Welcome to the Practice

We have updated our practice leaflet in 2014 to give you information on the services we provide, plus other useful information about the local NHS and staying healthy.

Brook Green is a NHS General Practice situated between Hammersmith and Kensington in a converted Edwardian House overlooking Brook Green.

We take pride in being a small and friendly practice, and in offering the best possible service to our patients without compromising the personal touch.

Registering with us

Please ask at reception for full details on how to register or look on our website (www.brookgreensurgery.nhs.uk) where you can register online.

<table>
<thead>
<tr>
<th>Clinical &amp; Management Team</th>
<th>Reception &amp; Admin Team</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr Slater, MB BS, DCH, MRCGP</td>
<td>Adelaide Franca</td>
</tr>
<tr>
<td>Dr Skinner, MB BS, MRCGP</td>
<td>Bini Shkumbin</td>
</tr>
<tr>
<td>Ann Hall, Practice Manager</td>
<td>Alishia Dear</td>
</tr>
<tr>
<td>Susy Rodrigues-Wilson, Practice Nurse</td>
<td>Monika Lisowska</td>
</tr>
<tr>
<td>Claire Smith, Practice Nurse</td>
<td>Ahmad Syed</td>
</tr>
<tr>
<td></td>
<td>Jolanta Sobanska, HCA</td>
</tr>
</tbody>
</table>
**Community Nursing**

There are district nurses, health visitors and a range of other specialist community nursing services available through the practice. Referrals can be made by the doctor, practice nurse and in some cases directly by patients. If you would like more information please ask at reception.

**Getting in Touch**

**Contacting Us:**  
Tel: 020 7603 7563  
Fax: 020 3311 5335  
Email: hafccg.brookgreensurgery@nhs.net

**Contacting you:**

We may need to contact you with updates on the practice invitations to screening appointments or other important information. So it is vital that we have your correct contact details. If you move house within our area please let us know the new address.

**Text reminders/alerts**

We may also use text messages to send appointment reminders and other information direct to patients’ mobile phones. The service allows you to cancel appointments quickly and easily if you need to. Ask at reception to find out more and sign up. You can stop using the service at any time you wish.

**MAKING AN APPOINTMENT**

The surgery offers a range of GP and nursing appointments. Emergency appointments and telephone consultations are available. Please call reception to book or book directly online or use our automated telephone booking system.
Local Repeat Dispensing

We now have arrangements with a number of chemists who can dispense medications directly after they have been authorised by one of the doctors. If you are interested in this service please ask your next consultation.

Electronic Prescription Service (EPS)

EPS is a new service which is being launched in the near future which enables prescribers - such as GPs - to send prescriptions electronically to a dispenser (such as a pharmacy) of the patient's choice. This makes the prescribing and dispensing process more efficient and convenient for patients and staff. We will advertise this service in the surgery and on our website once it is up and running.

Test results
Please call reception from Monday to Friday between 8am-8pm. The receptionists will be able to tell you if your result is back and pass on any messages which the doctors have left. Blood tests are often back within five days but can take up to one week. You should allow ten days for an X-ray result.

Repeat Prescriptions

If a regular medication is required and it is not necessary to see the doctor or nurse you can get a repeat prescription form issued. The left side of the form is for your usual prescription, the right side is the repeat prescription and this will list all the medications you are allowed. In order to make a request, tear off the left side of the order form, put a tick next to the medication you require and leave it at reception. Within 48 working hours a prescription and a new order form will be waiting for you to collect.
Please request these prescriptions using the form provided and remember to give 48 working hours’ notice. If you prefer, you can enclose a stamped addressed envelope and we will post the prescription to you. The repeat prescription intervals may vary from one to six months and your doctor will arrange to review your condition and appropriate times depending on the medication you require and whether or not your condition is stable.

GETTING IN TOUCH

We have extended our opening hours to offer patients more choice and convenience we have put extra clinics in the evenings from Monday to Friday and are now open on Saturday morning.

Opening Hours: Monday to Friday 8am-8pm and Saturday 9am-11am.

When the practice is closed:

When the surgery is closed, calls are taken by our Out of Hours Service. Outside of normal surgery hours, routine matters should be deferred to the following working day. However, if you have an urgent problem which cannot wait until the surgery next opens, call us or call 111.

