

## PRACTICE INFORMATION



### **Florence Road Surgery**

26 Florence Road

Ealing

London W5 3TX

Tel: 020 8567 2111

Email: [admin.florenceroad@nhs.net](mailto:admin.florenceroad@nhs.net)



Please scan this QR code for quick access to our website:

*Website: [www.florenceandbramleyroadsurgeries.nhs.uk](http://www.florenceandbramleyroadsurgeries.nhs.uk)*

### **Welcome to our Practice**

We are a team of doctors, nurses, and health care support staff practicing out of our premises in Florence Road. We are contracted to provide services for you by NHS England. This practice information is for both existing patients and those considering registering with us. It tells you about the services we offer, how to access them and some general information about how the Practice operates.

### **Routine and Urgent Appointments**

All GP appointment requests are reviewed and triaged on the same day. You can contact us through 'AskmyGP' via our website. You will be seen that day (on the same day) if your request is urgent, or a clinician will contact you within 2 working days (for routine requests). You may also telephone and your request will be put through on AskmyGP by our staff, in the same way as it were an online request.

For all other appointments, please telephone the Practice in advance or book online through 'Systmonline' (registration required).

### **Help When the Surgery is Closed**

**OUT-OF-HOURS URGENT BUT NON-EMERGENCY HELP:** If you have an urgent medical problem which cannot wait until the surgery re-opens please call the **NHS 111 Service** by dialing 111. This service is free to call from both landlines and mobiles.

When you call the **NHS 111 Service** you'll 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 the service by dialing 111, please call 020 3402 1111 instead. Calls to this number are charged at your network's standard rates.

**IF YOU NEED EMERGENCY MEDICAL HELP DIAL 999 FOR AN AMBULANCE.**

## Home Visits

If you are too ill, or unable to attend the Practice and require a home visit please call before 12 noon if possible. Questions will be asked by the clinician to assess the most appropriate place for the consultation. Please remember a doctor can see up to 4 patients in the Surgery in the time it takes to make a home visit and patients can also be examined more thoroughly.

## GP Registrars

Florence Road Surgery is approved as a training practice, assisting qualified doctors in the last stage of their preparation to become a GP (GP Registrars). We also teach medical students.

## Nurse Practitioners

Our nurse practitioners have undergone additional training which allows them to assess, diagnose and manage a number of acute and chronic health problems e.g. Diabetes. If indicated, they can arrange investigations and referral to secondary care services.

## Nurses

The nurses carry out a wide range of nursing procedures at the surgery. These include giving health education and advice, the monitoring of some long-term medical conditions, well-person screening, cervical smears, contraception advice, immunisations, travel advice, wound management, COPD monitoring, Asthma and Diabetic reviews.

## Health Care Assistants

These appointments can be booked up to 4 weeks in advance for: blood tests, NHS health checks, ECG tests, blood pressure monitoring, chronic disease monitoring, flu and shingles vaccinations and new patient check-ups.

## Pharmacist Team

You will often see or speak to someone from our clinical pharmacist team when you need expert advice on your medication, for example, when you suffer from a long-term condition such as asthma. Other reasons why you may see or speak to a pharmacist are when you are experiencing side effects with your medication, after a stay in hospital, you have a common illness such as hay fever or an eye infection or reviewing long-term medication.

## Repeat Prescriptions

If you take certain medication on a regular basis, your doctor may authorise you to obtain repeat prescriptions from the Surgery (please note that this does not apply to all medications). You will also be asked to have a medication review from time to time, either face to face or by means of a telephone conversation.

Your request should be posted or emailed to the Surgery or handed in at reception. Please make sure requests are clear and a telephone number is provided in case the doctor needs to contact you. NB: Some pharmacies offer a repeat prescription service and will arrange for ordering and preparing your prescriptions. Please ask at your local pharmacy: Please ensure your chosen pharmacy only orders your requested medication.

