

PATIENT INFORMATION



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Eastcote Health Centre

Abbotsbury Gardens

Eastcote PINNER

HA5 1TG

Tel: 0844 576 9965

Fax: 020 8429 3087

Online: www.devonshirelodge.co.uk

NHS Direct: 0845 46 47

Out of Hours Service: 0300 130 3018

Welcome to the Devonshire Lodge Practice. We are committed to family-centred healthcare through giving our patients high standards of care in a friendly and supportive environment. This leaflet is designed to help you get the best from the services we offer. Please keep it for future reference.

HOW TO REGISTER

To register please come into Reception to complete the necessary forms. For car users there is a large Council pay and display parking area by the Surgery, charged at reasonable rates.

The Practice covers Eastcote and Ruislip Manor, and parts of the surrounding areas, as shown on the map on the back page of this leaflet.

PRACTICE OPENING TIMES

Pre-booked Surgery consultations:

Monday	09.00am to 11.00am	4.00pm to 5.50pm	
Tuesday	09.00am to 11.00am	4.00pm to 5.50pm	6.30pm to 7.00pm
Wednesday	09.00am to 11.00am	4.00pm to 5.50pm	6.30pm to 7.00pm
Thursday	09.00am to 11.00am	4.00pm to 5.50pm	6.30pm to 7.00pm
Friday	09.00am to 11.00am	4.00pm to 5.50pm	
Saturday	09.00am to 11.00am		

Walk-in surgery:

Monday 8.50am to 11.00am

Wednesday 8.50am to 10:30am

Reception desk is open:

Monday to Friday 8.30am to 7.00pm (phones manned up to 6.30pm)

Please note that the Practice is closed on Sundays and Bank Holidays.

HOW TO SEE A DOCTOR

Consultations are by appointment. Appointments can be made by telephoning or calling in to Reception during opening hours, or via our Practice website at any time once you have registered to use the website.

On-line access. To register for on-line access, also referred to as EMIS access (EMIS is the company that designed the system), please ask at Reception for a registration sheet and then follow its straightforward instructions. EMIS access can also be used to request repeat prescriptions.

Routine appointments are usually booked two or more days in advance – the earlier the booking the better the chance of getting a particular time or particular doctor. This also means any test results can be retrieved in advance, and generally enables greater efficiency.

For routine appointments made by telephone please call after 10am if possible, as the lines are most busy before that time (but on-line bookings can be made at any time). Please note also that our Receptionists may ask for some details of your condition to assist medical staff – all such information is in complete confidence.

Cancellations. Please inform Reception or cancel on-line as soon as possible if you are unable to keep or no longer need an appointment, so that your slot can be used for another patient. Also if you arrive late for any appointment we may not be able to fit you in and may have to re-book you for another day.

Appointments for Urgent Problems. As routine appointments are normally booked at least two days in advance, for more urgent problems we will if necessary arrange a same day appointment. Also there are two walk-in surgeries, as shown on page 2, where no appointment is necessary – patients are simply seen in order of arrival.

TELEPHONE SURGERY

If you just need advice, or are unsure whether you need a full consultation, we also offer a telephone consultation with one of the doctors most mornings. The Receptionist will take your number so that you can be rung back, which is usually within two hours. If the doctor needs to see you after that, you will be given a suitable appointment.

HOME VISITS

These are for patients who are too ill to come to the Surgery. If you need a home visit please ring between 8.45am and 11.00am.

WHEN THE SURGERY IS CLOSED

For urgent attention, our out of hours cover is by Harmoni, a doctors' co-operative, on **0300 130 3018**. You will be assessed on the phone and if necessary asked to attend a Primary Care Centre at either Hillingdon Hospital or Northwick Park Hospital. Please note these are not walk-in centres and appointments must be made via Harmoni.

You can also call NHS Direct, on 0845 46 47.

Finally there is a Minor Injuries Unit at Mount Vernon Hospital, open 9am to 8pm 7 days a week, for injuries not requiring full Accident and Emergency facilities - tel. **01923 844201**, this is also a walk-in service.

RESULTS OF TESTS

Please ring Reception, choosing option 4 for test results, after 2pm. Please be aware that blood tests take up to 5 working days and X-ray results usually take one to two weeks to reach us.

REPEAT PRESCRIPTIONS

Please place your prescription counterfoil in the box to the left of the Reception window, having clearly marked which item(s) you require. Alternatively it can be faxed to **020 8429 3087** or sent in by post with a stamped addressed envelope.

But please note you can also submit requests on-line on our website using the EMIS system – see 'How to see a Doctor' on page 3 – or by e-mail message to prescriptions@gp-e86006.nhs.uk

Please allow at least two working days before collecting a prescription.

SPECIAL CLINICS AND OTHER SERVICES

We offer a number of specialist clinics which are run by the doctors, Practice nurses, midwives and other specialist staff. Please ask at Reception about any of the following clinics or services:

- NHS health checks
- Well man checks
- Well woman/cervical smear checks
- Ante-natal and maternity care
- Minor surgery
- Asthma checks
- Medical examinations not covered by the NHS
- Family planning
- Child immunisation
- Diabetic checks
- Travel vaccinations
- Menopause/HRT advice
- Dressings and general nursing care

In addition we hold a number of leaflets about various medical topics and ailments – please ask at Reception.

