

THE BUSH DOCTORS



*16-17 West 12 Shopping Centre
Shepherds Bush
London*

W12 8PP

Tel: 020 8749 1882

Telephone lines are open:
Monday to Friday at 8am – 6.30pm

Email: thebushdoctors@nhs.net
www.thebushdoctors.co.uk

Out of Hours Tel: 111

SURGERY OPENING TIMES

MONDAY

8:00am – 8:00pm

TUESDAY – FRIDAY

8:00am - 6:30pm

CLOSED ON WEEKENDS AND BANK HOLIDAYS

WELCOME TO THE BUSH DOCTORS

Part of the Hammersmith and Fulham Partnership

GENERAL PRACTITIONERS

GP PARTNERS

Dr Joanna Huddy	MB ChB DRCOG MRCGP DCH
Dr Shelina Chatoo	MBBS MRCGP DRCOG DCH
Dr Beera Patel	MB ChB MRCP MRCGP DRCOG
Dr Deep Shah	MBBS BSc (Hons) MRCGP
Dr Jun Lyn Kok	MBBS BMedSci MRCGP

SALARIED GP'S

Dr Amiran Melua	MD PHD
Dr Sarah Jane Trehane	MBChB BSc DRCOG MRCGP
Dr Jemima Kuehn	MBBS GP
Dr Usna Kakar	BSc (Hons), MBChB, MRCGP

NURSING TEAM

Vanessa Andreae	Advanced Care Practitioner - MSc BSc
Fatema Goni	Practice Nurse

HEALTHCARE ASSISTANTS

Zahra Abdullah	Apprentice Nursing Associate – ARRS
Carrie Jeffreys	

PRACTICE PHARMACISTS

Rory Donnelly	MRPharmS (Ipresc)
Payal Patel	MRPharmS (Ipresc)
Anmol Ladva	MRPharmS (Ipresc)

MANAGEMENT TEAM

Lindsey Angell	Operations Manager
Sasa Dekic	Reception Manager

HOW TO REGISTER:

You can register online, please visit:

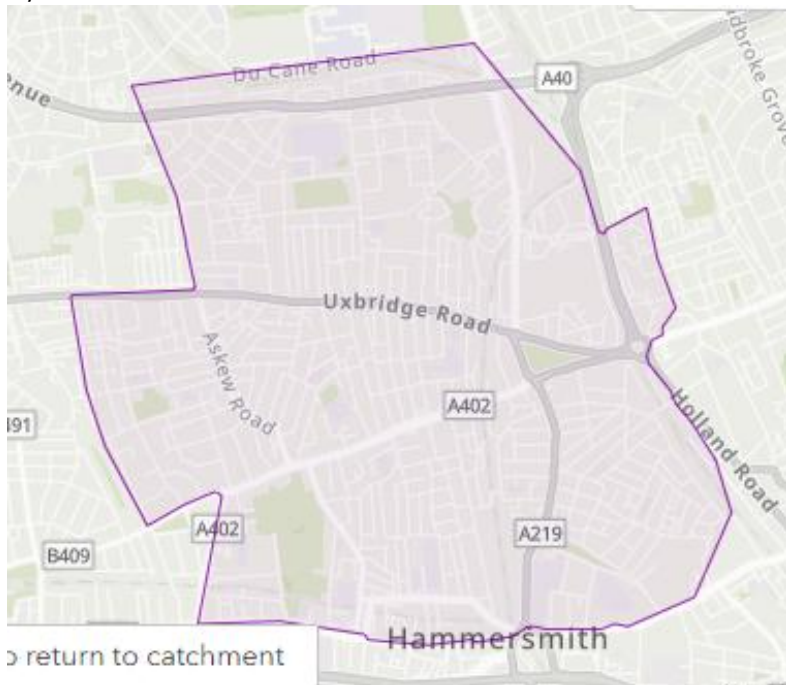
<https://www.thebushdoctors.co.uk/practice-information/new-patients/>

You can also come into reception and complete one of our

registration forms.

