

Where to get help when the Practice is closed

If you require urgent medical help or advice and you cannot wait for an appointment to see your GP please contact NHS111 by ringing
111

For immediate, life-threatening emergencies call **999**

Our website

contains lots of information about health conditions and how and where to get help: <http://millhillsurgery.co.uk>

Local walk-in centres:

Please call them for opening hours

Brent Urgent Care Centre
Central Middlesex Hospital
Acton Lane
London NW10 7NS
Phone 0208 965 5733

Hammersmith Hospital
DuCane Road
London W12 0HS
Phone 0203 313 1000

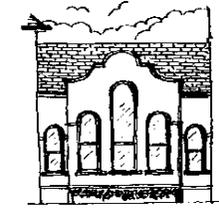
Charing Cross Hospital
Fulham Palace Road
London W6 8RF
Phone: 0203 311 1234

St Charles Hospital
Exmoor Street
London W10 6DZ
Phone 0208 962 4656

A & E Departments

Ealing Hospital
Uxbridge Road
Southall
Middlesex UB1 3HW
Phone 0208 967 5000

Mill Hill Surgery



Practice Information Leaflet

Principals

Dr Kate Cabot

MB ChB MRCGP DCH DRCOG - University Of Bristol 1985

Dr Imogen Measday

MB BS MRCGP DRCOG - University of London 1985

Dr Anne Scully

MB BS MRCGP DRCOG - University of London 1992

Dr Melvin Lee

MBBS AKC MRCGP - King's College London 2005

Dr Emily Edbury

MBBS BSc MRCGP DFFP - University of London, 2001

Salaried GP

Dr Sasha Moyes

MBBS MRCP MRCGP PhD BA (Hons)- University of London, 2002

**111 Avenue Road,
London W3 8QH**

Tel: 020 8992 9955

Fax: 020 8896 0941

www.millhillsurgery.co.uk
admin.millhillsurgery@nhs.net

Welcome to Mill Hill surgery

Mill Hill Surgery is an NHS practice located in Acton, West London. We are a non-limited partnership of five GP partners. We are a teaching practice and teach medical students.

We aim to treat all our patients promptly, courteously and in complete confidence. This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates. We recommend that you keep it for future reference. You can also refer to our website, <http://millhillsurgery.co.uk/>

Meet the team

Practice Manager

Alison Cossar

Nurses

Mary Lynch RGN
Maame Musey

Other service providers

Marzieh Habibi Healthcare Assistant

Receptionists

Delceta Warren
Gaila Serksnaite-Stukiene
Nadine James
Lisa-Maria Chance
Elisaveta Marinova
Chaitali Pandya

Administrators

Jacqui Scheu
Hayley Goddard
Linda Walker

Disabled Access

Disabled facilities are available at this practice. We have a wheelchair ramp at the front and back of the building. All consulting rooms are on the ground floor.

Carers

Do you care for someone? A carer is an unpaid person who looks after a sick, disabled or frail relative, friend or neighbour who could not manage to live independently without that support. Our GP Practice is keen to know who the carers are in our Practice population. We may be able to offer you health advice to keep you as fit and well as possible and we can put you in touch with other organisations that provide support to people who are caring for someone. Please register yourself as a carer at reception or discuss it with your Doctor to find out what support is available to carers. You can also get more information from Ealing Centre for Independent Living (ECIL): www.ecil.org or phone them on 0208 840 1566

Complaints and suggestions.

If you have any suggestions or need to make a complaint about any services received at the surgery, please write to our practice manager Alison Cossar. She will try resolving your complaint within the surgery but if you remain dissatisfied you can approach NHS England, PO Box 16738, Redditch B97 9PT Tel: 0300 311 2233
email: England.contactus@nhs.net

Friends and Family Test

You will be able to give us feedback after your visit to the practice. You can comment by completing a short questionnaire available from Reception or online at our website

Opening times

The practice is open as follows:

Monday	8.00am – 6.30pm
Tuesday	8.00am - 6.30pm, closed between 1-2pm
Wednesday	8.00am – 6.30pm
Thursday	8.00am - 6.30pm
Friday	8.00am - 6.30pm

Do you want a say on how your surgery is run?