Weekends

A new Hammersmith & Fulham service has been set up by our GPs from 6th December 2014 onwards for the delivery of urgent care to patients who become unwell and need to access services after their own practices close at the weekend. This service will be offered at 5 local Surgeries covering all the Surgeries in the Borough. Patients will be able to phone before they go and book an appointment at weekends at any of the 5 GP practice locations by contacting the Single Point of Access number:

Tel: 03000 333 666.
CLINICS

Our surgery offers a full range of healthcare advice and services for:

<table>
<thead>
<tr>
<th>Advice: diet, exercise, HRT, lifestyle, menopause &amp; travel,</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ante-natal and post natal care</td>
</tr>
<tr>
<td>Chronic disease management: asthma, COPD, diabetes &amp; hypertension</td>
</tr>
<tr>
<td>Clinics: Childhood immunisation, health visitor, NHS health checks &amp; smoking cessation</td>
</tr>
<tr>
<td>Family planning (contraception)</td>
</tr>
<tr>
<td>Immunisations: childhood, national campaigns &amp; travel</td>
</tr>
<tr>
<td>Medication monitoring: anticoagulation &amp; methotrexate</td>
</tr>
<tr>
<td>Minor surgery procedures</td>
</tr>
<tr>
<td>Screening: chlamydia &amp; cervical (smear)</td>
</tr>
<tr>
<td>Wound management</td>
</tr>
</tbody>
</table>

CHILDHOOD IMMUNISATIONS

Between the ages of 2 months and 3 years 4 months children should have a programme of immunisations to protect against:

<table>
<thead>
<tr>
<th>2 months old</th>
<th>Diphtheria, tetanus, pertussis, polio &amp; haemophilus influenzae type b (Hib), Pneumococcal, Rotavirus</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 months old</td>
<td>Diphtheria, tetanus, pertussis, polio &amp; haemophilus influenzae type b (Hib), Meningitis C, Rotavirus</td>
</tr>
<tr>
<td>4 months old</td>
<td>Diphtheria, tetanus, pertussis, polio &amp; haemophilus influenzae type b (Hib), Pneumococcal</td>
</tr>
<tr>
<td>12-13 months old</td>
<td>Hib/Men C, Pneumococcal, Measles, mumps &amp; rubella</td>
</tr>
<tr>
<td>3 years 4 months old</td>
<td>Diphtheria, tetanus, pertussis &amp; polio Measles, mumps &amp; rubella</td>
</tr>
</tbody>
</table>
Girls aged 12 to 13 are offered the HPV vaccine (at school) to protect against cervical cancer later in life. If you think your daughter has missed the vaccine please contact the surgery.

Boys and girls aged around 14 should also have a diphtheria, tetanus, polio & men C booster at school.

**Non-routine Immunisations**

Immunisations to protect against TB and Hepatitis B and Influenza are offered only where children are considered at high risk.

**ADULT IMMUNISATIONS**

Flu vaccine is offered to those who meet one of the following criteria: over 65 years, with a chronic disease, pregnant, carers and who work in close contact with poultry. Flu clinics begin in October; patients eligible for the free vaccine will be contacted directly.

Pneumococcal vaccine is offered to those who meet one of the following criteria: over 65 years or with a chronic disease. The vaccine protects against a range of illnesses such as pneumonia, septicaemia and meningitis, when these are caused by the bacterium Streptococcus pneumonia.

Shingles vaccine is offered to those aged 70, 78 and 79 years of age. The vaccine protects against the reactivation of the herpes zoster virus which can lead to post herpetic neuralgia (nerve pain).

Full details are available at www.immunisations.nhs.uk
**SCREENING**

The NHS offers routine screening for some of the most common cancers. Screening can pick up problems early, sometimes even before they develop into cancer. Screening saves lives and we strongly recommend that everyone accepts invitations to screening appointments. The following are screening programmes organised and administered by Regional NHS:

Abdominal aortic aneurysm - Men aged 65 are invited for screening.

Bowel - Men and women aged 60 to 69 are offered screening. The programme uses a simple self-testing kit which patients do at home and post back for analysis. Results are returned within two weeks.

Breast - Women aged over 50 are invited for breast screening every three years. Contact 0203 313 6644 for an appointment if you are 50 and have not yet received your invitation.

