

# Simpson House Medical Centre

## Patient Brochure



**Simpson House Medical Centre**

**255 Eastcote Lane**

**South Harrow, HA2 8RS**

**Tel: 020 8864 3466**

**Fax: 020 8864 1002**

**Email: [simpson.house@nhs.net](mailto:simpson.house@nhs.net)**

**Website: [www.simpsonhouse.org.uk](http://www.simpsonhouse.org.uk)**

### **The Partners:**

Dr Debbie Rozewicz

Dr Mike Malone

Dr Kusem Paul

Dr Daniel Goldwater

Dr Kamal Hussain

advert below



# FREE Prescription Collection & Delivery Service



To use this service is as easy as 1, 2, 3, 4....

## 1 Sign up

Complete the form and hand it to our friendly staff.

## 2 Order

Complete your repeat prescription in the usual way, either at your surgery or with us.

## 3 Collect

We'll pick up your prescription and have it dispensed ready for you to collect.

## 4 Deliver

If needed we can also deliver to your home.

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Middx. HA2 9SG Tel: 020 8866 1754

392 Rayners Lane, Pinner,  
Middx. HA5 5DY Tel: 020 8866 1400

5 Broadway Parade, Pinner Road,  
Middx. HA2 7SY Tel: 020 8427 2110



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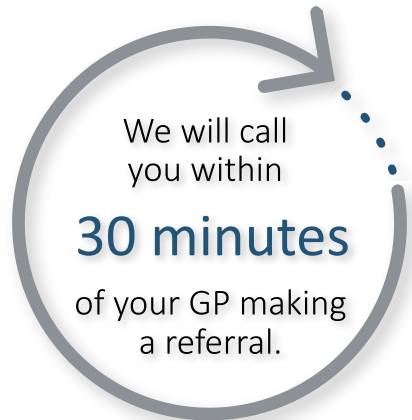


# Fast Access to Peer Reviewed Local Consultants

All patients symptoms are triaged by a consultant prior to booking to ensure you see the right consultant first time.

Your GP can refer you directly through their clinical system for a streamlined referral.

All insurance companies and self-pay covered, simply ask your GP to be referred via EMIS Online Private Referral.



# Practice profile

Simpson House was founded by Dr James Simpson in 1928. It operates from premises in South Harrow which were purpose built in 1969 and considerably extended in 1997 and again in 2010. We provide services for approximately 11,500 patients in the surrounding area, and have a diverse mix of ethnic groups within our community.

The practice team are committed to delivering the highest standard of medical care and providing a friendly service.

## Opening Hours

<b>Monday</b>	<b>8.30am-6.30pm</b>
<b>Tuesday</b>	<b>8.30am-6.30pm</b>
<b>Wednesday</b>	<b>8.30am-1.00pm and 2.00-6.30pm</b>
<b>Thursday</b>	<b>8.30am-6.30pm</b>
<b>Friday</b>	<b>8.30am-5.00pm</b>

The surgery is closed every Wednesday between 1.00pm and 2.00pm for administration and staff training.

We also run commuter surgeries for patients that find it difficult to attend during core hours. These extended hours surgeries are;

<b>Monday evening</b>	<b>6.30pm-8.00pm</b>
<b>Saturday morning</b>	<b>8.30am-11.15am</b>

**PLEASE NOTE:** Appointments for these surgeries can be pre-booked up to six weeks in advance. No walk-in or emergency patients will be seen during these hours.

## Access for disabled

Wheelchair access to the building is via the main car park where there is a disabled parking space. Patient services are provided at ground floor level. A disabled patients' WC is also provided.

# Meet the team

## The Partners



**Dr Debbie Rozewicz MB BS DRCOG MRCGP (1988 London)**

Dr Rozewicz leads the child health clinic. She sits on the nursing committee and is one of our practice trainers overseeing the completion of training for our GP Registrars. She works 6 sessions per week. She is also the senior partner in the practice.

**Dr Mike Malone MB BS DRCOG MRCGP (1990 London)**

Dr Malone has been with us for 19 years and is the Managing Partner. He is our practice surgeon and runs a minor surgery clinic at the Practice. He sits on the reception committee and works 8 sessions per week.



