

The Mapesbury Medical Group

Windmill Branch
65 Shoot Up Hill
NW2 3PS

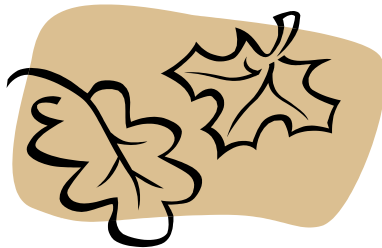
Broadway Branch
60 Cricklewood Broadway
NW2 3ET

Tel: 020 8452 7646

Email : nhsnwl.mmg@nhs.net

www.mapesburymedicalgroup.co.uk

Welcome to the Mapesbury Medical Group



Dr M Skelker (F)

Dr C Chung (M)

Dr Jacqueline Liew (F)

Dr P Patel (M)

Dr Mariana Abdelsaid (F)

Dr Manoj Patel (M)

Our Aim is to provide a high quality service in a pleasant environment.

We have 2 practice nurses who carries out a wide range of nursing procedures. They are able to answer general medical queries and, perform a variety of well-person screening assessments.

We have a reception manager and a team of 8 receptionists and 3 office administrators who are able to answer non-medical queries. Some of our receptionists/ administrators are also trained as phlebotomists and healthcare assistants.

The Practice Manager, **Elaine King**, oversees the running and development of the practice.

Mapesbury Medical Group is a non-limited partnership , we occasionally have medical students present.

Registering at the Practice

To register at the practice, we ask that you can confirm that you live within the catchment area. A map is available at the reception desk or on our website. Ideally a recent household bill and photo I.D (e.g. passport or photo driving licence) is also needed to register. As part of the registration process, you must complete a form and a health questionnaire.

The practice does not discriminate against patients on grounds of ethnic origin, religious belief, disability, gender or on the nature of your health problems.

Changes to your contact details

It is essential that you inform the practice of any changes to your name, address or telephone numbers so that we can contact you (e.g. with urgent results or to cancel an appointment due to staff absence).

Opening times and making appointments

The practice is open:

Monday: 8.00 am- 6.30pm
Tuesday: 8.00 am- 6.30 pm
Wednesday: 8.00 am- 6.30 pm
Thursday: 8.00 am- 6.30 pm
Friday: 8.00 am- 6.30 pm

During these times the receptionists will be happy to book appointments, organise repeat prescription requests and help with any queries.

Appointment System

If you would like an appointment for any of our services call the practice number **020 8452 7646**.

Surgeries run at various times in the morning and afternoon, Monday to Friday.

Please see “Out of Hours” for details of appointments when we are closed.

If you would like to see a particular doctor please inform the receptionist and we will do our best to accommodate you. If you have an on-going medical problem please try and visit the same doctor each time. This will help to improve the continuity of your care.

If more than one member of your family wishes to be seen please inform the receptionist as you will need more than one appointment.

Young children must be accompanied by a responsible adult.

Young people under the age of 16 may be seen alone, but cannot have investigations (e.g. blood tests or x-rays) without a responsible adult present.

Appointments

Currently we are offering face to face appointments ,as well as routine telephone appointments. Video consultations are also available.

We offer urgent telephone appointments with the on-call doctor, who will ask you to come in if they feel necessary.

We also offer online consultations—please visit our website.

Cancelling appointments

If you have made an appointment that you no longer need please call us to cancel it so that it becomes available for another patient. If you do not , you run the risk of being removed from the Practice.

Text Messages

We use text messages for general information, messages from your doctor, the practice and for NHS Information.

If you do not wish to receive text messages, please let us know.

Online Access

You can now book appointments, request your repeat prescription and view your medical records online- you will need to bring photo ID with you to reception who will register you for this service.

Viewing your medical records online requires a separate application form- please ask reception for details.

Home Visits

If you are housebound (i.e. unable to get to the surgery) and feel that you may need to see a doctor, please ring the surgery as early in the day as possible, preferably before 11.00am. The receptionist will arrange for you to speak directly to a doctor to discuss your needs.

Parking

We have a small car park at the Windmill branch. This is available for staff and disabled patients **only**. There are metered parking spaces available on neighbouring streets.

Disabled Access

There is a ramp to the side of the main entrance at the Windmill Branch for those who cannot use the front steps. Unfortunately the present layout of the building does not allow us to provide a disabled toilet.

Disabled facilities are however available at our Broadway branch, please go to the side door on Skardu Road and ring the door bell. Parking at the front of the Windmill branch is available to disabled patients, however we cannot guarantee that a space will be vacant when you arrive.

Communication and Accessibility

If you do require a foreign language or British Sign Language interpreter for your appointment, please let us know when booking so that this can be organised.

We have a large print version of this booklet in the waiting room, along with other information and if requested we may be able to organise specific leaflets in braille.

We also have a hearing loop in reception if needed.

Please tell your doctor or reception if you need any information in a different format or that you need any support with communication to and from us.