Cervical - Woman aged 25 to 65 are invited for screening (smear test). From age 25 to 49 screening is every three years. From age 50 to 64 it is every five years. After 65 only women who have not been screened since 50 or have had an abnormal screen need to continue.

<table>
<thead>
<tr>
<th>Vascular screening</th>
<th>Chlamydia</th>
</tr>
</thead>
<tbody>
<tr>
<td>From April 2009 the NHS has rolled out vascular screening for everyone aged 40 to 74. The screening will involve a series of simple checks including blood pressure and cholesterol plus questions about lifestyle. The aim is to identify people at risk of serious illnesses such as stroke, diabetes, heart disease and offer advice and where appropriate treatment to reduce the risk. If you are over 40 look out for more details or ask your doctor at your next appointment.</td>
<td>Chlamydia is a very common sexually transmitted disease – one in ten sexually active people are believed to have it. There are often no symptoms but if left untreated it can cause infertility and other health problems. Testing is done by a quick urine sample and is free for all 16-24 year olds. Treatment is a single tablet of antibiotics. Ask the doctor or practice nurse if you would like a test or visit <a href="http://www.check-kit.org.uk">www.check-kit.org.uk</a> to request a confidential postal testing kit.</td>
</tr>
</tbody>
</table>
LOOKING AFTER YOURSELF

We all get ill or have little accidents from time to time. Having a well stocked medicine box/first aid kit at home is essential. Things to have close at hand include:

- Plasters
- Paracetamol tablets (500mg (or liquid/sachets suitable for your children)
- Thermometer (preferably digital)
- Tweezers
- Cream/spray for soothing bites or stings
- A thermometer is very handy because NHS direct or your GP out of hour’s service can give you better advice if you can tell them your temperature over the phone.

COMMON ILLNESSES AND INJURIES

Below are some common health problems and advice on how you treat them or where to go for help.

Cough, colds and sore throats

Everyday coughs and colds are best treated with rest, plenty of fluids and over the counter medicines from your pharmacy. If you’re still feeling ill after 5 days come in and see us.

Fevers

A significant fever normally means a temperature of 38C (100F) or more. Fever is often due to flu but it can be the sign of more serious problems.

Cuts

For small shallow cuts that do not gape all you need is a plaster. If it’s too deep or large, wrap the wound as best you can (keeping it as clean as possible) and go to a walk-in/minor injuries service.
Burns
Unless it is a very small burn always seek medical help. Cool burns under running cold water for 10-20 minutes. Minor burns can be treated by walk-in/minor injuries services. For serious burns, including ones caused by electric shocks, always call 999.

Insect bites and stings
Pharmacists can recommend treatment to soothe the stings. If a bite or sting has become infected visit your nearest walk-in centre. If someone has a severe allergic reaction to a sting call 999 immediately.

Emergency contraception
We can discuss and prescribe the ‘morning after’ pill. If the surgery is closed, emergency contraception is available from the out-of-hours service, walk-in centres and pharmacies.

Head Injuries
For minor head injuries call 111 or go to a walk-in/minor injuries service. If someone has been knocked unconscious or there is any danger of neck or spine injuries always call 999.

Broken bones
Minor breaks can be treated at St Charles Minor Injuries Unit. Serious breaks should always be treated at an A&E. Call for an ambulance rather than moving the person yourself, unless it is essential to get someone away from further danger.

Winter Vomiting Virus (Norovirus)
Every year an unpleasant bug called Norovirus causes outbreaks of ‘winter vomiting’. The symptoms are a sudden attack of vomiting, often accompanied by watery diarrhoea and stomach cramps. It doesn’t normally lead to any long term or serious health problems and clears up on its own in a few days. The main concern is becoming dehydrated so drink plenty of fluids.
However, it is highly contagious so it is important to keep yourself away from others where possible until 48 hours have passed since your last bout of diarrhoea and vomiting. Please avoid coming into the surgery or going to A&E.

**IAPT (Increasing Access to Psychological Services)**

A free, confidential service to help overcome stress, anxiety and emotional difficulties. The local IAPT team can now see patients who self-refer to their services. There are posters and leaflets with further details about this service at the surgery. IAPT can be contacted directly on tel: 0300 123 1156 to ask for an appointment with a counsellor.

