

How we will work together to support your health needs

Thank you for joining North End Medical Centre. This leaflet provides some information on a few of our key services we provide and how we can work with you to support your health needs. You can find active links on the electronic version of this leaflet on our website: www.northendmedicalcentre.org

Patients' Rights

- We will treat patients and their carers with dignity and respect.
- You can request a chaperone to be present during intimate examinations (policy available on site and upon request).
- We will protect your information under the Data Protection Act.

Patients' Responsibilities

- You will keep appointments as arranged or, if unable to, to inform the surgery (by text or by phone) to cancel.
- You will be polite and courteous at all times.
- You will respect the race, gender and disability of staff and fellow patients.
- You will not carry out any fraudulent activity such as ordering medications for yourself that you will not be using.

Zero Tolerance Policy (not to be abusive or threatening to staff)

NEMC operate a **zero tolerance policy** towards 'any incident where staff are abused, threatened or assaulted in circumstances relating to their work, involving an explicit or implicit challenge to their safety, well-being or health'. This policy extends to home visits made by a health professional. Relatives, carers and other household members must also adhere to this policy as their behaviour can affect their own and your own registration at this GP practice.

NEMC will consider de-registering patients if this behaviour is deemed to irreparably damage the doctor and patient professional relationship. In the rare instances when we remove patients from our list for aggressive or violent behaviour, we will report incidents to the Police and will share information with other health and welfare agencies, in so far as it is necessary to protect other health and welfare agency staff.

Patient Confidentiality and Data Protection: We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. For further information see information in the practice or on our website.

Patient Participation Group (PPG): We value developing our services with you and are keen to develop our PPG to support developments and provide us with feedback. If you would like to be part of the PPG or wish to know more, please get in touch with our Reception team.

Our vision for our Patients, Partner Organisations and Staff (CQC Statement of Purpose)

'North End Medical Centre's vision and statement of purpose is to maintain our longstanding traditions with a practice team and environment which is welcoming, respectful, caring and accessible for all our patients.'
A full version can be found on our website.

Get your Online account: With an online account you will be able to book appointments, order repeat medications, see your medically coded information and update your contact details. Please speak to our receptionists and bring in Photo ID next time you are in the practice.

Change of your personal contact information and details

If you change address, contact numbers or email address please keep us informed in case we need to contact you. You can update this by contacting the practice or by completing the information on the website.

Moving or Living out of the Practice area: If you live outside or move out of our area we will not be able to conduct home visits. It is in your interest to register with a GP Practice as near as possible to where you live as they will also have access to community health and social care services local to you.

Making appointments with the correct clinician

General Practices are NOT emergency services or Walk-in-Centres. We do not provide a walk-in service. We do provide a GP every day who can phone you back to speak to you on the day (within 1 to 2 hours), provide necessary care at short notice and can conduct home visits where these are appropriate and you live in the practice area. We also have a few appointments available per day to see a GP face to face.

At NEMC we have a range of clinicians with varying special interests and skills who will be able to help you. Please book your appointment with the correct clinician and for the correct duration.

| Services Offered | Health Care Assistants | Practice Nurses |
|---|------------------------|-----------------|
| New Patient Registration Checks | y (first Choice) | y |
| Blood Tests BP checking and monitoring | y (first Choice) | y |
| Blood Glucose checks | y (first Choice) | y |
| Urinalysis | y (first Choice) | y |
| Vitamin B12 injections | y (first Choice) | y |
| Warfarin (INR) checks | y (first Choice) | y |
| NHS Health Checks for the over 40s (30 min) | y | n |
| Adult Shingles, Pneumonia and flu vaccinations and immunisations | y (first Choice) | y |
| Child immunisations including flu | n | y |
| Simple dressings | y | y |
| Wound Management including dressings, clip and suture removals) (20 minutes) | y | y |
| Travel vaccinations (see website for details of which ones) | n | y |
| Cervical Smears (15 minutes) | n | y |
| Chronic disease monitoring (Asthma, Diabetes, Respiratory Diseases) | n | y |
| Health Promotion | y | y |
| Administration of injected medication (e.g. Depo injections) | n | y |
| For stop smoking advice please book an appointment with our Smoking cessation advisor during smoking cessation clinics. Please book a double appointment (20 minutes) if you are a new quitter. | | |
| Booking with a GP/Doctor (GP/Doctor clinic) Please book a 10 minute appointment with a GP for any complex medical matter than cannot be dealt with by the Nurses or HCAs. If an interpreter or carer support is needed you can book a double appointment. We also offer 5 minute Telephone Appointments which are not face to face appointments. These can best be used for discussing results or queries. | | |

Baby Clinics and Child Immunisations [Monday and Thursday mornings]

Appointments for 6-8 week old baby checks can only be booked through Reception as we need to ensure you know what paperwork to bring to register your baby, and also book a Post-natal check appointment for mother. Child Immunisations commence when your baby is 8 weeks old and are performed by our Practice Nurse in a separate clinic that runs at the same time for convenience. We normally also have a Health Visitor Clinic with pre-bookable appointments.

Managing Your Medications

If you have medications on REPEAT you can request them:

-online (you will need to have an online account)

-at your nominated Pharmacy

-by submitting a written request for repeat medication at NEMC

Repeat Medication take two clear working days (48 hrs) to process. If your medication is not on repeat you will need an appointment to see or speak to a GP who will be able to check that the medication will be safe for you to take. They will check for side effects or long term changes in your health. **If you are currently taking medications that are categorised as controlled drugs or medications with addictive properties we will review these prescriptions with you. Some medications such as diazepam will only be prescribed on the basis that you will attempt to reduce the quantity of medications taken in accordance with current guidelines.**

Health Checks for New Patients

We have always found it extremely valuable to see new patients when they first join our practice to make sure we have important information ahead of receiving their medical records. We invite all new patients for a “**new patient health check**”, which are done by our Health Care Assistants.

NHS Health Checks The [NHS Health Check](#) is a check of your circulatory and vascular health and is for all healthy adults aged 40-74 years. If you would like further information, check the link on our website to NHS choices. **Complaints and Compliments:** Please see our policy on the website or ask reception for a copy.

Charging Policy: If you require non NHS services, for example: housing letters, insurance medical reports, you will need to pay for these in advance. A copy of the policy is available on site and on the website.

Key Local Services For advice Out of Hours phone 111 or the GP Practice for the GP out of hours Services. You can also access the following:

-Parsons Green Walk-in Centre, Parsons Green

-Urgent Care Centres (Charing Cross Hospital & Hammersmith Hospital)

Disabled Access

If you have any special access requirements, we will be happy to assist, please let our receptionists know. Please note for your safety and the safety of others, motorised mobility vehicles are **not allowed** on premises.