

# **CHURCH END MEDICAL CENTRE**

## **PRACTICE BOOKLET**



66 Mayo Road, Church End Estate, NW10 9HP  
Telephone: 0208 930 6262 E-mail: [nhsnwl.cemc@nhs.net](mailto:nhsnwl.cemc@nhs.net)  
Website: [www.cemc.nhs.uk](http://www.cemc.nhs.uk)

## **PRACTICE TEAM**

### **Doctors:**

Dr Nam Nguyen (M) MBChB, MRCGP, FFCI – **Lead GP**  
Dr Cyril Evbuomwan (M) MBBS, MRCOG, MRCGP  
Dr Mayur Gopal (M) MBChB, DRCOG, DFFP, MRCGP, MSc, MA  
Dr Karishma Gadhvi MBBS, BSc, MRCGP  
Dr Uzma Chaudhary MBBS, BSc, MRCGP

### **Clinical Pharmacist:**

Mr Farzam Jafari MRPharmS

### **Nurses:**

Mr Juan Vaquez-Diaz (M) BSc (Hons), PGDip, PGCert  
Miss Geraldine Landell (F) RGN  
Mrs Grace Moore (F) RGN

### **Healthcare Assistant:**

Mr Ayub Haqpal (M)

### **Admin and Reception Team:**

Anna Dmitriew MA PGCert - Practice Administrator  
Sonia Russell  
Sharon Russell  
Diane Nyako  
Bernadette Cloran  
Alvina Braganca  
Baaba Nyarko

### **Practice Management:**

Practice Manager: Lesley A. BSc (Hons), MSc

For a full list of staff, different roles and the services they provide, please visit our website: [www.cemc.nhs.uk](http://www.cemc.nhs.uk)

## **WELCOME**

Welcome to our NHS doctor practice looking after over 8,000 patients around Church End and surrounding areas.

There are more details on our **website**: useful links, health advice and news, local contacts. If you don't have web access, ask for information at reception – we can print it if necessary, large text versions available. Also visit our **Patient Information Zone in the waiting area**.

## **PRACTICE OPENING HOURS**

The Practice Core Opening Hours is  
**Monday - Friday 8.00am - 6.30pm**

Reception Opening Hours:

**Monday - Friday 8.00am - 6.30pm**

Please note that Doctors and Nurses may not be in the building outside the surgery times (see below).

Ask at reception if you have special requirements. Not all doctors are available each day due to other commitments and some work part-time.

## **APPOINTMENTS**

We vary the numbers of appointments to match demand, ensuring you can get an appointment when you need it. We have both Face to Face and Telephone Appointments.

**\*PATCHS:** We have a dedicated Doctor who deals with the patches on a daily basis. This is a fast and simple way to get advice and treatment from your doctors online. Please go to our website [www.cemc.nhs.uk](http://www.cemc.nhs.uk) and click on the blue banner

### **Online**

Patients can use the online service to book appointments daily using [PATCHS](#)

### **Help for Patients using Patches**

[Click here to access the Patient Guide for Patches](#)

### **By Phone**

Patients can book appointments over the phone.

### **In Person**

Patients can visit the practice to book appointments with the GPs, Clinical Pharmacists, Nurses, FCP (Physio), Mental Health Nurse, Health and Well-Being Coaches and Social Prescribers.

**Appointment Reason:** When making your appointment you may find that the receptionist will ask you for a brief reason for your appointment. This is so that your appointment is booked appropriately.

Some conditions or problems need longer than others and some conditions or problems are dealt with by specific clinicians.

This is particularly important when making an appointment to see the practice nurse, phlebotomist, pharmacist for certain chronic conditions.

Please bear in mind that we ask for a reason to help you get the best care from your clinician.

All staff are bound by the confidentiality act, including receptionists.

**Appointment text reminders** are sent, if you consent - remember to keep your contact details up to date.

**Try to stick to the Doctor who knows you or your problem best.** This is especially important if dealing with an on-going or recurrent problem and ensures you get the most efficient personal care. Please ask for your usual doctor. If it is an urgent problem, please be prepared to be seen by any other doctor.

**Please cancel unwanted appointments** so others can use them. We waste thousands of appointments each year due to people not cancelling.

