

# WEST HAMPSTEAD MEDICAL CENTRE

9 SOLENT ROAD  
LONDON NW6 1TP  
TEL 0207 431 1588

[www.westhampsteadmedicalcentre.com](http://www.westhampsteadmedicalcentre.com)

[admin.whmc@nhs.net](mailto:admin.whmc@nhs.net)

[prescriptions.whmc@nhs.net](mailto:prescriptions.whmc@nhs.net)

## *Patient Information Leaflet*

**Out of Hours**

**Dial '111' for NHS Direct**

**Principal Partners**

<b>Dr Benjamin Bromilow</b>	(Male)
MBBS BMedSci	(GMC no. 4584810)
<b>Dr Birgit Curtis</b>	(Female)
Dr med univ MSc MRCGP DRCOG DFFP	(GMC no. 4419394)
<b>Dr Ehsan Alkizwini</b>	(Male)
MBBS MRCGP DIP DERM,DRCOG	(GMG no. 7016264)

**Associates**

<b>Dr Alison Coton</b>	(Female)
BSc MBBS MRCGP DCH DRCOG DFSRH	(GMC no. 6128143)
<b>Dr Baki Ejupi</b>	(Male)
MD MRCGP	(GMC no. 6158039)
<b>Dr Rachel Ibberson</b>	(Femal)
MBChB MRCGP DCH DRCOG DFSRH	(GMC no. 6029641)
<b>Dr Alexandra Rusnak</b>	(Female)
MBBS MRCGP DFFP DRCOG DIPM	(GMC no. 4411561)
<b>Dr Suzy Moran</b>	(Female)
MBBS BSc, DRCOG, MRCGP	(GMC no.7169802)
<b>Dr Sinead Barrowman</b>	(Female)
BMBS MRCGP	(GMC no. 7454367)
<b>Dr Sophia Khan</b>	(Female)
MBChB BSc DRCOG	(GMC no. 7072223)
<b>Dr Shreena Suchak</b>	(Female)
MBBS, BSc (Hons), DRCOG, MRCGP	(GMC no. 7497105)

**Practice Nurses**

Nurse Yvonne (Female)	(NMC no. 80A2534E)
Nurse Martina (Female)	(NMC no. 07A0066C)

**Physician Associates**

<b>Mr Saj Gulab</b>	(Male)
<b>Miss Simren Jasal</b>	(Female)

**Health Care Assistant**

<b>Naz King</b>	(Female)
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**Clinical Pharmacist**

<b>Hema Jagjwan</b>	(Female)
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## Opening hours

	<b>Surgery appointment times</b>	<b>Reception Telephone opening hours</b>
<b>Monday</b>	7.30am - 12.30pm 2.00pm – 6.30pm	8.30am – 6:30 pm
<b>Tuesday</b>	8.30am – 12:30am 2:00pm - 6.30pm	8.30am - 6.30pm
<b>Wednesday</b>	8.30am - 12:30am 2.00pm -7.30pm	8.30am - 12.00pm 2.00pm - 6.30pm
<b>Thursday</b>	8.30am-12.30pm 2.00pm - 7.30pm	8.30am - 6.30pm
<b>Friday</b>	8.30am - 12:30am 2:00pm - 6.30pm	8.30am - 6.30pm

**Extended Access appointments (Mon-Fri 6:30pm-8pm & Sat 8am-8pm)** are available at the Camden Hubs (Swiss Cottage Surgery, Brondesbury Medical Centre, Caversham Group Practice and Somers Town Practice). The Extended Access is a service provided by **AT Medics**. This is for pre-booked appointments only. You need to be opted into the Camden Integrated Digital Record (CIDR) to be seen.

## Practice Team Staff

### **Practice Manager**

Tushar Shah is the Practice Manager and he is responsible for the day to day running of the practice including finances, administration and staff.

### **Practice Nurse**

We have two part-time practice nurses who are available by appointment Monday to Friday for child and adult immunisations, dressings, removal of stitches, contraceptive advice and cervical smears. They also monitor blood pressure, asthma and diabetes and offer medical advice including travel advice.