Nurse Practitioner We have a nurse practitioner, who has undergone considerable extra training and can treat and prescribe for many minor ailments and injuries. You could be offered or can request an appointment with the nurse practitioner.

Community Trust

Some services are offered not directly by the Practice, but by the Community Trust, based at the counter to the left of the waiting area when entering Reception. These services are:

- Blood Tests
- Physiotherapy
- Chiropody
- Continence Advice
- Speech Therapy

The Trust also administers the health visitor and district nurse services. Health visitors provide expertise in care, management, development and well-being of children 0 – 5 years and their families. District nurses provide

nursing care and treatment to the housebound and those recently discharged from hospital

DISABLED ACCESS

We have easy access for wheelchairs and toilet facilities for disabled patients. We also have reserved parking space for disabled drivers near the entrance to the building.

ZERO TOLERANCE

Practice policy is to remove from our list any patient who is physically or verbally abusive or threatening towards any staff member or other patient. We aim to treat all our patients with courtesy and respect, and to provide an excellent service. To achieve this we ask for your co-operation and support and that you treat others in the same way.

QUESTIONS, SUGGESTIONS AND OUR 'PPG'

Questions and Suggestions. Please ask Reception if you have any questions, or ask to see the Practice Manager. Suggestions are also welcomed and can be given to any member of staff and can be given in writing.

Patients' Participation Group (or PPG). We support a PPG, which represents the interests of patients and is consulted by the Practice on matters affecting patients. To find out more about the PPG please ask at Reception for details or follow the link on our website. You are also invited to give your e-mail address in order to receive updates on Practice news and developments. Just send an e-mail to devonshirelodge.ppg@gmail.com with "add my e-mail address" in the subject line, to receive our quarterly newsletter. The latest newsletter is also available as a leaflet at the surgery.

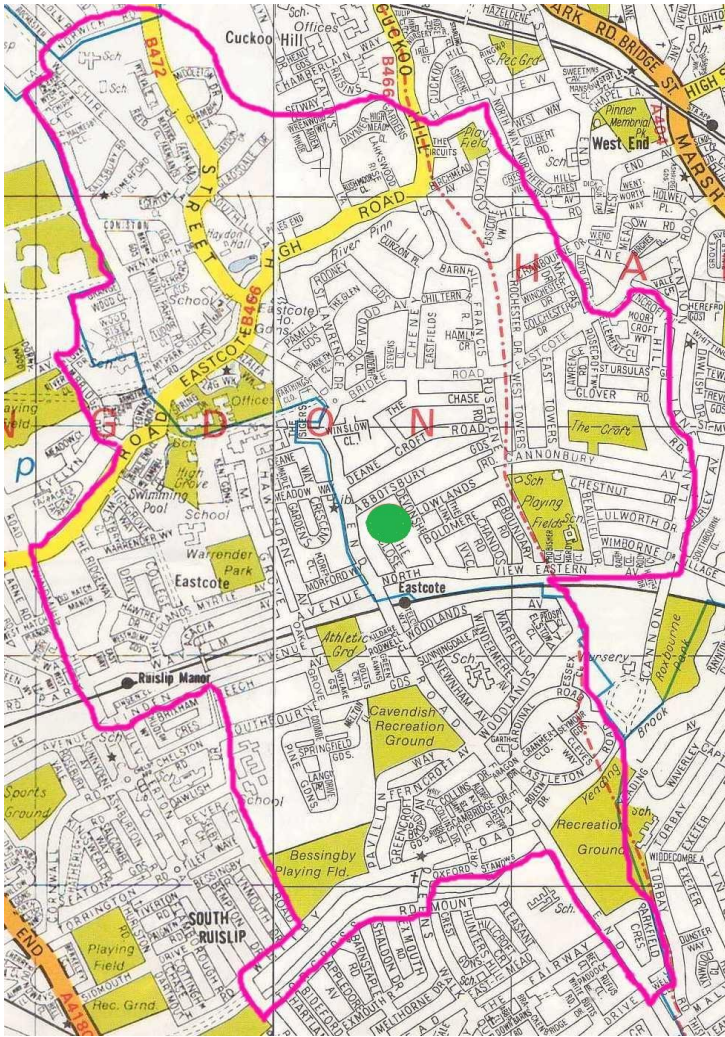
COMPLAINTS

In the event of a complaint, we do have an in-house complaints procedure. Leaflets explaining the procedure are available at Reception. If you would prefer to speak to someone outside the Practice you can contact the Patient Advice and Liaison Service (PALS).

TELEPHONE CHARGES

Calls to our main number 0844 576 9965 are charged at approximately local rate but are not normally covered by 'inclusive calls' charging schemes. At the time of writing calls from BT landlines are 12.5p plus 5.1p per minute, and calls from mobiles are considerably higher. Using an 0844 number enables us to answer calls more efficiently and reduces the problem of callers encountering 'engaged' at busy times.

PRACTICE BOUNDARY



Eastcote Health Centre is indicated by the green spot, and is accessed from Abbotsway Gardens.

Patient Information Issue 2 January 2012 Ms Nargis Khan Practice Manager