**Please always 'check-in' at Reception** as soon as you arrive - this is the only way the Doctor or Nurse will know you are in the building. It is also a Health & Safety requirement.

If you are feeling very unwell, please tell the receptionist, so the doctor knows and may call you sooner. We apologise if you are sometimes kept waiting – some patients may need longer and one day it may be you!

## **HOME VISITS AND EMERGENCIES**

If you think you need a **home visit** because you are unable to get to the surgery, please contact reception as early in the day as possible (before 11.00am). The duty Dr will speak to you to prioritise the visits.

In an **emergency**, such as crushing chest pain or sudden severe shortness of breath, vomiting blood etc it is safest to **dial 999**

## **ONLINE SERVICES**

You can make, cancel or review **appointments online**, view your **test results** and other parts of your medical record, order **Download the NHS app free on your phone**

It is easy to register, visit our website and register or visit the surgery – just provide photo-ID such as a driving licence or passport and complete a brief form. We will send you a registration code and you then set up your account.

**PATCHS:** You can book an appointment online and this allows you to quickly and easily access GP services.

Visit our website [www.cemc.nhs.uk](http://www.cemc.nhs.uk) where you can get access to all the online services.

## **TELEPHONE CALLS WITH DOCTOR OR NURSE**

Telephone consultations are offered for medical problems that are '*Urgent for Today*'. For other matters, such as discussing an on-going issue, you can ask the doctor or nurse to phone you. We don't interrupt consultations, so you will be asked to leave a telephone number for the doctor to ring you back (we may not always be able to phone back the same day)

## **WHEN THE SURGERY IS CLOSED**

Don't forget our widely available opening hours - it is often best to contact your usual doctors, who hold your records and know you well. However, if you have **an urgent, non- emergency problem that cannot wait until we are next available, ring 111 .**

These details are also on our telephone answer message whenever the surgery is closed. The operator will direct you to the most appropriate service such as medical advice, GP Extended Hub appointments a visit to Urgent Care Centre, an Ambulance to A&E or a Home Visit.

### **SPA – Extra Appointments**

The Harness PCN Single Point of Access (SPA) has been commissioned to streamline appointment bookings, enhance patient care, reduce waiting times and improve patient experience and satisfaction. The public phone number for patients is 02081947355. The previous mobile number has been replaced by the number above; however, if patients call the previous number, they will be automatically redirected to the new number. Please encourage staff and patients to use the new contact number. Lines are open 09:00am-17:00pm Monday to Saturday.

Pharmacies also offer valuable advice and treatment.  
A full list of local facilities is on our website or NHS Choices.

## **PRESCRIPTIONS**

All prescriptions are generated on our computer. We prescribe from an agreed local formulary chosen for maximum cost-effectiveness (which means we may have to substitute drugs prescribed elsewhere). Once you are established on a medicine you need regularly, it will be made a **Repeat Prescription**. To re-order it is easiest to do this online via the NHS App. This change means you will not need to wait on the phone for your prescriptions and results. If you haven't done so already, please download the NHS App on your smartphone or tablet from the Google Play Store or Apple App Store.

You can find more information here: <https://www.nhs.uk/nhs-app/account/> For patients who need additional support, our practice will offer assistance daily from 3-5pm. A member of our team will be available to help with all NHS App-related needs. Assistance will also be available to those that are vulnerable. Please note that your NHS App login can also be used to access PATCHS, making it easier for you to contact your GP.

For more information about the NHS APP, please click here <https://www.nhs.uk/nhs-app/about-the-nhs-app/>

Quick video guide on how to register with the App:

<https://www.youtube.com/watch?app=desktop&v=Q0SCcLtw8JA>

Alternatively, you can use the repeat prescription slip with your prescription to post or drop in or you can email [nhsnw1.cemc@nhs.net](mailto:nhsnw1.cemc@nhs.net) stating your name, date of birth and the medications required.

It is best to send prescriptions electronically to a pharmacy of your choice by the **Electronic Prescribing Service (EPS)**; just tell us your preference (you can change at any time) and order in



the usual way. It saves printing a prescription, saves you collecting it, reduces time and is more efficient for everyone.

