

Suggestions and Complaints

We aim to provide a high standard of service. If you have a comment, complaint or suggestion please ask to speak to the Practice Manager or put this in writing to us via letter or email.

Patient Group

We look forward to hearing your views on how we can improve services at WEST4GPs. You can become involved by joining the WEST4GPs Patient Participation Group. If you are interested in participating please fill in the contact form and either email it to us at west4gps@nhs.net or hand in to the reception staff. It is also possible to submit our online form.

Patient Confidentiality

Patients have the right to expect that their personal information will be kept confidentially by the practice. We are registered under the Data Protection Act. From time to time the practice compiles statistics which support audit and research. Patient's information will, wherever possible will be anonymous and you are free to decline to participate in audit/research if you wish so, with no impact on your care.

USEFUL INFORMATION

NHS 111	www.nhs.uk/111
Main Community Reception	0208 630 3502
District Nursing Tel	0208 630 3506
Health Visitors	0208 973 3490
Charing Cross Hospital	0203 311 1234
Hammersmith Hospital	0203 313 1000
West Middlesex Hospital	0208 560 2121
Chelsea & Westminster Hospital	0203 315 8000
Queen Charlottes Hospital	0203 313 1111
St Mary's Hospital	0203 312 6666

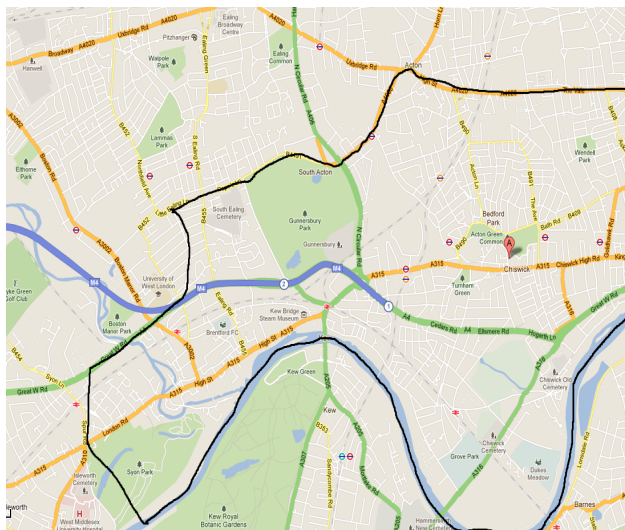
URGENT CARE CENTRE at West Middlesex Hospital – Open 24 hours (Tel: 0208 560 2121)

Access to the Surgery

The surgery is accessible to wheelchairs either via a lift from the car park, or via the ramp at the front of the Health Centre.

New Patients

A guide to our catchment area



We are happy to register new patients who live in our practice area. Please bring your identification and proof of address, no more than 3 months old. We invite all new patients to complete our medical questionnaire and see our Health Care Assistant for a New Patient Health Check.

Rights and responsibilities

Patients will be treated with respect and courtesy at all times and Practice Staff also expect the same courtesy from patients. Violent and abusive patients will be asked to leave the premises and will be removed from our list with immediate effect.

Access to Records

Subject to certain restrictions, the Law permits you to see your medical records and reports, and personal information that are stored on our computer. You can view these via your Systonline account. If you would like to be set up for this then please ask reception or send us an email to west4gps@nhs.net.

WEST4GPs

Chiswick Health Centre

Fishers Lane

Chiswick

London

W4 1RX

0208 630 3518

Please call our main switchboard on **0208 630 3518** and press the stated option.

Emergencies **press option 1**

Appointments **press option 2**

Results **press option 3**

For further options please listen to the recorded message.

Website: <https://west4gps.co.uk/>

NHS Out of Hours dial 111

The practice was founded in 1907, moving from Dukes Avenue to the Chiswick Health Centre in 1978. We are a team aiming to offer excellent medical care, mixing traditional values with up to date medical knowledge.

The Clinical Team

Partners

Dr Yolanda Holderness
BMBCh MRCP DR COG 1988

Dr Jennifer Chisholm
MBChB MRCP DR COG 1992

Dr Rabia Razak
MRCP MBBS

Salaried GPs

Dr Zoe Young
MMBS

Practice Nurses
Nurse Sally Higgins
Nurse Joanna Pitt

Health Care Assistants
Sherri Brown
Maryna Davydenko
Sheuli Hinchey

Cindy Heslington **Practice Manager**
Shannon O'Mahony **Assistant Practice Manager**

The Reception Team

The receptionists are your first point of contact whether in person or by telephone. They will try to assist you with your query/request. The doctors of the practice have asked the reception staff to get as much detail as possible when booking appointments so that you are directed to the correct clinical staff member at first contact and so the doctor is aware of the reason for appointment.

Surgery Hours

Monday	8.00am – 6.30pm
Tuesday	8.00am – 6.30pm
Wednesday	8.00am – 6.30pm
Thursday	8.00am – 6.30pm
Friday	8.00am – 6.30pm
Saturday	CLOSED
Sunday	CLOSED

Out of Hours/Hub Doctor and Nurse Appointments

(at Holly Road Medical Centre – across the road)

Monday	6:30pm – 7:50pm
Tuesday	6:30pm – 7:50pm
Wednesday	6:30pm – 7:50pm
Thursday	6:30pm – 7:50pm
Friday	6:30pm – 7:50pm
Saturday (nurse only)	8:00am – 4:00pm
Sunday	CLOSED

How to see the Doctor/Nurse

Please note all doctor's appointments are now done over the telephone first. There are some routine appointments and the rest are book on the day. You can request a doctor call or advice by:

- Calling reception on 0208 630 3518
- Completing a Patches consult from our website.
- You can also walk in to reception but please note appointments are still subject to availability.

All face to face appointments are arranged by the doctor at their request. Reception cannot book these in directly for you unless given instruction, or is for pregnancy check ups. Nurse appointments can be made over the phone or by attending the surgery.

Emergencies and Home visits

Should you need medical assistance urgently, please call us at any time. We prefer to see you in surgery where we can offer a comprehensive service, but, if due to medical reasons a home visit is essential please call us before 11.00am where possible. We operate a telephone triage service for house visit requests which means a Doctor will contact you by telephone to assess if a visit is needed. If you call us out of normal opening hours, the CCG have commissioned NHS 111 if you need advice or assistance out of hours. In case of emergency, day or night, please see the emergency numbers on the front of this leaflet.

Prescriptions

If you require a repeat prescription of an item that appears on your repeat list, then please use the online service or bring your repeat slip to the surgery.

- Go to SystemOnline
- Enter your login details. If you need these reset because you have forgotten them then please send us an email to west4gps@nhs.net and we can reset them for you
- Once logged in click Request Medication
- Tick the boxes of the medication you would like to order
- Press Continue

Please note the online service is only used for items, quantities and doses that appear on your repeat list, and is not for repeat dispensing. If you would like to request something that does not appear on your repeat list, you will need to complete an e-consult.

For any medications not on repeat, or for contraception, HRT medication, please complete the form that can be found on our website or at reception.

We do not take requests over the phone.

Please allow two full working days for your prescriptions to be completed.

Test Results

Results of investigations e.g. x-rays, bloods can be obtained by calling Results between 9am - 3pm