### **Clinical Pharmacists**

We have a Clinical Pharmacist who is part of our clinical team. She provides clinical assessment and treatments, expert knowledge of medicines and prescription queries, as well as lifestyle advice.

### **Physician Associate**

We have two Physician Associates (PAs) who run general clinics including patient examination, diagnosis and treatment. Mr Sajid Gulab and Miss Simren Jasal can see patients with a wide variety of problems similar to GPs scope of work. Simren also does our Baby Clinic. They work under supervision of a doctor.

### **Health Care Assistant**

Our Health Care Assistant see patients for Health Care checks for over 40's, various injections, blood pressure checks, Flu immunisations, diabetic foot checks, dressings, stitches and clip removal and weight management as well as smoking cessation.

**Reception Staff**

Our receptionists will assist you in making routine and emergency appointments, undertake repeat prescriptions, answer numerous and varied questions and offer help and assistance at all times. Please give them as much information as you can in order to help them to help you. Everything you tell them is treated in confidence.

**GP Registrars**

We are a training practice and have regular GP registrars working at the practice. They are qualified doctors who are completing their GP training. They work independently and are supervised by a trainer in the practice (currently Dr Birgit Curtis, Dr E Alkizwini and Dr Rachel Ibberson).

**Trainees**

Sometimes medical students sit in with a doctor and you will be informed when this happens. If you prefer to speak or see the doctor alone, please inform the doctor or receptionist.

**Health Visitors**

We have a health visiting team that we liaise with regularly and that support families with children up to age 5.

**Community Nurses (Formerly District Nurses)**

The Community Nurses assess the needs and provide nursing care for housebound patients.  
Tel: 0203 317 5705

**Community Midwives**

The Royal Free community midwives run an antenatal clinic for the practice patients on Friday mornings (9am to 12 noon) every fortnight. Please contact main reception to make an appointment.

Royal Free Community Midwives

Direct line: 0207 830 2586

Fax: 0207 830 2752

The Community Midwives provide care for pregnant women until after the birth of their baby, together with the GPs and hospital doctors. This includes regular health checks during pregnancy and classes on what to expect during the birth of your baby. They also provide postnatal care and visit women for 10 days after the birth of their baby.

**Hearing Assessments**

Scrivens, one of the commissioned providers for adult audiology run a weekly clinic at the practice that can be booked at reception/

## Appointment information

[eConsult](#) – For advice from your doctor, self-help information or administrative requests, please complete the online form.

**Routine appointments**- In line with national guidance, the practice is offering a triage system by telephone to protect patients and staff. The majority of same day triage appointments become available on the day at **8.30 am** and some at **2pm** with some being available for online booking. We also offer pre-bookable (1 week advance) **telephone consultations**. Face to face appointments are booked by a GP/Physician Associate after a telephone or video consultation or if appropriate, an [eConsult](#). These will be limited to less than 15 minutes to reduce the risk of Covid transmission. If you need to speak with a GP/Physician Associate please contact the practice by ringing the practice.

### **Home visits**

If you feel that you are too ill to attend the surgery, please telephone the surgery before 9.30am, if possible, to discuss a home visit with a GP. A Doctor will call you back to assess if a home visit is required and to advise when this will be done. We don't provide home visits for patients who live outside our boundaries; however the GP will tell you about access to local services or, where necessary, arrange a home visit.

## **URGENT MEDICAL PROBLEMS**

### **After hours and weekends**

**Telephone: 111 for advice and NHS Direct**

This is a national telephone service for accessing advice and general practice outside of normal working hours. Calls are triaged by phone and assessment by a clinician can be arranged including home visits if these cannot wait until the surgery opens again.

