

## **Patient Confidentiality**

We respect your right to privacy and keep all your health information confidential and secure. Doctors and staff in the practice have access to your medical records to enable them to do their jobs. From time to time information may be shared with others involved in your care if it is necessary. Anyone with access to your records is properly trained in confidentiality issues and is governed by both legal and contractual duty to keep your details private.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see your records, please make your request in writing to our practice manager

Patient identifiable data will also be used at local and national level to help the Health authorities and Government plan services e.g diabetic care. If you do not wish your personal data to be used in such a way, please let us know so we can opt you out.

Consent – If you would like to see our consent protocol this is available upon request or can be read in the waiting room, please ask the receptionist if you would like a copy.

**We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed,**

immediately if necessary, from our list of patients under the Removal of patient's policy.

## Surgery Opening Times

	From	To
Monday to Friday	8.00am	6.00pm
Appointments	8.00am	11.00am
	2.00pm	6.00pm
Telephones	08.00 – 18.30 Monday - Friday	

We have extended hours during evening and weekends that are accessible for phone calls or face to face based at Central Uxbridge Surgery.  
The receptionist will be able to help you with further details.  
**YOU MUST PRE-BOOK**

Partners
<b>Dr. Minoo Madhok (F)</b> MBChB (Cardiff 1988), MRCGP, DRCOG, DFFP
<b>Dr. Cathy Donner (F)</b> MBChB (Oxford 1996)MRCGP, DFFP, LocIUT, LocSdl
<b>Dr Jyoti Ramchandani (F)</b> MBBS (London 2001) MRCGP, BSC (Hons), DCH, DRCOG, DFFP, LocIUT
<b>Dr. Seerat Sharma (F)</b> MBBS 1998, MRCGP 2004 and DFFP

**This Practice has been established in Uxbridge for over 160 years and has been housed in various locations throughout the town. In 1996, we moved to our present premises and became known as The Belmont Medical Centre. The building was refurbished to enable us to extend the range of medical services offered to our patients.**

**We hope the information provided in this booklet will be a helpful reference for you to access all of our services but please ask if you are not able to see what you are looking for.**

## **Practice Staff**

**Salaried Doctor** – Dr Niru Sritharan, Dr Dhashi Thanapal, Dr Divyan Sankaran.

**Receptionists** – Our receptionists are here to help and will sometimes need to ask further questions to help deal more efficiently with your request. If you would like to speak to someone away from the main desk please ask as confidential problems can be discussed in private.

**Practice Manager** – Zoe Taylor (Dip PCM) is responsible for the smooth running and administration of the Practice. She is available to help with any queries in this regard.

**Practice Nursing Team** – We have three practice nurses and a healthcare assistant, who are very well qualified and able to provide chronic diseases management of asthma, diabetes and high blood pressure. They can perform heart tracings, removal of sutures and ear syringing. They are also available for wound care management and provide family planning, travel and child health services.

## **Community Staff**

Our attached **District Nursing team** are skilled at providing nursing care and advice to people of all ages in the community. They can be contacted on 01895 234001 by leaving a message.

**Health Visitors** – are based at Uxbridge Health you can be contact them on 01895 252461. You can attend any of the childrens centre

in the Hillingdon area.

## **Your Local NHS**

The practice area of Belmont Medical Centre is served by North West London ICB and they are responsible for ensuring you get all the services you need. For details of all primary care services in this area, look at Your NHS Guide to Primary Care Services at [Integrated Care Board \(ICB\) :: NHS North West London \(nwlondonicb.nhs.uk\)](https://www.nhs.uk/your-nhs-guide-to-primary-care-services/)

## **Other Information**

Belmont Medical Centre aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. Speak with whoever you feel most comfortable, you're GP, our practice manager or our reception staff. All will be happy to help. In the majority of cases, concerns can be resolved quite easily.