Out of Hours Services

If you have an urgent medical problem which cannot wait until the surgery re-opens, please call the **NHS 111 Service** by dialling **111**.

NHS 111 is free to call from both landlines and mobiles.

When you call the NHS 111 Service you will be asked some questions about your symptoms so that you can be directed to the local service that can help you best.

If for any reason, you are unable to access NHS 111 by dialling 111, please call **020 3402 1111** instead. Calls to this number are charged at your networks standard rates.

You can obtain more information about NHS 111 by visiting 'www.nhs.uk/111'.

You can also share your experiences of using NHS 111 by visiting 'www.careopinion.org.uk'.

GP Extended Access Hub Service

This service is open 7 days a week.

Please call 033 3321 2084 to make a telephone appointment.

These details are available on the practice telephone answering machine when we are closed.

Ambulance Service

In an extreme emergency dial **999** and ask for an ambulance. Be ready to give your address and contact number before describing the medical emergency. Please remember the ambulance service is stretched.

Only use it when absolutely necessary.

Accident and Emergency Departments

A&E departments should only be used in **emergencies** or for **other serious medical problems**. Our local Accident and Emergency Departments are as follows:-

Royal Free Hospital (24hrs, 7days a week)
Pond Street, NW3 2QG

St Mary's Hospital (24hrs, 7days a week)
Praed Street, W2 1NY

Urgent Care Centres

Urgent Care Centres treat patients with minor illnesses and injuries that are urgent but not life threatening. These can be found at both the above hospitals and :-

Central Middlesex Hospital (8am– Midnight, 7days a week)
Acton Lane, NW10 7NS

Pharmacies are also able to help you with advice on how to treat minor illnesses.

Please choose the right place to go

Repeat Prescriptions

Repeat prescriptions must be requested using the pre-printed form attached to your last prescription. Please hand this into the reception or send it in by post. A stamped addressed envelope can be attached if you would like us to post your new prescription to you. The new prescription will be ready to collect or post in 2 working days.

You also can ;-

- * Request your repeat prescription online
- * Arrange for your local chemist to request your prescription for you AND/OR
- * Nominate a chemist of your choice for your prescription to be sent to electronically as soon as it has been completed by the doctor. This is called EPS– Electronic Prescribing Service.

**We do not accept prescription requests by telephone.
Please note all prescription requests take 2 working days to be processed.**

It is useful to take your repeat prescription form with you to all hospital outpatient appointments.

Test Results

To obtain your test results please call the surgery after 2pm and speak to one of our receptionists who will read you any comment from your GP regarding your result. If required, they will book an telephone or face to face appointment with the GP to discuss the results further.

Please allow 1 week for your results to get back to the practice and to be seen by your doctor.

Confidentiality

The practice takes the responsibility of confidentiality seriously. We are registered under the Data Protection Act and have systems in place to protect your confidentiality. All staff are trained to respect and observe this at all times.

From time to time anonymous health information is sent to the Brent Clinical Commissioning Group (CCG) and NHS England to monitor quality standards and for funding verification purposes.

If you would like access to your medical records, please speak to reception for details.

Sharing your information to improve care

In North West London we're making improvements based on what people have told us they want from health and social care services. We can only do this if all the health and social care professionals involved in your care can share a summary of relevant information in your health and social care records. With this joined-up or 'integrated' system, you'll be able to plan how you receive your care whether it's from your GP, local hospital or other local care services.

Everyone will then be coordinated when working to help you to stay well and you will have more say over how and where you receive care.

For more information visit :

www.healthiernorthwestlondon.nhs.uk

If you need to visit an urgent care centre or A&E department, they have access to your medication and allergy information. This is called the summary care record.

For both of these data initiatives, please ask at reception for more details or visit our website where you will find detailed information, including how to opt out.

Services available at the practice

In addition to general medical services we also provide:

- ◆ Childhood and teenage vaccinations
- ◆ General nursing services
- ◆ Diabetes Care
- ◆ Coronary Heart Disease Care
- ◆ Hypertension (High Blood Pressure) Care
- ◆ Well Woman and Contraceptive Service
- ◆ Maternity Service (Pregnancy Care)
- ◆ Phlebotomy (Blood Taking) clinics
- ◆ Smoking cessation (to help you give up smoking)
- ◆ Travel clinic

Recall system for chronic health problems

We operate a recall system for patients with chronic illnesses such as coronary heart disease, diabetes and asthma. If you are under a recall system we will invite you to the practice so that we can regularly monitor your health. A flu campaign recall system is run annually for those patients who are in the "at risk" groups.

Please do respond to these requests so that appointments times are not wasted. If you have any queries regarding these appointments please ask to speak to the office administrator.

Zero Tolerance

All staff at the practice have a right to carry out their work without the threat of violence. The practice has a policy of removing from our list any patient who is physically or verbally abusive or threatening towards any member of our staff or patients. Incoming and outgoing calls are recorded for training and monitoring purposes.