Please see the diagram below for our catchment area. However, if you live outside of W6, W12 & W14 you will not be eligible for home visits and some medication will need to be picked up at the surgery. You will be given an out of area registration declaration form to sign and return to us. The out of area registration declaration will contain information on how living out of catchment area may impact your access to care, such as not being able to have home visit. Full details are on our website (see link below) or/and you can request to see it at the reception desk.

<https://www.thebushdoctors.co.uk/practice-information/new-patients/>



When you come to the practice for the first time, it is helpful if you can bring some ID, but this isn't a requirement. It just helps us find and request the transfer of your existing medical record.

Your registration will take up to three working days to be put on the

system, after that you will be able to make appointments.

If you are registered elsewhere, your medical records will be forwarded from your previous practice to us.

Change of Address:

Please notify the practice in writing (ask receptionist for a slip) if you are about to or have recently changed your address. You will be given an out of area registration declaration form to sign and return it to us. The out of area registration declaration will contain information on how living out of catchment area may impact your access to care, such as not being able to have home visit. Full details are on our website (see link below) or/and you can request to see it at the reception desk.

<https://www.thebushdoctors.co.uk/practice-information/new-patients/>

ARRANGING GP CONSULTATIONS:

We offer face to face appointments, telephone consultations and online consultations via PATCHS.

We use a triage system to ensure patients see the most appropriate clinician at the most appropriate time.

You can call us, visit in person or do an online consultation via PATCHS.

<https://patchs.ai/practice/thebushdoctors>

The reception team will ask questions about the reason for your consultation to assist the duty GP in triaging your request. Patients have the right to request to see a particular doctor when liaising with our administration team but must be aware that they may have to wait a little longer to get an appointment with the doctor of their choice.

The current working patterns of the doctors are:

GP PARTNERS

Dr Joanna Huddy

Tuesday, Wednesday & Thursday

Dr Shelina Chatoo

Monday, Tuesday & Wednesday

Dr Beera Patel	Tuesday & Friday
Dr Deep Shah	Monday, Wednesday & Friday
Dr Jun Lyn Kok	Thursday & Friday

SALARIED GPs

Dr Amiran Melua	Monday, Wednesday & Thursday
Dr Sarah Jane Trehane	Monday & Wednesday
Dr Jemima Kuehn	Monday, Tuesday & Thursday
Dr Usna Kakar	Tuesday, Wednesday & Friday

Teaching Practice:

We are an approved teaching practice and regularly have Year 3 and Year 5 medical students from Imperial College London and we also train doctors that are working to become future GPs (GPSPRS). On occasion you may be advised that you will see these learners first before seeing a GP.

Disabled Access:

All of our clinical rooms are located on the ground floor; therefore, we are completely step free.

Infectious Diseases:

Please inform reception if you suspect you have an infectious disease, as this will enable us to arrange a separate room during your visit to protect both you and other susceptible patients.

Keep it or cancel it:

Please help us to offer all our patients the best service we can.

If you cannot attend an appointment, please make sure you call to cancel with as much notice as possible. Please ensure that you arrive on time for an appointment. If you are running late please let us know and we will advise you of the options that are available to you.

If you are more than 10 minutes late the clinician may not be able to see you. We will try our best to let you know if a surgery is running late and your appointment likely to be delayed.

Texts:

We send texts to confirm and remind patients about their

appointments. From time to time we may also text you with relevant information e.g. national health campaigns. Please let a member of staff know if you would prefer not to receive texts.

Home Visits:

If for medical reasons you are unable to get to the surgery and require a home visit, please telephone the surgery before 11.30am. Children can nearly always be brought to the surgery where there are better facilities for diagnosis and treatment. If you are uncertain whether you need a visit, the doctors will be happy to advise you.

SystemOne Online:

Please register for our online service. You can request repeat medications and have access to your medical information held on file.

Out Of Hours – Evenings and Weekends:

Should you require medical treatment or advice when the surgery is closed, please call NHS 111. This is free from both landlines and mobile phones. If in doubt telephone the surgery as the telephone message will provide instructions.