However, if you feel we have not dealt with the issues you have raised as you would wish you can contact the The Parliamentary & Health Services Ombudsman, Millbank Tower, Millbank London SW1P 4QP. Tel 0345 0154033 Email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

**Patients with Particular Needs** – our surgery is accessible to patients using a wheelchair via the lift but if there is a problem with this we do have a consulting room on the ground floor where you can be seen. A toilet for the disabled is on the first floor.

We can arrange interpretation and translation by phone for patients who do not speak English and signers for patients hard of hearing. Please let us know if you need a service when booking an appointment.

Patients are asked to make an appointment with one of the practice nurses.

**Travel Clinics** – Patients are requested to complete a travel questionnaire prior to attending the clinic to help with clarification of their requirements and it is strongly recommended that sufficient time is allowed prior to travelling to enable full courses of vaccinations to be completed. Some vaccinations are available on the NHS but others may incur a fee. A list of these fees is available at the reception desk and our website.

**Flu Clinics** – every September we start our flu campaign and contact all our patients on the ‘at risk’ registers to come in and be vaccinated. Please get in touch with us if you are not contacted to come in if you think you are entitled to a flu injection.

**Baby Immunisation Clinic** – this is for well babies only and is held here at the surgery every Thursday morning for 1 year and pre-school age and Thursday afternoon 13.00 – 15.00 for babies 8w – 16w immunisations. A member of staff will contact parents to bring their babies in for immunisations. If a parent is not able to attend they will be required to provide written consent before any immunisations can be given.

**Family Planning** – our doctors and nurses are able to advise you on the most appropriate form of contraception. We can provide free condoms and ‘the pill’ as well as perform coil and implant insertions.

HIV – we are in an area where HIV is fairly common (2 per 1000) aged 15-59, so we offer an HIV test to every new patient. Please ask for a blood form at reception or the GP or Nurse if you are seeing them.

**For emergency contraception please ask for an urgent appointment or contact your local pharmacy**

**Non-NHS Services** – we provide some services that are not requirements of the NHS, details and costs of these can be obtained from the receptionist.

**There are times when we need to contact you so it is important that you keep us up to date with your personal details such as change of address or telephone number.**

The **Community Midwife** shares the antenatal care of patients with the GP. After the initial antenatal appointment with the GP you can see both the Midwife and GP for your care. Messages can be left for the community midwife on 01895 279472, Monday to Friday between 9am-2pm.

**Counsellors** – please see your GP for referral or ask reception for the self-referral details.

## **To Register as a Patient**

If you wish to register with this practice it is necessary that you live in our practice area, unfortunately you do not qualify to register if you just work in the area.

Patients wishing to register are asked to bring their completed registration forms or use the online application form found on our website.

As part of the registration procedure new patients are asked to fully complete a medical questionnaire identifying important past medical history, family history, details of any medication being taken and past immunisations.

You can register on line at [How to register with a GP surgery - NHS \(www.nhs.uk\)](http://www.nhs.uk)

## **Using Appointments Appropriately**

All our routine appointments are for 10 minutes and for one person only. If you think you may need more time or you have more than one problem to discuss with the doctor, please mention this to the receptionist at the time of making your appointment and she will be able to allocate further time.

**Missed Appointments** – please inform us as soon as possible if you are not able to attend for an appointment. Numerous people don't bother and it blocks other people getting an appointment of their choice along with wasting doctor's time. If you do not attend for your appointment you will receive a letter asking you to be more considerate and it will be recorded on your medical records – if you

continue to miss appointments your registration with the practice will be reviewed and you may be removed from the practice list.

**Late for Appointments** – we can only allow patients to be 10 minutes late for an appointment, any longer than this and we will have to ask you to rebook otherwise it is unfair to the other patients who are waiting to be seen.

**Urgent Appointments** – patients with **urgent medical problems** will be seen on the same day otherwise we aim to have routine appointments available within two days but if you are wishing to see a specific doctor this may take a little longer. **If emergency contraception is needed, please ask for an urgent appointment.**

**Online Access** – [www.thebelmontmedicalcentre.co.uk](http://www.thebelmontmedicalcentre.co.uk).

Once you have fully registered with the practice you will be able to take advantage of our online facilities enabling you to make or cancel an appointment, or request a repeat prescription. Please ask the receptionist for further details.