Please order in good time and let us know if, for some reason, you are running out of medicines - never stop your medication! **Please leave at least 48hrs before collecting your prescription or medicine.**

**Medication reviews** are needed, usually every 6 or 12 months. If you suffer from a Long Term Condition (such as diabetes or high blood pressure), we'll ask to see you each year when we carry our essential monitoring checks to ensure best care. If you do not make an appointment, we shall send you SMS reminders and/or messages on your prescription.

We have a clinical pharmacist who carries out medication reviews, please book an appointment with the clinical pharmacist.

**Private prescriptions** cannot be normally converted to NHS prescriptions unless you become established on them as repeat prescriptions.

**Hospital prescriptions** should be obtained from the hospital pharmacy. When unobtainable, we may be able to process these, if we have sufficient information from the hospital. Sometimes the doctor may give a prescription request for the GP to issue. These will be processed in the usual way, allowing 48 hrs for collection.

**Over The Counter Medication (OTC)** Many good medicines, such as paracetamol, are available at the chemist without a prescription. It is important to keep a stock of such routine items at home. We would not prescribe these. Please ask at the reception or visit our website for a list of OTC medication which cannot be generally prescribed by your doctor under the new NHS Guidelines.

**For safety and confidentiality reasons, we are unable to take prescription requests over the telephone. If someone else is collecting the prescription on your behalf, please notify us in writing.**

## **TESTS AND RESULTS**

These are requested by the doctor or nurse. Blood test **appointments for our phlebotomist** can be booked at reception.

Urine and other specimens are sent by us to Northwick Park Hospital around 2pm each day.

**XRays** and **scans** are performed at Central Middlessex Hospital or by a provider called In Health Diagnostics. **ECGs** and **24hr BP** tests and **cervical smears** are undertaken in the surgery.

**Test Results** take between 2-10 working days to return, depending on the test and once the doctor has checked them, they will be **available online** with any comments added. Alternatively, you can phone the reception after 11am when it is less busy. You will be contacted if any test results are abnormal or requiring action.

Test results and viewing of your health records will be available exclusively through the NHS App.

## **REFERRALS TO HOSPITALS**

All referrals (private as well as NHS) will be made in discussion with your GP. You will receive information from the practice on how to book your choice of NHS appointment.

## **SICKNESS CERTIFICATE**

For periods of sickness leading to absence from work of **less than 7 days**, a Self-Certificate (SC2) can be obtained from your employer or downloaded from our website or Gov.UK. The only certificate we can provide within this period is a private one. For periods of absence **more than 7 days** we will need to see you to issue a 'Statement of Fitness for Work' (if you have been in hospital, they should supply this certificate on discharge).

## **CHAPERONES**

You may request a suitably trained chaperone for any practice procedure, test or examination.

Friends and family are not permitted to act as chaperones. If you would like a chaperone please ask at reception, preferably when you make your appointment. The doctor or nurse will offer a chaperone when you are undergoing examinations of an intimate or sensitive nature or when you or the clinician might feel vulnerable. Our staff chaperones are trained and accredited.

## **LANGUAGES AND INTERPRETERS**

If you need interpreting services, please tell the receptionist when you book your appointment. Professional interpreters are available on the phone for most languages. The receptionist will organize this service when you arrive, so be sure to ask when you check in. Alternatively, you are welcome to bring someone with you.

## **MEDICAL AND NURSING STUDENTS**

We teach medical students from Imperial College London and Nursing students from The University of West London. As future Doctors and Nurses, it is important for them to gain experience seeing people outside the hospital and they are always

appreciative of the chance. You will always be asked whether you mind a student being present and we fully understand if you'd rather they left during your consultation.

We also teach Pharmacy Students from the University of Hertfordshire.

### **FEES FOR PRIVATE SERVICES**

Services outside our NHS contract, such as private certificates, insurance forms, HGV's, letters to employers are chargeable. Our fees are displayed on our website and also at reception.

### **TRAVEL VACCINATION**

We offer the full range of travel vaccinations and advice. For current vaccination recommendations and comprehensive travel advice check the NHS site - ***Fit for Travel***.