Comments and Complaints

The doctors and staff at this practice are committed to providing high quality healthcare and services to patients. If you have a complaint or concern about the service you have received from the practice, please let us know.

We have a comments box located in reception for any ideas or suggestions.

We operate a complaints procedure as part of the NHS system for dealing with complaints, which meets national criteria. Please ask at reception for a complaints procedure leaflet.

You also can complete the "Friends and Family" rating either by completing the form in reception or by replying to the text you may be sent after your appointment.

You can also leave comments and reviews at NHS Choices at www.nhs.uk.

Further Information

The practice website address is :-

www.mapesburymedicalgroup.co.uk

The website provides practice information including our opening times, the services we provide as well as information on other local health services available.

There are also links to other health websites, offering advice and information.

General Information

Chlamydia

Chlamydia is the most common sexually transmitted infection and as part of a national screening programme, we offer chlamydia tests to **all 15-24** year olds. It is simply a urine test and if found positive, easily treated. Please ask your GP or reception for more details.

Health Checks

We offer 40-74 year olds a free NHS health check. This can help to reduce your risk of heart disease, diabetes, stroke and kidney disease. It involves a blood test and a blood pressure check. Please make an appointment with one of our Health Care Assistants.

Referrals to hospital or community services

If you require further investigation/services or advice from a consultant, your GP may refer you.

The hospital or community service will organise your appointment for you.

Patient Participation Group (PPG)

The aim of this group is to involve our patient in decisions about the range and quality of services provided at the Practice. We meet twice a year, although postponed during the pandemic, we are hoping to restart in Autumn 2021.

If you would like to join the PPG, please either ask at reception, or complete a registration form on our website.

Antibiotics

Antibiotics are important medicines used to treat infections caused by bacteria. Bacteria can adapt and find ways to survive the effects of an antibiotic. They become 'antibiotic resistant' so that the antibiotic no longer works.

The more often we use an antibiotic, the more likely it is that bacteria will become resistant to it. Some bacteria that cause infections in hospitals, such as MRSA, are resistant to several antibiotics.

All colds, most coughs and sore throats are caused by viruses. **Antibiotics do not work against viral infections, such as colds.** Viral infections are much more common than bacterial infections.

Please visit **www.nhs.uk/antibiotics** for further information. Your local pharmacist can help you with your symptoms and give you advice if you are suffering with a common cold.

NHS App

Owned and run by the NHS, the NHS App is a simple and secure way to access a range of NHS services on your smartphone or tablet.

The NHS App is available now on iOS and Android. To use it you must be aged 13 and over and registered with a GP surgery in England.

Covid Vaccination Passport

We do not issue proof of vaccination for Covid-19, please download the NHS app (as above) or call 119 who will supply you with a paper copy.

The Mapesbury Medical Group Patients' Rights and Responsibilities

The Group is dedicated to achieving and maintaining a quality health service to meet the needs of our patients.

As a patient you can expect:

To be treated with courtesy and with respect for your privacy and dignity

To have a right to confidentiality

To receive treatment on the basis of your clinical need

To choose to have a relative or friend with you during consultations and examinations

Staff to understand that you might be feeling anxious and vulnerable and that this may affect the way you behave

To be informed on arrival at an appointment if there is a delay of more than 20 minutes and to receive an explanation why

To take part in all decisions about your treatment and have the pros and cons of treatment, including the risks, side effects and alternative methods fully explained

Your repeat prescription to be ready for collection within 48 hours of your request

To have the right to see your medical records subject to the limitations of the law and in accordance with current procedure for access to health records

Your comments and suggestions about the service will be considered sympathetically and any complaint dealt with in accordance with the Group Complaints Procedure

As a patient you have a responsibility:

To treat the staff working within the Group with courtesy and respect at all times and to extend this courtesy and respect to other patients.

To attend appointments on time or give the Group adequate notice if you wish to cancel. Someone else will be able to make use of your appointment time.

To understand that home visits should not be requested for those patients who can attend surgery. Home visits are only provided for housebound patients and those who are seriously ill. They should not be requested for social convenience.

To tell us of any change to your name, address or contact numbers so that our records are accurate.

If your new address falls outside our catchment area you may be able to remain registered with us if your GP agrees. You will still be able to receive all usual services from your GP with the exception of home visits. Please speak to reception for details.

The Mapesbury Medical Group is contracted to provide services to you by:

NHS England

PO Box 16738

Redditch B97 9PT

Tel: 0300 311 22 33

Email: england.contactus@nhs.net

www.england.nhs.uk

The North West London Integrated Care Board in your area:

NHS North West London

Brent Civic Centre

Engineers Way

Wembley

HA9 0FJ

Tel: 020 8733 1600

Email: nhsnwl.brentenquiries@nhs.net

Website: nwlondonics.nhs.uk

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