



West4GPs

Chiswick Health Centre at Stamford Brook

14-16 Stamford Brook Avenue

W6 0YD

Phone: 0208 630 3518

Email: west4gps@nhs.net

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



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.



West4GPs Practice Leaflet

March 2024

Out with the Old and In with the New

The Old Chiswick Health Centre

As everyone will be aware, the old health centre has been knocked down and is undergoing a big refurbishment project.

The new building will provide a new state of the art health centre for the practice as well as community teams. The council will also be building and providing a selection of new homes that will be adjacent to the health centre for residents.



Since its commencement in April, the building work has developed at a tremendous pace at the Fishers Lane site. Keep your eyes peeled for its progress!

The practice hopes to be back at Fishers Lane in 2025.

Chiswick Health Centre @ Stamford Brook

The practice is situated on the second floor of the new centre located at Stamford Brook. Please be sure to check in using the touch screen on the ground floor, or our receptionist at the desk, unless otherwise directed.

We also share the building with 2 other practices, community physiotherapy and podiatry, and a counselling team.

Although we have moved location, we can still be contacted in the same way via telephone, email or by popping down to reception.

Address: West4GPs, 14-16 Stamford Brook Avenue, W6 0YD

New Notices

New Phone Call Back System

The practice has introduced a “call back” option to our phone lines.

This will apply to callers that press option 2 and are in to the queue to speak with reception.



Once selected, the “call back” allows you to hang up and keep your place in the queue, and the practice will call you back as soon as it is your turn.

There will only be one opportunity for the practice to return your call. If you miss the call you will need to re-contact the practice and start again.

We hope this will help the holding/wait times on the phone lines during our busier times.

Parking

Please note there **NO onsite parking** for patients at our Stamford Brook location – this is no different to the Fisher Lane location.

We have had many occasions recently where patients have obstructed staff entering or leaving the grounds, and in some cases blocked access for an ambulance!



The health centre grounds are private property and is used for adjacent resident access, and doctors/staff access and parking. Please do not obstruct any area.

Pay and display parking is available on the main road Stamford Brook Avenue.

The centre is easily accessed via the 94, 272 and 237 buses running on nearby roads.

Stamford Brook Train Station, which serves the District Line, is also nearby.

Our Staff and Services

Services we offer

At the practice we have a clinical team to offer the following services:

- GP consultations
- Smear tests
- Travel vaccinations
- Diabetic reviews
- Asthma reviews
- Child immunisations
- Injections e.g B12
- Wound dressings
- Blood tests
- Health checks
- HRT / Contraceptives
- Blood pressure checks
- ECG
- Urine testing
- INR testing

Our Clinical West4GPs Team

GP Partners

Dr Yolanda Holderness	Dr Jennifer Chisholm	Dr Rabia Razak
BMBCh MRCGP DRCOG	MBChB MRCGP DRCOG	MRCGP MBBS

Salaried GPs

Dr Zoe Young	Dr Joanna Brilliant	Dr Olivia Freemantle
MRCGP MBBS		MRCGP MBBS

Practice Nurses

Sally Higgins	Joanna Pitt
---------------	-------------

Healthcare Assistants (HCA)

Sheuli Hinchey	Sherri Brown	Nemat Saeed
----------------	--------------	-------------

Throughout the year we also have medical students from Kings College University and Imperial College who may be involved in a consultation with yourself (with your consent) to assist them with their education.

Opening Hours and OOH

Opening 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	8:30am – 12:00pm
Sunday	CLOSED

You can call the practice on 0208 630 3518 or pop in to reception.

Out of Hours Services

Days	Holly Road Medical Centre	Gill Medical Centre	Skyways Medical Centre	Spring Grove Medical Practice	Heart of Hounslow
Mon-Friday	18:30-20:00	18:30-20:00	18:30-20:00	18:30-20:00	18:30-20:00
Saturday	8:00-20:00	8:00-20:00	8:00-20:00	CLOSED	CLOSED
Sunday	CLOSED	8:00-20:00	8:00-20:00	CLOSED	CLOSED

You can book to be seen in the Holly Road OOH by contacting our practice.

For the other OOH services these are accessible via 111.