### **Accident and Emergency Department and Urgent Care Centres**

#### **Royal Free Hospital**

Pond Street  
Hampstead  
London NW3 2QG  
Main switchboard: 0207 794 0500

#### **UCLH**

Ground Floor  
235 Euston Road  
London, NW1 2BU  
Patient enquiries: 0203 447 0083

If you have had an accident, feel that you need an urgent x-ray, stitches to a cut or have a large burn or other serious illness (for example severe chest pain or a collapse) it is advisable to go straight to casualty.

**For immediate, life-threatening emergencies, please call 999.**

### Test results

Test results for **Blood tests, Stool and Urine samples** that have been requested by the surgery (ie you have been given a form by one of our staff) usually take up to 3 days to process though some blood results may be available sooner.

Please call 0207 431 1588 to check your test results after 3 working days from 3 pm to 5:30pm.

**Test results are now available via Online Patient Services ([NHS app](#), [Patient Access](#), [myGP](#) , [evergreenlife](#) ) once they have been checked by a Doctor.**

You will be *advised on any further action* such as making a telephone appointment or booking in to see a doctor.

We will contact any patient with an abnormal result either by telephone or post however please do not assume that if you have not heard this means your results do not need any action. **Please always check with the surgery!**

Results for **Xrays** are usually available after 3-5 days. We advise you leave a week before calling reception.

Results for other investigations such as **MRI scans, Ultrasound results, ECGs and Echocardiograms** or other investigations *requested by the surgery* take 1-2 weeks to arrive AFTER you have had the investigation done.

It is very important that you contact the surgery to check these results.

If results are normal, they will be marked as such by a clinician and our admin staff will inform you of this.

They are not able to comment in any other way or give any advice on results. This needs **to be done by a clinician.**

Results of investigations requested in hospitals, ie not requested directly by the surgery for example during an outpatient appointment or A&E visit may not be available to us. You could in the first instance contact the hospital where this was requested or if you have difficulties with this, request assistance from our staff using the patient queries numbers on page 5.

### Usual GP

It is our practice policy to ensure that every patient has one GP who is considered their usual doctor. Your usual doctor will be available to you for non urgent consultations and will co-ordinate your care.

### **How you can help us**

- Be on time for your appointment (do let us know in advance if you are running late)
- Call to discuss a home visit or urgent consultation by 9.30am
- Ring for test results between 2.00pm and 3.45pm
- If you have any routine queries please telephone after 11.00am to avoid the morning rush
- Cancel your appointment quickly if you are unable to keep them so that your slot can be offered to another patient
- Please let us know if you change your name, address or telephone number

### **Interpreting service**

If you need an interpreter to attend your appointment with you please speak to the reception staff who will book an interpreter for you. You must give 48 hours notice.

### **Chaperone**

The chaperone can be a family member, friend or a member of staff. If you would like a member of staff to accompany you during your appointment please let staff know when you book your appointment or at your consultation with the Doctor/Nurse.

### **Verbal or Physical Abuse**

As a Practice we are very aware that visiting your GP can, at times, be stressful and concerning for patients. Delays in obtaining appointments and delays in surgery times, due to unforeseen emergency appointments, can also add to these concerns.

We always strive to meet patient expectation and deliver the highest standards of healthcare. For the vast majority of our patients we achieve this, despite the finite resources and steadily increasing demand for services that exists today within the NHS.

Our staff come to work to care for others, and it is important for all members of the public and our staff to be treated with respect.

In line with the rest of the NHS and to ensure this is fully observed we have instigated a Dignity at Work and Zero Tolerance policy, whereby aggressive or violent behaviour towards our staff will not be tolerated under any circumstances.

Anyone who verbally abuses a member of practice staff will be sent a letter from the Practice Manager confirming that this behaviour will not be tolerated. Any future violation of this policy may result in removal from the Practice patient list. The Police will be called in all cases of violence.

The Practice feels sure you will understand that proper behaviour is absolutely necessary for our staff and patients and that non observance will not be accepted.

## Use of Personal Health Information

Disclosure of identifiable patient information to any outside agencies will only be done after written permission from the patient is received (for example insurance reports). Anonymized data may be required for verification and auditing purposes.

