

PRACTICE CHARTER

MATERNITY CLINICS: We can provide a shared maternity service.

MINOR SURGERY CLINIC: Please consult with your doctor who will be pleased to refer you to the clinic.

PHYSIOTHERAPY: You can self refer to NHS Camden Connect physiotherapy clinic at Belsize Priory NHS Health Centre. See our website for more information.

REGISTRATION HEALTH APPOINTMENTS: Are offered to all new patients arranged by appointment at reception.

SMOKING: Appointments available throughout the week for help & advice on quitting.

TEENAGERS: This practice welcomes teenagers. They are welcome to make appointments with their doctor of choice. The young person may be seen alone if they wish.

TRAVEL VACCINATIONS & ADVICE: Limited appointments available. Please see website for more information.

WART CLINIC: All types of wart or verrucae can be removed. Please consult a doctor who will refer you on to the clinic if necessary.

WOMEN'S HEALTH & FAMILY PLANNING CLINIC:

Appointments can be made at anytime with the practice nurse or with your usual doctor. The practice provides a range of contraception including a coil and implant insertion service, cervical smears and sexual health checks with absolute confidentiality.

COMPLAINTS & SUGGESTIONS

We are pleased to receive any comments in order to improve our medical services. Please place any suggestions in the box provided (at reception) marked for the attention of the practice manager and they will receive our careful attention. Our complaints procedure can be obtained from the reception or our website. All complaints will be dealt with as per the practice procedure.

TEST RESULTS

Please ring for test results **after 11am Monday to Friday.**

CARERS INFORMATION

If you are a carer please inform reception and they will give you a carer's pack.

Please let us know if you have any communication needs, for example, large print or interpreters.

WHAT WE WILL DO FOR YOU

- All patients will be greeted courteously.
- We will treat all information confidentially.
- We are always committed to providing the best possible service.
- We will give you your preferred choice of doctor if possible.
- We will always offer the treatment and advice we believe is best.
- We will arrange a home visit if you are too ill to attend the surgery.
- We make every effort to see you promptly.
- We will try and deal with any problems or complaints promptly.
- You have the right to see your medical records.
- The practice will inform patients of services available by means of its leaflet and notice boards and website.
- The practice adheres to an equal opportunities policy.

WHAT YOU CAN DO FOR US

- Please treat staff with courtesy and respect.
- If possible please telephone before 10am if you need a home visit.
- To speak to a doctor, 'phone during office hours and leave a message if the doctor is in surgery.
- Please tell us if you cannot keep your appointment.
- Please think carefully before calling out a doctor at night.
- Ask if you are not sure about your treatment.
- Most delays are due to emergencies. Please be patient.
- Many illnesses can be prevented through healthy living. Please ask for health advice and leaflets.
- Please arrive promptly for your appointment. If you arrive more than 15 minutes late we cannot guarantee you will be seen.
- If you come as an emergency you may have to wait until booked appointments are seen.

THIS PRACTICE USES NHS APPROVED CONFIDENTIAL
ELECTRONIC MEDIA.

ZERO TOLERANCE

The practice supports a zero tolerance policy. Anyone who is verbally or physically abusive to any member of staff, shall be removed from the practice list with immediate effect.

August 2018

Brondesbury Medical Centre

279 Kilburn High Road

London NW6 7JQ

T: 020 7624 9853

F: 020 7372 3660

E: bmcinfo1@nhs.net

www.brondesburymedicalcentre.co.uk

Email your repeat prescription request: bmc.prescriptions@nhs.net

For urgent medical services when the surgery is closed* dial 111
*On the rare occasion when we close the telephone lines during the day (Monday—Friday 8.00am—6.30pm) for staff training, please telephone Care UK 020 7388 5800

General Practitioners

Partners

Dr Rumshia Ahmad (F)

MBChB, BSc (Hons), MRCGP, DFRSH Registered 2005 GMC 6122531

Dr Frances Baawuah (F)

MBChB, MRCP, MRCGP, DFRSH Registered 2003 GMC 6078773

Dr Jessica Harland (F)

