



YEADING COURT SURGERY



Practice Information Booklet

**1-2 YEADING COURT
MASEFIELD LANE, HAYES, UB4 9AJ**

TELEPHONE: 0208 845 1515

EMAIL: nhsnwl.yeadingct@nhs.net

WEBSITE: <https://yeadingcourt.nhs.uk/>

Out of Hours and Weekends: 111

Welcome to Yeading Court Surgery. We are committed to giving our patients high standards of care in a friendly, supportive environment. We aim to achieve this by working together with our patients.

DOCTORS

Male:

Dr T.D. Raju M.B.B.S. (1977), L.R.C.P., M.R.C.S., F.R.C.S.Ed., DR.COGE

Dr V. Raju BSc (2007), M.B.B.S (2008), MRCGP (2014)

Dr Ayesha Naveed – Female Locum GP

Practice Nurse:

Inderia Benjamin

Practice Manager:

Mrs Saraspadee Ragaven

Practice Opening hours: Monday to Friday from 08.00 - 18:30

The surgery offers **extended hour appointments** where the patients can be seen in a different surgery or be called by other doctors from Long Lane and First Care Group Primary Care Network. **For more information, please ask the reception staff.**

Please note the practice is closed at the weekends & bank holidays.

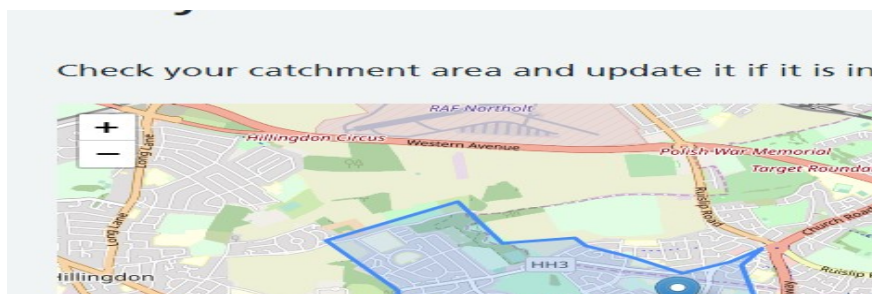
OUT OF HOURS EMERGENCIES

We use Care UK – local doctor co-operative deputising service. If you require attention out of hours please telephone **111**.

PRACTICE AREA & REGISTRATION

The practice area consists of Kingshill Avenue to Hayes By-pass, to the Uxbridge Road as far as Lansbury Drive. (UB4 postcode – please see enclosed map)

If you want to register to the surgery, you can either come in person or download the forms from website to register. Make sure to complete both forms as accurately as possible to enable us to provide you with the care that you are entitled to.



GENERAL INFORMATION

We are not a training practice (i.e. we do not train other doctors). Occasionally we do have student nurses shadowing the practice nurse, but you will be informed and your permission requested before they are allowed in your consultation.

ACCESS

The building is a single storey building. We have level access to the building for wheelchairs and Pushchairs

TELEPHONING THE SURGERY

Telephone: 0208 845 1515. The receptionists take details of your call in order to direct you as quickly as possible to the service you require.

Sometimes it will be necessary for the receptionist to take your telephone number, the reason for the call and she will ask the doctor to return your call sometime that day or the next day.

HOW TO SEE A DOCTOR OR THE NURSE?

It may be necessary to see a different doctor from time to time, especially in the case of an emergency.

If more than one member of your family wishes to be seen, please make a separate appointment for each of them.

We endeavour to keep the waiting time for an appointment to see a healthcare professional to 48 hours. However, if you need to see a particular doctor at a particular time the waiting time may be longer.

To make a morning appointment please phone at **8.00am**

To make an afternoon appointment please phone at **2.00pm**

Routine appointments are now booked on a daily basis. It will be a telephone triage booked by reception staff, then the GP will decide if he needs to see the patient face-to-face.

Doctors' Appointments are Monday – Friday am and pm.

Nurse appointments are on Wednesdays and Thursdays.

Phlebotomist appointments on Tuesdays only

PCN Pharmacists appointments on Mondays, Thursdays and Fridays

You can book a Telephone Triage consultation from Monday to Friday if you need to speak to a doctor. Please call us to book an appointment for telephone consultations. **Sometimes it will be necessary for the receptionist to take your telephone number and the reason for the call so that the appointment can be booked.**

PATCHS



PATCHS is the next generation online consultation. PATCHS is an easy way for patients to contact their GP from their practice website.

PATCHS is an online consultation service that gives the patients a quick and easy access to GP services such as:

- Report symptoms to your GP
- Book virtual appointments
- Access health advice & more

Why use **PATCHS**?