## Repeat Prescriptions

Requests for a repeat prescription should be in writing, either by email or via the App. You can also write and bring a request into the reception, post it to the surgery or email at [prescriptions.whmc@nhs.net](mailto:prescriptions.whmc@nhs.net). Please speak to Reception for further details.

Please allow at least 48 hours when requesting your repeat prescription. Over 90% of requests are processed electronically and will be sent to your nominated pharmacy or attached to a text message. Please enclose a stamped addressed envelope if you would like it posted. To avoid mistakes, we regret we cannot accept telephone requests. If you are planning to travel then don't leave your request to late. Request at least 5 days before travel so that you are able to get your medication. Sometimes the pharmacy may be out of stock or closed.

## Services provided

### **Maternity services.**

#### **Antenatal**

For new pregnancies, all patients can refer themselves to the hospital of their choice. Please see the practice website for further details or ask reception for information. Self referral information can also be found on each hospital's own website. Local hospitals include the Royal Free Hospital, University College (UCLH) and St Mary's.

If you have done a pregnancy test, this does not need to be repeated unless there is uncertainty about the diagnosis when a pregnancy test will be sent to Royal Free Laboratory.

All pregnant women are advised to take daily vitamins which include folic acid and vitamin D. Please discuss this with your local pharmacist.

In general this practice offers shared care with the hospital and midwives for you and your baby before and after the birth. Most pregnancy related care will be done at your hospital, postnatal care is generally at the surgery.

#### **Postnatal**

Midwives visit women up to 10 days postnatal and if necessary up to 28 days. On receipt of the discharge summary from the hospital or information of a home birth the practice writes to women to offer a 6 week postnatal appointment with their GP and a 6 week check for the baby.

#### **Pre-conceptual advice**

Our Clinicians offer pre-conceptual advice on diet and lifestyle. This is also available on the NHS website.

### **Childhood immunisations**

Our practice nurses do all childhood immunisations. First immunisations at 8 weeks are booked on the day of the baby check where possible. These clinics are by appointment.

### **Contraceptive services**

We provide a full range of contraceptive service including IUD fitting. Nurses and PA's can do routine pill checks.

### **Child Health Surveillance**

Routine health examinations for your child are offered at the age of 6-8 weeks. Please make an appointment at reception if this has not already been offered.

### **Chronic Disease Management**

We offer dedicated clinics for patients with Diabetes, Hypertension, Heart failure and COPD to optimise management and prevent hospital admissions. These are joint clinics with the nurse and a Clinician and we liaise closely with the community and hospital clinics.

### **Asthma & COPD** (Chronic Obstructive Pulmonary Disease)

Routine yearly asthma and COPD checks can be booked with the nurses or PA's.

### **Diabetes clinic**

Our practice team will discuss diabetic management and help monitor diabetic control for patients over 18 years of age. We work closely with the Community and hospital clinics.

### **NHS Health Check**

The NHS Health Check is available for patients aged 40-74 every five years. This includes a blood pressure check, blood tests and general health advices. Appointments can be booked with the Health Care Assistant.

### **Smoking cessation advice**

Appointments for smoking cessation are with our Health Care Assistant for advice, support and nicotine replacement therapy.

### **Travel Vaccinations**

Please do check the travel and vaccination advice for your destination at

<https://travelhealthpro.org.uk/countries>

Our practice nurses offer a full range of travel vaccinations and advice.

PLEASE MAKE AN APPOINTMENT AT LEAST 8 WEEKS IN ADVANCE OF YOUR HOLIDAY TO ENSURE ADEQUATE COVER AND ANY SIDE-EFFECTS WHICH MAY PREVENT CANCELLING YOUR HOLIDAY. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. You will be required to settle the charge on the day you receive your vaccination.

### **Cervical smears**

Cervical smears are taken by the practice nurses on females between ages of 25 and 65 every 3 to 5 years depending on your age. You will be written to when your smear is due. Please check with the Nurse if you think you are due. If you have had a smear test abroad, it would be very useful to provide details of this to the Reception.