Nearest Urgent Care Centres:

Hammersmith Hospital, Du Cane Road, W12 0HS, Tel: 020 8383 1403

Charing Cross Hospital, Fulham Palace Road, W16 8RF, Tel: 020 8846 1005

St Mary's Hospital, Praed Street, W2 1NY, Tel 020 3312 6666

Local Hospital Switchboard Telephone Numbers:

- Charing Cross Hospital: 020 3311 1234
- Chelsea & Westminster Hospital: 020 8746 8000
- Hammersmith Hospital: 020 3313 1000
- St Mary's Hospital: 020 3312 6666

OUR SERVICES:

Doctors:

There are 8 general practitioners (GPs) at The Bush Doctors Surgery.

You can see them by making the appropriate appointment.

Practice Nurses:

Our practice nurses offer various healthcare treatments, including: cervical smears, dressings, women's health, diabetes, asthma, blood pressure and child immunisations, travel vaccinations. Nurses appointments are normally available each day between 8.30am-6pm and the occasional late clinic. Nursing appointments need to be pre-booked in advance.

Healthcare Assistants (HCAs):

Our HCAs offer various routine testing, including Phlebotomy, Spirometry, ECGs, Wound Care, NHS Health checks, Ambulatory Blood Pressure Machine fitting and review of patients at high of diabetes.

Phlebotomy (Blood Sampling):

Blood samples are currently taken by our HCA's. Please speak with a receptionist to find a suitable appointment time. Blood sampling test requests can only be authorised by a GP. You may be asked to abstain from eating or drinking (known as fasting) for a period of time before your appointment depending on reason for the tests.

Test Results and Advice:

Results from your sample are normally available within **seven days**, but certain tests may take much longer. Your doctor should advise you when to expect results.

To obtain your results, please call our results line, which is open Monday- Friday between 12:30pm-1:30pm. You can also view them through SystmOne Online.

Samples:

These should be handed into the reception sample box before 5pm on any week day. Please ensure any specimen bottles are securely sealed and labeled with your name, date of birth and NHS number; and that a fully completed request form is attached.

Maternity Care:

All doctors are happy to provide pre-conceptual advice and shared care with the maternity unit of your choice to deliver your baby. We work closely with the midwives at the local hospitals.

Post-Natal Appointment:

Your postnatal appointment with the doctor would take place roughly 6 weeks after giving birth. We also ask that you register your baby as soon as possible so we can offer your child an 8-week development check and their first immunisation appointments. (This would be an initial GP appointment followed by a nursing appointment). Please be advised that we cannot register babies and children without the mother or father being a registered patient at this practice for safety reasons.

Immunisations:

The NHS offers a range of immunisations to protect you and your family from potentially serious illnesses.

We strongly recommend that you take up the offer and make sure all of your family have had the relevant immunisations. Please talk to a clinician if you have any questions regarding immunisations. Between the ages of 2 months and 3 years 4 months children should have a programme of immunisations to protect against:

- diphtheria
- tetanus
- pertussis (whooping cough)
- polio
- haemophilus influenza type b (Hib)
- pneumococcal infection
- meningitis C
- measles
- mumps
- rubella.

New immunisation for Meningitis B has been added to the routine programme for those born after 1st July 2015.

Since autumn 2008, girls aged 12 to 13 are offered the HPV vaccine to protect against cervical cancer later in life. The HPV vaccine programme has now been extended to include all girls aged 12 to 18 – available either through schools or the surgery. This is a new

programme, so if you think your daughter has missed the vaccine, please contact the surgery.

Boys and girls aged 13 to 18 should also have a diphtheria, tetanus and polio booster (whether or not they have had previous immunisations as a child).

Non-routine immunisations:

Immunisations to protect against TB and Hepatitis B are offered only where patients are considered at high risk. Contact your GP for more information.

Free flu vaccine:

This is offered to people over 65, pregnant women, people with certain long-term medical conditions (for example, diabetics, asthmatics, COPD heart disease, chronic kidney disease, liver disease, stroke, pregnant woman, immunosuppressed including HIV and sickle cell, Huntington disease, Parkinson's Disease & carers and children between the ages of 2 -4 years. Eligible patients will be invited to attend. If you think you are eligible but have not received an invitation, please contact the surgery.

Shingles and Pneumococcal Vaccination is offered to patients who are eligible. Please refer to www.nhs.uk for further details.