- ❖ You can register for **PATCHS** from home
- ❖ Quick & easy to use – just answer a few simple questions to get started
- ❖ Avoid long waits for a GP appointment
- ❖ Access **PATCHS** through GP practice website or your smartphone/tablet/PC, at a time that suits you
- ❖ You can access a range of services: GP consultations, health advice, fit notes, medications advice and more
- ❖ Video consultations

HOME VISITS

If possible, try to get to the surgery as we can offer more comprehensive care here. If you do need a home visit, please try to make the request by 10 am and your doctor will decide if he needs to see you at home. In order to help the doctor decide, the receptionist taking the call will ask details of the nature of the illness requiring the visit. If you are under the Care Connection Team (CCT), please liaise with them in the first instance.

Test Results

Investigations such as blood tests will usually be completed within 7 days, but x-rays and cervical smears can take longer (2-3 weeks)

Patients are requested to contact the surgery for results.

Please telephone after 10 am so that patients trying to make an appointment or request a home visit are able to get through on the telephone.

Repeat Prescriptions

Repeat prescriptions may be obtained in one of two ways.

- Leaving a written request with the receptionist.
- Putting a written request through the letter box
- Sending an email with the details of patient and medication(s) requested
- Sending patches request

Please allow 48 hours for all request to be processed.

Please ensure full name and address is enclosed and the name of the medication. Patients are reminded that they **must** see a doctor for a medication review when asked to do so.

We can have medication delivered by a local pharmacy if you are unable to get to the surgery. Please nominate a pharmacy of your choice and your prescription can be electronically sent to them.

We regret to inform you that telephone requests for repeat prescriptions cannot be accepted.

Patient Access

Patients can also use the internet to order their repeat prescriptions and to book a routine appointment.

Please ask a member of staff at the reception for more information.

Services available

As well as providing full general medical services the following clinics are held on a regular basis by appointment only:

Maternity Post Natal

Thursdays 12:00 PM

Maternity New booking*

Friday 12:00 PM & 15:50

Childhood Immunisations

Call & Book (With Nurse)

Cervical smears

Call & Book (With Nurse)

Hypertension clinic

Surgery hours

Diabetic clinics

Wednesdays AM

Coronary Heart Disease

Wednesdays AM

8 week baby check

Thursdays 12:00 PM/15:00

Holiday injections/advice

Family planning

Well person

Asthma clinic

Call & Book (With Nurse)

With Nurse

Surgery hours

With PCN Pharmacist

- * **Maternity Booking (self-referral) can be done online through Hillingdon Hospital website**

HEALTH CHECKS

We offer and encourage people to have health checks as follows:

- New Patients
- Patients over 75
- All patients (3 yearly if you have not been seen)

KEEP IT OR CANCEL IT!!

Please cancel any appointment made with the healthcare team if you no longer require it. We will then be able to offer the appointment to someone else.

USE OF COMPUTERS AND PERSONAL HEALTH INFORMATION

We are registered under the Data Protection Act and have robust systems in place to protect your confidentiality. Personal health information is used to monitor the practice screening activities. Please ask to see our confidentiality policy if you require further Information.

Occasionally anonymised health information is sent to the Primary Care Trust to monitor quality standards and for post-payment verification purposes.

If personal medical information is requested, we must have your written consent before anything is disclosed. This may delay requests from insurance companies or solicitors if we do not have your written

consent to disclose the information to a particular person, but please be assured this is in your interests.

PRACTICE TEAM

Saraspadee Ragaven (Practice Manager) is available to discuss any queries about the running of the practice and general services within it.

Receptionists are here to help you make an appointment, take requests for visits, pass messages to the Doctors and the Nurse and answer general but not medical queries. Administrative staff is here to provide secretarial services to the Practice Team and maintain the practice computer database.

Practice Nurse carries out a wide range of nursing procedures at the Practice. She is especially trained in conducting a wide variety of well-person screening (including cervical smears), giving health promotional advice, monitoring some long-term medical conditions and providing some contraceptive advice.

PCN Pharmacist is employed by the PCN and provides care for the patients. He carries out the asthma reviews for adults and children. He also does the adults medication reviews, the NHS health check and the new patients health checks. During the flu season, he does the flu vaccines of adults' patients.

District Nurses work with your Doctor and perform nursing procedures in your home for anyone not able to come to the surgery.

Midwife will see you during your pregnancy by appointment at Belmore Children's Centre.

Care Connection Team (CCT) will see patients 65 and over at home and will provide care to them. Patients will be care planned.