Accessing the Practice - appointments

Booking an Appointment

Appointments with the GP are booked via reception. The team will offer a routine (pre-bookable) or urgent appointment depending on your request and subject to our availability. Please note that most of our appointments with the GP are via telephone in the first instance, as the doctor can decide to bring you in for a face to face appointment if required once speaking to you. You can request a face to face appointment in the first instance and the team will provide if appropriate and available.

When calling our reception team, you will be asked the nature of the appointment and if it is urgent/an emergency. Please be assured that this information is needed for the doctors to triage and is not us being nosy!



You have the right to express a preference of practitioner. Please make this known to the reception team when booking and they will do their best to accommodate this. If your practitioner is not available you will be given an alternative option.

All nurse and HCA appointments can be booked in advance by a minimum of 2 weeks, and you can do this by calling reception or visiting our reception desk.

Routine vs Urgent

Routine GP appointments can be made by calling the reception or completing the online PATCHS tool. Please note that PATCHS has a limited number of submissions each day. This is for safety.



A number of pre-bookable appointments are released on a weekly basis that can also be booked via reception.

Urgent appointments can only be booked on the day by calling at 8am or 12pm. In the event we cannot assist you, please contact 111 or A&E.

All appointments are subject to availability of the practice.

It is the responsibility of the patient to upkeep their appointments and to inform the practice as soon as possible in the event they cannot attend.

Accessing the Practice - housebound patients

Housebound Patients & Home Visits

If you are restricted and cannot leave your home due to medical reasons, the practice can offer a home visit. These are strictly for housebound patients.

To be deemed as housebound and eligible for a home visit, patients must be either bedbound, not be able to leave the house at all, or severely immobile.

If a home visit is required 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/your carer by telephone to assess if a visit is needed. If required, the doctor will then make the necessary arrangements for a doctor to visit later that day or another day.



If you have a GP query or wish to speak to the doctor without a visit, you can book a telephone consultation with the doctor by calling reception on 0208 630 3518.

If you need assistance outside of our opening hours, please call NHS 111. In the case of an emergency, day or night, please contact the emergency services via 999.

Housebound patients have the additional option to order prescriptions via their chemist or over the telephone to the practice, if they cannot use the online service.

Disabled Access

The practice is completely accessible for wheelchair and mobility scooter users.

There are wide entrance doors and a lift attending each floor of the building.

On our floor there is a designated accessible toilet for use in addition to 2



Registering at the Practice

How to Register

Patients can register at the practice using our Online Registration Form (link below). The same form is used for both adults and children.

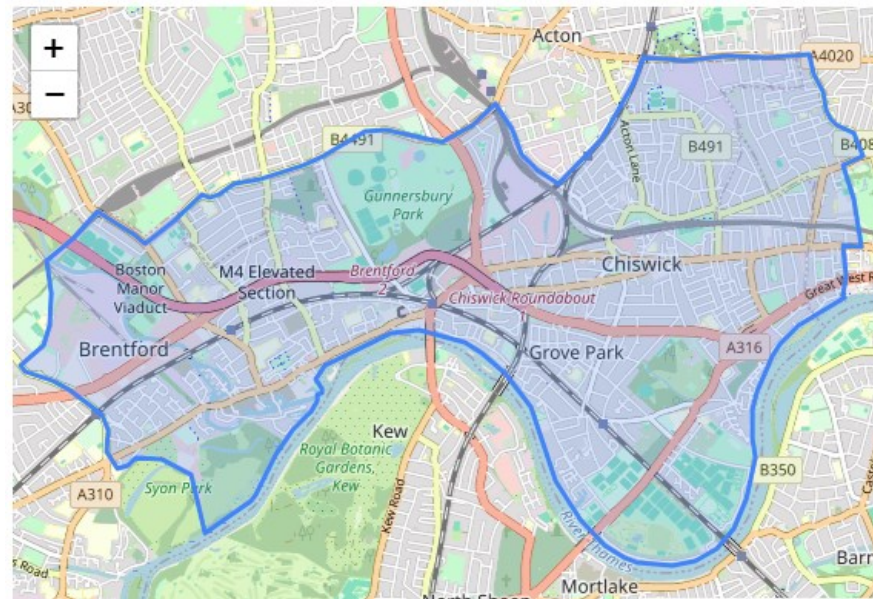
<https://www.west4gps.co.uk/practice-information/join-our-practice/>

Alternatively you can pop down to reception and complete a paper form - which is different for children.

The practice kindly asks that patients provide a proof of ID and address at the time of registering. If using the online form you will be asked to email it to us.