Please note that we need **two full working days** for any prescription request – this includes hospital outpatient's prescriptions and private prescriptions. Please allow additional time if requests are being dealt with via the post. Prescriptions handed in during the afternoons will not begin the two working day process until the next working day.

In order to avoid potentially dangerous errors, we regret that **we cannot take repeat prescription requests over the phone**. All requests must be made in writing or requested using AskMyGP, the on-line Patient Access system or via email: **florence.prescriptions@nhs.net**

## **Medication Reviews**

Please check to see the date when you are due for a medication review (found on the repeat slip which is attached to your green prescription) and contact the receptionist to arrange this. Repeat medication cannot be issued until you have had a review.

## **Results**

Results will only be given out to the patient concerned (unless the patient has consented otherwise), or in the case of children, their parent or legal guardian. Results are normally available in the surgery **5 working days** after your test, unless you are advised otherwise.

## **Services Available at our Surgeries:**

- Asthma and COPD clinics
- Child Vaccinations
- Diabetic Clinic
- General health checks
- Wound management
- Contraceptive services
- Well Woman Clinic
- Anticoagulation services
- Blood pressure tests
- Chronic heart disease clinic
- ECG
- Phlebotomy
- Antenatal care
- Travel vaccinations and advice

## **Diabetic, Heart Disease, Stroke, Hypertension, Asthma Monitoring**

Our Clinical Team have regular appointments for chronic disease monitoring and the Practice has an invitation process to ensure that you receive your annual reviews.

## **Flu, Shingles and Pneumonia Vaccinations**

Each October/November we offer flu vaccinations to patients over 65 or who are at special risk. Pneumonia and Shingles vaccinations are available to patients of particular ages; please ask at reception to see if you are eligible.

## **Travel Vaccinations**

If you are travelling outside Northern Europe, North America and Australia you should seek advice about travel vaccinations from one of our nurses at least 6 weeks before your departure date (appointments can be booked up to 4 weeks in advance).

## **Fitness to Work Certificates**

To be certified sick you are normally required to see one of the doctors for either a first certificate or renewal. Doctors do not have to issue a certificate for the first seven days of sickness. You should obtain a self-certificate form SC2 from your employer.

If your employer asks you to obtain a doctor's certificate for the first 7 days of sickness please ask, for a private sick note for which a fee is payable. A receipt will be issued for this. If you are still ill after 7 days, ask your doctor for an NHS fitness to work certificate. Please note that the doctor cannot issue a certificate without speaking to you.

## **Referral to Hospital or other Service (NHS/Private)**

Staff will advise you of the treatment they think is appropriate. No care or treatment will be given without your informed consent. Urgent referrals will be made within 24 hours. If a doctor agrees that a routine referral is necessary, this will be completed and you will be given an information slip detailing how to arrange your appointment and a contact number to check its progress. If you have not received any communication about your referral within 15 working days please contact the surgery.

## **Private**

Private referral letters can also be arranged and may take 10 working days to complete. Appointments should

not be made with the consultant until you have the referral.

## **OTHER PRIVATE SERVICES:**

### **Private Medicals**

These include employment, HGV and insurance medicals. We perform these outside of our routine consultations by arrangement. A fee will be charged. Please ask at reception or visit our website. A consent to pay charges form must be signed before any private forms can be completed.

Insurance reports may take 7 – 15 working days to complete after we have received them at the surgery. If you have asked to see a medical report before it is sent, we will contact you. You have 21 days to come into the surgery and make any comments before the report is returned to the insurance company.

### **Private Medical Insurance and Miscellaneous Items**

BUPA/PPP forms, holiday cancellations, social support claim forms, taxi cards etc. We need 20 working days to process. Some of these will incur a charge. Please note these are NOT dealt with during routine consultations.

### **Practice Area and Registration**

Florence Road Surgery does not discriminate on grounds of race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition.

Please visit our website [www.florenceandbramleyroadsurgeries.nhs.uk](http://www.florenceandbramleyroadsurgeries.nhs.uk) to check your postcode.