Travel Vaccines:

In order to give you the help and advice you need for safe foreign travel, please make a double appointment with one of our nurses 8-6 weeks prior to travelling. There is a charge for some of the vaccines and some may not be in stock and will have to be ordered in.

Screening:

The NHS offers free routine screening for some of the most common cancers. Screening can pick up problems early, sometimes even before they develop into cancer. Screening saves lives and we strongly recommend that everyone accepts invitations to screening appointments.

Breast - All women aged between 50 and 70 will receive an invitation letter for breast screening every three years.

Cervical - Regular screening helps prevent cervical cancer which is the second most common cancer in women aged 35 and under. Please note that cervical screening is performed by female staff. Women are invited for screening (smear test) from the age of 25. Between 25 and 49 screening is every three years. From 50 to 64 it is every five years.

Email cervix@hf-pct.nhs.uk if you have any queries.

Bowel - In 2008 the new bowel screening programme was rolled out in Hammersmith and Fulham. All men and women aged 60 to 69 are offered screening every two years. The programme sends a simple self-testing kit to patients to do at home and post back for analysis. Results are returned within two weeks.

If you fall into any of these age groups and have not had a screen in the recommended time period, please speak to one of the practice staff.

Diabetes:

We have a designated diabetic clinics run by a GP alongside our Health Care Assistant. In addition, we have specialist diabetic pharmacists who run clinics weekly.

NHS health checks and Health trainers:

We offer NHS health checks to all patients between the ages of 40-74. These checks will review your risk factors for heart disease,

strokes and diabetes. You will receive information and advice on lifestyle measures to improve your general health. We have specialist health trainers who run these clinics.

Specialist Mental health clinics:

We have a designated mental health clinic run by the General Practitioners. These clinics offer not only psychological support but also address physical and social needs.

Health Information Leaflets:

Please note that there are a number of posters in the waiting room on various health issues available at the practice.

Repeat Prescriptions:

In most cases you can order repeat prescriptions a week in advance. Please allow at least 3 working days' notice before you need the repeat prescription. If the medicines you require need reauthorisation, it may take a little longer to process your request.

You can request repeat prescriptions my email or by coming in to the practice.

By email: carefully copy the items required from the computerized request slip, along with your name and date of birth and email to prescriptions.thebushdoctors@nhs.net

All use of medication needs to be regularly reviewed for your safety and wellbeing. If you have been asked to make a review appointment with the doctor please ensure you do this before your medication is due, as most medicines will not be issued in advance of the review.

Medications that are not issued as repeat prescriptions:

It is recommended practice not to issue certain types of medication as repeat prescriptions. Therefore you may be asked to consult a doctor for each issue.

GENERAL PATIENT INFORMATION

Medical certificates for sickness:

UK law allows workers to self-certificate for the first seven days of any illness. To obtain a certificate after seven days you must see a doctor. Please request this through Patches or by phone if you are not able to access this.

Translation Services:

We have translation services available so if communicating in English is a problem, please let us know we will arrange a translator.

Referral to hospital:

If you need to be referred to see a specialist, you can now choose to get your treatment at any hospital that meets NHS standards. You can also book an appointment date and time that is convenient for you. You can make your choice based on what is important to you: for example, a hospital's reputation, shortest waiting times, cleanest wards, most convenient location or anything else. We will be happy to give a recommendation if you wish but it is your choice.

To help you choose there is information on the NHS Choices website at www.nhs.uk. You can compare hospitals on cleanliness, patient feedback, the overall quality of service, the respect and dignity given to patients and distance from your home. You can also see comments left by patients and after your treatment you can leave feedback on the website to help other people choose.

We can use a computer system called Choose & Book which gives our doctors immediate access to hospital clinic diaries. If you make your choice straight away, you will be able to look at the diary with the GP and pick a slot that suits you.

If you need time to choose a hospital, or check which date would suit you best, we will give you a reference number. When you have made your choice you simply call the national appointments line on 0845 608 8888 or book online at www.chooseandbook.co.uk

Carers and Young Carers:

We make special allowances for carers and young carers, so please ask at reception for further details.

