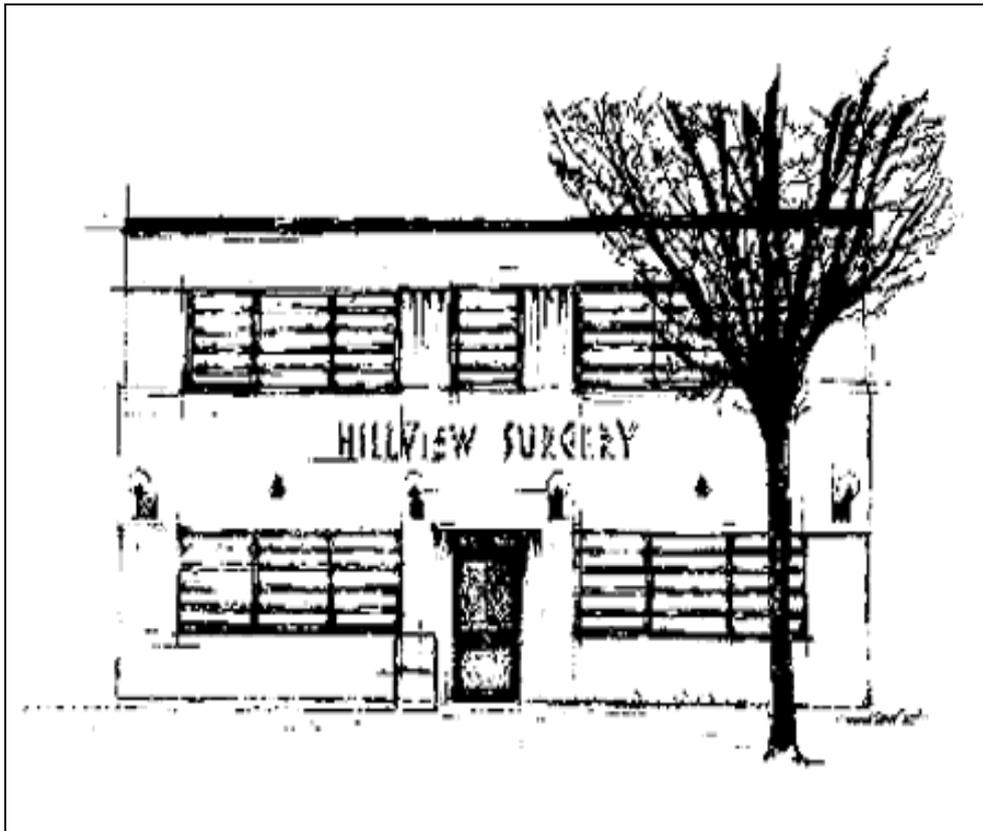


HILLVIEW SURGERY

PATIENT INFORMATION LEAFLET



**179 Bilton Road, Perivale, Greenford,
Middlesex UB6 7HQ
Tel: 020 8997 4661– Fax: 020 8810 8015
www.hillviewsurgery.nhs.uk**

SURGERY OPENING HOURS

| | |
|-----------|---------|
| MONDAY | 8am-6pm |
| TUESDAY | 8am-6pm |
| WEDNESDAY | 8am-6pm |
| THURSDAY | 8am-1pm |
| FRIDAY | 8am-6pm |
| SATURDAY | CLOSED |
| SUNDAY | CLOSED |

SERVICES AT HILLVIEW SURGERY

| | | |
|---------------------------|---------------------------|--|
| Walk-In Phlebotomy Clinic | Every weekday morning | 8am-11.30am |
| Dr Baby Clinic | Tuesday | For booked appointments only |
| Mother and Baby Clinic | Tuesday | For booked appointments for post natal check and baby's first immunisations |
| Nurse Baby Clinic | Friday (Immunisations) | 10.30am-11.30am |
| Diabetic Clinic | Monday , Thursday, Friday | For booked appointments only |
| Acupuncture | Tuesday | 2.30pm– 4.15pm |

Nurse and HCA appointments are also available throughout the week for Asthma, B.P. Diabetic Checks, Health Checks, Contraception, Smear Tests, HRT and Medication Reviews

Other: ECG, minor surgery, smoking cessation, domestic violence outreach service, counselling, podiatry and dermatology.