**LOOKING AFTER YOURSELF**

**Long Term Conditions**

Routine vascular screening will help identify undiagnosed long-term conditions such as diabetes and high blood pressure. However, we can test for these illnesses at any time. If you think you may be at risk it is best to speak to a doctor or the practice nurse.

**Diabetes**

Diabetes is serious. If left untreated it can lead to heart disease, blindness, kidney failure and other life-threatening complications. But if it is diagnosed early you can greatly reduce the risk of serious health problems. Type 2 diabetes is the most common. Risk factors include a family history of the illness, being overweight, high blood pressure and severe mental health problems. Age and ethnicity are also risk factors. Risk increase with age and people from Black, Asian and other minority ethnic groups are more at risk. For details visit Diabetes UK’s website at www.diabetes.org.uk
High Blood Pressure

High blood pressure increases the risk of heart attack, stroke, diabetes and a range of other conditions. It often has no symptoms and is known as the silent killer. The test is quick, and changes to your lifestyle (or medication if necessary) can bring your blood pressure back to normal levels. Ask the doctor or practice nurse to test your blood pressure next time you see them. For more information visit the Blood Pressure Association website at www.bpassoc.org.uk

Sickle Cell

Sickle Cell is a genetic (inherited) blood disorder that mainly affects people from African, African-Caribbean, Asian or Mediterranean backgrounds. A simple blood test can diagnose the condition. There is a national screening programme to test pregnant women and new-born babies. For more information visit the Sickle Cell Society website at www.sicklecellsociety.org

DENTISTRY

There is plenty of NHS dentistry available locally. You can search for a dentist at www.nhs.uk

If you haven’t seen a dentist for some time you should book a visit soon. Your dentist will then tell you how often you should have check-ups; which could be between every 3 months to 2 years depending on the condition of your teeth.

HELP TO STOP SMOKING

If you would like to stop smoking the NHS can help. You can get free advice from trained stop smoking advisors plus nicotine replacement therapy products at prescription prices. There is a stop smoking advisor available in the surgery. Ask at reception for details.
CHOOSING YOUR HOSPITAL

If you need to be referred to see a specialist, you can now choose to get your treatment at any hospital that meets NHS standards. You can also book an appointment date and time that is convenient for you.

You can make your choice based on what is important to you, for example, a hospital’s reputation, shortest waiting times, cleanest wards, most convenient location or anything else. We’ll be happy to give a recommendation if you wish but it is your choice.

To help you choose there is information on the NHS Choices website at www.nhs.uk. You can compare hospitals on cleanliness, patient feedback, the overall quality of service, the respect and dignity given to patients and distance from your home. You can also see comments left by patients, and after your treatment you can leave feedback on the website to help other people choose.

Booking a hospital appointment

We use a computer system called Choose & Book which gives our doctors immediate access to hospital clinic diaries. If you make your choice straight away you’ll be able to look at the diary with the GP and pick a slot that suits you.

If you need time to choose a hospital or check which date would suit you best we will give you a reference number. When you’ve made your choice you simply call the national appointments line on 0845 608 8888 or book online at www.chooseandbook.co.uk

Outpatients: The recommended method for referring new outpatients to the Trust is through Choose and Book wherever possible. The central booking office also provides referral and appointment management support for the majority of specialities at each of the Trust’s hospitals: Charing Cross, Hammersmith, St Mary’s, St Charles and the Western Eye Hospitals. For enquiries please contact the call centre service on 020 331 350000 or email: imperial.appointments@imperial.nhs.uk.
Can I go to a private hospital?

Yes. The NHS now has contracts with many private hospitals to provide the care people need. Private hospitals with such arrangements are listed on www.nhs.uk.

How long will I have to wait?

Hospital waiting times have reduced dramatically in recent years. Exact waits vary depending on the hospital and the speciality you need, but in most cases you should be treated within 18 weeks of your referral.

Can I choose for every type of treatment?

Not quite. If there is something we think should be investigated urgently the wait is normally no more than 2 weeks and a choice of hospitals is not available. At present maternity services and mental health care are not included in the patient choice programme either. Find out more about patient choice at www.nhs.uk.

USE OF AND ACCESS TO INFORMATION

We collect and hold information about you to help us to give you the correct care and treatment. The information is kept on computer and paper records. All information is strictly confidential, and staff are required and trained to respect their duty of confidentiality to you.

