

Skyways Medical Centre



Skyways Medical Centre

YOUR HEALTH MATTERS

**2 Shelley Crescent
Heston
Middlesex**

Tel: 020 8569 5688

Fax: 020 8577 9952

www.skywaysmedical.co.uk

Skyways Medical Centre

TELEPHONE & SURGERY HOURS

8:00 am to 6:30 pm - Monday -Friday

	Morning	Afternoon	Extended Hours /Locality Hub
Monday	8.00 - 13.00	13.30 - 18.30	18.30 - 20.00
Tuesday	8.00 - 13.00	13.30 - 18.30	18.30 - 20.00
Wednesday	8.00 - 13.00	13.30 - 18.30	18.30 - 20.00
Thursday	8.00 - 13.00	13.30 - 18.30	18.30 - 20.00
Friday	8.00 - 13.30	13.30 - 18.30	18.30- 20.00
Saturday			8.00 - 17.00
Sunday /Bank Holidays			10.00 - 16.00

SPECIALIST CLINICS/APPOINTMENTS

**Chronic Disease
Diabetes Clinic
Antenatal/ Postnatal
Six week baby check
ECG
Phlebotomy
Warfarin Monitoring**

All Consultations are by appointment only

Primary Healthcare Clinical Team

General Practitioners:

Dr Roohi Alvi (GMC: 4352938 Female)

M.B.,Ch.B (Dublin), BAO, LRCS (I), LRCP (I), MRCGP, DCH, DFFP, DRCOG
Principal

Dr Roohi Alvi qualified in medicine from the Royal College of Surgeons, Dublin. She completed her GP training at Northwick Park Hospital. Dr Roohi Alvi is an accredited GP and medical student trainer and has an interest in women's and children's health.

Dr Martin Turner (GMC: 2388146 Male)

MB ChB

Dr Turner qualified from Sheffield University in 1977. In addition to general medical services he provides maternity and contraceptive services and has a particular interest in child health, skin diseases and heart disease. Dr Turner founded Skyways Medical Centre. He is now working at the practice on a regular part-time basis.

Dr Simran Ghatore (m) GMC 7327262

MD, MRCGP

Dr Ghatore qualified as a doctor in 2012. He completed his internship via Imperial College London at Charing Cross Hospital. He completed his GP training in 2018 at the Western Sussex University Hospital. Dr Ghatore has also undertaken clinical work in urology at the West Middlesex University Hospital. He is an accredited GP and medical student trainer.

His hobbies include martial arts and teachings in esoteric/neuro-philosophy.

Dr Ayoola Oladeji Makanjuola GMC 4295314

B.Sc, MB ChB, MRCP, FNMC1 (Pathology), DCH, D Clin Derm

Dr Mak qualified as a doctor in 1981 and as a GP in 1998. He has an interest in Dermatology and Child Health.

Dr Mak is a keen sportsman and nature lover.

Dr Sudath P Talpahewa (m) GMC 4280862

LRCP (Edin), LRCS (Edin), LRCPS (Glasg), MRCP, ChM (Bristol) DFRH FRCS (Edin)

After qualifying as a doctor in Scotland in 1996 Dr Talpahewa gained wide clinical experience in a number of clinical specialties (both surgical & non-surgical) working across NHS hospitals in Scotland & England. He qualified as a GP in February 2009 in London.

A stint as a research fellow at Bristol University resulted in a postgraduate Masters degree and several published scientific papers in international journals. Dr Talpahewa has also provided services to the DWP as an examining medical practitioner for benefits/disability assessment and also holds qualifications in surgery, substance misuse, family planning/female health, and genito-urinary medicine.

In his spare time Dr Talpahewa plays cricket for Eastcote Cricket Club as an opening batsman/wicket keeper and spends time with his family. His other interests include music and audiophile equipment, cars and collecting vintage Hornby/Triang toy trains. If you ever wonder how exactly to pronounce his surname, try 'tal-pa-hewa' !