PRIVATE SERVICES

Watmans Pharmacy — Offers over the counter and prescription medication; a prescription collection and delivery service is available; advice and passport photos.

Tel: 020 8998 7727

| | |
|---------------|------------|
| Monday—Friday | 9am-6.30pm |
| Saturday | 9am-1.30pm |
| Sunday | CLOSED |

Este Dent — Offers aesthetic and dental treatment.

Tel: 020 8991 1772 or 07936 015 557

Please call to book an appointment.

Manuelmed — Offers physio, yoga, massage therapy.

Tel: 020 8998 9744 or 07778 383 125

Please call to book an appointment.

Complementary Therapy Clinic — Offers aromatherapy, acupressure, massage and reflexology.

Please call to book an appointment 07582 061 026

Practice Team

GP Partners

Dr Sukhpal Shergill MBChB MRCGP DRCOG DCH Dip Sp Med

Leicester (date of first registration 1994) Male

Languages: English, Hindi, Punjabi, Urdu

Dr Amarpal Maan MBChB MRCGP MRCP (UK) DGM BMsc (Hons)

Dundee (date of first registration 1994) Male

Languages: English, Hindi, Punjabi, Urdu

Dr Vasu Siva MBChB MRCGP DFFP DRCOG BMSc (Hons)

Dundee (date of first registration 1995) Female

Languages: English, Tamil

Dr Samia Michael MBChB MRCPCH DCH DRCOG DFFP

Alexandria, Egypt (date of first registration 1987) Female

Languages: English, Arabic, French

Nurses

Kate Steeghs RGN (Nurse Lead)

Shain Collins RGN

Sue Flynn HCA

Arpana Limbu HCA

Tania Franco HCA

Practice Manager

Joy Bennett

Patient Services Manager

Julie Butler

GP Clinical Pharmacist

Yaksheeta Dave

Training Practice

- Hillview is a training practice for doctors and nurses. The Practice values the service trainee doctors provide to patients. Therefore you may be seen by a GP Registrar who is a qualified doctor or a hospital doctor training in general practice
- All members of the surgery primary care team, managers, administrators and reception staff are dedicated to a quality policy to achieve health services which meet patients' requirements.

Registration Process

If you live in our catchment area and would like to register with us please collect a registration pack from reception and return with the completed forms, in person, Monday, Tuesday, Wednesday, Friday between 10.00am – 5.30pm and Thursday between 10.00am – 12.30pm. Those over 16 years of age must attend in person; parents/guardians should provide ID for children under 16 years of age e.g. photo ID or birth certificate.

Each patient has a named GP which will depend on the first letter of your surname, although you may book an appointment with your doctor of choice.