BSc, MBBS, MRCP, MRCGP, DFRSH Registered 2001 GMC 6030600

Dr Richard Mendall (M)

Caldicott Guardian
MBA, MB, BS, DCH, DRCOG, MRCGP, DFPF Registered 1987 GMC 3180363

Associates

Dr Zarina Beg (F)

MBBS (2009), BSc, MRCGP Registered 2009 GMC 7043205

Dr Ben Braithwaite (M)

BSc (Hons), MBChB, MRCGP Registered 2003 GMC 6053070

Dr Angela Dabiri (F)

BSc, MB, BS, DCH, MRCGP Registered 2004 GMC 5198458

Dr Kate Jenkins (F)

GMC 6159483

Dr Janice Samuel (F)

MBBS, DRCOG, MRCGP Registered 1988 GMC 3278295

Dr Sundee Soe-Naung (F)

MA, BM, BCh, DRCOG, DCH, MRCGP Registered 2007 GMC 6160323

Dr Deri Trigg (M)

MBBS, BSc, MRCGP, DRCOG Registered 2008 GMC 7021239

Dr Benjamin Tschobotko (M)

GMC 7285184

Dr Adrian Wayne (M)

B.Sc., MB, BS, DRCOG, DCH, MRCGP Registered 1981 GMC 2711355

Dr Justin Yem (M)

MBChB, BSc, MRCP, DRCOG, MRCGP Registered 2006 GMC 615650

STAFF

Our practice team consists of:-

Practice Manager	- Mr Amal Wicks (Information Governance Lead)
Deputy Practice Manager	- Miss O'Brien
IT Manager	- Miss David
Office Manager	- Miss Lawrence
Practice Nurses	Corrionne, Sonia & Azulay (trainee PN)
Health Care Assistants	- Diana, Abdiweli and Sumita
Practice Pharmacist	- Fatima
Reception Manager	- Linda
Deputy Reception Supervisor	- Sandra
Senior Receptionists	- Eileen & Liz
Receptionists	- Lashana, Tina, Denise, Sandra, Helen, & Sheyma
Administrative staff	- Doreen, Trudy, Melina Joanna, Rhonda & Razna

WE ARE A TRAINING PRACTICE AND TRAIN POSTGRADUATE DOCTORS

REGISTRATION

THE FOLLOWING ID MUST BE SUPPLIED BEFORE REGISTRATION CAN BE ACCEPTED

1. PROOF OF RESIDENCY WITHIN THE PRACTICE AREA (E.G. RENT BOOK OR UTILITY BILL).
2. PROOF OF ENTRY TO THIS COUNTRY (I.E. PASSPORT OR HOME OFFICE DOCUMENT).
3. CURRENT MEDICAL CARD OR SUBSTITUTE GMS1 FORM.
4. NATIONAL HEALTH SERVICE NUMBER IF PREVIOUSLY REGISTERED WITH AN NHS GP.
5. COMPLETED PRACTICE QUESTIONNAIRE.
6. ARRANGE AN APPOINTMENT FOR A NEW PATIENT REGISTRATION CHECK WITH THE HEALTH CARE ASSISTANT.

IT IS THE POLICY OF THIS SURGERY TO ASK THE ABOVE OF EVERY PERSON WISHING TO REGISTER.

OPENING TIMES

SURGERY DOORS

**Monday, Tuesday & Wednesday
7.30am*—1.00pm and 2.00pm—7.00pm***

Thursday 7.30am* - 1.00pm and 2.00pm - 8.00pm*

Friday 7.30am* - 1.00pm and 2.00pm - 6.30pm

* (Please note access to the surgery before 8.00am and after 6.30pm is for patients with PRE-BOOKED APPOINTMENTS only. The telephone lines continue to open at 8.00am & close at 6.30pm)

TELEPHONE LINES

Monday—Friday 8.00am—6.30pm

FOR URGENT MEDICAL SERVICES WHEN THE SURGERY IS CLOSED

DIAL 111

On the rare occasion when we close the telephone lines during the day (Monday—Friday 8.00am—6.30pm) for staff training please telephone Care UK 020 7388 5800

There are four telephone lines available for appointments. There are another two separate lines for doctors to answer patients' queries and a private line for urgent queries and appointments with surrounding hospitals.

