



## PATIENT INFORMATION



Dr Jon Brewerton (1978) MB BS MRCGP  
Dr Martin Hall (1984) MB ChB MRCGP  
Dr Asma Akhtar (2005) MB BS MRCGP  
Dr Abdul Ghani (1995) MB BS MRCGP

Eastcote Health Centre  
Abbotsbury Gardens  
Eastcote  
PINNER  
HA5 1TG

Tel: 020 8866 0075  
Fax: 020 8429 3087  
Online: [www.devonshirelodge.co.uk](http://www.devonshirelodge.co.uk)

**Out of Hours Service: 111**

## Welcome to the Devonshire Lodge Practice

We are committed to family-centred and high standards of healthcare.  
This leaflet is designed to help you get the best from the services we offer.

### HOW TO REGISTER

Registration forms are available from the Practice reception, a member of staff will be happy to help.

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

	<b>Mornings</b>	<b>Afternoons</b>	<b>Extra Opening Hours</b>
Monday	08.50am to 11.00am	4.00pm to 5.50pm	
Tuesday	08.30am to 11.00am	4.00pm to 5.50pm	7.30am to 8.00am
Wednesday	08.30am to 11.00am	4.00pm to 5.50pm	7.30am to 8.00am 6.30pm to 7.00pm
Thursday	09.30am to 11.00am	4.00pm to 5.50pm	7.30am to 8.00am
Friday	08.50am to 11.00am	4.00pm to 5.50pm	
Saturday		12.00pm to 14.00pm	

#### **Reception desk is open:**

Monday to Friday 8.30am to 7.00pm (phones answered until 6.30pm)

Please note that the Practice is currently part of an Extended Hours Hub pilot so we are open until 8pm weekdays and 12pm-4pm over the weekends. Our phone lines are not open at these times.

**NB:** There is a Council pay and display car park in front of the Surgery.  
Discounted rates are available for Hillingdon First resident's card holders.

## HOW TO SEE A DOCTOR

Consultations are normally by appointment. Appointments can be made by telephoning the Practice or in person at Reception, during normal opening hours.

**On-line booking of appointments** is also available, through *Patient Access* - please ask at Reception for a registration sheet and then follow its straightforward instructions. *Patient Access* can also be used to request repeat prescriptions and to cancel appointments.

For routine appointments made by telephone please call after 10am if possible, as telephone lines are at their busiest up to then (but on-line bookings can be made at any time).

NB: Receptionists may ask for some details of your condition to ensure you are seen by the most appropriate clinician. Any information given is in complete confidence.

If we have your mobile telephone number you will receive a reminder text message prior to your appointment.

**Cancellations:** If you are unable to keep your appointment please cancel it as soon as possible, either via *Patient Access* (*see above*) or by phoning the surgery and selecting the relevant option. This will ensure the appointment is not wasted and can be offered to another patient.

\*Please be aware that if you arrive late for an appointment it may not be possible for you to be seen and it may be necessary to re-book you for another day.

**Appointments for Urgent Problems:** Same day appointments are available for urgent needs. Requests to be seen urgently will be triaged by a doctor.

## **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 some mornings.

## **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 and a doctor will triage the request.

## **WHEN THE SURGERY IS CLOSED**

For urgent attention when the Surgery is closed please call **111**. You will have a phone assessment and if appropriate 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 **111**.

There is also 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**, though this is a walk-in service.

These arrangements are for situations that do not require a 999 emergency call, but are too serious to wait until the surgery is next open. If you feel the situation is not urgent, please do wait until the surgery is next open.

## **RESULTS OF TESTS**

Please ring Reception 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.

You can also submit requests on-line on our website using Patient Access – see ‘How to see a Doctor’ on page 3, or by e-mail to **devonshirelodge.prescriptions@nhs.net**

An **electronic prescription service** is also available enabling patients to go straight to their pharmacy to collect their repeat medication, without having to collect a paper prescription from the Surgery.

\*Please ask at Reception for details\*

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
- Cervical screening
- Family planning
- Child immunisations
- Ante-natal and maternity care
- Minor surgery
- Medical examinations not covered by the NHS
- Diabetic reviews
- Travel vaccinations
- Menopause/HRT advice
- Dressings and general nursing care
- CHD reviews
- Asthma and COPD checks

Various Patient information leaflets are also available in the waiting area.

## **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 Reception waiting area. These services are:

- Blood tests
- Physiotherapy
- Chiropody
- Speech therapy
- Continence advice
- Health Visitors (for care of 0-5 year-olds and their families)
- District Nursing (for housebound patients 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.

