

Reviewed January2020 D McCarthy

The Elgin Clinic

40 Elgin Clinic, London W9 3QT

Tel: 0207 286 0747 Fax: 0207 286 9773

www.elginclinic.nhs.uk

OUR STATEMENT OF PURPOSE

Elgin Clinic

1-494192219

Partnership

Registered Manager – Dr Philip Mackney

Location Address: 40 Elgin Avenue London W9 3QT

Regulated Activities:

Diagnostic and Screening

Maternity and Midwifery Services

Treatment of Disease, disorder and Injury

People who will use this location:

The Elgin Clinic will treat the Whole Population

The Primary Health Team

Partners:

Dr Philip Henry Mackney (Partner)

Dr Jonathan James Deere (Partner)

Salaried GP

Dr Samantha Jayatilaka (salaried)

Practice Nurses:

Afodia Maisanda– Practice Nurse Prescriber

Raul Labajo - HCA

Practice Manager:

Deborah McCarthy

Practice Secretary:

Annie Leture

Tracey Simmons

Senior Receptionist

Anita McLeod

Administration:

Kerri Kerr

Reception Staff

Fiona Murray

Jackie Ravden

Peter Carse

The Practice

The Elgin Clinic currently has 4500 patients.

Our Aims and Objectives

The practice aims to deliver the highest standard of care by providing patients with access to suitable consultations that will support an appropriate diagnosis from which we will agree with you appropriate treatment and care plans. Our purpose is to provide our patients with personal health care of high quality and to seek continuous improvement on the health status of the practice population overall. We aim to achieve this by developing and maintaining a happy sound practice which is responsive to people's needs and expectations and which reflects whenever possible the latest advances in Primary Health Care

In order to achieve this, the following objectives have been set:

- To provide high quality primary care treatment to our patient population, drawn from the whole population, to include consultations, examinations and treatment of medical conditions
- To show our patients courtesy and respect at all times irrespective of ethnic origin, religious belief, personal attributes or the nature of their health problem
- To focus on good health and wellbeing to our patients and the prevention of disease by promoting healthy living
- To understand and meet the needs of our patients, involve them in decision-making about their treatments and encourage them to participate fully
- To involve other professionals in the care of our patients where it is in the patients' best interests; i.e. referring for specialist care and advice
- To ensure that all members of the team have the right skills and training to carry out their duties competently
- To create an educational environment, where staff promote learning amongst themselves
- To encourage our patients to get involved in the practice through regular feedback, including the Patient Participation Group (PPG) and feedback through a suggestion box and Friends and Family testing.

Infection Control

Our practice strives towards a partnership between patients and health professionals based on the following key facets:

The Elgin Clinic adheres to the Code of Practice 2015 for the prevention and control of Infections.

Good infection prevention and cleanliness are essential to ensure that people who use health and social care services receive safe and effective care. Effective prevention and control of infection must be part of everyday practice and be applied consistently by everyone.

Our ICP lead is our Practice Nurse.

Mutual Respect

The Practice endeavours to treat all of our patients with dignity respect and honesty. Everyone at The Elgin Clinic is committed to deliver an excellent service. We ask all patients to highlight any discrepancies and to offer the same commitment in return.

Appointments

Appointments can be booked online by phone or at reception during surgery hours. If you cannot keep your appointment or if you are running late please let us know as soon as possible so this slot can be allocated to another patient. We regret to inform you that patients who are more than 10 minutes late may need to reschedule their appointment.

If your problem is urgent and you think you need to see a Doctor/Nurse on the same day, please phone use our Duty Doctor System between 8.15am 12:00pm Emergency slots are released on the day.

Home Visits

Home visits are available on request for patients who are housebound, terminally ill or too ill to come to the surgery. If you need a home visit, please phone the surgery as soon as possible in the morning, stating the urgency. The Doctor can assess your problem and arrange a visit if appropriate. Visits are made at the Doctor's discretion.

Triage System

The Doctors operate a Duty Doctor system for patients who do not have an appointment but need to be seen. A Doctor will assess your problem over the phone and if necessary see you on the actual day or make a routine appointment. Please call the surgery between 8.15-12:00pm.

