

How to use the NHS in Hounslow

Please keep this handy (on fridge or by phone)

 Self-care	Grazed knee, cough, cold or sore throat	Keep your cupboards stocked Make sure your medicine cupboard is stocked with over the counter remedies
 NHS 111	Unsure, unwell	NHS 111
 Pharmacy	Diarrhoea, runny nose, headache	Talk Before You Walk Call 111 When you need medical help fast but it's not life-threatening
 GP/Out of hours GP	Ear pain, backache, throat infection	For illnesses and injuries that are not urgent, make an appointment with your GP. If you do need a GP out of hours, call 111 and you will be directed to another GP, or the most appropriate service
 Urgent care centre	Strains, sprains, stitches	For more serious illnesses and minor injuries
 A&E/999	Choking, chest pain, blackout/ collapse, blood loss	For life threatening situations and emergencies
 Mental health	Mental health crisis	Mental Health crisis, call 030 0123 4244, 24 hours a day

PRACTICE INFORMATION LEAFLET



CHISWICK HEALTH PRACTICE

CHISWICK HEALTH CENTRE, FISHERS LANE, CHISWICK, W4 1RX

Tel: 020 8630 1600

Appointments only: 020 8630 1601

Email: c.practice@nhs.net

Website: www.chiswickhealthpractice.co.uk

Welcome to the Chiswick Health Practice

Our Staff are:

- Dr E Dennis (GP Partner) F
- Dr B Unger – Graeber (GP Partner) F
- Dr H Fahmy (GP Partner) F
- Dr C Hillman (GP Partner) F
- Dr C Specht (GP) M
- Jackie Baldock (Advanced Nurse Practitioner)
- Siobhan Collins (Practice Nurse)
- Lisa Broome (Practice Nurse)
- Vitti Ferrari Carter (Practice Nurse)
- Jackie Louise (Health Care Assistant)
- Jenny Mangalindan (Phlebotomist)
- Sarah Herdman (Business Manager)
- Robert Flann (Assistant Practice Manager)

M/f denotes sex of GP

Practice hours are 8:00am – 7:00pm Monday to Friday

8:00am – 12:00pm Saturdays

Telephone lines open at 8.00am daily (except Sundays)

GP and Nurse Clinic times vary

Date of issue: **July 2018**. The information was correct at the time of printing. If you have any comments about the leaflet, please contact Robert Flann.

WHO WE ARE

Chiswick Health Practice was first established as a family practice in 1952 and was situated on Wellesley Road. The practice moved to the newly built health Chiswick centre in 1978. Since its inception Chiswick Health Practice has catered for the patients and families in the Chiswick area. The team of health care professionals at the practice work hard and proactively with our patients to deliver quality healthcare and wellbeing. We are a forward thinking practice embracing changes to our national health system. We have been a training practice for many years and the feedback from patients regarding our training GPs has been extremely positive. These doctors tend to be in the surgery for between 6 and 12 months, becoming an integral part of the practice team and an invaluable resource for patients.

APPOINTMENTS

To book an appointment in advance we encourage the use of the “**Patient Online**” booking system. Alternatively you can phone or come into the surgery. When booking an appointment you will be asked a series of brief questions to ensure you are booked in for an appropriate appointment with the correct health professional.

For an urgent face-to-face appointment or telephone consultation on that day please call the practice at 8am. **Please note urgent appointments are for one urgent medical concern only**, not for routine medical queries / issues – for these a routine appointment must be booked.

In the Chiswick area there are evening and all day Saturday appointments available. Weekday evenings between 6.30pm and 8pm and Saturdays 8am - 8pm these appointments will be seen at the ‘extended hours hub’ Holly Road Surgery (across the road from the health centre). These appointments can only be booked through our reception during normal opening hours, or by contacting NHS 111 outside “normal” practice hours.

There is also an extended hours hub in Hounslow for emergency appointments on Sunday. Appointments for a Sunday can only be booked through 111.

If you make an online or phone appointment you will receive a text message confirmation and then a reminder the day before. If you want to cancel an appointment, text **CANCEL** back to the surgery when you receive your text reminder. **A missed appointment costs your local NHS money and means that other patients have to wait longer for an appointment.**

THE BENEFITS OF REGISTERING FOR ONLINE SERVICES

By registering for “Patient Online” you will be able to:

- book or cancel appointments without calling the surgery
- order repeat prescriptions without filling in a form
- access to blood and some test results as soon as they have been checked by the GP
- decrease telephone traffic to the surgery and your waiting time on the phone

You will need to register for online services at reception as your identity will need to be verified before you are given access to medical records.

You can also view test results, allergies, vaccination history and other information by requesting additional online services through your GP.

CHAPERONES & INTERPRETING SERVICES

You may request a chaperone or an interpreter. If an interpreter is required please inform Reception at the time of booking your appointment. You can ask for a chaperone at any time including during your appointment.

WHO DO I SEE?

Our GPs, practice nurses & health care assistants work closely as part of your team, see below for some of the things you may be required to see another health care professional for

Nurse Practitioner / Practice Nurse		Health Care Assistant
Insulin injection	Anticoagulation initiation	NHS health checks
Monitoring of diabetes	Minor illnesses	Health checks for patients at high risk of diabetes
		Latent TB screening
Monitoring of lung conditions (spirometry)	Implant insertion or removal	Influenza, pneumococcal, shingles vaccinations
Travel vaccines	Sexual Health (screening)	B12, Vitamin D injections
Immunisation and other injections	Management of complex wounds	Anticoagulation monitoring
		Blood test
		Wound care/stitch removal

.Please visit our practice website for full details of what we offer or contact reception.

CONTACTING THE PRACTICE

You can contact the surgery by email, phone or in person. We find most patients prefer us to contact them via text message We may contact you by text for many matters, so please make sure we always have your current mobile phone number. If you would prefer to be contacted another way please let your GP or reception staff know.

REPEAT PRESCRIPTIONS

You can order a repeat prescription online, by email, or by filling in a form at reception. This will be ready for you to collect after 2 working days, after 5pm or can be sent directly to a pharmacy of your choice.

TEST RESULTS

There is no need to phone for results, you will receive a text message informing you that your results are normal or that you need to make an appointment. If you are signed up to “Patient Online” you can also view your test results online.

REFERRALS

If your GP has said a referral is necessary, they will complete this within 7 days (unless classified as urgent).

All referrals are sent via the Referral Facilitation Service (RFS) who will contact you within 4 weeks with your appointment, alternatively please call them on 0800 756 7751.

SERVICES YOU HAVE TO PAY FOR

There are a number of services for which fees are charged, for example travel vaccines and medical reports, letters, private sickness certificates. Please see the Practice website for details or contact Reception.

THE PATIENT PARTICIPATION GROUP (PPG)

The purpose of a PPG is to ensure that patients and carers are involved in decisions about the range, shape and quality of services provided, identify possible improvements and help the Practice to implement them for the benefit of patients, the Practice and the staff. We are currently setting up a patient participation group at the practice and are always interested in getting more patients involved. If you would like to get involved please contact c.practice@nhs.net

Chiswick Health Practice received a CQC score of good at their last inspection (Nov2017)

