

# The High Street Practice

## Patient Leaflet

**Telephone:** 01895 422292

**Opening hours: Monday** 8am until 8.30pm

**Tuesday to Friday:** 8am until 6.30pm

**For Emergencies at Evenings and weekends call:** 0300 130 3018 or 111

**Email:** [hillccg.highstreetpractice@nhs.net](mailto:hillccg.highstreetpractice@nhs.net)

**Website:** [www.highstreetpractice.com](http://www.highstreetpractice.com)

## Welcome

The High Street Practice Serves Yiewsley, West Drayton and parts of Cowley and Sipson. We do not go over the M4 or M25. Please see practice boundary over leaf. We accept patients who are within the black line.

We offer a full general practice service and run clinics for asthma, diabetes and COPD and for patients needing minor surgery.

At The High Street Practice we aim to treat promptly with courtesy and complete confidence.

If you live in our practice area and would like to register with us, please complete one of our registration forms that are available from our reception or online at [www.highstreetpractice.com](http://www.highstreetpractice.com).

As this is a single handed practice your named GP will be Dr Sagar Dhanani but you will be able to see which ever doctor your prefer.

### **Mission Statement**

“To provide a high quality, safe and effective service to our registered patient population.”

## Contacting us

### **The High Street practice**

Yiewsley Health Centre, 20 High Street, West Drayton, Middlesex UB7 7DP  
Tel: **01895 422292** Email: [hillccg.highstreetpractice@nhs.net](mailto:hillccg.highstreetpractice@nhs.net).

Opening hours: Monday 8am to 8.30pm, Tuesday to Friday 8am to 6.30pm.

### **Evenings and weekends**

For urgent advice and treatment when our practice is closed call Care UK on **0300 130 3018** or **NHS Direct 111**.

## Our Practice Area

### Complaints

The High Street Practice 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 to whomever you feel most comfortable – your GP, our practice manager or our reception staff will be happy to help.

In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised as you would wish, you can call NHS England on 0300 311 2233.

### Your Local CCG

The area served by The High Street Practice is in the district covered by Hillingdon Clinical Commissioning Group.

Hillingdon Clinical Commissioning Group is responsible for ensuring you get all the services you need. For details of all primary care services in the area, look at Your CCG Guide to Primary Care Services at <http://www.hillingdonccg.nhs.uk/>

### Patients with particular needs

Our surgery is accessible to patients using a wheelchair. We also have two parking spaces outside the back of the building which are reserved for patients displaying a disabled sticker.

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.

### Patient Privacy Notice

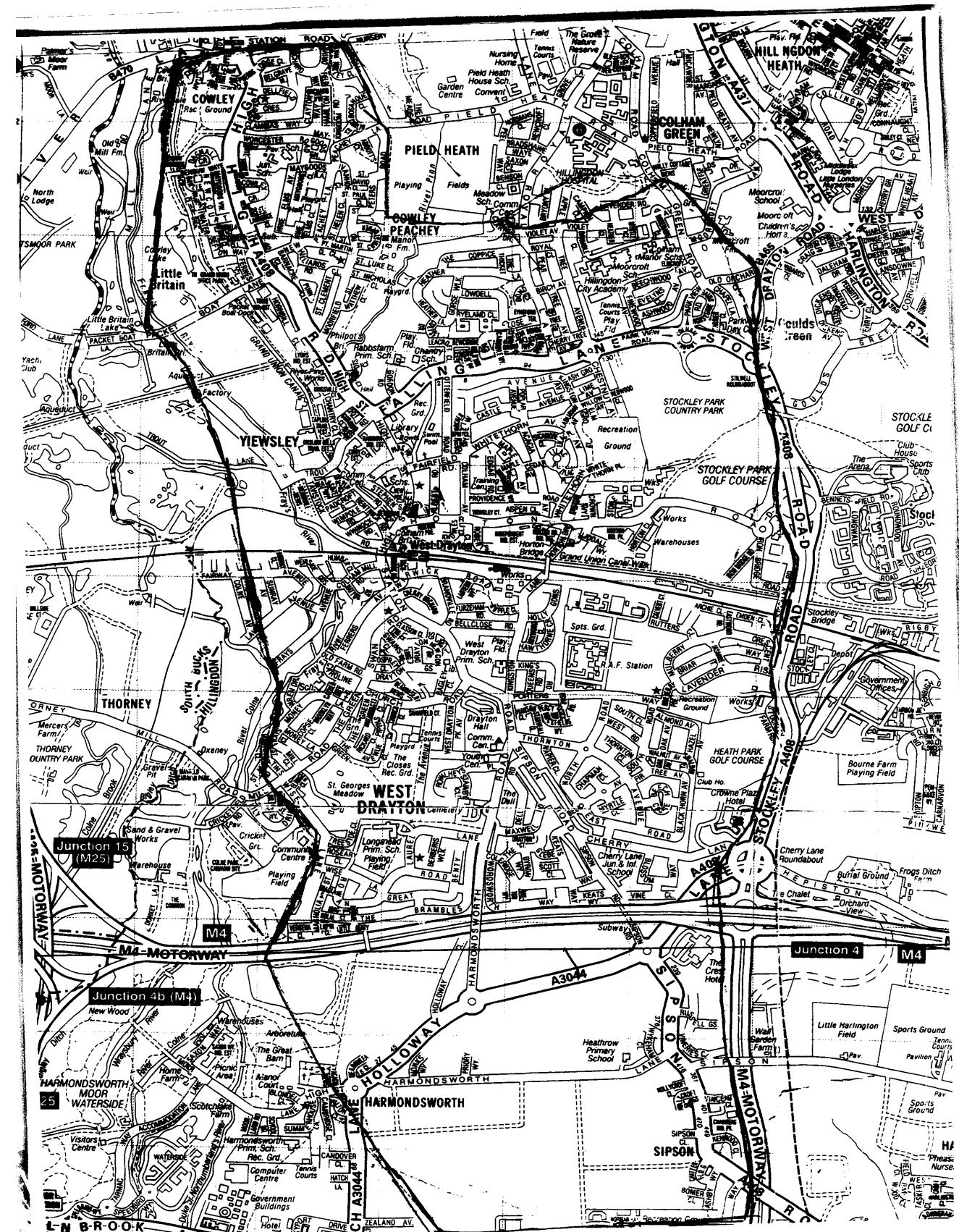
Please familiarize yourself with this notice. It can be located on our website. [www.highstreetpractice.com](http://www.highstreetpractice.com). If you require a copy please let us know and we can provide this for you. This informs you of what information we collect and process about you.