Dr Samir Alvi (GMC: 3678840 Male)

B.Sc. (Hons.), MBBS (Lond.), Ph.D (Lond.), FRCGP, MRACGP, DFFP, DIC, DOccMed, DRCOG , Pg Cert Dent Sed. & Pain Mgmt. (EDI)

Principal

Dr Samir Alvi qualified in medicine from University College London and then obtained a Ph.D from Imperial College London. He completed his GP training scheme via St Georges Hospital, London. He has previously been a GP Principal in Westminster and Surrey.

Dr Samir Alvi is a GP Appraiser, a Fellow of the Royal College of General Practitioners and the Royal Society of Medicine. He has an interest in men's health. He was formerly a GP Trainer.

Practice Nurses:

Juliet Ayivor
Constance Eboreime
Anitha Proctor

Phlebotomist / HCA:
Karolina Springmann

Primary Healthcare Management and Administration Team

Practice Manager: Ms Ram Dhaliwal

Patsy Dias- Administrator/Receptionist

Pavan Lochab –Receptionist

Pam Grewal – Receptionist

Pammi Saran- Receptionist

Gaj Gill- Receptionist

Supriya Wali- Receptionist

Hazel Mascarenhas- Receptionist

APPOINTMENTS

Appointments are of 10 minutes duration with our Doctors and 15 minutes for the nurses. They may be booked via telephone, the internet and at our reception desk in advance. We do not offer a walk-in service.

<http://www.skywaysmedical.co.uk/appointments.php>

Appointments no longer needed must be cancelled.

A 24hr Cancellation facility is available. Missed appointments keep everyone waiting.

Clinics & Services

Medical services available

- phlebotomy (blood tests)
- ECG
- anticoagulation monitoring (INR)
- spirometry
- NHS health checks
- diabetes level 1 and 2
- high risk of diabetes
- coordinate my care
- general management of medical conditions
- health promotion advice
- emergency care if appropriate
- referral for other services, if appropriate

- urgently required care for temporary residents
- cervical screening
- contraceptive services
- vaccinations and immunisations
- maternity services
- minor surgery procedures
- new patient health checks

In addition;

- registered patients aged 16 -75 who have not been seen for 3 years may request a consultation
- registered patients aged over 75 years who have not been seen in the previous 12 months may request a consultation

Blood tests are taken at Skyways, Monday – Friday by appointment only.

The Practice Nurse is available by appointment only.

Medical services available

- general management of medical conditions
- health promotion advice
- emergency care if appropriate
- referral for other services, if appropriate
- urgently required care for temporary residents
- cervical screening
- contraceptive services
- vaccinations and immunisations
- maternity services
- new patient health checks

In addition;

- registered patients aged over 75 years who have not been seen in the previous 12 months may request a consultation or longer consultation for chronic disease management

OUT OF HOURS

On weekdays between the hours of 6.30pm and 8am and all day and night at weekends and on bank holidays the Care UK Out of Hours GP Service provides the surgery with out of hours services.

If you require urgent medical treatment telephone the surgery number on **020 8569 5688**. Please note that does not mean that a doctor will necessarily visit you, you may be given telephone advice or ask to attend an out of hours treatment centre. If you have an urgent medical problem that cannot wait until the surgery

re-opens you can also call **111**. You can ring the 111 number 24 hours a day, 7 days a week, 365 days a year. Call from landlines and mobiles are free.

If you need urgent emergency medical help, you should call **999**.

TELEPHONE ENQUIRIES

A Receptionist is generally available to answer any enquiries between 8 am and 6.30pm, Monday to Friday. However please avoid ringing between 8 am and 10 am unless you are requesting an urgent home visit from the doctor for a house-bound patient or would like to make an appointment for the next available surgery session.