Catchment Area

Please see image below for our catchment area. This can also be found on our website: <https://www.west4gps.co.uk/practice-information/join-our-practice/>



We are happy to register new patients who live in our practice area.

Please bring your proof of address - no more than 3 months old.

We encourage all new patients see our HCAs for a New Patient

How to Order Repeat Prescriptions

If you require a prescription of an item that appears on your **repeat** list, then please use the online service or bring your repeat slip to the surgery. Online is quicker and easier and can be done on any internet browser or you can download the Systmonline or Airmid app. Once on the site or app please follow the instructions below:



- Enter your login details. (If you need these reset because you have forgotten them then please send us an email or call reception and we can reset).
- Once logged in click Request Medication
- Tick the boxes of the medication you would like to order. (If your items cannot be ticked this is because it is not due yet OR it needs a medication review. To request this please see further down the page).
- Once your items are ticked, 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 a Patches online request or book a consultation call with a GP.

For **medication reviews** please use the online service or bring your repeat slip or written note to the surgery. For online, login to Systmonline and go to Request Medication. Under your list of medications there will be a Custom Request box, please tick this and then type in the free text box that you need review. If you do not need all your medications, please state the name of the medications you require.

Make custom request

Medication request notes

You can use this field to create a custom medication request using free text.

For **contraception or HRT** medication, please complete the relevant form found on our west4gps website on the Prescriptions page. NOT on Systmonline.

Note we do not take requests for medication over the phone. The only exception to this is housebound patients ordering repeat medication.

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



Your Data and Confidentiality

Your data - who sees it?

Your GP record contains identifiable data such as your name, date of birth and address. This data is available on the NHS system for organisations such as hospitals and screening services. However information is only ever shared when necessary to other healthcare professionals involved in your care such as community physiotherapy teams. Your GP record can be viewed by all those who work for West4GPs via our clinical system, SystemOne.

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, be anonymous and you are free to decline to participate in audit/research if you wish so, with no impact on your care.

Data Confidentiality

At the practice, we can only share information regarding a patient with them directly, unless the patient is under the age of 16. This includes test results and appointment information. Patients can write to the practice to inform us that they give explicit consent for us to speak to another person on their behalf. For example a husband and wife, sibling, or child. Patients can also complete the carers form to grant their official carer or family member permission.

Shared consent can be restricted to certain actions such as booking appointments, or can be full permission to speak on behalf of the patient if they are not available or are able to do so themselves.

As mentioned above your data is only ever shared with other healthcare professionals that are involved in your care via the clinical system or NHS communication in letters or secure emails.

Suggestions, Complaints & Behaviour

Suggestions & Complaints

We aim to provide a high standard of service. If you have a comment, or suggestion, you can inform the practice by asking to speak to the Practice Manager or Assistant Manager, or it can be put in writing to us via letter or email.

Whilst we aim to resolve all patient queries, should you wish to make a complaint, you can speak with the Practice Manager or put the complaint in writing. We will always acknowledge your complaint and aim to respond in a timely manner.

Our complaint procedure can also be found on our website:
<https://www.west4gps.co.uk/practice-information/policies-and-procedures/>



Patient Behaviour

Patients at the practice will be treated with respect and courtesy at all times. Our staff also expect the same courtesy from patients.

Patients that display aggressive behaviour towards any member of our staff, in person or on the telephone, will receive a written warning. If another event occurs within 12 months of this warning, the patient will be deducted from the practice.

Violent and abusive patients will be asked to leave the premises immediately. The police will also be called if necessary and you will be removed off our list with immediate effect.

An NHS banner with a blue background and white text. The text is arranged in two columns. The left column lists "TAKING CARE", "TAKING CALLS", and "TAKING ABUSE". The right column lists "HELP US FOCUS ON CARING FOR YOU." with a green checkmark next to "TAKING CARE" and "TAKING CALLS", and a red prohibition sign next to "TAKING ABUSE". At the bottom, there is a small line of text: "We have the right to refuse treatment and take further action against anyone who threatens the safety of our staff and our patients." The NHS logo is in the top right corner.

TAKING CARE ✓
TAKING CALLS ✓
TAKING ABUSE ✗

HELP US FOCUS ON CARING FOR YOU.

We have the right to refuse treatment and take further action against anyone who threatens the safety of our staff and our patients.