Your records include basic details such as your address, ethnic group and next of kin. They also contain facts about your health, including appointments and test results. They may also contain information based on the professional opinion of the staff caring for you.

To make sure you receive all the care and treatment you need we might share relevant information about you with other healthcare professionals. This is only done when it is essential and high standards of confidentiality are maintained at all times. Please let us know if you have any objections about your information being shared. For further information see our fair processing notice.
Reviewing your medical records

Under the Data Protection Act 1998, you have a legal right to access your health records. If you would like to see your medical records please ask reception about the process. You can come into the practice to review computer help records. For paper records you can look at them in the practice or request photocopies.

Records referring to the last 40 days are available free of charge. For older records an administration charge to cover staff time, photocopying etc may apply.; for records held on computer the charge is up to £10, for paper records the charge is up to a maximum of £50 (in total). Limiting the date range of the records you wish to see will help keep administration charges down i.e. asking to see records from 2010-2014.

More information about access to medical records is available at www.nhs.uk. For details on your rights to access information visit www.ico.gov.uk

Copies of Letters

From time to time we will write letters to other clinicians about the care you are receiving for example referral letters. If you would like to be sent copies of such letters please ask at your next appointment.

Freedom of Information

As part of the Freedom of Information Act 2000 the practice has a publications scheme which outlines types of information we make available to the public (this does not include any patient information). A copy of the scheme is available from reception.
THE NHS CONSTITUTION

In January 2009 the NHS published its first constitution. It brings together in one place for the first time in history of the NHS what staff, patients and public can expect from the NHS. As well as capturing the purpose, principles and values of the NHS, the constitution brings together a number of rights, pledges and responsibilities for staff and patients alike.

The Constitution and accompanying handbook are available at www.nhs.uk

Teaching Practice

We are a teaching practice and occasionally have medical students sitting in during consultations. If this is the case you will always be told in advance and asked if you have any objection.

Disabled Access

There are handrails to help patients with steps and we have a portable ramp to allow wheelchair access to the ground floor (please advise reception when making an appointment if you will need the ramp).

Equality

We do not discriminate against any person on the grounds of race, gender, social class, age, religion, sexual orientation, disability or medical condition.
Patient Representative Group

We have an active Patient Participation Group which meets twice a year to discuss future developments at the Surgery and give feedback and offer comments and suggestions. We also have a Virtual Patient Representative Group which is contacted by email to discuss future developments at the Surgery and give feedback and offer comments and suggestions. Please call the Practice Manager if you would be interested in joining either of these groups.

Complaints, Suggestions and Compliments

We value our patients’ feedback, good and bad. We hope you will always be satisfied with the care and support we provide; but if you are not pleased let us know. Call or write to the Practice Manager and we will do our best to resolve your concerns.

The NHS has a formal complaints process which requires us to investigate and provide a response. If you are not satisfied with our response there are further steps you can take.

INTERPRETING SERVICE

If you do not speak English with enough confidence to talk about medical problems we can arrange a professional interpreter free of charge. We need at least 24 hours’ notice to book at interpreter. A telephone service is available for urgent/emergency appointments.
FAMILY & FRIENDS TEST

Brook Green Surgery will be introducing a new initiative on 1st December 2014 called the Family & Friends test. This will give an opportunity for patients to give feedback each time they have contact with the surgery. This could include a surgery visit, appointment, telephone consultation or home visit. Patients will:

- Have the right to provide feedback at any point during their care and treatment.
- Can use the FFT data alongside other publically available data sets to inform decision making and personal choices.
- Can challenge healthcare organisations if they are not provided with the opportunity to provide feedback.
- Can see visible evidence in public places to demonstrate what actions have been taken as a result of feedback.
- Can ask healthcare organisations to explain what improvements have been made as a result of feedback if this information is not transparent.

PRIVATE GENERAL PRACTICE

At Brook Green Surgery we can offer private GP consultations and home visits for patients of all ages, covering any acute or ongoing health problem. We can provide a range of services including: private GP care, travel advice and vaccines and a range of private forms/reports and examinations. A list of fees for these services is available from our reception team or can be found on our website: www.brookgreensurgery.nhs.uk under Clinics & Services, Non NHS Charges.