If hospital reports or pathology results are required, please telephone after 2pm. Please do not ask the Receptionist for detailed medical information, as they are not able to provide this. Please avoid calling on behalf of another adult patient unless you are registered with the surgery as an official carer. Anybody over the age of 16 can enquire about their own reports/results.

EMERGENCIES

There is a Doctor available to deal with medical emergencies during surgery hours. The Receptionist will contact that Doctor should the need arise.

HOME VISITS

Home Visits are at the discretion of the Doctor. Please do not ask for a home visit unless you or the patient you are phoning about is genuinely too ill to come to the surgery. When the condition of a patient does require a home visit, please try to telephone before 10:30 am of the same day the visit is required.

We are unable to guarantee that a specific doctor will visit you as this depends on availability and other factors. The decision to undertake a home visit will be at the doctors' discretion. Further information is provided below.

KEEPING APPOINTMENTS

By not attending your appointment it could result in patients who need an appointment not being able to be seen on that day. If you are unable to attend please notify the surgery as soon as possible so that the appointment can be given to someone else.

REPEAT PRESCRIPTIONS

Please allow **48 hours** (2 working days) for repeat prescriptions. You can submit these via the website, hand, by fax or by post – please include a stamped addressed envelope if you wish it to be posted back to you.

http://www.skywaysmedical.co.uk/repeat_prescriptions.php

The practice is also participating in the Electronic Prescription Service (EPS). This allows your prescription to be sent electronically to a pharmacy of your choice.

If requesting repeat medication by hand please make sure you tick the required medication on the white counterfoil, which is attached to the original prescription. If you are unable to do this please make sure any handwritten requests are clear and that names and a date of birth are written in capital letters, otherwise the prescription cannot be processed. **Please note no requests will be taken over the telephone.**

Please note that the issuing of Prescriptions from Specialists in the private sector is at the discretion of the GP and will be in accordance with Hounslow CCG prescribing guidance.

Free repeat prescription collection service

Medico Pharmacy can arrange to collect your prescriptions from the surgery and dispense your medication for collection at the pharmacy.

Contact details: Medico Pharmacy

2 Parklands Parade

Bath Road

Hounslow

TW5 9AX

Tel: 020 8570 0664

Email: medicopharmacy@hotmail.co.uk

RESULTS OF TESTS

For results of tests please telephone **after 2pm Mondays-Fridays**. If you wish to discuss the results with a doctor or nurse please make a telephone appointment. Should the GP need to see you to discuss the results you will be contacted accordingly via the reception team or text message.

TELEPHONE ADVICE

Please make a booked telephone appointment to speak to a doctor if required. Please understand that if a doctor or nurse is busy in consultation with Patients, they cannot be interrupted. Please always leave a mobile and landline number

should the need arise.

PREFERRED PRACTITIONER

Although patients are registered with the practice they can request to see a doctor of their choice dependent upon their availability. When booking an appointment please let the receptionist know which doctor you would like to see.

DISABLED ACCESS

We have wheelchair access for the ground floor. Our toilets on the ground floor are equipped for disabled patients. Further expansion of the ground floor and dedicated disabled parking is planned as part of the surgery development program.

EMERGENCY CONTRACEPTION

Emergency contraception can be obtained from the GP's or your local pharmacy.

DISTRICT NURSE

The District Nurses specialise in assessing for and providing nursing care, advice and support at home for individuals and families with a wide range of needs. The local team can be contacted via:

<http://www.hrch.nhs.uk/our-services/services-directory/hounslow-and-richmond/district-nursing/>

HEALTH VISITORS

The Health Visitors can be contacted via:

<http://www.hrch.nhs.uk/our-services/services-directory/hounslow-and-richmond/health-visiting/>

REGISTRATION OF NEW PATIENTS

New patient registration appointments can be arranged with reception. Please bring along your existing NHS medical card, if available together with your passport/ID and proof of address. The receptionist will help you complete a

registration form that enables the transfer of your UK medical records to the surgery.