Join the Mill Hill Patient Participation Group today.

Groups are an effective way for patients and GP surgeries to work together to improve services and to promote health and improve quality of care. A PPG is a group of patients interested in health and healthcare issues, who want to get involved with and support the running of their local GP Practice. Most Patient Participation Groups (PPGs) also include members of practice staff, and meet at regular intervals to decide ways and means of making a positive contribution to the services and facilities offered by the practice to its patients.

You can join the PPG by submitting your email address to the reception team. You will be able to attend face-to-face group meetings or if you prefer you can be part of the email group.



We also offer 'extended hours' which are held on

Tuesday and Wednesday mornings	7.15am - 8.00am
Tuesday evenings	6.30pm – 7.30pm

Please only book these if you are UNABLE to attend during our normal opening hours

Our phones are open from 8.00 am – 6.30pm

When the practice is closed

If you need urgent medical help or advice please contact NHS111 by dialling **111**. You will be given appropriate help either by: telephone, offered an appointment to see a doctor at a primary care centre or a home visit. If you have difficulties communicating or hearing, you can use the NHS 111 service through a textphone by calling 18001 111.

For immediate, life-threatening emergencies call **999**

Our website

contains lots of information about health conditions and how and where to get help: <http://millhillsurgery.co.uk>

How to Register

If you live within the practice catchment area you can register as a patient with our practice.

You can either come in to collect the forms or download these from our website. Please fill out the forms and return these to the surgery with 2 forms of proof of address and photographic proof of ID.

You will need to be able to tell us your previous UK address and postcode, and that of your previous GP. You will also need to know your NHS number which you can get from your previous surgery. If you have any questions please contact the reception team who would be happy to assist.

New patients should come to register with their forms between 10:00am and 5:00pm. Please note we are closed on Tuesdays between 1pm-2pm.

The practice does not discriminate against patients on grounds of ethnic origin, religious belief, disability, sexual orientation, gender or on the nature of your health problems.

Online Services

You are able to make appointments, request repeat prescriptions and view your coded medical record online. If you are already registered and would like online access please speak to reception. You will be asked to provide photographic ID.

If you are new to the practice you will automatically be given online access at the time of registration. Please allow up to 10 working days to gain access your medical records.

CLINICS AND SERVICES

Ante-natal appointments. You should see a GP as soon as you know you are pregnant so that we can refer you to the hospital of your choice. We provide shared care with hospitals and community midwives

Post-natal check-ups This is booked at a time convenient for you. The doctor does a full-check up at the same time as carrying out a six-week check on your baby.

Childhood immunisations We provide all childhood immunisations except BCG starting from eight weeks of age. Please book an appointment with one of our nurses.

Travel advice and immunisations We provide most vaccinations for travel abroad. You should book an appointment with the nurse at least 8 weeks before you travel. There may be a charge for travel immunisations, please ask at reception.

Minor surgery We provide joint injections and cryotherapy. Our nurses will also check your wound dressing and remove your stitches after you come out of hospital following an operation.

Warfarin monitoring If you are taking warfarin, we may be able to monitor your blood levels at the practice once you are stable. Please ask at reception.

Heart disease and diabetes reviews We like to see all patients with heart disease and/or diabetes every 6-12 months for full review to ensure your condition is well controlled.

High blood pressure check-ups Patients with hypertension should have their blood pressure checked at least twice a year. Please make an appointment to see the nurse.

Asthma reviews If you have asthma, please make sure you see the nurse once a year for review.

Cervical smears We advise all women aged 25-64 years to have a smear every 3-5 years with one of our nurses.