Please make an appointment to see the Practice Nurse at least 6 weeks before travelling. If you originally come from the country you are visiting, it is likely your immunity will have worn off so it is important to be vaccinated. And don't forget malaria tablets.

### **CHILD IMMUNISATION**

For an up to date immunisation schedule, see our website or ask at reception. All the immunisations (except BCGs which are provided elsewhere) are carried out at our Baby Immunisation Clinic Mondays between 11am – 1pm and Friday between 3-5pm. We will call up your child for immunisation and you will be sent reminders.

## **CONTRACEPTION AND CERVICAL CYTOLOGY**

We provide the full range of advice and contraception including all the various pills, the coil (IUD and IUS - the intrauterine system), all free of charge under the NHS. Also emergency (post-coital) contraception is available up to 5 days after (but earlier is better).

It is recommended that all women have regular **cervical smears**. The national screening intervals are every 3 years between the ages of 25 and 49 years, then every 5 years from age 50 to 64yrs. Those aged 65+ should have a smear only if they have had recent abnormal tests or have not been screened after age 50yrs.

## **MATERNITY**

We will offer our support from pre-conceptual advice to postnatal care. Most of our patients have antenatal care and delivery at Northwick Park Hospital or St Mary's Hospital; Other nearby hospitals used are Royal Free and University College London Hospital.

## **SMOKING CESSATION**

Stopping smoking - probably the most effective change you could ever make to improve your health and life expectancy.

If you are planning to Quit Smoking, please visit <https://stopsmokinglondon.com/> or phone 0300 123 1044  
It is a good idea to review your health needs from time to time.

## **NHS HEALTH CHECKS AND HEALTH PROMOTION**

All those between 40 and 74 years are eligible for the free NHS Health Check every 5 years, which our nurses will carry out a range of tests to assess your risks of developing certain

conditions - Stroke, Ischaemic Heart Disease, Kidney Disease and Diabetes and can advise you on measures to look after yourself and improve your health.

## **COUNSELLING**

Counselling and Psychology Services are available through Brent Talking Therapies service (over 18yrs). You may be referred through your GP or you can self-refer (Telephone 020 8206 3924) Under 18s should see the doctor.

## **MINOR SURGERY**

Lumps, bumps, skin tags, cysts and other skin lesions can be surgically removed or frozen (cryotherapy) at the surgery. You will first need to see the doctor to discuss the procedure.

## **CHURCH END PATIENT PARTICIPATION GROUP**

Patient engagement is an important part of our culture. The group has been active since 2002. All patients are members by default and there are always opportunities to be involved – you can join the committee or just drop in to the open meetings held every 3 months. The patient groups of other Brent practices meet on a bi-monthly basis and there is a national association to which our group is affiliated. See our website for details or ask at reception.

## **MEDICAL RECORDS, COMPUTERS AND DATA**

Your records are held on computer (we use EMISWeb, the most widely used GP software system) and the only paper records are those from previous practices or prior to 2002 when we started scanning letters. We have strict information governance and have to comply with many regulatory requirements. Everyone

looking at your record, whether on paper or computer, must keep the information confidential. We will aim to share only as much information as people need to know to play their part in your healthcare. When we provide health care, we will share your record with the people providing and supporting your care or checking its quality (unless you have asked that we limit how we share your record). We will not share health information that identifies you for any reason other than providing your care, unless:

- You ask us to do so
- We ask and you give us specific permission
- We have to do so by law
- We have special permission for health or research purposes or
- We have special permission because the public good is thought to be of greater importance than your confidentiality.

We provide data in a completely anonymised form to the Clinical Practice Research Datalink, jointly funded by the NHS National Institute for Health Research (NIHR) and the Medicines & Healthcare products Regulatory Agency (MHRA) at the Department of Health. The CPRD is a respected organisation and has provided data for a great many important published medical studies.

Please see website for full details including our **Privacy and Fair Processing Notice** (also held on the entrance noticeboard).

Under the GDPR, you have a legal right to apply for access to health information held about you. This includes your NHS or private health records held by a GP, optician, dentist, or by a hospital. You can ask informally to see your records, for instance during a consultation, but if you want copies made, you will need to apply formally. We normally respond within 21 days.