PLEASE PROVIDE AN UP TO DATE MOBILE AND CONTACT NUMBER. THIS WILL BE USED TO CONTACT YOU SHOULD THE NEED ARISE.

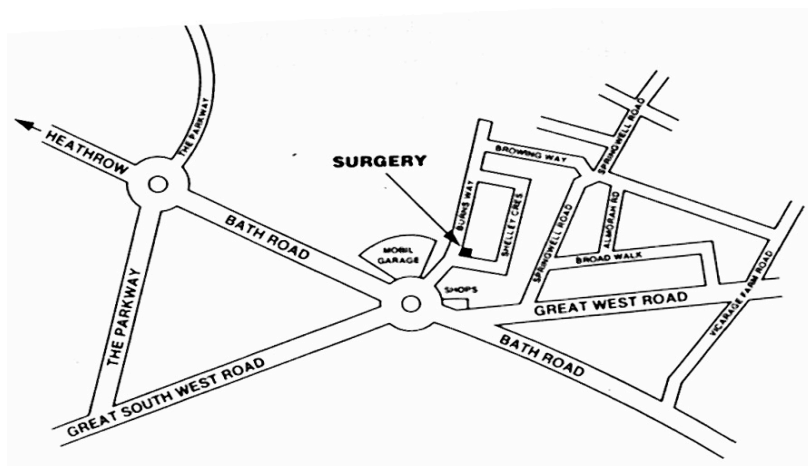
All new patients are advised to have a New Patient Health Check as part of completing their Registration at this practice. If you wish to see a doctor please advise the receptionist when booking your appointment.

PRACTICE AREA

We accept patients who reside in the following postal code areas:

TW5 and TW3

MAP



Our practice area is roughly half a mile radius from the surgery bounded:

- a) in the north by Cranford Lane
- b) in the east by Vicarage Farm Road
- c) in the west by Brabazon Road and Parkway excluding Brabazon Road Estate
- d) in the south by the A30, Lela Avenue, Vincent Road, Wilton Road, Marnell Way, Basildene Road and Rosemary Avenue excluding Beavers Estate

How to get to Skyways Medical Centre:

By tube: Piccadilly Hounslow West Tube Station

By bus: 81

NON-NHS SERVICES

Certain services are not available on the NHS and we have to charge for them. This includes Insurance Reports, DVLA HGV and PCO/TfL taxi medical, Pre-employment Medicals, Claim Forms, "To Whom it May Concern Letters", etc. The list of fees is below and available at Reception.

Private fees

Vaccinations for foreign travel where applicable (fee charged for administering vaccination)

Meningitis	£ Please Enquire
Rabies	£ Please Enquire
Hepatitis B	£ Please Enquire

PRIVATE CERTIFICATES £ 55.00

includes certificates for work, gym, school & college

DVLA Group 2 HGV MEDICALS £135.00

PCO TAXI MEDICALS £130.00

MISCELLANEOUS LETTERS FROM £55.00

Private Certificates	£55.00
Private Prescription	£35.00

Insurance Claim Forms £TBA

OTHER SERVICES £TBA

NHS LONDON

We are part of the local Hounslow CCG (Clinical Commissioning Group) whose Headquarters are at:

Civic Centre
Lampton Road
Hounslow
TW3 4DN

Tel: 020 8538 2400 Email: houccg.contacts@nhs.net

<http://www.hounslowccg.nhs.uk>

NHS DIRECT

During surgery closure a recorded message directs patients via **NHS 111**. Calls to 111 are free from both landlines and mobiles.

VIOLENT OR ABUSIVE PATIENTS

Staff and patients have a right to common courtesy and respect and should not have to experience aggressive, abusive or obstructive behaviour, or verbal or physical abuse. Skyways Medical Centre has a duty of care to provide a safe and secure environment for all patients and staff and visitors to the practice.

The NHS operates a Zero Tolerance Policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse, which leads to fear for a person's safety.

