



YEADING COURT SURGERY



Practice Information Booklet

**1-2 YEADING COURT
MASEFIELD LANE, HAYES, UB4 9AJ
TELEPHONE: 0208 845 1515
EMAIL: nhsnw1.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 Fareeha Uppal – Female Locum GP

Practice Nurse:

Inderia Benjamin

Practice Phlebotomist:

Mr Satwinder Singh Chauhan

HCA:

Mrs. Megha Arora

Practice Manager:

Mrs Daniela Dalban

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 **emergency** appointment please phone at **8.00am**

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

Routine appointments and face to face appointments are now booked on starting from Thursday afternoon after 15.00pm.

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

HCA appointments is on Monday from 9.00 to 14.00

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 decides, 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. Cervical smears can take longer, up to 2-3 weeks and X-rays can take up to 8 weeks.

We will contact you if the results are abnormal.

Test results are booked for phone call **ONLY** and not discussed during a face-to-face appointment.

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 patch's 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
Diabetic clinics
Coronary Heart Disease
8 week baby check
Holiday injections/advice
Family planning
Well person
Asthma clinic

Surgery hours
Wednesdays AM
Wednesdays AM
Thursdays 12:00 PM/15:00
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.

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

Daniela Dalban (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 always given courtesy and respect, 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 14 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.