Carers can have their own needs assessed by H&F Social Services. Social Services work with the Hammersmith & Fulham Carers' Centre to provide support to anyone caring for someone in the borough.

For more information visit: www.lbhf.gov.uk/health-and-care/carers or call 020 8969 7812.

Named GP:

The practice is required by the Government under the terms of the latest GP contract to allocate all patients a named GP who is responsible for your overall care provided by the practice.

It is important to remember that you can continue seeing any GP of your choice at the practice.

Individual patients will be informed of their named accountable GP at the first appropriate interaction with the practice.

Your named GP will usually be the named doctor you are registered with. If you wish to be told the name of your named GP, please ask at reception when you are next in the surgery.

Where a patient expresses a preference as to which GP they have been assigned, the practice will make reasonable efforts to accommodate this request.

Your named GP will not be available at all times and if your needs are urgent, you may need to discuss them with an alternative doctor.

Patients' Rights:

Patients are entitled to be treated fairly on the basis of medical need and not discriminated against in any way.

Data Protection & Confidentiality:

The Practice is very aware of confidentiality and data protection issues and all staff are fully trained to understand their legal and professional obligations to protect your information. We take such matters very seriously and have stringent confidentiality and data

protection procedures, which are regularly reviewed.

Patient Information and Data Sharing:

In order to support your care, NHS healthcare professionals maintain records about you. We take great care to ensure your information is kept securely and used appropriately.

Patient information is held by the GP practice and is accessible to the practice nurses, practice manager, and reception and administration staff. Strict access controls apply and the relevant statute and common law. Please ask for a leaflet at reception. The practice will also share your information with other healthcare professionals treating you to support the direct provision of your care. They will ask your permission to see your information when they see you.

Patients have the option not to share their data if they so wish. Please ask at reception if you do not wish to share your data. All these parties may not disclose any identifiable information to any other outside agency without the patient's agreement. Patient data (anonymous) may be used for audit purposes.

Under the Data Protection Act 1998, you have a legal right to access your health records. If you would like to see your medical records please ask reception about the process.

Patient Participation Group:

BE PART OF IMPROVING YOUR SURGERY, JOIN OUR PATIENT GROUP!

Do you want to improve health and health services in your local community?

Do you want to have the opportunity to have a voice and get involved in the way your health service is run?

Do you want to help shape and improve services and even get involved in shaping and delivering new and exciting services?

Let us hear about your experiences, views and ideas for making services better.

The Practice is looking for people from all ages and backgrounds who are enthusiastic about influencing and improving the way that local healthcare is delivered.

If you are interested, please email:
nhsnwl.thebushdoctorsppg@nhs.net

Zero Tolerance:

The Bush Doctors supports the NHS Zero Tolerance policy with regards to anti-social, abusive or violent behavior towards our staff.

Feedback, Comments, Suggestions & Complaints:

We are constantly trying to improve our standards of service. We welcome comments and suggestions on all aspects of the care we provide. We also understand that there are times when you may feel it necessary to complain.

Suggestions can be placed in the suggestion box located between the entrance doors.

If you would like to make a formal complaint, please send an email to thebushdoctors@nhs.net this will be acknowledged and a response will be sent to you.

Alternatively, please speak with the Reception Manager or the Operations Manager.

Interpreting service

If you do not speak English with enough confidence to talk about medical problems we can arrange a professional interpreter free of charge. We need at least 24 hours notice to book an interpreter. A telephone service is available for urgent/emergency appointments. Please show reception this page to indicate which language you need.

Arabic

قشلا نم ينفكي لم عم فويزيلكنلا ءغللا ملكتت لي نرك اذا
ينم مچرتم قىيكت اينالكماب ناف عيصللا لكشلا ناع شوجنلل
24 لىلا عجاج نوكنس هروصللا اذهو . اناجم مچرتماب بوقي
لك مچرتم رجح بوقن يكل لقسم . انراشرا لقالا ولع وعش
فولطلا / ولع عشملا ديعلولمل ءيفتاه تادخ اضيا رفوتت
ءغللا نايبمئل لبقوسلا بيشلمل ءفصللا ذه زارب يچري
اموچلحت يتلا .

