

**WEST HAMPSTEAD MEDICAL CENTRE
9 SOLENT ROAD
LONDON NW6 1TP**

TEL 0207 431 1588

FAX 0207 431 8919

www.westhampsteadmedicalcentre.com

Patient Information Leaflet

**Out of Hours
(Before 08:30 and After 18:30)
Dial '111' for NHS Direct**

General Practicioners

Dr Jonathan Barnett MB ChB MRCGP MFLLM DMJ	(Male) GMC no. 2258551)
Dr Benjamin Bromilow MBBS BMedSci	(Male) (GMC no. 4584810)
Dr Birgit Curtis BSc MB MSc DFFP MRCGP DRCOG	(Female) (GMC no. 4419394)
Dr Ehsan Alkizwini MBBS MRCGP DIP DERM,DRCOG	(Male) (GMG no. 7016264)
Dr Alison Coton BSc MBBS MRCGP DCH DRCOG DFSRH	(Female) (GMC no. 6128143)
Dr Baki Ejupi MD MRCGP	(Male) (GMC no. 6158039)
Dr Rachel Ibberson MBCHB MRCGP DCH DRCOG DFSRH	(Female) (GMC no. 6029641)
Dr Jennifer Johnstone MRCGP DRCOG DFSRH	(Female) (GMC no. 7138283)
Dr Natalia Paredes-Ventura Bsc (Hons), MBBS, MRCGP	(Female) (GMC no. 7021310)
Dr Alan Rosenfelder BSc MBBS DRCOG DCH MRCGP	(Male) GMC no. 2726302)
Dr Alexandra Rusnak MBBS MRCGP DFFP DRCOG DIPM	(Female) (GMC no. 4411561)
Practice Nurses Nurse Yvonne (Female) Nurse Martina (Female)	(NMC no. 80A2534E) (NMC no. 07A0066C)
Health Care Assistant Naz King Gizella Toth	(Female) (Female)

Not all doctors work every day in the surgery. We ask patients to bear this in mind when trying to make appointments. Please see table below which shows doctors' availability.

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Barnett	AM & PM	AM & PM	PM only	AM only	No clinics
Dr Bromilow	No clinics	AM & PM	AM only	PM only	AM & PM
Dr Curtis	AM & PM	No clinics	No clinics	AM only	No clinics
Dr E Alkizwini	AM only	PM only	PM only	No clinics	AM & PM
Dr Coton	No clinics	AM & PM	AM only	PM only	AM & PM
Dr Ejupi	AM & PM	AM & PM	AM & PM	AM & PM	No clinics
Dr Ibberson	AM & PM	No clinics	PM only	AM & PM	No clinics
Dr Johnstone	AM & PM	AM & PM	AM & PM	No clinics	No clinics
Dr Paredes-Ventura	No clinics	No clinics	No clinics	PM only	AM & PM
Dr Rosenfelder	AM & PM	No clinics	PM only	No clinics	AM only
Dr Rusnak	AM only	AM only	AM only	No clinics	No clinics

Surgery appointment times

Reception opening hours

Monday	7.30am - 12.00pm 2.30pm – 6.30pm	8.20am - 1.00pm 2.00pm - 6.30pm
Tuesday	8.30am - 11:30am 3.00pm - 6.30pm	8.20am - 6.30pm
Wednesday	8.30am - 11:30am 2.30pm - 7.30pm	8.20am - 12.00pm 2.00pm - 6.30pm
Thursday	8.30am-12.00pm 3.00pm - 7.30pm	8.20am - 6.30pm
Friday	8.30am - 11:30am 3.3pm - 6.30pm	8.20am - 1.00pm 2.00pm - 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 Manager

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

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, ear syringing, contraceptive advice and cervical smears. They also monitor blood pressure, asthma and diabetes and offer medical advice including travel advice.

Health Care Assistant

We have two Health Care Assistants who are available by appointment Monday to Friday. They see patients for B12 injections, blood pressure check, diabetic foot check, dressings, ear syringing, flu (over18), NHS health check, stitches and clip removal and weight management.

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.

Psychology Services and Cognitive Behaviour Therapy

The practice hosts 3 psychologists who offer appointments in the practice. Patients can self refer to this via www.icope.org.nhs or be referred by the GP.

In-House Social Services & Occupational Therapist.

We are currently running an 18 month pilot programme with Camden Public Health in providing Social Care and Occupational Therapy needs, with home visits. Patients can be referred to these services by contacting the reception staff to discuss directly or via the contact details on our website.

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 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 see the doctor alone, please inform the doctor or receptionist.

Health Visitors

The Health Visitors attached to this practice are based at Belsize Priory Health Centre.
Tel: 0203 317 3032.

A named Health Visitor is allocated to every family in Camden with children under 5 years of age. They give advice on social and medical problems and hold regular baby immunisation and development clinics.

The Health Visitor also has an **in-house Baby Clinic** every Thursday 1.30-3.30pm at the practice with pre-bookable appointments. Please contact the Reception to book an appointment.

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.