Please note all calls will be recorded for training and quality purposes.

**The Surgery MAY BE CLOSED for staff training
See notice boards or website for updates.**

MAKING APPOINTMENTS

You can book a routine appointment to see a doctor from 2-14 days in advance. Please try and allow sufficient time when booking routine appointments, as it is better to see the same doctor regularly if you can. If you feel your problem cannot wait this long you will need to discuss why with a doctor. The receptionist will take a telephone number and the doctor will contact you within 1-2 hours. Once the doctor has spoken to you they will advise you on when you should be seen if appropriate.

Please note this surgery does NOT offer a walk in service.

What should you do if you want to be seen urgently.
Contact the surgery by telephone and explain that you would like to speak to a doctor that day. If you do not feel it can wait you will need to explain why to the receptionist. You will also need to have a telephone number we can contact you on.

If you are unwell and find it impossible to attend the surgery a doctor will visit you at home. **It is helpful if home visits are requested before 10.00am if possible.**

REPEAT PRESCRIPTIONS

Requests for repeat prescriptions must be given to the surgery by

1. Handing the request in at reception
2. Sending by FAX or online using our website
3. By posting and enclosing a stamped, self-addressed envelope
4. Register and use our online prescription facility (ask reception for details)
5. By email to bmc.prescriptions@nhs.net

WE DO NOT ACCEPT PRESCRIPTION REQUESTS BY TELEPHONE

If possible please return the second half of your computerised prescription. If this is not possible, please write your name, address, date of birth and medication required clearly. Some medications cannot be requested on repeat, i.e. The Pill and antibiotics. Please ask the doctor if you are in any doubt.

**YOUR PRESCRIPTION WILL BE READY FOR COLLECTION 2 WORKING DAYS AFTER RECEIPT.
WHY NOT SIGN UP FOR ELECTRONIC PRESCRIBING WITH YOUR CHOSEN PHARMACY—
SEE OUR WEBSITE FOR MORE DETAILS....**

CLINICS AND SERVICES

Our highly qualified practice nurses can carry out most of the services. If, however, you wish to see the doctor you are most welcome to do so.

ALCOHOL COUNSELLING: By appointment only.

BABY CLINICS: *by appointment only*

Monday 2.00pm— 3.40pm immunisations only.

Thursday 2.00pm— 4.00pm weigh, 8 week check, 1st imms and post natal checks.

Health visitor alternate weeks for any queries or advice on feeding and any child related problems.

Immunisations (NOT 1st imms) may also be booked with the practice nurse throughout the week.

PLEASE DO NOT BRING ILL BABIES OR CHILDREN TO BABY CLINIC

BLOOD CLINICS: *appointment only.* You can also attend the Royal Free Hospital ground floor (Phlebotomy) 7.30am - 5.30pm [Mon—Fri] 9.00am—1.00pm Saturdays. Closed Sundays and Bank Holidays.

CHRONIC CONDITIONS CLINICS:

ASTHMA, CHRONIC KIDNEY DISEASE, COPD, DIABETES, EPILEPSY, HYPERTENSION (HIGH BLOOD PRESSURE), HEART DISEASE/FAILURE AND MENTAL HEALTH CLINICS are held weekly. All patients with a chronic condition are strongly recommended to attend at least once a year. All clinics are by appointment only.

CITIZEN'S ADVICE: For benefits, welfare advice by appointment only.

COMPLEMENTARY MEDICINE: Limited appointments for acupuncture are available.

DRUG SERVICES (CHANGE, GROW, LIVE): Please contact your doctor if you wish to discuss attending sessions at the practice.

FLU VACCINE CLINIC: Starts every September/October.

iCope PSYCHOLOGICAL SUPPORT: iCope offer a range of treatments. Please discuss this with your GP if you would like to be referred.

Continued overleaf