

Practice Information:

The surgery is open (except on Public Holidays and weekends) from 7am until 6pm on Monday-Friday. The Surgery will not close until 6.30pm and a doctor will be available for emergencies until that time. However the doors will be locked at 6pm please press the bell on the left hand side of the wall to speak with reception.

For appointments please call 020 8743 1511 and follow the automatic booking system. If you think you need an urgent same-day appointment and there are none available please speak to a receptionist. If you require a double appointment please book IN ADVANCE with reception.

On Thursday afternoons As from 1st April 2017 the surgery will no longer be closed from 1pm.

Family planning, immunisation of children (see below) and a comprehensive service for travellers are provided. The surgery is an approved Yellow Fever vaccination centre.

Shared maternity care is by pre booked appointments only a double appointment ALWAYS should be booked.

A child health surveillance clinic is conducted by the doctors in conjunction with the Practice Nurse. This is also the preferred time for childrens immunisations. **This is a by appointment only.**

Home Visits

To request a visit for a patient too ill to attend the surgery please phone the surgery **by 9am or as early in the day as possible**

The surgery phone number is 020 8743 1511 & the surgery email is thenewsurgeryw12@nhs.net

Out of office hours the surgery number should be used 0208 743 1511 which will give instructions and advice on who to call. A new Weekend Plus GP service for out of hours and Saturday & Sunday please call and speak to reception for more details.

Out of hours care is no longer provided or covered from the Practice but by London Central & West Unscheduled Care Collaborative (LCW).

New patients Those wishing to register must live within the practice area. Registration medicals are done by the Practice Nurse by appointment. Those wishing to register should obtain the necessary forms from reception or our surgery website and return them completed with NHS number mandatory, proof of identity and of address. An appointment with the doctor or nurse may then be issued. The registered GP will be your named GP who will have overall responsibility for the care and support that our surgery provides. If you have any questions then please call us on 02087431511.

Patients are normally accepted onto the list within 14 working days after returning their completed forms.

It will be necessary for those persons wishing to register who are already registered elsewhere in the locality to inquire if they can be accepted.

Access to medical records

Patients wishing access to their medical records should write to the Practice Manager for details. (There may be a charge).

Translators- speaking & signing

Patient's who need a speaking or signing translator. This can be arranged by the surgery, subject to at least 3 days notice is to be given. If it is urgent then patients are asked to bring someone with them who can speak or sign for them.

The New Surgery
143a Uxbridge Road
(Entrance in Coningham Rd)
London W12 9RD
Tel: 020 8743 1511
Fax: 0208 740 0310
www.thenewsurgery.co.uk
- Partners -

Dr Omar Shareef (male)

MB ChB (Baghdad) DIM. MRCP (1972)

Dr.Seth Dassanayake (male)

B.Sc. M.B. B.S. MRCS MRCP
(London 2000)

Practice Nurse
Sibongile Sabalela (Thembi)

STAFF

Varsha Chohan Practice Manager

Ms Denise Mc Donnell Asst. Practice Manager

Miss Andrea Dawkins is Receptionist/HCA

Mrs Hoden Hersi is HCA

Miss Siobhan Mythen is Receptionist

Miss Jade Lewis-LeBailly is Receptionist

Miss Marcella Chessa is Receptionist

Confidentiality and your personal data:

Safeguarding your personal data is of paramount importance to the Practice. All staff operate the Practice Code of Conduct to protect your information at all times. For more information ask for a copy of the Practice Confidentiality leaflet.

Data Protection Register no; Z5420051

Repeat prescriptions:

Repeat of regular prescriptions may be requested using the counterfoil on your prescription. It is regretted that requests for repeat prescriptions cannot normally be accepted by telephone except for housebound patients.

Please request the prescription via your regular chemist, in writing, via email or by our website please obtain a password from the reception & bring photo ID as a copy of this is required. If you wish the prescription to be posted back to you please include a stamped addressed envelope. The new Electronic Prescription Service (EPS) is now available ask at your regular pharmacy for more details.

You should allow 2 working days for processing. Please ask if you have not been told how long. Repeat prescriptions can be issued without seeing the doctor or nurse unless a medication review is needed.

Test and x-ray Results

Available by phone Monday-Friday between 12 and 1pm only.

The Practice area has been notified to the Hammersmith & Fulham CCG as being half a mile from the surgery by road when travelling by car but on the east side as far only as the Metropolitan Line Railway.

Complaints

Patients' written comments and constructive criticisms of the surgery arrangements are welcomed and should be handed to the receptionist. Formal complaints should be made to the senior partner, or to the Practice Manager.

Health and Safety at work

The surgery has forecourt parking for Practice staff only. Please do not park on the forecourt and do not obstruct the main entrance or gate at any time.

Dogs (except for guide dogs for the blind) are not permitted in the surgery and please **DO NOT** attach them to the gate as this is a fire exit.

Bicycles must not be brought into the surgery or attached to the gate as this is a fire exit

Patients are reminded to switch off their mobile phones when entering the surgery.

The surgery is a non-smoking building this includes the footpaths and forecourt

Please do not consume food or drink on the premises. Except for breastfeeding mothers.

The toilets are for patient use only and are kept locked. Patients should ask at reception for the key.

The practice has a policy of zero tolerance to violent, aggressive or abusive behaviour to staff or doctors. Any offending patient will be reported to the local health authority and removed at once from the list of patients. When appropriate they will also be reported to the police. **24 hr CCTV is in operation inside and also covering the forecourt.**

PARKING on the forecourt is for staff ONLY

In the event of criminal behaviour it is the policy of this practice always to prosecute.

INFRARED CCTV IN CONTINUOUS USE

Mission Statement

This practice is dedicated to providing quality healthcare to all patients regardless of social class, disability, medical condition, appearance, religion or sexual orientation.

Failed Appointments

Patients repeatedly failing to attend appointments may not be given further appointments **& may be removed from the list**

Practice Staff [arrangements are subject to change at times of staff leave].

Dr Shareef is available by appointment during surgery times.

Dr Dassanayake is available by appointment during surgery times.

**Pre-bookable appointments from 7-8am Monday-Friday please ring the bell on the left wall for entry
Doors & Telephones will be open from 8am**

Nurse Thembi is available by appointment Monday -Friday 9am-6pm **NOT IN ON THURSDAY**

Denise McDonnell to book appointment for **stop smoking** please call the surgery number.

There are some same day available appointments which are for urgent cases as well as emergency appointments.

Stitches and dressings

Patients who have stitches or clips for removal or who require dressings are asked to book an appointment in advance wherever possible with the nurse.

Practice Website

For more information about the practice, our services including travel advice please visit www.thenewsurgery.co.uk