

EALING PARK HEALTH CENTRE

195A SOUTH EALING ROAD, LONDON W5 4RH

Email: admin.ephc@nhs.net

Website: www.ealingparkhealthcentre.nhs.uk

TELEPHONE NUMBERS

Emergencies, Visits and Out of Hours

During open hours: 020 8758 0570

Out of hours contact: 111 (NHS 111) provided by NWL ICS

OPENING TIMES

Mon: 08:00 to 18:30

Tue: 08:00 to 18:30

Wed: 08:00 to 18:30

Thu: 08:00 to 18:30

Fri: 08:00 to 18:30

Sat: CLOSED

Sun: CLOSED

Appointments & Prescriptions

Online requests: www.ealingparkhealthcentre.nhs.uk

Tel: 020 8758 0570

Email (prescriptions only): prescription.ephc@nhs.net

Other/Business Enquiries and Results

020 8758 0570 (preferably after 11:30am please)

Primary Care Network:

Ealing Park Health Centre is part of the South Central Ealing PCN

Registrations - visit the practice website or ask

Reception for a form and the practice catchment area information.

Accessibility – this practice has suitable access for disabled patients

PRACTICE STAFF

Our Doctors:

Dr Michael Chan (MRCGP, MRCSed, MBBS), GP

Dr Emma Gorst (MRCG, MBBCh), GP

Dr Sandiso Moyo (MRCGP, BMBS), GP

Dr Joanna Aziz (MRCG, MBBS), GP

Dr Laura Jade Seinhson (MRCGP, DRCOG, MBBS), GP

Our Nursing Team:

Regi Chinyadza (RGN, GPN) Practice Nurse

Asel Kalybaeva, Nursing Associate

Manuel Torres, Healthcare Assistant

Our Allied Professionals:

Mitesh Shah (GPhC), Clinical Pharmacist

Robert Symes (GPhC), Clinical Pharmacist

Saida Ahmed (GPhC), Clinical Pharmacist

Aarti Joshi (GPhC), Clinical Pharmacist

Ravina Daware, First Contact Practitioner Physiotherapist

Michell Makombe, Mental Health Practitioner

Elaine Mulligan, Social Prescriber

Our Administration & Management Team:

Maryam, Assistant Practice Manager

Hollie, Receptionist Manager

Ann, Registrations Manager

Clare, Receptionist

Taaha, Receptionist

Katie, Receptionist

Barbara, Secretary

Greata, Clinical Coder

Zuhleika, Receptionist

Sabrina, Receptionist

Yasmin, Receptionist

Afshan, Secretary

Felix, Admin Assistant

Medical Students:

As a training practice, we have King's College 2nd year Medical Students on Fridays from September 2024 – May 2025 who will be working with us to gain general practice experience.

EALING PARK HEALTH CENTRE

PRACTICE

CHARTER

Information for Patients

PARTNERS

Dr Audrey Silva (MRCGP, MBBS)

Dr Ned Tapley (MRCGP, MBBS)

Ms Shelley Quarcoo (MSc, BSc, CIPD)

Please Take a Copy

(Revised 21/02/2025)

Philosophy:

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work at EALING PARK HEALTH CENTRE.

Patient's Rights to General Medical Services

- ❖ To be offered a health check on joining a doctor's list for the first time.
- ❖ To have appropriate drugs and medicine prescribed.
- ❖ To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- ❖ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- ❖ To choose whether to take part in research or medical student training.
- ❖ To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive at

Details of primary medical services in this area can be obtained from
Ealing Borough Team NHS
North West London Tel: 020 3350 4060 Email:
nhsnwl.ealing@nhs.net www.nwlondonicb.nhs.uk
@HealthierNWL

Our Practice Charter

- ❖ You will be treated with courtesy and respect by all Practice personnel.
- ❖ An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day.
- ❖ A non-urgent appointment with a doctor will usually be offered within 4 weeks.
- ❖ Our standard is to see 80% of patients within 30 minutes of their appointment time. If you have waited longer than this, please ask the Receptionist for an explanation.
- ❖ We aim to answer the telephone within 8 rings. ☎️An urgent appointment with a Practice Nurse will be available within three working days.
- ❖ Due to time constraints our clinicians will usually discuss one medical query per appointment. It may be possible to book a double appointment in exceptional circumstances.
- ❖ Requests for repeat prescriptions will be dealt with within 72 hours. Requests can be made by emailing prescription.ephc@nhs.net, completing an AccuRx form via the practice website, telephoning 020 8758 0570 between 11:30 and 18:00, or in person
- ❖ All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.
- ❖ If you have a complaint, please speak to any member of staff. You can also request a copy of our complaints leaflet from Reception. All complaints will be dealt with in a professional and efficient manner.
- ❖ We wish to make EALING PARK HEALTH CENTRE as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

Patient's Responsibilities

- ❖ If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- ❖ If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- ❖ A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 09:00 if at all possible.
- ❖ An urgent appointment is for an urgent medical problem. Please speak to the Receptionist if you require a sick note or repeat prescription.
- ❖ We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- ❖ Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- ❖ Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- ❖ Please treat all surgery staff, fellow patients, carers and visitors politely and with respect.
- ❖ Violence or verbal harassment will not be tolerated or accepted, and you may be asked to register at another surgery if this behaviour occurs.