Also Patients are invited to complete the standard NHS "Friends and Family Test" questionnaire whenever at the Surgery, or on-line.

### **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.

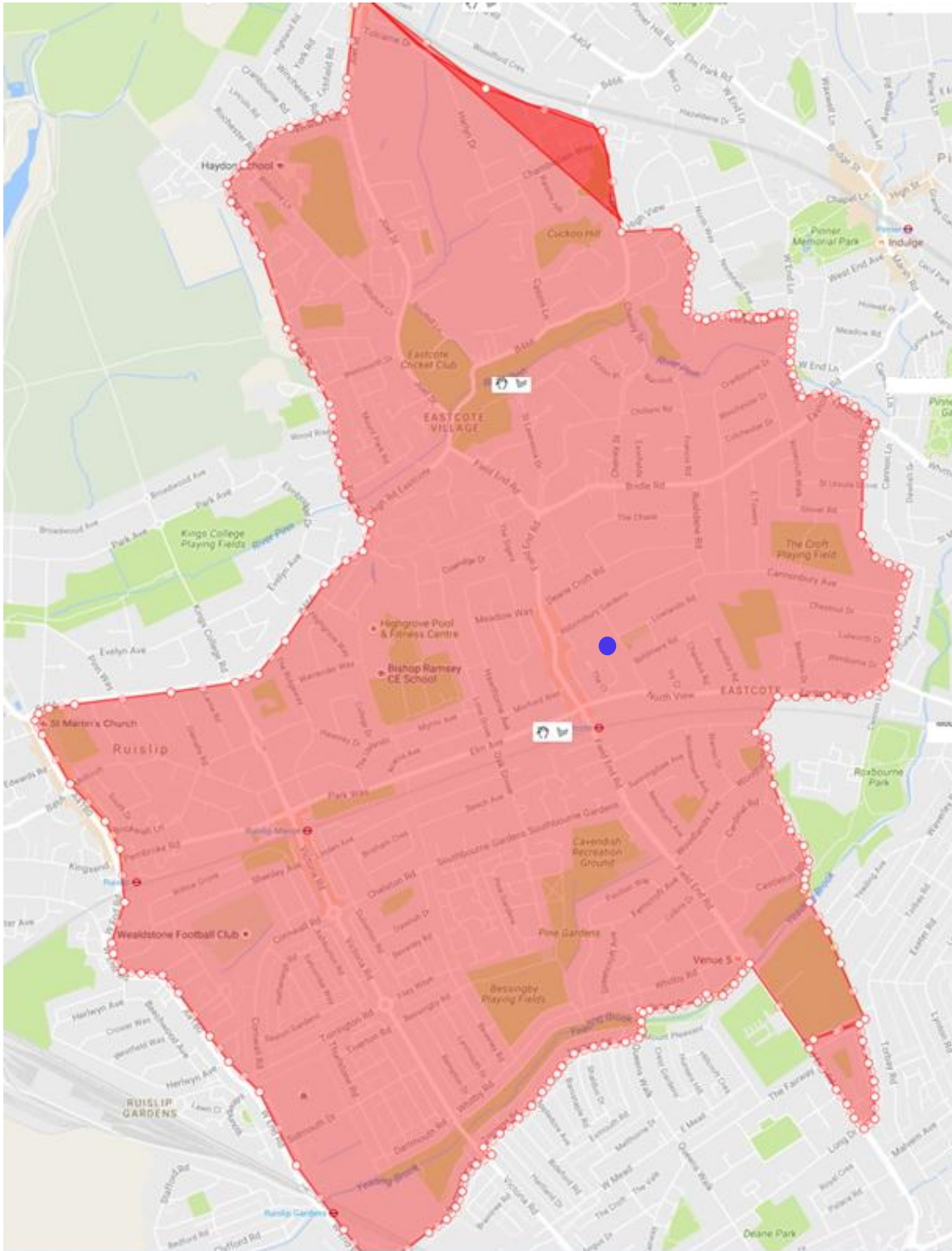
You are also invited to give your e-mail address in order to receive updates on Practice news and developments. Just send an e-mail to **hillccg.ppg@nhs.net** with "add my e-mail address" in the subject line, to receive our newsletter. The newsletter is also available as a leaflet at the surgery.

### **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 NHS England Patient Advice and Liaison Service (PALS).

**FREE SPACE FOR ANY NOTES YOU MAY WISH TO ADD**

## PRACTICE BOUNDARY



Eastcote Health Centre is indicated by the blue spot, and is accessed from Abbotsbury Gardens.

Patient Information, Issue 10, July 2016.

Louise Perugia, Practice Manager.