Somali

Hadii aadan luqadda Ingiriisida si kalsoon uugu
sheegan karin dhibaatooyinkaaga caafimaadka, waxa
aanu kuu diyaarin kamaa turjubaan xirfad leh oo
bilaasha. Waxase aanu u baahan nahay ugu yaraan 24
saacadood oo sii ogaaysiina si aanu kuugu diyaarino
turjubaanka . Balamadda degdega ah waxa aanu kuu
heli kamaa turjubaanka talafoonka. Fadlan boggan tus
soo dhawaynta una tilmaan luqada aad rabto.

Farsi

تالکشم دروم رد ىفاک سفن هب دامت عا لب دين فوت ىبن رگا
مين فوت ىم لم دين زب فوح ىسليگنا نابز هب فوخ وکشزب
ىارب لم . ميخپ ىناجم روطب ل ىا فوح مچرتم فوضخ بىفوت
سنيورس . ميرو زايىن فووت عس ٢٤ هب لقادح مچرتم زاتووع
فصل . درک فوچ سن زروا / فروف دروم ىارب ىنفلت مچرت
ل . مچمن نيا ميوز ىم فوح ک ىنابز ندرک صخزم ىارب
ديو نقرى شريخ شخپ هب .

Polish

Jeśli Twój angielski nie jest na tyle dobry, aby
swobodnie porozmawiać z lekarzem o dolegliwościach
zdrowotnych, jesteśmy Ci w stanie zapewnić darmowe
usługi tłumacza. Należy nas o tym powiadomić z 24-
godzinnym wyprzedzeniem. W nagłych przypadkach
jesteśmy w stanie zapewnić usługi tłumacza przez
telefon. Prosimy o pokazanie niniejszego dokumentu w
recepcji, co pozwoli zidentyfikować wymagany język.

Spanish

Si ud. no habla inglés con confianza acercad de
problemas médicos, nosotros podemos brindarles una
intérprete profesional sin cargo. Necesitamos un mínimo
de 24 horas para agendar un intérprete. Disponemos de
servicio telefónico para citas urgentes/emergencias. Por
favor muestre esta página en recepción para indicar el
idioma que ud. necesita.

Portuguese

Se você não fala inglês de maneira suficientemente confiante
para conversar sobre problemas de saúde nós podemos
fornecer-lhe um/a intérprete profissional gratuitamente.
Nós precisamos ser informados com no mínimo 24 horas
de antecedência para chamar um/a intérprete. Um serviço
telefônico encontra-se disponível para consultas urgentes/
de emergência. Por favor mostre esta página na recepção
para indicar qual língua você precisa.

Tigrinya

ናይ ሕክምና እግዮ ለጋላውኩም እግዮ ብዘገድ እግዛን ከትሓሉ ርእሰ
ፍትሕናን እንተዘይብልኩም ብዘገድ ተርጓሚ ከብልልኩም ገሰልላ እና።
ተርጓሚ ከብልልልኩም እንተሃና ብዘሓላ 24 ሰዓት ተደልፍና። ጎልልናን/ጎልራናን
ናይ ሕሊእ እንተኩት ክሓሉ እሳ ሙቀክላ እንይሽ (ሰፒፒሽ) ፍብ ሙቀክላ
እንታይ ትገድ ከፍትሓሉ ሙታን ከትሓሉኦ ክሊ ራራት ሓገኩም ከትሙኦ ሓራ።

Russian

Если вы не владеете английским с достаточной
уверенностью для обсуждения медицинских
проблем, мы можем организовать услуги
профессионального переводчика бесплатно. Нам
необходимо предупредить, по меньшей мере, за 24
часа для того, чтобы мы могли вызвать переводчика.
Также могут быть предоставлены услуги переводчика
по телефону для срочных/неотложных посещений
врача. Пожалуйста покажите этот листок в приемной
для того, чтобы указать какой язык вам необходим.

How to find us:

This map shows our location, which is on the ground floor of the West 12 Shopping Centre shopping Centre opposite the Shepherds Bush Central Line underground station.



There is car parking available in the West 12 Shopping Centre NCP car park and controlled parking zones on all nearby streets.