Repeat Prescriptions

Our Practice have now switched to electronic prescribing. To request a repeat prescription, please use the back of your previous prescription and tick the medication you need and hand it in to Reception. Alternatively, you can write a list of the requested medication with your full name and date of birth.

Prescriptions will then be ready for collection after 24 hours at your nominated pharmacy. Please inform reception which pharmacy you would like to use to collect your medication. Medications such as controlled drugs cannot be sent electronically. Prescriptions can be posted to you, if you provide a SAE. Requests are not accepted over the phone for safety reasons.

Test Results

To speak to a member of staff for results please call between 12 – 1pm, excluding Thursdays and weekends. Results for tests performed at the surgery take 7-10 days, X-rays and ultrasounds may take up to 14 days. If your doctor wishes to see you for further treatment, you will be contacted and asked to make an appointment.

Life-Threatening Emergencies

In a life-threatening emergency such as sudden severe chest pain, severe breathlessness, loss of power in a limb, loss of consciousness or severe bleeding dial 999 or go to your nearest Accident & Emergency Department.

Non-NHS Services

Items for which there is a charge include:

Private medical sickness certificates

Health insurance claim forms

Medical examinations for employment or leisure activities

Please request a Fees and Charges leaflet from Reception for more information.

Disabled Access

Our building offers full wheelchair access.

Contact Information

Please inform us if you have changed your telephone number or address. You risk being removed from our practice list if the health authority writes to you and does not receive a reply.

Continuity of Care

Building and maintaining a strong relationship between doctors, health professionals, and patients is essential to the way we work. This is especially so in the management of on-going problems or long-term illness. In these circumstances we would encourage you to continue seeing the same health professional and, wherever possible, we will facilitate this through our appointment system. However, if you have a new problem and your regular Doctor or Nurse is not available or you would like to see someone else, then we would encourage you to see any clinician at the Practice.

Our Services

The services provided by the Elgin Clinic include:

- Routine medical checks and general medical services
- NHS relevant prescriptions and medications and private prescriptions
- Childhood immunisations
- Foreign travel advice and immunisations
- Private medical reports and reviews
- Smoking cessation
- Chronic disease management
- Respiratory Clinic – Including spirometry/COPD
- Diabetic Clinic - On-going care for our diabetic patients
- Sexual health and contraceptive services
- Flu Clinic – over 65's and 'at risk' groups the flu vaccine at a certain time each year to protect against the flu virus
- Phlebotomy
- Joint injections and cryotherapy
- Cervical screening
- Antenatal & Baby Clinic
- Well Woman/Man Clinic
- NHS Health Checks
- My Care My Way (over 65 care planning)
- APBM/ECGs

General Information

Access to Medical Records

Under the Data Protection Act 1998, you have a legal right to your medical records held by your GP. If you wish to see your health records, please submit your request in writing to the Practice Manager. Please request a Fees and Charges leaflet from reception for more information.

Confidentiality

All patient information is considered to be confidential and we comply fully with the Data Protection Act. All employees have access to this information in relation to their role and have signed a confidentiality agreement.

Confidential patient data will be shared within the health care team at the Practice and with other health care professionals to whom a patient is referred. Those individuals have a professional and contractual duty of confidentiality.

Confidential and identifiable information relating to patients will not be disclosed to other individuals without their explicit consent, unless it is a matter of life and death or there is a serious risk to the health and safety of the patients or it is overwhelmingly in the public interest to do so. In these circumstances the minimum identifiable information that is essential to serve a legal purpose may be revealed to another individual who has a legal requirement to access the data for the given purpose.

That individual will also have a professional and/or contractual duty of confidentiality. Data will otherwise be anonymised if possible, before disclosure if this would serve the purpose for which data is required.

Zero Tolerance

The NHS operates a Zero Tolerance Policy with regard to violence and abuse and the Practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we are obliged to notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and circumstances leading to it. West London CCG is then responsible for providing further medical care for such patients.

Comments and Complaints

we are always pleased to hear your comments and suggestions about how to improve our services. However, if you wish to make a complaint, please complete a complaint form which you can obtain from reception within 12 months of the incident and address it to the Practice Manager. She will acknowledge your letter within 3 working days and respond more fully within 10 working days.