### Patient confidentiality

We respect your right to privacy and keep all your health information confidential and secure.

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 call the surgery to arrange this.



**Opening Times at  
The High Street Practice  
Reception**

Day	Morning	Afternoon
Monday	8.30am to 1pm	2.00pm to 8.30pm
Tuesday	8.30am to 1pm	1.30pm to 6.30pm
Wednesday	8.30am to 1pm	1.30pm to 6.30pm
Thursday	8.30am to 1pm	1.30pm to 6.30pm
Friday	8.30am to 1pm	1.30pm to 6.30pm
Saturday	Closed	Closed
Sunday	Closed	Closed

**Telephone**

Day	Morning	Afternoon
Monday	8.00am to 1pm	2.00pm to 8.30pm
Tuesday	8.00am to 1pm	2.00pm to 6.00pm
Wednesday	8.00am to 1pm	2.00pm to 6.00pm
Thursday	8.00am to 1pm	2.00pm to 6.00pm
Friday	8.00am to 1pm	2.00pm to 6.00pm
Saturday	Closed	Closed
Sunday	Closed	Closed

**The Team**

**Our Doctors**

**Dr. Sagar Dhanani** (male)  
Principal GP  
MB BS, MRCGP

Dr. Dhanani has been with the practice since 2005. He offers a full range of general practice care to his patients.

**Dr. Ibtihal Hussein** (female)

Dr. Hussein has been with the practice since 2010 As well as offering a full range of general practice care to her patients,. She has a particular interest in diabetic medicine.

**Dr Jyoti Singh** (female)

Dr Singh offers a full range of general practice care to her patients. She has been with the practice since April 2016

**Our Nursing Team**

Our highly qualified nurses deal with a range of conditions and health concerns. They examine patients, make a diagnosis and plan care. They are experts in many areas of disease management such as diabetes and asthma.

**Ms Donna Fleming**

**Miss Rebecca Mandimutsira**

**Practice Manager**

Laura Tyrrell will be able to help you with any administrative problems you may have with the way our practice is run.

**Reception staff**

Susan, Janice, Sally and Helen are here to help you. They answer the phone, and deal with enquiries amongst many other things at the desk.

**Secretary**

Karen

**Administrators**

Mamta  
Joanne

- ☒ Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- ☒ Mild laxatives
- ☒ Anti-diarrhoeal medicines
- ☒ Rehydration mixture
- ☒ Indigestion remedy (for example, antacids)
- ☒ Travel sickness tablets
- ☒ Sunscreen – SPF15 or higher
- ☒ Sunburn treatment (for example, calamine)
- ☒ Tweezers and sharp scissors
- ☒ A thermometer
- ☒ A selection of plasters, non- absorbent cotton wool, elastic bandages and dressings

### Remember

- ☒ Keep the medicine in a secure, locked place out of reach of small children.
- ☒ Always read the instructions and use the suggested dose
- ☒ Watch expiry dates – don't keep or use medicines past their sell-by date
- ☒ Take all unwanted and out-of-date medicines back to the pharmacy

### Your local pharmacist

Your local pharmacist will be able to give you free health advice at any time – you don't need an appointment. Many pharmacies operate extended hours on a rota basis. Call NHS Direct for details.