In this situation we are obliged to notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and circumstances leading to it. NHS London and Hounslow CCG is then responsible for providing further medical care for such patients.

USE OF PERSONAL HEALTH INFORMATION

The use of all personal patient health information strictly follows Caldicott Principles, and the Access to Health Records Act 1990. Patients can be assured that:

Information about a patient is not provided without their consent.

Any information requested by the government on our patients is given in an anonymised format.

All staff sign and agree to be bound by the Patient Confidentiality Rules of the practice.

No external person is permitted access to any patients' records without the patient's consent or a formal request from NHS England or the CQC.

ACCESS TO PATIENT INFORMATION

Your medical records are confidential and are accessible to clinicians directly involved in your care. Under the Access to Health Records Act 1990, you are entitled to see everything written in your medical records.

Confidential patient data will be shared within the practice health care team and with other health care professionals to whom you are referred for care. Your data

may also be used by those clinical teams providing your care and for the purpose of clinical audit.

Confidential patient data may also be required for the broader purposes of public health, research, the provision of health care services, teaching and training. Data disclosed will be kept to the minimum required to serve the purpose and if possible will be anonymised before disclosure.

Confidential and identifiable patient information will not be disclosed otherwise without explicit consent, unless;

- it is overwhelmingly in the public interest to do so
- there is a legal obligation to do so

In all of these circumstances the minimum identifiable information that is essential to serve the purpose may be revealed to someone with a legal entitlement to access the data for that purpose.

All individuals with access to your data have a professional and/or contractual duty of confidentiality.

If you are concerned about any of the ways in which your confidential data further information is available from the practice team. You are entitled to register an objection, which will be respected if this is possible. The practice is registered with the Information Commissioners Office (ICO).

Pathology Collection Service

Pathology samples – urine and stool specimens etc., can be left at the reception for collection from Monday – Friday mornings before 11am.

The sample should preferably be provided on the morning it is to be collected.

Please place the sample bottle, which should be clearly marked with your name and date of birth and the referral form in the pathology bag supplied.

If the bottle has no patient details on it the hospital will not process the specimen.

NHS ENGLAND

The NHS England customer contact centre handles general enquiries, freedom of information requests and complaints. Telephone: 0300 311 2233 (Monday to Friday 8am to 6pm). NHS England P O Box 16738 Redditch B97 9PT.

There is also a wide range of helpful information available online at <http://www.nhschoices.nhs.uk>.

MAKING A COMPLAINT

If you have any complaints or concerns about the service you have received from the Doctors or Staff working for this practice please let us know. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

The Practice Manager, **Ms Ram Dhaliwal** manages all complaints. She will explain the procedure to you and make sure that your concerns are dealt with promptly.

You can make your complaint:

In person – ask to speak to the Practice Manager, Ms Ram Dhaliwal

In writing – some complaints may be easier to explain in writing. Please give us as much information as you can, then send your complaint to the Practice, marked for the attention of Ms Ram Dhaliwal as soon as possible.

WHAT WE WILL DO

We operate a practice complaints procedure as part of an NHS system for dealing with complaints that meets national criteria. Our complaints procedure is designed to make sure that we settle any complaint as quickly as possible.

We will acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days from the date you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. We shall aim to look into your complaint to:

- Find out what happened and what may have gone wrong
- Make it possible for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where appropriate
- Identify what we can do to make sure the problem doesn't happen again

Some more complex complaints might require a longer period of investigation, but we aim to deal with all complaints within 28 days. At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

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 letter signed by the person concerned will be needed.

WHAT YOU CAN DO NEXT

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our service.

This practice follows the NHS complaints procedure when dealing with complaints. A copy of our practice complaints procedure is available at reception.

However this does not affect your right to approach NHS England Customer Contact Centre who handles general enquiries and complaints.

Telephone: 0300 311 2233 (Monday to Friday 8am to 6pm). You can also contact them at:

NHS England
PO Box 16738
Redditch B97 9PT.

Email: England.contactus@nhs.net

If you remain dissatisfied with the outcome of the complaint procedure you can then take your complaint to the Parliamentary and Health Service Ombudsman for an independent review, their details are:

Customer Helpline: 0345 015 4033 Fax No. 0300 061 4000
E-mail: phso.enquiries@ombudsman.org.uk

Address:
Millbank Tower
Millbank London
SW1P 4QP

HELP US TO GET IT RIGHT

We endeavour to treat all patients with respect and dignity. If you feel this has not happened please contact the Practice Manager.

We are striving to improve the range of services we offer at Skyways Medical Centre. Please let us have your suggestions.

CONTACTING THE CARE QUALITY COMMISSION (CQC)

If you have a genuine concern about a staff member or regulated activity carried on by this Practice, then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website:
<http://www.cqc.org.uk>

The complaints policy is also on display in reception

FURTHER INFORMATION REGARDING HOME VISITS

On average, seeing you at home takes five times as long as seeing you in the surgery. Please therefore try and help us save time by keeping home visits to a minimum. If you develop an illness and think you are not well enough to come to the surgery, please telephone before 10 am. Sometimes all that maybe required is for the doctor to give you advice over the telephone, particularly when the problem is something like a flu-like illness. Babies and young children can be brought to the surgery when we will endeavour to see them without delay if we know you are coming.

A doctor will usually visit in the following cases:

- terminal and severe illness
- house or bed bound patients who are physically too unfit to travel

A routine doctors visit maybe not be helpful if a patient is suffering from:

- severe chest pain
- severe shortness of breath
- severe bleeding

In these cases it is usually better for the patient to go to hospital as soon as possible. Your GP can be contacted, but it is appropriate to dial 999 in the first instance.

A doctors visit is not usual for:

- fevers, coughs, colds
- sore throats, earaches
- headaches
- diarrhoea and vomiting

Children can usually travel by car. It is not harmful for a feverish child to go outside but a walk or a bus trip may not always be appropriate. Instead use your car or one from a relative, friend or a taxi. It is not the doctors' responsibility to arrange such transport.

Contacting 111 and your pharmacist is also advisable for general advice regarding the following and other conditions.

A temperature

A temperature occurs commonly with mild infection. In small children it is important to try and prevent the temperature rising too quickly and children should be unwrapped and given paracetamol or ibuprofen syrup, which made be bought from any pharmacist. If they still have a temperature, they can be gently sponged with warm water in order to cool them down. If their temperature is very high and does not come down with the above treatment or if the child appears very unwell w you should consult your doctor. A child or adult with a temperature will not come to any harm by being wrapped up and brought BY CAR OR PRAM TO THE SURGERY.

Management of common ailments

Many conditions get better on their own and can be treated successfully at home. Your pharmacist may be able to help you with these and advise about medicines you can buy over the counter.

Colds and 'Flu-like illness

These usually start with a runny nose, cough temperature and aching muscles or joints. They are caused by viruses and antibiotics are generally of no use in their treatment. Treatment consists of taking recommended doses of paracetamol or ibuprofen for the temperature and symptoms. Keeping well hydrated also helps. Do not worry if your appetite is reduced for a few days, as you will generally come to no harm.

Diarrhoea and vomiting

In adults and older children an episode of diarrhoea and vomiting will usually get better on its own. Treatment consists of replacing the fluid that has been lost and resting the digestive system by taking nothing solid or milk based for 24 hours.

Sachets of powder such as Dioralyte and Rehidrat, which can easily be made into a drink, are available from your pharmacist. If the diarrhoea contains blood or if there is a lot of tummy pain or fever, you should speak to your doctor. Diarrhoea and vomiting in small babies and young children should be treated with caution and you should contact your doctor. A stool sample will be required if the symptoms are severe.