## **PATCH**

We have an online consultation service called PATCH which is available through our website, initially you will be asked to create an account, then you will be able to send through requests for medications, medical certificates, general queries and medical advice we will then triage and action as appropriate if an appointment is required this will be booked for you and we will respond through the PATCH system which notifies you of messages.

**Home Visits** – if you are unable to get to the surgery and need a home visit please telephone the surgery before 10.30am to enable the doctors to plan their visit schedule.

**Repeat Prescriptions** – we do not take requests for repeat prescriptions over the telephone except for housebound patients. Please use the repeat prescription slip, which is attached to your initial prescription, clearly mark what medication you require and mark if you would like your prescription to be sent to a chemist. Prescriptions will be ready for collection from the reception within

two working days. However, if they are to be sent to a chemist it may take longer. We do use the Electronic Prescribing Service. Of note controlled drugs cannot go electronically, they have to be signed for and collected by the patient or your representative chemist.

**Test Results** – for reasons of confidentiality test results will only be made available to the patient or their guardian or to those with patient's consent.

**Chaperone** – please tell us if you would like someone to accompany you during an examination or a private room to discuss any matters

## **Out of Hours Emergency Treatment Call 111**

When the surgery is closed and you need urgent medical advice,

**Accidents** – if you are involved in an accident at home then you should go to the nearest Accident and Emergency Department. Hillingdon Hospital is our local one and can be contacted on 01895 238282. There is also a minor injuries unit at Mount Vernon Hospital which is open 9am to 8pm seven days a week and can be contacted on 01923 844201.

**Nearest Walk-in Medical Centre** Urgent Care Centre based at Hillingdon Hospital.

Further help and assistance can always be obtained from 111.

## **Other Services**

**Cryotherapy** – carried out by Dr Ramchandani and Dr Sharma

**Cervical Cytology (smears)** – invitations for these are sent out by NSHE to female patients between the ages of 25 to 64 years.



## **Synergy PCN**

We are part of Synergy PCN we work together with Central Uxbridge Surgery, Hillingdon Health Centre and Brunel University to offer additional support services to patients our PCN team are comprised of

Pharmacists, Physiotherapist, Podiatrist, Dietician, Pharmacy Technician, Phlebotomist, Mental Health Practitioner, Social Prescribers and Health and Wellbeing Coaches.

You can access the Physiotherapist and Podiatrist via the receptionist and they can directly offer you a telephone consultation or send you a link for a form to complete for the Podiatry service to assess you.

The GP can refer you to the Social Prescriber and Health and Wellbeing team, Dietician or Mental Health Practitioner

For phlebotomy please book with reception and ensure you have your form this service is available at all the PCN sites.

## **Patient Participation Group (PPG)**

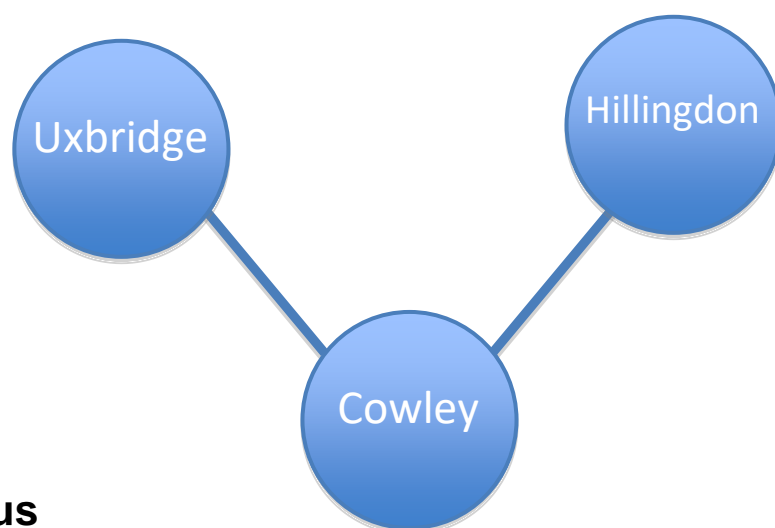
We have a very supportive PPG at the surgery who meet online presently once a quarter, over the years they have helped raised funds for surgery equipment and made recommendations to improve services for our patients.