### **Carers register**

A carer is someone of any age who looks after someone who is elderly, disabled or who has a long-standing illness. There are special services available for carers in Camden, please check our website.

### **Pneumococcal vaccination**

Pneumococcal vaccinations are recommended for all patients over 65 years, a single vaccination will protect for life. Please make an appointment with the practice nurse. Babies receive the pneumococcal vaccine as part of the Under 5's immunisation schedule. Patients with a long-term condition may need a single one-off pneumococcal vaccination or five-yearly vaccination, depending on their underlying health problem.

### **Influenza vaccinations**

Influenza vaccinations are given from the beginning of October each year. Designated clinics are held by our practice nurses and health care assistant. Influenza vaccination is recommended for patients at high risk:

- Aged over 65 years
- Those who reside in residential or nursing homes
- Patients under 65 with certain chronic conditions such as Asthma, COPD, Diabetes.
- Children aged 2 and 3 (other child flu vaccines are delivered by schools)

## **Registration**

Our practice area is situated in the centre of West Hampstead and includes a large part of NW6 postal area. It also includes part of the NW2 and NW3 areas. Reception will be able to give you precise details, a map of the area is available at reception and on the practice website. NHS regulations ask that you need to provide proof of your address (utility bill, council tax bill, tenancy agreement within last 3 months) and photo ID (passport or UK photo driving license).

All newly registered patients are welcome to attend a health check with our Health Care Assistant. For those over the age of 18, a HIV screening test will be also offered. Reception will provide a form for a blood test.

## **Accessibility**

Our premises have suitable access and amenities for all disabled people (toilets, lifts etc). For those with hearing problems, our Reception desk stations are fitted with induction loop systems. British Sign Language interpreters are available on request for consultation. Please let Reception know your preferred method of communication. Some letters, forms and leaflets are available in other formats such as Braille, large print or easy read.

## **Comments and suggestions**

The practice welcomes your comments and suggestions regarding the services we provide. Please post any positive comments on the NHS Choices, Google Reviews or complete the Friends and Family Test form available at the Reception or on our website.

## **Complaints**

### **Practice Procedure**

If you have a complaint or concern about the service, please complete the complaint form. We investigate all complaints and provide feedback within 25 days. Our complaints policy is on our website and is in line with NHS guidance.

### **How to Complain**

We hope most problems can be resolved easily and quickly, often at the time they arise and with the person concerned.

We recommend you put your complaint in writing as we then have a clear audit trail. This should be addressed to the Practice Manager or any of the GP Partners. You can use the complaint form available at the Reception or on our website.

### **What we do**

We will acknowledge your complaint within 3 working days and reply within 25 days after fully investigating your concerns.

### **Complaining on behalf of someone else**

If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are unable, because of illness, to provide this.

### **Complaining to NHS England**

We hope that, if you have a problem, you will use our complaints procedure. We believe that this will give us the best opportunity of putting right whatever has gone wrong and an opportunity to improve our practice. However, this does not affect your right to approach NHS England if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

### **NHS England**

Po Box 16738  
Redditch  
B97 9PT

Tel: 0300 311 22 33

Email: [NWLCSU.CBLondonComplaints@NHS.net](mailto:NWLCSU.CBLondonComplaints@NHS.net)

## **Data Protection Act and Confidentiality**

The practice uses computers in many aspects of day to day activities. Our notes are held electronically so we use computers during consultations as it enables us to keep your records up to date and helps us to maintain an efficient register of all our patients. It also allows us to pass on your records electronically. Patient records are held on the computer in accordance with the guidelines of the Data Protection Act.

All telephone calls are recorded but the data is held within the practice and can only leave with your express permission. Please be assured that all information is held confidentially and is only accessible to staff on a need to know basis.

## **GDPR**

The General Data Protection Regulation (GDPR) determines how your personal data is processed and kept safe, and the legal rights that you have in relation to your own data. For additional information, please visit our website or go to <https://ico.org.uk/>