Health Visitors are general nurses with further training in healthcare, especially for families with children under 5 years. They can be contacted:

Tel: 01895 891 302

Email: cnw-tr.hillingdonchildrencc@nhs.net

There are numerous other services provided by the Long Lane and First Care Group Primary Care Network (PCN)

These include Podiatrist, Dieticians, Physiotherapy and Mental Health

ZERO TOLERANCE

All the staff at the surgery have the right to carry out their work without threat of violence. The surgery has a policy of removing from our list any patient who is physically or verbally abusive or threatening towards any member of our staff or other patients. We promise to treat all our patients with respect - in return we feel our staffs are entitled to the same respect.

HELP US TO HELP YOU

You will be treated as an individual and will be given courtesy and respect at all times, irrespective of your ethnic origin, religious belief, personal attributes, or the nature of your health problems. In return we ask you to appreciate that we are all trying to satisfy the needs of all our patients and would appreciate your co-operation.

Medical staff will advise you of the treatment they think appropriate which you may discuss if you wish. No care or treatment will be given without your informed consent.

You have the right to see your health records subject to any limitations within the law.

You must put your request in writing and we need 21 days' notice.

People involved in your care will give you their names and ensure you know how to contact them. It is very important that you notify us of

any changes of names and addresses. Please note that if you move out of the practice area, it will be necessary for you to register with another GP nearer to your home.

Please see our practice area as stated previously in this leaflet. Please inform us if you are going out of the UK for longer than 3 months.

It is our job to give treatment and advice. In the interest of your health it is important for you to understand this information. Please ask us if you are unsure of anything.

We aim to see patients within 20 minutes of their appointment time. If you have been waiting for over 30 minutes, please inform the Receptionist.

If a Doctor agrees that a routine referral is necessary, this will be completed and sent off by our secretary.

2 weeks or Urgent referrals will be made within 24 hours.

SUGGESTIONS & COMPLAINTS

We welcome feedback as a positive way of improving services. Please put forward in writing any suggestions that you think would improve the services.

The Practice Manager is responsible for our in-house complaints procedure.

An information leaflet is available at Reception.

HILLINGDON Clinical Commissioning Group

We are contracted to provide services for you by:

Hillingdon Clinical Commissioning Group

Boundary House,

Cricket Field Road

Uxbridge Middlesex Tel: 01895 203000

We know how important it is to keep your personal information safe and secure and we take this very seriously. We have taken steps to make sure your personal information is looked after in the best possible way and we review this regularly.

Please read our privacy notice carefully (copy can be obtained on request at reception desk or on our website), as it contains important information about how we use the personal and healthcare information we collect on your behalf.

Useful Telephone Numbers

Yeading Court Surgery 0208 845 1515

District Nurse 01895 234 001

General Practice Outside Office Hours and weekends

Out of Hours urgent medical advice line 111

Coivd-19 Helpline 119

District Nurse (Night & Weekend) 01895 234 001

Hospitals

Hillingdon Hospital 01895 238 282

Northwick Park Hospital 0208 864 3232

Ealing Hospital 0208 574 2444

Charing Cross Hospital 0208 846 1234

Watford General Hospital 01923 244 366

Clementine Churchill Hospital 0208 872 3872

West Middlesex University Hospital 0208 5602121

Hesa Primary Care Centre 01893 320 910

Community Services

Mead House (Community Psychiatry Team) 01895 558 270

Social Services (Civic Centre) 01895 250 111

Other useful numbers

Hillingdon Coroner 01895 237 286

Hillingdon Borough Registrar (Births, Deaths & Marriages) 01895 250 761

Pharmacies

Boots, Yeading Lane	0208 845 2024
Tesco Pharmacy, Glencoe Road	0208 801 7178
Touchwood Pharmacy, Yeading Lane	0208 845 9522
Vantage Chemist, Kingshill Avenue	0208 845 5967
Daya Pharmacy, Uxbridge Road	0208 573 3084

Emergency services

Police (Hayes)	01895 251 212/0208 569 1212
Emergency Services	999
(Emergencies only: Police, Ambulance & Fire Brigade)	

The doctors welcome new patients who live within our practice area, please see copy of catchment area on page 3 further details.

You are asked to bring proof of address (Tenancy agreement, council tax bill, utility bill or bank statement within the last 3 months) Your NHS number and passport or photo ID. These documents are not a mandatory requirement and you will not be refused registration if you cannot produce them. For children, we also need a copy of their red books or any proof of vaccination (translated in English if you come from abroad). Your registration status will depend on whether you are a visitor, staying temporarily in the area or are a permanent resident.

For homeless patients: please make the practice team aware you are homeless so they can make provision for contacting you.

Registration process is from Mondays to Fridays from 9.30 am to 1.30pm and from 3.00pm to 6.00pm. As long as all your paperwork are completed and signed as accurately as possible and that all your proofs are acceptable, registration will be processed within a week.