(section Patients – Catchment area)

Prospective patients are asked to supply their NHS number (if possible), photographic ID (e.g. passport, driving license), proof of address (e.g. utility bill, council tax bill from the last 3 months), and to complete a registration form with their personal details and a simple health questionnaire. If you have NHS login, you are also able to register online via the new patients section of our website. If you use NHS login, your identity will be verified automatically and the need for providing documents will be removed.

If you are unable to provide the documents required, please speak to our team and we will be able to help you.

You will be registered with the Practice as a whole but you are free to choose which doctor you wish to see. Please note that it may not always be possible for you to see your preferred doctor especially if you're being seen as an urgent patient.

## THE PRACTICE TEAM

### **Doctors**

Dr Sarbjit Kaler	(M) MB BS London 1988, MRCGP (Partner)
Dr Daisy Lund	(F) MB BS London 2002, MRCGP, DFSRH (Partner)
Dr David Khamoo	(M) MB BS London 2014 MRCGP (Partner)
Dr Hardev Sehmi	(M) MB BS London 2011 MRCGP (Partner)
Dr Nana Owusu-Ansah	(F) BSc (Hons) London 2008 MBBS DRCOG DRSRH MRCGP
Dr Rosanna Elliott	(F) MB BS London 1983 DRCOG DCH
Dr Chiara Scarman	(F) MB BS London 2011 MRCGP (currently on maternity leave)
Dr Alexis Thomas	(F) MB BS Manchester 2008 FRCS MRCGP
Dr Barbara Woodhatch	(F) MB BS London 1992
Dr Aradhna Bahanda	(F) MB BS London 2016 MRCGP
Dr Tejal Thakar	(F) MB BS London 2001 FRCS MRCGP
Dr Shivani Patel	(F) GP Registrar
Dr Fiona Smith	(F) GP Registrar
Dr Samira Moutkane	(F) GP Registrar
Dr Edmund Ibrahim	(M) Sabbatical locum

### **Nurses and Health Care Assistants**

Miss Dawn Douglas	Nurse Practitioner BSc RGN
Ms Mane Ndoping	Nurse Practitioner
Mrs Maxine O'Donoghue.	Practice Nurse, RGN
Mrs Fiona Ayres	Practice Nurse, RGN (on maternity leave)
Mrs Poonam Vachher	Practice Nurse
Ms Vicky Camilleri	Healthcare Assistant
Miss Victoria Coppini Lasserre	GP Assistant
Mrs Maria Perales	GP Assistant
Ms Heather Hopkins	Phlebotomist

### **Managerial Support**

Mr Pawel Grzyb	Practice Manager
Ms Caroline Lambe	Patient Administration Manager
Miss Deysi Ramirez	Reception Supervisor
Mrs Anna Krol	Reception Supervisor

### **Medicines Management Team**

Ms Rukhshana Daruwalla	Clinical Pharmacist
Mr Akil Choudhary	Clinical Pharmacist
Mr Mitesh Shah	Clinical Pharmacist (Primary Care Network)
Mr Rob Symes	Clinical Pharmacist (Primary Care Network)
Miss Aarti Joshi	Clinical Pharmacist (Primary Care Network)
Miss Charlotte Dooley	Pharmacy Technician
Mrs Jamilla Khan	Pharmacy Technician
Mrs Biserka Krstic	Pharmacy Technician

### **If you change address or contact telephone numbers**

Please notify us straight away if you move address or change your home and/or mobile telephone numbers. If you move within the Ealing area, after you have registered with us, we may be able to retain you as a patient. If you move, please refer to the Practice area map to see whether your new address is still within our Practice boundaries- [www.florenceandbramleyroadsurgeries.nhs.uk](http://www.florenceandbramleyroadsurgeries.nhs.uk). You will be required to provide new proof of address.