Contraceptive advice Our nurses provide advice on all types of contraception including the oral contraceptive pill. Dr Cabot fits IUCDs, please book a phone call with her prior to making an appointment

Violence or Abuse

We operate a zero tolerance policy towards all forms of violence or aggression made towards our staff or other patients at the practice. Antisocial behaviour could result in your registration with the practice being terminated

Confidentiality and Record Sharing

All consultations and medical records are treated as strictly confidential. We hold your records securely on paper and computer and comply with the General Data Protection Regulation. We share information about you within the practice and with other organisations only when necessary for the purposes of your care.

The practice uses SystmOne which allows electronic records to be shared between different organisations with your consent. Further information is available at the following website:

www.ealingccg.nhs.uk/patientrecord.

Information about you is also extracted to the Summary Care Record which can be accessed by other health care professionals with your consent. Further information is available at:

www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Pages/overview.aspx

Named GP

All patients, including children, will be allocated a named accountable GP who is responsible for the coordination of your overall care at the practice. This does not prevent you from seeing any GP in the practice.

Please note that you will be informed of your named GP at the point of registration.

If you would like clarification of your named GP please ask at reception.

Practice Catchment Area



How to make an appointment

Routine appointments can be made in person or by telephone during opening hours. You can also make appointments online via Systmonline. You will need to bring proof of ID in order to register for this facility; please speak with reception in order to arrange this.

If you would like to see a particular doctor, please inform the receptionist and they will do their best to accommodate you. If you have an ongoing medical problem please try and visit the same doctor each time. This will help to improve the continuity of care.

If you need an urgent appointment for the same day please call at 8.00am. We offer a clinic for adults until 10.30am and for children between 11am and 12noon. Please note these are **emergency** appointments and not for routine matters or to request repeat prescriptions.

Cancelling appointments

If you have made an appointment that you are no longer able to attend please let us know at least 24 hours in advance so that we can offer the appointment to another patient. You can cancel via our website, let us know by phone or text 'cancel' to 07538 539906

Home Visits

Please only request a home visit if you really cannot come to the surgery. Requests should be made before 11am. You will be required to leave your phone number for the GP to call you before they visit. Please note you are not able to request a specific GP to visit.

Community Transport

If you are unable to make your own way to the practice, you may be eligible for a free transport service, Plus Bus, provided by ECT Charity. This service has to be booked by the practice so please ask reception when you make your appointment. One of the doctors will then assess whether you meet the eligibility criteria.

Phone Calls

Our doctors and nurses are happy to call you back if you have a medical concern or need advice. If you would like a telephone call, please phone the surgery between **10am** and **12 noon**. You will be placed on the GPs' or nurses' call list for the same day. If you phone after midday, you will be put on the telephone list for the following day.

If you are phoning because you would like to know your test results, the receptionists can in some cases tell you these. Please phone after **2pm** as the phones are less busy at this time.

Please note we are unable to tell you what time you will receive a call back so please have your phone with you at all times; we will only make **one attempt** to contact you.

Chaperones

If you would like a chaperone to accompany you at your appointment, please ask at reception.

Repeat Prescriptions

Requests for repeat prescriptions requests can be made in a number of ways:

- handing in your repeat prescription slip to reception
- using online services on our website
- by fax to 020 8896 0941
- by email to prescriptions.millhillsurgery@nhs.net
- by post

We are now employing a clinical pharmacist to manage your requests for repeat medications so you may notice a new name, Graham Stretch, on your prescriptions from now on.

Our turnaround times remain unchanged at 48 working hours

Any urgent requests will still go to one of the doctors here who will issue a prescription the same day if appropriate

Electronic Prescribing

You can also use the NHS electronic prescribing service which allows us to send your prescription electronically to a pharmacy of your choice. This could be close to your home, work or local shops. The pharmacy can also request repeat medications on your behalf so that you don't run out. Please ask your GP or pharmacy for more details.

All requests will require two working days to be completed so please make sure you request your medication in good time.

Your Responsibilities

In order to help us provide the best possible service we ask that you arrive on time for your appointment and, if you cannot attend, that you let us know at least 24 hours in advance so that we can offer the appointment to another patient.

Our staff will always do their best to help you and, in return, we ask that you treat them courteously. Patients who are abusive may be removed from the practice list.