

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.

Surgery Opening Times

	From	To
Monday to Friday	8.15am	6.00pm
Appointments	8.15am	11.00am
	2.00pm	6.00pm
Saturday	8am – 10.50am (1 in 4) Pre-booked appointments only	

We have extended hours on
Monday & Tuesday evening 18.30-19.10
Thursday & Friday morning 07.30 – 8.00
Saturday (1 in 4) for 08.10 – 10.50
pre-booked appointments only.

The receptionist will be able to help you
with further details.

Partners

Dr. Mitch Garsin (M)
 LMSSA, MBBS (London 1983)

Dr. Minoo Madhok (F)
 MBChB (Cardiff 1988), MRCGP, DRCOG, DFFP

Dr. Cathy Donner (F)
 MBChB (Oxford 1996)MRCGP, DFFP, LocIUT, LocSdl

Dr Jyoti Ramchandani (F)
 MBBS (London 2001) MRCGP, BSC (Hons), DCH,
 DRCOG, DFFP, LocIUT

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

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 two practice nurses, 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 Centre but have regular clinics at this surgery on Wednesday afternoons 1.30 - 3.00pm, providing general advice for new mums, babies and families. If you are unable get to the clinic, you can be contact them on 01895 252461.

Your Local NHS

The practice area of Belmont Medical Centre is served by Hillingdon CCG 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 www.hillingdon.nhs.uk or get the information you need at www.nhs.uk

Hillingdon CCG
Kirk House
97-109 High Street
Yiewsley
Middlesex UB7 7HJ

Tel: 01895 452000
Fax: 01895 452108

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 - your GP, our practice manager or our reception staff. All will be happy to help

However, if you feel we have not dealt with the issues you have raised as you would wish, you can contact the Patient Advice and Liaison Service (PALS) which can often help resolve any problems before they become formal complaints.

To speak to a PALS officer, ring 0800 953 0676

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 services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment.

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

Travel Clinics – advice and vaccinations can be provided at the clinic on Wednesday afternoons. 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.

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 Clinic – this is for well babies only and is held here at the surgery every Wednesday afternoon from 1.30 to 3.00pm. 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. Doctors are in attendance for appropriate baby checks and Health Visitors are in attendance to give advice. It is also possible to call in just to have baby weighed.

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. **For emergency contraception please ask for an urgent appointment.**

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 – are in regular attendance at the surgery and can be referred to via your GP.

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 medical card along with proof of address such as a recent utility bill or rent book, if you do not have a medical card or you have lost it, there is a form that can be completed but we will need to see some proof of identity in the form of a passport or birth certificate to verify your full name and date of birth.

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. Also, as part of the registration process patients are required to attend a new patient medical with one of our practice nurses – patients are not fully registered with the practice until they attend for this medical.

If there is any problem with registering we suggest that you contact the Local Health Authority, Kirk House, High Street, Yiewsley UB7 7HU. Tel: 01895 452000.

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.

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.

Telephone consultations – if you wish to talk to either a doctor or nurse an ideal time to catch them is at the end of morning surgery around 11.30am or it might be more convenient for you to leave a message with the receptionist and the doctor or nurse will call you back.

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. **EPS we are able to offer the electronic service for prescriptions please inform us of your nominated 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

When the surgery is closed and you need urgent medical advice, please follow the instructions below:

1. Have a pen and paper ready
2. Call the surgery on 01895 233211
3. Listen to the recorded message which will give you the number of our local NHS Direct
4. Call 111
5. Call the number where a trained nurse will assess your problem and direct you appropriately

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 – is at Hillingdon Hospital Urgent Care Centre.

Further help and assistance can always be obtained from 111 or NHS Direct on 0845 4647 or 0845 606 4647 for those with hearing difficulties or visit www.nhsdirect.nhs.uk