**Dr Kusem Paul MB BS (1983 London)**

Dr Paul has a special interest in women's health and care of the elderly. She is the Named GP for our local care home and works closely with the multi disciplinary team to achieve integrated care. She is the Partner Lead for Facilities Management including Health and Safety. She works 8 sessions per week.

**Dr Daniel Goldwater MB ChB DCH MRCGP (Manchester 1995)**

Dr Goldwater joined the Practice in 2000. He has a special interest in joint problems and injections, minor surgery and child health. He is one of our practice trainers. Dr Goldwater is involved with ongoing computer and technology development within the Practice and attends the Patient Participation Group on behalf of the clinical team. He works 8 sessions a week.



**Dr Kamal Hussain MB BS DRCOG MRCGP (2001 London)**

Dr Hussain joined Simpson House in September 2006. He has a special interest in IT and technology and is always looking for new and innovative ways for the practice to work. He is the Lead Partner for Finance and QOF. He works 9 sessions per week.

## Associate doctors



**Dr Trupti Patel MB BS BSc DFRSH MRCGP (2001 London)**

Dr Patel joined the practice as a Salaried GP in April 2010, having previously worked here during her GP training. She has a specialist interest in women's health and is the Practice Lead for diabetes. She also sits on the nursing committee. She works 9 sessions a week.

**Dr Bina Chauhan MBB BS BSc MRCGP DCH (2009 London)**

Dr Chauhan joined the practice in August 2015 after completing her GP training under the North West London Scheme. She has a special interest in children's health and is part of a Quality Improvement project looking at more integrated healthcare for children. She is also keen to pursue teaching. She works 6 sessions a week.



## Our Practice Team

To help with the running of the Practice, the Partners employ a team of staff.



**Ashley Porter—Practice Manager**

Ashley has been with the Practice since April 2012 and is in charge of the overall running of the practice. She manages the Practice finances, human resources, and looks at how the practice is working and where improvements can be made. She is the Complaints Manager and Information Governance Lead.

**Debbie Doel—Reception Manager**

Debbie has been with Simpson House for over 20 years. She oversees the smooth running of reception and the reception team. She also manages the appointments system and is continuously looking at ways to make improvements to our processes to ensure our patients get the best service possible.



**Jak Linsell—IT, QOF and Admin Manager**

Jak has recently joined the practice to help manage the IT and administrative processes of the practice. He will also work alongside Dr Hussain to manage the practice QOF (Quality & Outcomes Framework) processes and achievement.

## Reception Team

Esther and Janet are the Reception Team Leaders and are supported by a team of very efficient staff including Carole, Kim, Morgan, Noeleen, Sarah & Venice, as well as our Practice Secretary, Alpa, and our Housekeeper, Raquel.



## Nursing Team

The Practice is very fortunate to have a highly competent and dedicated Nursing Team made up of two qualified Practice Nurses and a Health Care Assistant.

Our Practice Nurses, Shelly and Sumita, can help with health issues such as family planning, travel immunisations, ear syringing, healthy living advice, blood pressure checks and dressings. The practice nurses run clinics for long-term health conditions such as asthma and diabetes, and carry out cervical smears. Our Healthcare Assistant, Maria, supports the Practice Nurses with their daily work and carries out tasks such as blood tests, blood pressure, ear syringing, dressings and NHS Health Checks. They may also act as a chaperone when a patient or doctor requests one.



Shelly Tejani



Sumita Chattopadhyay



Maria Perez

## Ancillary Staff

Also working from the surgery, but employed by the Harrow CCG, are a range of attached staff including District Nurses, Psychologist, Dietician and a Midwife.



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or call 020 8423 5818

246 Northolt Road, Harrow, HA2 8DU

# General Practitioner Registrars

We are very proud to be a training and teaching Practice. Our GP Registrars are fully qualified doctors who are undertaking their specialty training to become fully fledged GPs. They have completed the hospital component of their training and are attached to the practice for 1 or 2 years under the supervision of one of our experienced GP trainers. We also host Foundation Year 2 Doctors, who are fully qualified doctors who are rotating through a 4 month placement in General Practice as part of their 2 year foundation training programme.

## Named GP

All patients have a named GP who is responsible for their overall care. If you would like to find out who your named GP is please enquire at reception. If you have a preference for a named GP please let the receptionist know.

## Registration

The Practice registers new patients every Wednesday and Thursday between 2.00pm and 4.00pm and on Saturday's between 8.30am-10.30am. To register please have your NHS card or NHS no and a utility bill. If not, please produce proof of ID and a recent utility bill.