### Walk-in Centre

You can also see an experienced nurse for treatment of minor injuries and illnesses, 24 hours a day, seven days a week, at Hillingdon Hospital Urgent Care Centre. You do not need an appointment.

### NHS 111

NHS 111 offers free expert health information and advice 24-hours a day. For deaf people and those hard of hearing, a telephone service is available on **0845 606 4647**. If English is not your preferred language, you can choose to use a confidential translation service.

### Accident and emergency/999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call **999**. Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

## Appointments

Ring our main switchboard number on 01895 422292 to **book an appointment**. You can also book online via patient access. Your own personalized log in details can be picked up from reception.

**Urgent cases** are dealt with on the day via appointment or telephone call.

If your condition is **non-urgent**, you can expect to see a GP within 3-5 working days, though you may have to wait longer if you want to see a particular GP. If you don't need an appointment within two working days you also have an option to book up to 4 weeks in advance if this is more convenient for you.

You can book to have a **telephone consultation** with a doctor on a Tuesday, Wednesday and Thursday morning. They will call you back before 9 am on the telephone number you have given. If they need to see you they will ask you to come to surgery that same day or book an appointment more convenient for you. We also offer some telephone triage appointments for emergencies in the afternoons.

Let us know if more than one person in the family needs to be seen. We can give you a longer appointment if necessary. Tell us if you want someone to accompany you during an examination. We can ask a chaperone to attend with you. We can also offer a private room if you need to talk to us in confidence

### Late Evening Clinic

Late evening appointments are available on Monday evenings with a doctor or a nurse. There are doctors appointments available from 6.30pm to 8.30pm and Nurse appointment between 6.30pm and 8pm.

#### How you can help us:

- Be on time for your appointment. If you are more than 10 minutes late you may not be seen.
- Tell us if you need to cancel
- Call for a home visit or urgent appointment before 10am.
- Call for test results after 3pm.

### Repeated Non-Attendance

If patients repeatedly do not attend appointments they will be sent a warning letter after 2 appointments. If they fail to attend another appointment a further warning letter will be sent. If it happens again they will be removed from our list and asked to attend another GP practice in the area. Failure to attend wastes time and these appointments could have been offered to another patient.

### Home visits

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However, we can visit you at home if your condition means you cannot attend our practice. Please ring before 10am to arrange a visit and let us know if your condition is urgent.

### Evenings and Weekends

Doctors offer registered patients with our practice a full GP service when our practice is closed. For urgent advice and treatment call NHS 111 or Care UK on 0300 130 3

### Repeat prescriptions

If you take medication on a long-term basis, you can ask for a repeat prescription via your regular pharmacist, online via [www.highstreetpractice.com](http://www.highstreetpractice.com) or in writing handed into the receptionist desk. **We do NOT accept prescription requests over the phone.**

Your prescription will be available for you to pick up within a maximum of 48 hours or if you use a regular pharmacy we can send your prescription to them electronically via the Electronic Prescribing Service (EPS)

### Specialist and hospital care

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will ask you where and when you would like to go. They can then book your appointment electronically via e-referrals.

If you would prefer to have some time to think before deciding where and when to have treatment, you will be offered the option of calling the practice later

### Zero Tolerance Policy

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.

## CLINCS

We offer a wide variety of general practice services as follows:

### Child health and immunisations

Child Immunisations can be booked with two nurses at the practice

### Paediatric Matron

We have a paediatric matron who treats children's up to the age of 16 for all acute illnesses.

### Travel Clinic

Can be booked with our practice nurses in their clinics

### Diabetes

Can be booked with our diabetic nurses.

This clinic offers advice and general health check-ups to patients diagnosed with diabetes.

### Asthma

Can be booked with our practice nurses in their clinics.

### Chronic Obstructive Pulmonary Disease

COPD sufferers can come to this clinic for advice and support from our nurse who specializes in COPD care.

### Stop Smoking

Can be booked with our nurses in their clinics or you can call to make an appointment over the phone.

Our nurses give advice and support to patients trying to give up smoking.

### Six Week Checks

These appointments are offered via post to see a doctor for your newborn's 6-8 week check and first immunisations as well as mum's post natal check. If you do not hear from us after 12 weeks of your newborn's birth please call the surgery.

### Other Local Services

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you keep the following: