHS must keep records about you, your health and the care we have provided or plan to provide to you. Records may include basic details about you (such as address, date of birth, next of kin), contact we have had with you (such as clinical visits), notes and reports about your health, your treatment and care, results of x-rays, laboratory test etc. and relevant information from people who care for you and know you well, such as health professionals and relatives.

## How we keep your records confidential

Everyone working for the NHS has a legal duty to keep information about you confidential. We have a duty to maintain full and accurate records of the care we provide to you, keep records about you confidential, secure and accurate as well as provide information in a format that is accessible to you (i.e. in large type-font if you are partially sighted).

It is good practice in the NHS to discuss and agree the details about you we keep on record and from time to time, we will write to clinicians about the care you are receiving (for example referral letters). For more details on how your information is stored and managed in the NHS, visit [www.nhscarerecords.nhs.uk](http://www.nhscarerecords.nhs.uk).

## We may share information with the following:

- Main partner organisations: Strategic Health Authorities, Special Health Authorities, NHS Trusts (Hospitals, PCTs), Ambulance Service.
- Other government/non-governmental partner organisations: subject to strict sharing protocols about how it will be used include social services, education services, local authorities, voluntary sector, providers and private sector.

You have the right to confidentiality under law. You can come into the practice to review information held on records about you. You have the right to ask for copies of all records about you (for which you may have to pay a fee) and you can decide not to share your information between health professionals or for uses not directly related to your care at any time, please ask at reception for more information.

Further detail is provided on the 'Your Information' Leaflet, please ask at reception.

## Freedom of Information

As part of the Freedom of Information Act 2000, the practice must maintain a publications scheme, which outlines types of information we make available to the public (this does not include any patient information).

# Practice Charter

All members of the North End Medical Centre primary care team are dedicated to providing a quality of service which fully meets the patient's requirements. In particular:

- All patients have the right to be greeted courteously and dealt with efficiently.
- All patients have the right to absolute confidentiality.
- All clinicians will begin surgeries at the appointed time; any delays will be due to medical necessity. Where there is a delay in excess of 30 minutes patients have the right to be informed and to make an alternative appointment.
- All patients have the right to information about their own health.
- Patients may have access to their own medical records on written request and subject to any limitation in the law.
- The practice will offer advice and seek to inform patients of steps they can take to promote good health and to avoid illness, e.g. smoking, exercise, immunisation etc.
- The practice will inform patients of services available by means of a practice booklet, notice boards and leaflets.
- Patients with urgent medical conditions will be given priority, even when this may cause delay to booked appointments.
- Patients may choose whether or not to take part in research or training.
- All new patients will be offered an appointment for a health check with a practice nurse and/or doctor.
- Patients shall be referred to a consultant when their GP thinks it necessary.
- The practice has an NHS approved complaints procedure; details are available from reception.
- Subject to availability of appointments, patients should be able to make appointments with the doctor of their choice except when that doctor is on study leave or holiday leave. Patients making urgent same day appointments may not be able to see the doctor of their choice.
- We are always seeking to enhance our service and welcome suggestions for improvement which should be passed on to the practice manager or left in the comments box found opposite the reception desk. After consideration a response will be made to all correspondents.

With these rights come responsibilities and we would ask our patients to respect the following points:

- Courtesy to the staff at all times - please remember they are working to doctors' instructions.
- Please try to attend appointments on time or give adequate notice that you wish to cancel - being late or non attendance inconveniences other patients and wastes appointment time.
- An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made and that patient's notes will be available.
- Patients should make every effort to consult at the surgery to make the best use of nursing and medical time. Home visits should be medically justifiable, not requested for social convenience.
- Out-of-hours calls e.g. evenings, nights and weekends, should only be requested if they are felt to be truly necessary - patients are reminded that the doctors work extremely long hours and the on-call GP will usually be working the following day.

## **The NHS Constitution**

The NHS Constitution was published in January 2009. It brings together in one place for the first time in the history of the NHS what staff, patients and public can expect from the NHS. As well as capturing the purpose, principles and values of the NHS, the constitution brings together a number of rights, pledges and responsibilities for staff and patients alike.

The Constitution and accompanying handbook are available at [www.nhs.uk](http://www.nhs.uk)

## **Teaching Practice**

We are a teaching practice. You may be offered appointments with registrars who are fully qualified doctors training to become general practitioner specialists.

Medical students studying general practice may occasionally be working with your doctor. If you would rather that they were not present during your consultation, please let us know.

## **Equality**

We do not discriminate against any person on the grounds of race, gender, social class, age, religion, sexual orientation, disability or medical condition.

## **Disabled Access**

The practice has disabled access.

## **Consent**

Be involved in decisions about your care and ask about the options available to you. We will only act if you have provided consent in some way e.g. in writing or by verbally or non-verbally showing agreement.

We will always seek explicit consent to procedures such as minor surgery, vaccinations and blood taking. You are always allowed to change your mind if you decide you no longer consent to something.

## **Chaperone Services**

If you would like a chaperone, please try to let reception know before your appointment.

## **Complaints and Compliments**

We value our patients' feedback, good and bad. We hope you will always be satisfied with the care and support we provide, but if you are not please do let us know. You can call or write to the Practice Manager Paul Ferguson [paul.ferguson@nhs.net](mailto:paul.ferguson@nhs.net) and we will do our best to resolve your concerns. You can also fill out a comments form found desk and place it in the comments box found opposite the reception desk.

The NHS has a formal complaints process which gives general practice ten working days to investigate a complaint and respond. However, complex or serious issues may take longer to look into. If you are not satisfied with our response there are further steps you can take including contacting the [Parliamentary and Health Services Ombudsman](http://www.parliament.uk/ombudsman) on 0345 015 4033.

To find out more about the NHS complaints process contact NHS Hammersmith and Fulham's team on 020 3313 7252 or visit [www.hf-pct.nhs.uk/yourvoice/complaints](http://www.hf-pct.nhs.uk/yourvoice/complaints). The practice also keeps a leaflet explaining your options in reception.