## Appointments

There are a number of choices to make an appointment. You can book an appointment online or by phoning on the day from 8.30am. We can offer you an appointment with any doctor that is available to book on the same day.

If you wish to be seen by a doctor of choice, we will endeavour to offer an appointment with that doctor but if we are unable, then we can offer you a pre-bookable appointment. Routine appointments are available to pre-book from 8.30am-11.40am in the mornings and 3.20pm-6pm in the afternoons.

## Online Services

Your need to register for online services which includes booking, cancelling or rescheduling appointments, ordering repeat medication and viewing a summary of your medical records. Please contact Reception for more information. To register for online services you need to come to reception and provide photo ID (passport or driving license).

# Emergencies and Out of Hours Services

When the surgery is open and all same day appointments are taken, there are a set amount of emergency appointments for patients with urgent problems, who need to be seen on the same day. These appointments are at the end of the doctor's morning surgery hours and we can not offer patients their choice of GP. The appointment will be for five minutes' duration and will be strictly for urgent need only. In the afternoon, when all the appointments have been taken, we offer patients with urgent problems a triage consultation. This means the Duty Doctor for that day will call the patient back and decide if he/she needs to be seen or whether advice can be given over the telephone.

When the Practice is closed you should call the NHS111 service on 111. It is free to call from landlines and mobiles. If, for any reason, you are unable to access the NHS111 service by dialing 111, instead please call 020 3402 1111. They will give you advice and decide on the best course of action for your problem. If your problem cannot be resolved over the telephone, they may arrange for you to attend the out of hours service or, if necessary, arrange for a doctor to visit you. The Practice will be advised of the details and outcome of your call on the next working day.

## Walk-in Centres

Walk-in centres and urgent care centres (UCCs) are an alternative to accident and emergency (A&E) departments. They are centres that treat minor illnesses and injuries and you do not need an appointment. Just walk in and you will be seen by an experienced nurse or a GP. The following walk-in centres are located in Harrow:

### **Alexandra Avenue Health and Social Care Centre**

Rayners Lane , 275 Alexandra Avenue, HA2 9DX. Telephone: 020 8966 6300

Opening times: 8am-8pm, seven days a week.

### **The Pinn Medical Centre**

37 Love Lane, Pinner, HA5 3EE. Telephone: 020 8866 5766

Opening times: 8am-8pm, seven days a week.

The following urgent care centre is located nearby to Harrow:

### **Northwick Park Hospital Urgent Care Centre**

Watford Road, Harrow, HA1 3UJ. Telephone: 020 8864 3232.

Opening times: 24 hours a day, seven days a week.

For more information about these services, please visit our website.

# Home Visits

Whilst we encourage our patients to come to the surgery, where we have the proper equipment and facilities available, we do appreciate this is not always possible. In this respect, if you do need a home visit, you can help us by calling 020 8869 7920 before 11.00am.

You may only request a home visit if you are housebound or are too ill to visit the practice. Please be ready to give your name, address and telephone number and brief details of what is wrong. Your GP will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed.

It is safe to bring children with a temperature up to the surgery provided you dress them appropriately.

# Chaperone Requirements

Please inform the clinician you are seeing if you require a chaperone during your consultation, or mention it to Reception when you book your appointment. A full copy of our Chaperone Policy is available on our website.

# Translators

If English is not a patient's first language, we will be able to organize an interpreter (including British Sign Language) if advance notice is given. We also have access to a telephone interpreting service if required.

# Repeat Prescriptions

Repeat prescription requests can be taken in writing (by completing one of the forms at Reception or using the slip form your last prescription) or via our online Patient Access Service (you can sign up for this at Reception). To maintain safety and avoid errors, repeat medication requests will not be accepted over the phone. In line with Data Protection Guidelines we are also unable to accept requests via email.

It takes 2 working days to process a repeat prescription after we receive it. Give as much notice as possible to ensure you do not run out of medication. If you would prefer for your prescription to go to a local pharmacy, rather than collecting it, then please let the pharmacy know and they can arrange for it to be sent electronically to the pharmacy or they can collect.