A—D = Dr S Shergill

E—K = Dr A Maan

L—Q = Dr V Siva

R—Z = Dr S Michael

Appointments

- The Practice operates a daily audit to check the number of appointments it can offer to the number of appointments required by patients. Patients are encouraged to use the best possible option as detailed below for their appointment needs to save time and to help the surgery free up precious resources during busy periods
- The surgery is open for doctors' appointments from 8.00am Monday to Friday. Please note most Face to Face appointments with doctors are only available to book 'on the day'. Telephone Consultations may be booked a day ahead. Appointments with nurses or healthcare assistants may be booked up to 4 weeks in advance. The online or automated phone systems can also be used to book, check or cancel your appointments, see below. **Please always cancel unwanted appointments so they may be offered to other patients**
- To use the automated phone system please phone 020 8997 4661, choose Option 1 and follow the instructions. The automated system is open from 7.30am to book Face to Face appointments with doctors 'on the day'. Telephone consultations with a doctor and appointments with nurses or healthcare assistants can also be booked via the automated system. If you prefer to speak to a receptionist choose 'Option 0' (Monday-Friday 8.00am-6.00pm only).
- To use the online booking system via the internet, you will need an account, details under 'On-line Service'. The online system is open from 7.30am to book Face to face appointments with doctors 'on the day'. Telephone consultations with a doctor and appointments with nurses or healthcare assistants can also be booked online.
- If you prefer a telephone consultation with a doctor, perhaps to discuss test results, need advice or have medication queries, please leave your contact details and a brief reason for the call and a doctor or someone from the medical team will return your call. Please try to call as early in the day as possible
- For test results and any other queries please ring reception after 11am when the phone lines may be less busy. Most results are available a week after the test is taken. Some tests take longer to process
- Keeping your appointment. It is important that you arrive in good time for your appointment. If you are more than 15 minutes late you may have to re-book your appointment for another day. Patients are urged to respect delays to their appointments if the medical team is dealing with an emergency
- Cancelling your appointment. If you are unable to keep an appointment please let us know as quickly as possible so that the Practice can offer it to another patient. Each month approximately 100 appointments are wasted by patients who don't bother to turn up. It is not fair to other patients if an appointment is wasted
- Keep *all* your hospital and GP appointments. A missed appointment could aggravate your medical condition and waste precious NHS resources. If you are unable to attend the allocated hospital appointment you must inform the hospital in advance so that a new appointment can be arranged and you don't lose your referral. Lost referrals mean more delays in your treatment as you will have to ask your GP for a new one
- Home Visits. If you are disabled or too ill to come to the surgery and need the doctor to visit you at home please ring the surgery before 11am if possible.

Requesting Repeat Medication

There are several ways to request repeat medication.

- You can use the tear off section from your last prescription. Please tick the items you need and post the slip in the prescription request box in Waiting Room 1 or through the letterbox if we are closed
- You can send your request electronically 24/7 if you set up an online account Please speak to reception for further information and to set up your account
- Many local pharmacies offer a prescription service and will put your requests in for you. Please check with your usual pharmacy

Requests received before 10am will be ready within 2 working days, requests received later in the day may take a little longer

- Let us know how you'd like to collect your prescription
- You may collect it from reception
- If you provide a stamped addressed envelope (SAE) we will post your prescription
- Many local pharmacies collect prescriptions from us on your behalf. Please check with your usual pharmacy. They are often open later than us and also at weekends. Some pharmacies offer home delivery service
- We can send it electronically to your chosen pharmacy. This is particularly convenient if you want it sent to a pharmacy further away, e.g. near your workplace

The **GP Clinical Pharmacist** works as part of the Practice team using their expertise to help patients get the most benefit from their medicines, and can consult and treat patients directly, provide extra help to manage long term conditions and better access to health checks. If you want to request an item that you only need occasionally that is not on repeat, or need extra medication when travelling, or need any other expert advice regarding your medication, please ask reception to book a telephone consultation with the GP pharmacist who will be happy to help you.

Improving Patient Care and Services at Hillview Surgery

Making a Complaint

If you have any complaints or concerns about the service that you received from the Doctor or any staff working for the Practice please let us know.

You can contact Julie Butler, Patient Services Manager, or collect a copy of our complaint procedure from Reception which will give you further information on how to make a complaint.

Help us get it right—The Patient Participation Group (PPG)

Hillview Surgery has a Patient Participation Group that is made up of patients from different backgrounds. The group meets regularly with clinical staff to address issues on behalf of patients. Meetings are held monthly at the surgery and the Group also communicates via email between meetings. The Group's aim is to foster co-operation and communication between the Practice and patients to help improve and develop the overall health and experience of patients. If you would like to contact the PPG to raise an issue or wish to become a member to express your views please email hillviewppg@hotmail.com

Access to your Records

If you wish to view, or want copies, of some or all of your medical records please ask at reception for a form. The Practice recommends that a healthcare professional is present when you view your records to explain medical terminology and clarify any concerns you may have. There is normally a charge to view or photocopy your records.

On-line Service

You can book and cancel appointments, order repeat prescriptions and look at part of your records. If you'd like to start using online services please bring photo ID and proof of address to reception and ask for the application form. Once the account is activated you can request increased access to your records if you wish.