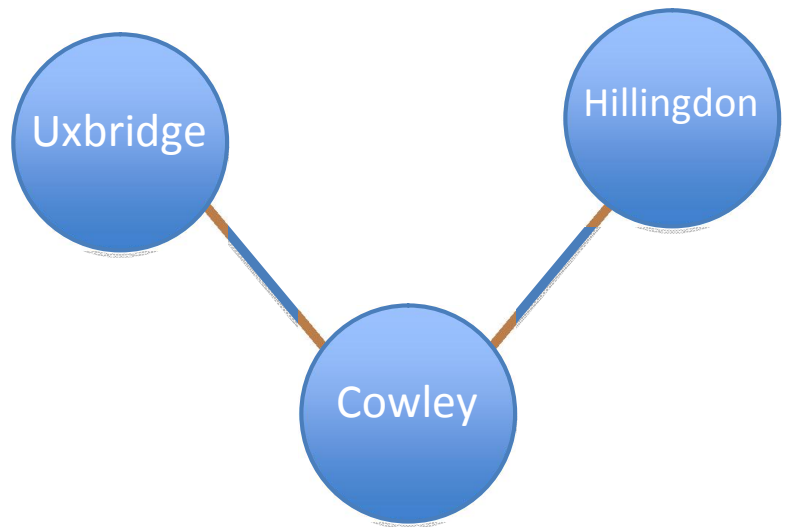
Other Services

Minor Surgery – carried out by Dr Garsin on alternate Wednesday mornings and referred as necessary by your own GP.

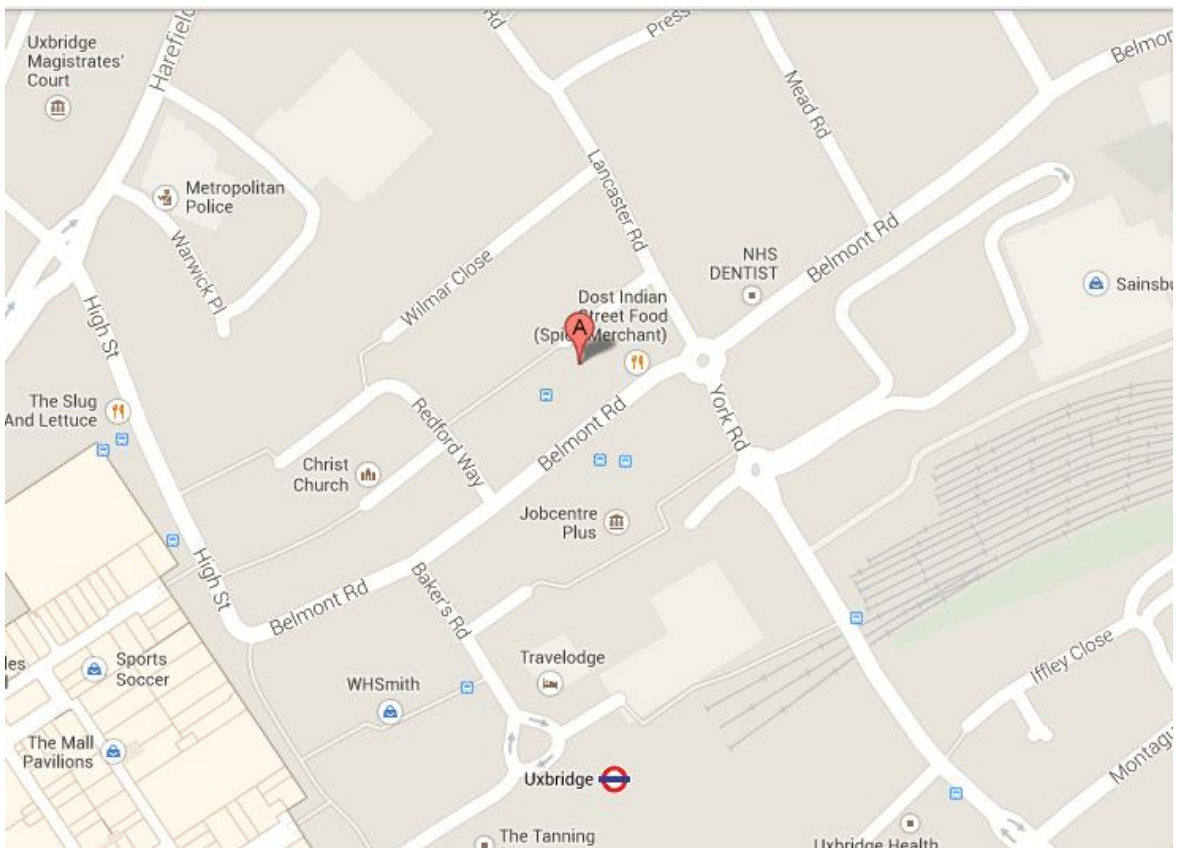
Cervical Cytology (smears) – invitations for these are sent out by the CCG to female patients between the ages of 25 to 64 years.

Patient Participation Group – we have an active group here who meet every 2 months and hold coffee mornings on the first Friday of each month. Please see their notice board in the waiting room for further information or their page on our website.

Practice Area



Where to find us





The Belmont Medical Centre

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

Tel 01895 233211 Fax 01895 812099

www.thebelmontmedicalcentre.co.uk