# STRATWICKS PHARMACY

We operate a prescription collection service from all local surgeries and we also accept electronic prescriptions

Other services include:

- ◆ Private consultation area
- ◆ Medicines Use Reviews
- ◆ Advice on healthy lifestyle
- ◆ Delivery service for those in need
- ◆ Anti malarial services



- ◆ Unwanted medicine disposal
- ◆ Stop smoking service
- ◆ Vitamin D injections available
- ◆ Healthcare products and support for self-care
- ◆ Pregnancy testing
- ◆ Emergency contraception
- ◆ Health foods including gluten-free and diabetic
- ◆ Travel health advice and much more



**Stratwicks Pharmacy**  
 240 Northolt Road  
 South Harrow  
 Middlesex  
 HA2 8DU

(Opp. South Harrow tube station)  
 Tel/Fax: 020 8864 1183  
[stratwickspharmacy.co.uk](http://stratwickspharmacy.co.uk)

The pharmacist and trained staff are available to help and advise you on your medication. We are located in the heart of South Harrow.



**WE ARE OPEN FROM 9AM TO 6PM MON-FRI &  
 9AM TO 5.30PM ON SATURDAY**

# Results of Tests

The results of tests that have been requested by the doctor, for example blood tests, urine tests, or x-rays, can be obtained by phoning the Practice between 2.00pm and 4.00pm and selecting option 3. The receptionist will not be able to give you detailed results but will be able to tell you if the doctor has marked everything as normal. If the doctor needs to discuss the results with you in person, you will be asked to book an appointment to come back.

Please note that we do have a strict policy regarding confidentiality and data protection and are only able to give results to the patient they relate to, unless you have given prior permission for them to be released to another named person.

# Freedom Of Information Publication Scheme

Under the Freedom of Information Act 2000 we are required to produce a Publication Scheme. It details what information is available from us and in what format. A full copy of the publication scheme is available from Reception or by visiting our website.

# Patient Confidentiality and Data Protection

We ask you for personal information in order for you to receive appropriate care and treatment. This information will be recorded within your computer clinical records for future reference. We are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team.

We appreciate that on occasion a patient may wish to have more privacy when at the front desk. If you wish to talk to a Receptionist in private, please ask to have the discussion in a private room.

# Friends & Family Test

When you visit the practice you will be given the opportunity to give your feedback by answering whether you would recommend us to your friends and family. You also have the option to explain your answer. Your response is anonymous. You can complete one of the postcards in reception, and place it in the designated box, alternatively you can visit our website and provide your feedback online.

The results will be published on our website.

# Rules for certification of illness

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certificate form (SC2) which is available from your employer or on the HMRC website.

If you are sick for 7 days or more you will have to be seen by a doctor to obtain a sick certificate. If you require a sick certificate for an illness lasting less than 7 days this will be considered a private arrangement and a charge will therefore be made.

A list of all current charges is available from Reception or on our website.

## Telephoning your doctor

If you wish to speak to your Doctor you can leave a message and they will call you back at the end of their surgery.

## Change of Personal Details

If you change your name, address or telephone number or you intend to leave the area please inform reception. If you move outside our practice area you will be asked to register with a new doctor in your new area.

## Patient Group

Simpson House is committed to ensuring our patients are fully involved in the development of services. We believe that you have an important contribution to make in our future development.

The Patient Group was formed in 2011 with the following objectives;

- To work with the Practice on it's development.
- To represent the patients of the practice in the decision making process
- To put forward ideas which will help improve the service provided by the practice and the patient experience.

The group is now well established and meet quarterly. They also publish the Simpson Spectator, our Practice Newsletter, and organise a monthly Carers Coffee Morning. For more information about the group and the work they do or to find out how you can be part of the group please contact Reception or visit our website.

# Practice-based clinics and other services

## Antenatal Care

We provide full antenatal and postnatal care. The community midwife runs a clinic on Tuesdays at the surgery between 1.00 - 4.30pm. Dr's Paul, Malone, Hussain and Goldwater also run antenatal sessions any day in the week. Once you know you are pregnant, please see your doctors as soon as possible to discuss your care.

## Asthma and COPD

All patients with asthma or chronic bronchitis are advised to have a review of their care at least once a year. Clinics are run by the trained practice nurses who provide advice in terms of education, preventative measures, medication and general management of the illness. Clinics are held weekly by appointment.

## Baby Clinics

Dr Rozewicz undertakes 6 week baby checks and postnatal checks every Monday from 1.30-3.00pm. For a detailed list of the local health visitor run baby clinics please visit our website.