You can also view your test results and your health records via the NHS App.

## **PATIENT FEEDBACK**

We are always keen to receive feedback, whether positive or negative. Our service is provided for our patients and unless we hear how we are doing it is difficult to know how to improve. Please do the quick **'Friends and Family Test'** to record your instant impression each time you come – It's in the patient information zone in the waiting area. You can also record your feedback respond to the SMS messages or from our website or maybe write your comments on **NHS Choices** website. We also run more detailed patient surveys from time to time with our Patient Group.

## **COMPLAINTS PROCEDURE**

Complaints can be made verbally, in person or by telephone, or in writing, by letter or e-mail. The person responsible for handling complaints is the Practice Manager (PM). The PM will log your details and send you an acknowledgment in writing within 2 working days.

The PM may need to speak to you to clarify certain aspects. It would be useful if you had in mind an outcome you wished to achieve. The matter will be discussed with members of the team involved and after investigation a response will be made. You may be offered a meeting with one or more individuals or a full written explanation. Normally the complaint will be investigated and answered within 25 working days (though the official NHS timescale is 'within 6 months') and if this is not possible, you will be informed. If the problem cannot readily be resolved, the practice might suggest Conciliation: the ICB can provide a trained conciliator to help bridge the difficulties.

If you are still not happy with the outcome of this Local Resolution process, you may apply to the Parliamentary and Health Services Ombudsman, who is independent of the NHS and government.



Normally complaints should be made within 6 months from the incident or within 6 months of discovering the problem (if this is within 12 months of the incident).

We hope to form a good and effective partnership with all our patients. We value feedback and encourage you to make any suggestions to improve our service. We encourage you to join the activities of the Patient Group and to answer our regular surveys as well as the 'Friends & Family Test'. If things go wrong, please let us know as soon as possible, informally at first is often best or if you prefer you may raise an official complaint.

## **PARTNERSHIP WITH PATIENTS**

### **Our Commitment to You**

- Everything we find out about and know about you is governed by rules of the strictest confidentiality. Without your written informed consent, we cannot divulge attributable information about you to anyone. (This rule even applies to those under 16: The Doctor or Nurse must consider them to be "Gillick Competent" - ie they are sufficiently mature and intelligent to understand what is being said and done to them. We would encourage them to involve their parents but will abide by their wishes and will see them on their own or with a friend or guardian). The rules of confidentiality apply to anybody working or studying at Church End.
- We shall not discriminate against anybody by race, age, creed, gender, lifestyle, disability, language or belief.
- We shall treat you according to your clinical need with the best treatment currently available according to currently accepted best evidence and expert guidance. We continually review our clinical protocols in the light of new evidence and monitor and audit all aspects of our care.
- We will deal with your problems as quickly as we are able and will prioritise where necessary.
- We will ensure you are promptly referred to another practitioner whenever necessary.
- We shall

involve you at all stages in your medical care and respect your wishes at all times. You may not wish to consent to treatments we suggest – that is your right and it will not prejudice your care here. We shall inform you of side effects of any treatment and will provide written information about your condition where possible.

- We will keep you informed about delays to your appointment.
- We shall monitor and maintain as good and easy access to our services as possible.

### **Your Commitment to Us**

To treat our staff and fellow patients with courtesy and respect and not to be rude, abusive or aggressive, no matter what cause you have: we operate a “zero tolerance” policy backed up by the CCG and the NHS.

- To treat our building and property with care.
- To cancel unwanted appointments in good time (including those we’ve made for you at the hospital).
- To always check in at reception whenever you arrive in the building.
- To carefully look after all children in your care whilst on our premises.
- To refrain from smoking in the building, gardens and paths.
- To silence your mobile phones in the building –they can cause distress to ill patients.
- To arrive in good time for your appointment.
- To inform us straight away of any change of telephone number or address.
- To request prescriptions and certificates in good time.
- To be patient if you are kept waiting – urgent, unplanned problems will always occur and can cause delays (especially if you are seeing the Duty Doctor): one day it might be you, so please try and bear with us.
- To tell us when things have gone wrong (and indeed right – our staff thrive on knowing they have done a good job).