They offer a delivery service for medication for patients who are housebound and need help to get the medicines.

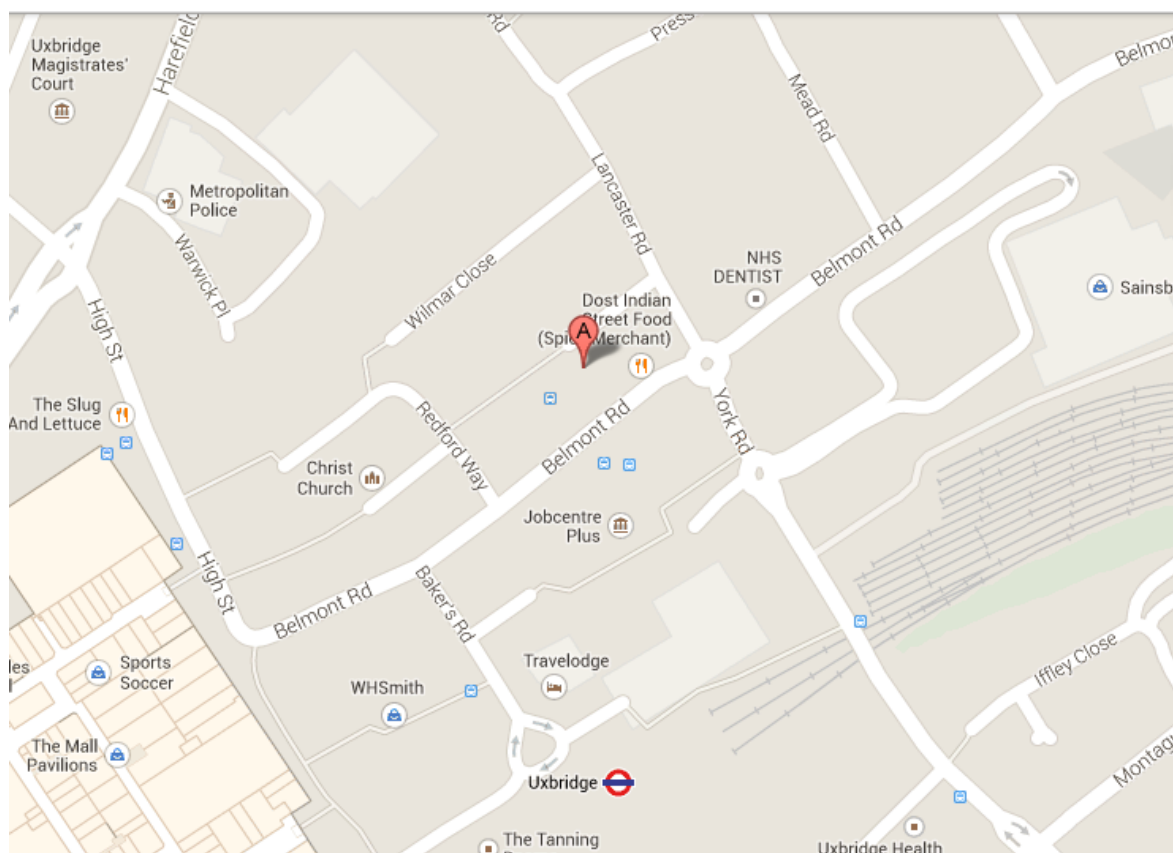
If you would like to join, please ask reception for a form and we will send this to the Chairman. Alternatively use the QR code on the posters around the building



## Practice Area



## Where to find us





# The Belmont Medical Centre

**53-57 Belmont Road  
Uxbridge  
Middlesex UB8 1SD**

**Tel 01895 233211**

**[www.thebelmontmedicalcentre.co.uk](http://www.thebelmontmedicalcentre.co.uk)**