**Please ensure that your home/mobile phone numbers and address are kept up to date to allow us to contact you when necessary. The Health authority sends correspondence to you occasionally and will deduct you if the address is not current.**

### **Use of Computers, Personal Health Information and Data Sharing**

Please refer to our website for more information on data sharing and GDPR.

### **Your Rights and Responsibilities**

You will be treated as an individual and will be treated with respect and courtesy at all times, irrespective of your ethnic origin, religious belief, personal attributes or the nature of your health problems. In return we ask for your patience and co-operation when dealing with your health care needs.

### **Practice's Rights**

The doctors and staff at the surgery have very demanding and challenging jobs and all our staff involved in patient care endeavor to support patients in an empathic and professional way.

All members of staff have the right to carry out their work without the threat of violence or intimidation. We have a policy of removing from our list any patient who is physically or verbally abusive or threatening towards any member of our staff or other patients.

### **Access and Facilities**

Florence Road Surgery has a ramp to make access to the building easier for those with wheelchairs. A lift provides access between the ground floor and the basement. Please inform the receptionist on arrival if you need to be seen in a consulting room where you do not need to use the stairs.

Please let us know if you are registered deaf and use sign language, as we may be able to book your appointment using a webcam link to a sign language expert who will translate for the patient and the doctor/nurse.

Buggies, prams and bicycles are NOT allowed to be brought into the hallway or reception area of the Florence Road Surgery for Health and Safety reasons. You will be blocking a fire exit route and causing difficulties to patients and visitors with disabilities. Please leave them outside.

### **Interpretation services**

If you require an interpreter, please let the receptionist know at the time of booking your appointment and this can be arranged for you through the language line.

### **Chaperones**

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they consider one is required.

### **Patient Participation Group**

We have a very proactive group of patients who support the Practice with their thoughts, comments and ideas. Please refer to our website for more information and how to join.

## **IMPORTANT INFORMATION**

Information about other Primary Medical Services in the area:

North West London Integrated Care Board

Ealing Borough Team

3rd Floor, Perceval House

14/16 Uxbridge Road Ealing

W5 2HL

T: 020 8280 8080

<https://www.nwlondonicb.nhs.uk/about-us/ICB>

### **Complaints:**

We aim to provide you with the best possible medical service. At times you may feel that we have not achieved this and want to make your feelings known. Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing, as soon as possible after the event and ideally within a few days as this helps us to establish what happened more easily.

The period for making a complaint is normally:

- 12 months from the date on which the event which is the subject of the complaint occurred or
- 12 months from the date on which the event which is the subject of the complaint comes to the complainant's notice.

If you are a registered patient, you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format if you wish.

Please **leave feedback online** or send your written complaint to:

- **(email) Managing Partner, [admin.florenceroad@nhs.net](mailto:admin.florenceroad@nhs.net)**
- **(post) Managing Partner, Florence Road Surgery, 26 Florence Road, Ealing, W5 3TX**

We will acknowledge your complaint in writing within 3 working days and provide a timeline for the full written response.

### **Complaining on Behalf of Someone Else**

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint but are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it. Please ask at reception for the complaints form which includes a statement of authority that the patient can sign. Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter. Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the above circumstances apply.

## **Confidentiality**

All complaints must be treated in the strictest confidence.

Where the investigation of the complaint requires consideration of the patient's medical records, the Practice Manager must inform the patient or person acting on his or her behalf if the investigation will involve disclosure of information contained in those records to a person other than the Practice or an employee of the Practice.

The Practice must keep a record of all complaints and copies of all correspondence relating to complaints but such records must be kept separate from patients' medical records.

The Practice has an annual review of the complaints received within the year and the learning issues or changes to procedures which have arisen are documented.

## **If you are Dissatisfied with the Outcome**

You have the right to approach the

Ombudsman. The contact details are:

**The Parliamentary and Health Service Ombudsman**  
**Millbank Tower**  
**Millbank**  
**London**  
**SW1P 4QP**

**Tel:** 0345 015 4033

**Website:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)