Tell us your suggestions for improvements.

### **NAMED DOCTOR**

Under our regulations, all patients have been allocated a named GP who is responsible for your overall care at the practice and coordinates the services you need. You can still see any of our

doctors or nurses at any time and this will not affect your care in any way. If you don't know who your named GP is, please ask. If you prefer a certain doctor to be your named GP, please tell us. For patients aged 75 and over, the named accountable GP will also work with relevant associated health and social care professionals to deliver a multi-disciplinary care package that meets the needs of the patient and ensures that these patients have access to a health check.

### **CAR PARKING**

There is limited parking provided. There is 1 disabled parking bay. There is parking in surrounding areas, please check for any restrictions.

### **DISABILITY ACCESS**

Our surgery is fully accessible with a level entrance. If you require any assistance, please ask. There is one Disability Parking Bay on the site.

If you have **communication difficulties**, please ask when booking if you wish to have help during your consultation (or you can bring someone yourself if you prefer). There is a hearing loop at reception and we have a portable loop for use in consultations.

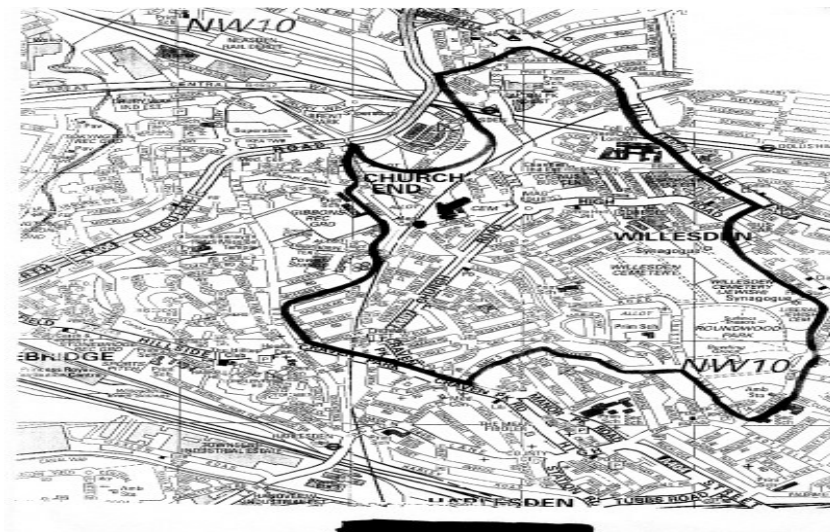
### **CHILDREN AT THE PREMISES**

Please keep a close eye on your children at all times on the premises. Although we carry out regular risk assessments and keep the surgery as safe as possible, there are potential hazards in the surgery and other people to be aware of.

## OUR SERVICES

<b>Service</b>	<b>Provided By</b>	<b>When</b>
Contraception	Doctors/Nurses	Normal Surgery Hours
NHS Health Check	Health Care Assistant	Normal Surgery Hours
Child Health Surveillance	Doctors	Normal Surgery Hours
Child & Baby Immunisation	Practice Nurses	Normal Surgery Hours
Post-natal Clinic	Doctors	Ask at Reception
Travel Vaccination Clinic	Practice Nurses	Friday fortnightly
Hypertension/Cholesterol Clinic	Senior Practice Nurse	Wednesday PM
Minor Surgery	Doctors	Ask at Reception
Cryotherapy Clinic	Doctors	Ask at Reception
Interpreting	Silent Sounds service	Normal Surgery Hours
Smoking Cessation	Nurses	Ask at Reception
Coil Clinic	Doctors	Ask at Reception
Joint injection	Doctors	Ask at Reception
Cervical Cytology - Smears	Nurses	Normal Surgery Hours
Asthma Clinic/COPD	Senior Practice Nurse	Fridays
Diabetic Clinic	Senior Practice Nurse	Monday & Thursday AM
Coil Clinic	Doctors	Ask at Reception

## CATCHMENT AREA



We can register patients living within this area. If you move away, you will need to register with a nearby practice.

Buses 297, 266 and 260 stop close by.

You can also register online:

<https://www.cemc.nhs.uk/practice-information/new-patients/>



Register now