Backache, strains and sprains

Many acute back strains and sprains will respond to a few days rest and paracetamol or ibuprofen taken for the symptoms. Backache will usually respond in a few days. Lying on a firm bed on your back may also help. If the symptoms continue, or if you are concerned, you should consult your doctor.

Other sprains

Applying a cold compress for fifteen to thirty minutes to reduce the swelling may be beneficial. Applying a firm crepe bandage and resting the affected area until the discomfort has subsided may also be beneficial. You may need to attend a walk in centre or hospital casualty department to ensure that no bones have been broken if the symptoms are severe or do not settle.

Headlice

Headlice prefer clean hair and are not necessarily a sign of poor hygiene. Medicated shampoos can be obtained from your pharmacist without prescription.

Insect bites and stings

Most of these require no treatment. Anti-histamine tablets can be obtained from the chemist without prescription and will relieve most symptoms.

Nose bleeds

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the nasal bone. Using an ice pack for about ten minutes to the forehead area may also help. If the bleeding continues, consult your doctor who may advise you to attend the hospital casualty department directly.

PATIENTS' CHARTER

ALL THE PRIMARY HEALTHCARE TEAM ARE DEDICATED TO MEETING THE PATIENTS' NEEDS, AND PROVIDING HIGH QUALITY CARE.

Practice Leaflet:

All new patients will receive a copy of our practice leaflet and copies will be displayed at the reception desk and on-line:

<http://www.skywaysmedical.co.uk/Leaflets.php>

Statement of purpose:

This is on display at reception

Surgery Premises:

Our surgery building is easy for patients to find their way around. It is appropriate to the needs of users, including the disabled. Three consultation rooms have recently been refurbished. A future surgery expansion is planned in order to provide additional services to our patients and modernise the remaining areas. Full planning permission has been obtained from the London Borough of Hounslow and has been supported in principal by NHS London. Final approval from NHS London is still pending.

Patients' rights to General Medical Services:

Patients have the right to:

- Be registered with a General Practice
- Change doctor if they wish
- Be offered a health check on joining the practice
- Receive emergency care at any time from the practice
- Receive appropriate drugs and medicines in line with Hounslow CCG's prescribing policy
- Re referred for specialist or second opinion if they and the GP agrees
- Have the right to view their medical records, subject to the Access to the Medical Records Act 1998, and to know that those working for the NHS are under a legal obligation to keep the contents confidential.

You have a right to expect a high standard of medical care from our practice. We will try at all times to provide the very best care possible in line with

guidance from NHS England, Hounslow CCG and NICE within the resources available.

Changes to Procedures:

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained in person or via waiting room notice board and individual leaflets, giving as much notice as practicable.

Referrals:

Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation. Where you request, our GPs can refer you to a private health provider, but you should be aware that it is your responsibility to ensure that your Insurance Company will pay for all the costs of your treatment, if you are not self funding.

We will normally process non-urgent referrals within five working days of the patient consultation or the doctor's decision to refer.

Transfer of Medical Records:

The Practice will endeavour to despatch any medical record required by the Health Authority within seven working days and same day if the request is urgent.

Privacy and Confidentiality:

We will respect our patients' privacy, dignity and confidentiality at all times.

Appointments:

If there is a delay in the appointment wait (when you arrive) of more than 20 minutes we will let you know. We are happy to update you on any delay situation if you feel that you have been waiting too long.

Waiting Times:

We expect patients to be seen within **twenty** minutes of their appointment time, and in the event of a delay we will offer an explanation.

When a doctor is called away on an emergency we will inform the patients and give them an opportunity to book an alternative appointment or, if preferred, to be seen by another doctor.

Patient responsibilities

Please try and be courteous to the staff at all times - remember they are working under the doctors' instructions.

Attend appointments on time or give the practice adequate notice regarding a cancellation. Another patient could use your appointment!

An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made

Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience.

When patients are asked to give 48 hours notice for repeat prescriptions, please give us this time as it is to allow for safe prescribing.