WE OPERATE AN APPOINTMENT SYSTEM FOR URGENT AND ROUTINE APPOINTMENTS.

Appointment information

We offer a mix of emergency, same day, one week and two weeks appointments. Each morning at 8.30, the appointments for that day, one week and two weeks later become bookable. If you need an urgent appointment, it is better to attend at 08:30 for an emergency or same day appointment rather than calling as this is the busiest time for the Reception. Sometimes, cancellations become available later on in the day. Some one week advance appointments will become available to book online through Patient Access at 8pm each evening.

Appointments can be booked via the telephone (main reception- 0207 431 1588), in person or via the **Patient Access website** (you must be registered to use this service- please ask at reception for more details).

If you require a specific type of appointment (for example, an appointment in the travel clinic) please make sure you mention this when you book the appointment.

Patient Partner - You can book, cancel, check & change appointments 24 hours a day using our automated system. Please ring 0207 431 1588 and choose the automated booking option. Please make sure the surgery has your current telephone number.

A single consultation lasts 10 minutes; if you require a longer appointment, please inform reception so they can book a double appointment for you. If you are unable to attend your appointment for any reason, please let the Surgery know as soon as possible so that your appointment can be offered to someone else.

If you are more than 10 minutes late for your appointment, the Reception will check with the Doctor if they will be able to see you.

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 2 pm onwards.

Test results are now available via Patient Access, once they have been checked by a Doctor. If you do not yet have a Patient Access account, please speak to Reception.

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.

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.

Telephone access

Please speak to a receptionist if you wish to talk to a doctor over the telephone. You will be asked for the reason for your call. If the call is **urgent** the doctor will telephone you back later during the session. If you wish to speak to your usual doctor or request to speak to a GP for a **non-urgent** reason, the Reception will offer a **Routine Telephone Consultation**. Please bear in mind that doctor might not call you back on the same day. If the query can be more appropriately dealt with by another team member you will be informed by reception when you first ring.

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
- 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.

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.

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.

Behaviour while in the surgery

Our Service Commitment requires us to treat all patients and visitors with respect and politeness. We expect our staff to be treated in the same way. We will press for stringent penalties against those who are violent, abusive or threatening.

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 patient 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.

We have a '**zero tolerance**' policy towards verbal or physical abuse towards any member of our staff. Patients are asked to be considerate and to act reasonably. All incidents will be followed up by the partners and the practice manager and you will be sent a formal warning or removed from the practice list if your behaviour has been unreasonable. The police will be called to the building to remove the patients should your behaviour warrant it.

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.

URGENT MEDICAL PROBLEMS

WEEKDAYS DURING THE SURGERY HOURS

9.00am- 9:30am

If you have a medical problem that needs attending to on the same day, it is best to come to the surgery before 9:30am and you will be allocated an emergency appointment.

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 assess to a clinician can be arranged including home visits if these cannot wait until the surgery opens again.

Cricklewood Walk-in Centre

Britannia Business Village

Cricklewood – NW2 1DZ

Patient Line: 03000 334 335

Opening hours: Everyday 8am until 8pm

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.

Repeat Prescriptions

Requests for a repeat prescription should be in writing, ideally using the computerised order form issued with each repeat. These may be brought into the reception, posted to the surgery or you can email at whmc@nhs.net. You can also request your repeat prescription via Emis Patient Access. Please speak to Reception for further details.

Please allow at least 48 hours when requesting your repeat prescription and 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 the patient has 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. This means that we will see people after initial hospital investigations have been done for routine antenatal and postnatal care.

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 Practice Nurses offer pre-conceptual advice on diet and lifestyle.

Childhood immunisations

Our practice nurses do all childhood immunisations. The Practice Nurse also holds a baby immunisations clinic every Thursday from 2-4pm. These clinics are by appointment.

Contraceptive services

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

Child Health Surveillance

Routine health examinations for your child are offered at the age of 6 weeks. Please make an appointment at reception.

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.

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

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.

Yellow Fever

We are an authorised and registered Yellow Fever Vaccination Centre.

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 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 who suffer from COPD, diabetes, heart or renal disease or are immuno-suppressed.

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 and a map of the area is available at main reception and also on the practice website. NHS regulations ask that you need to provide proof of your address up to 3 months old (utility bill, council tax bill, tenancy agreement) and photo ID (passport or UK photo driving license). **If you are registering as a family, you all need to attend, including children.**

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 the Reception know your preferred method of communication. Some letters, forms and leaflets are available in other formats such as Braille, large print or easy ready.

Comments and suggestions

The practice welcomes your comments and suggestions regarding the services we provide.

Please post any positive comments on the NHS Choices 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 inform the Practice Manager. We operate a practice based complaints procedure as part of an NHS system for dealing with complaints which meets national criteria.

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 form available at the Reception or on our website.

What we shall do

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

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. 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 incapable, because of illness, of providing 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

Data Protection Act and Confidentiality

The practice uses computers in many aspects of day to day activities. The computer is also used 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 is an

invaluable tool to prevention medicine, screening and education. Patient records are held on the computer in accordance with the guidelines of the Data Protection Act.