## Cervical Smear

Cervical screening is recommended at three yearly intervals between the ages of 25 and 65. These can be carried out by the Practice Nurses or a female GP if you prefer. All ladies eligible for a smear will receive an invite when their smear is due, at which point you should contact reception to make an appointment.

## Childhood Immunisations

We are committed to a policy of full immunisations for all children. Invitations will be sent to the parents of children registered with the practice when they are due for immunisation. Our nurses run dedicated Childhood immunisation clinics once a week. Appointments for these clinics are managed by our Team Leader, Janet. For the latest recommended schedule of immunisations please visit our website.

## Contraception/Family Planning

We provide a full contraceptive service including coil fitting, the pill, regular check-ups and emergency contraception. Appointments can be made during any surgery.

## Diabetic Nurse

All diabetic patients are advised to attend annually for a full check and to discuss management of their diabetes. Clinics are held weekly by appointment with our practice Nurse Sumita.



## **Flu Vaccinations**

Flu jabs are particularly recommended for patients with heart, lung or kidney disease, asthma, diabetes and patients aged 65 and over. Please contact reception in September for details of flu clinic dates.

## **Joint Injections**

Some patients with certain conditions e.g. confirmed osteoarthritis or tennis elbow, can benefit from joint injections under certain circumstances. Dr Goldwater runs a weekly joint injection clinic for patients that have been referred from their usual doctor or a member of the physiotherapy team.

## **Minor Ailments**

Many minor ailments can be treated at home. Your local pharmacist can give you professional advice about how to treat all sorts of everyday ailments without having to make an appointment with your doctor or nurse.

## **Minor Surgery**

Dr Malone and Dr Goldwater carry out minor surgical procedures on Tuesday mornings. If you need such treatment please consult with your GP who will advise whether the treatment may be safely dealt with in surgery or should be referred to hospital.

## **NHS Health Checks**

Our Practice Nurses and Healthcare Assistant offer NHS Health Checks to eligible patients between 40 and 74. For more information please visit our website.

## **Over 75 Clinics**

All patients over 75 who do not already attend the surgery for an annual review are welcome to book a health check with the health care assistant.

## **Stop Smoking Services**

The NHS have established 'Smokefree', a dedicated service to inform everyone of the dangers of smoking, the benefits of giving up and how they can help you kick the habit. Please contact the surgery for further information.

## **Travel Immunisations**

Please make an appointment at least 4 weeks in advance of your trip to ensure adequate cover. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges is held at reception. The Surgery is an authorised Yellow Fever Vaccination Centre.

# Practice Charter

The Practice Charter outlines the aims of the Practice and what we also request from our patients

## **Our Responsibilities to You;**

- We will treat you as an individual and give you courtesy and respect at all times.
- Ensure that patients are aware and in agreement with further investigations at a local or specialist hospital.
- Always explain proposed treatments and medication.
- Explain the reasons for taking pathology specimens.
- Understand and respect our patients' cultural and religious beliefs and their rights of privacy.
- Give our patients access to their medical records written after 1st November 1991, where appropriate.
- Ensure that our staff maintain strict confidentiality to these records and all other information.
- Endeavour to see patients on time and make sure no patient waits longer than 30 minutes without receiving an explanation for the delay.
- Provide a comfortable and relaxed atmosphere whilst waiting to be seen.
- Make sure all staff are easily identified.

## **Your Responsibility to Us;**

- To treat all our doctors and practice staff with courtesy and respect.
- Please arrive on time for your appointment, which is for one person only. If you need an appointment for another member of the family please inform reception.
- Please let us know if you are unable to keep an appointment; we can then offer this appointment to someone else.
- Please keep your phone call brief and avoid calling during the peak morning time for non-urgent matters.
- Please let us know if any of your contact details change (phone number)
- Please ask for home visits by the doctor only when the person is too ill to visit the surgery.
- Please read our practice booklet. This will help you to get the best out of the services we offer. It is important that you understand the information given to you. Please ask us questions if you are unsure of anything.
- Please do not use mobile phones in the surgery.

# Complaints procedure

We always endeavour to provide the best services possible, but there may be times when you feel this has not happened. In the first instance phone or write to our Practice Manager, Ashley Porter, who will investigate your complaint and respond to you within a time period agreed with you. If you are not satisfied with the reply you can take up your complaint with the Parliamentary and Health Service Ombudsman.

Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person.

A full copy of the Practice Complaints Procedure is available from Reception or on our website.

# Zero Tolerance Policy

Please remember we are here to help you and will not tolerate any form of abusive/threatening behaviour towards any member of staff at any time. If this happens your name may be removed from our patient list.

# Care Quality Commission and Harrow CCG

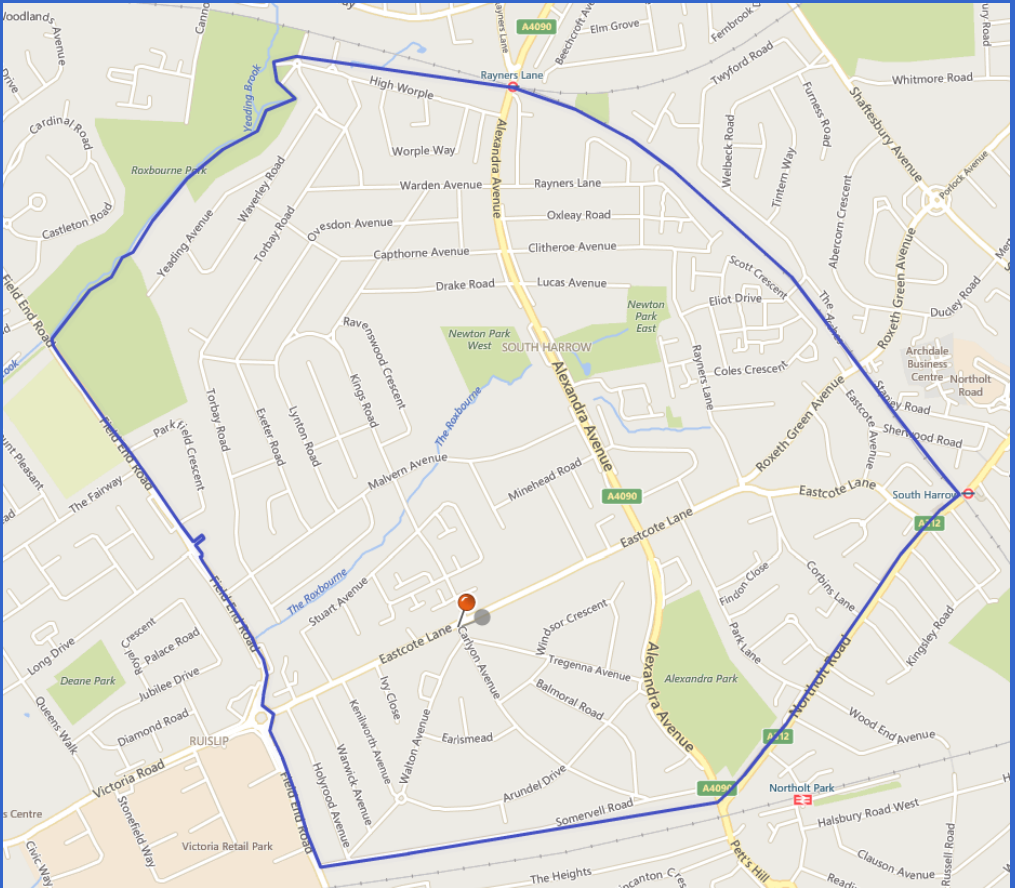
The Practice is registered with the Care Quality Commission (CQC) for the provision of GP services.

We are a member of the Harrow Clinical Commissioning Group, made up of 34 GP practices across Harrow.

# Directory of useful phone numbers

NHS111.....	111 or 020 3402 1111
Northwick Park Hospital.....	020 8864 3232
Harrow Social Services.....	020 8424 0999
Harrow CCG.....	020 8422 6644
Caryl Thomas Clinic.....	020 8863 7004
Alexandra Ave Walk-In Centre..	020 8966 6300
The Pinn Walk-In Centre.....	020 8866 5766
Urgent Care Centre.....	020 8869 3743

# Simpson House Medical Centre Catchment Area Map



[twitter.com/SimpsonHouseMC](https://twitter.com/SimpsonHouseMC)



[facebook.com/simpsonhousemc](https://facebook.com/simpsonhousemc)

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