Personal Health Information

Occasionally the Practice may be asked to provide data to other organisations within the NHS, principally for immunisation and screening programmes but also to improve healthcare services. The information provided does not include your personal details.

Practice Leaflet

All new patients will receive a copy of the Practice Leaflet. Copies will be displayed at the reception desk and also available on the Practice website.

Additional information for patients will be provided in brochures, individual leaflets specific to medical conditions or education and on waiting room notice boards.

Surgery Premises

Our surgery building is welcoming, easy for patients to find their way around and appropriate to the needs of users, including disabled and vulnerable patients. The re-designed forecourt provides disabled parking bays. Patients need to be aware of wheelchair users and those on mobility scooters. The Practice uses CCTV to monitor security and safety on the premises.

Zero Tolerance

The Practice endorses the NHS Zero Tolerance of violent and abusive behaviour. Anyone acting in such a way will be removed from the Practice list.

The Government is determined to ensure that medical staff who spend their lives caring for others are not rewarded with intimidation and violence.

Change of Name, Address or Telephone Number

If you change your name, address or telephone number please inform us so that your records can be updated. It may be important if we need to contact you. Please provide official documents to support change of name e.g. deed poll papers or a passport.

Rights and Responsibilities

Our Promise to You

- Patients will always be treated fairly, with respect and dignity, on the basis of need and will not be discriminated against on the grounds of gender, race, age, colour, disability, belief or medical condition
- No care or treatment will be given without the patient's informed consent
- To provide appropriate, evidence-based care, delivered to the highest possible standards
- To give you an explanation of your condition and treatment, and answer your questions in a way you can understand
- To offer the opportunity to book an appointment with a doctor or nurse of your choice, although you may have to wait longer for this type of appointment
- To give advice, support and information to help you make the right choices and take responsibility for your health and to keep you up to date about services the Practice provides
- To deal with all communications, feedback and complaints positively and quickly
- To keep your details confidential. Unless required by law, your information will not be shared without your specific permission

Your Responsibilities to Us

- To be on time for your appointment
- If you cannot keep, or no longer need your appointment please tell us as soon as possible so we may offer the time to another patient
- To treat the doctors and practice staff with courtesy and respect
The Practice will not tolerate any abuse or intimidation from patients
- One patient, one appointment. Where additional patients need to be seen please make additional appointments
- Request your medication in good time and allow 2 working days to process your request
- Remember to tell us if you change your name, address, telephone number or any other personal details
- To take responsibility for your own health and that of your family. Please help us to help you
- If you do not understand anything we tell you, or are unsure, please ask us to explain
- To accept any invitation for screening offered by the Practice or Health Authority. Ensure your children are vaccinated and immunised as advised

NHS 111

If the surgery is closed and you need urgent advice between

8am-6.30pm Monday to Friday phone **0300 130 3016**

Outside of these hours please phone **NHS 111 free on 111**

Use an Urgent Care Centre for:

- * Sprains and strains of ankles, wrists and knees
- * Minor burns of small areas
- * Cuts, including those that need stitches
- * Minor infections e.g. ear, nose and throat
- * X-rays

Use A&E for:

- * Loss of consciousness
- * Persistent severe chest pain
- * Breathing difficulties and choking
- * Severe bleeding that cannot be stopped

Walk-In Centres and Urgent Care Centres are for patients who cannot wait for a GP appointment but do not need emergency treatment provided by A&E.

Local Walk-In Centres

Wembley Centre for Health and Care
116 Chaplin Rd, Wembley, Middlesex HA0 4UZ Tel: 020 8900 6020

Ealing Hospital UCC
Uxbridge Road, Southall, UB1 3HW Tel: 0333 999 2577

Brent Urgent Care Centre
Central Middlesex Hospital UCC
Acton Lane, London NW10 7NS Tel: 0333 999 2575

Northwick Park Hospital UCC
Watford Road, Harrow, HA1 3UJ Tel: 020 8864 3232

A copy of this leaflet is available on the Hillview Surgery website

www.hillviewsurgery.nhs.uk

October 2018