

## Named GP

From 1 April 2015 practices must give each new patient a named GP. Patients will be allocated to the GPs at the practice in rotation to ensure equal numbers of patients for each GP. The named GP is responsible for your overall care. Please contact the practice if you would like to know the name of your named GP. This does not affect who you choose to see at the practice and you are free to see any GP you would like if they are available. If you would like to change your named GP, we will make every effort to accommodate this request, but it may not always be possible to change this.

## Online Access

Patients can apply for online access to book appointments, order repeat medication and, subject to GP approval, to access medical records online.

## LOCAL INFORMATION

### CHEMIST

#### Terry's Pharmacy

4 Castle Hill Parade, The Avenue, Ealing W13 8JP

Tel: **020 8997 2954**

Fax: **020 8997 7707**

Email: [terrys.pharmacy@nhs.net](mailto:terrys.pharmacy@nhs.net)

### CHARTERED PHYSIOTHERAPISTS

#### Ealing Physiotherapy

Christina Carlsen MCSP SRP & Associates

228 South Ealing Road, Ealing W5 4RP

Website: [www.ealingphysio.co.uk](http://www.ealingphysio.co.uk)

Tel: **020 8847 1887**

#### Mrs Ann McLaughlin MCSP, HPC

1<sup>st</sup> Florence Road, Ealing W5 3TU

Website: [www.ealingphysiotherapy.co.uk](http://www.ealingphysiotherapy.co.uk)

Tel: **020 8579 2678**

Fax: **020 8579 6780**

### FUNERAL DIRECTOR

#### Christopher Wickenden Funeral Services

71 Greenford Avenue, Hanwell W7 1LJ

Tel: **020 8579 7176**

Fax: **020 8567 2551**

## HELPLINES

### Alcoholics Anonymous

Tel: **0845 769 7555**

### Ealing Women's Aid Crisis Line

Tel: **0845 702 3468**

### Carers Direct

Tel: **0808 802 02 02**

### Bereft (Bereavement counselling)

Tel: **020 8896 2800**

### Childline

Tel: **0800 11 11**

### FRANK

Tel: **0800 77 66 00**

(help and info to parents regarding drugs)

### Parent Line

Tel: **0808 800 2222**

### SMOKEFREE Ealing

Tel: **0800 876 6683**

### Samaritans

Tel: **08457 90 90 90**

### Relate (Relationship counselling)

Tel: **0300 100 1234**

### Ealing Town Hall

Tel: **020 8825 5000**

### Ealing Social Services

Tel: **020 8825 8000**

### Local Police Station

Tel: **020 8810 1212**

### NHS Ealing Clinical Commissioning Group

3<sup>rd</sup> Floor, Perceval House, 14/16 Uxbridge Road,

London W5 2HL

Tel: **020 8280 8080**

*is responsible for the provision of primary medical services to residents of Ealing and patients registered with practices within its boundary and can be contacted at the address above*

### NHS England

PO Box 16738, Redditch

B97 9PT

Tel: **0300 311 22 33**

*works with staff, patients, stakeholders and the public to improve the health outcomes for people in England*

### Walk in Centres

Urgent Care Brent - Central Middlesex Hospital

Tel: **0333 999 2575** Fax: **0333 999 2576**

Urgent Care Ealing - Ealing Hospital

Tel: **0333 999 2577** Fax: **0333 999 2578**

### HOSPITALS

*Patients requiring urgent stitches or X-ray because of injury should go directly to a hospital A&E.*

### Ealing Hospital

Uxbridge Road, Southall, Middlesex

Tel: **020 8967 5000**

### Central Middlesex Hospital (No A&E Dept)

Acton Lane, London NW10 7NS

Tel: **020 8965 5733**

### Hammersmith Hospital

150 Du Cane Road, London W12 0HS

Tel: **020 3313 1000**

### Charing Cross NHS Walk in Centre

Charing Cross Hospital, Fulham Palace Road,

Hammersmith, London W6 8RF

Tel: **020 3313 3833**

### West Middlesex University Hospital

Twickenham Road Isleworth, Middlesex TW7 6AF

Tel: **020 8560 2121**

# The Argyle Surgery

(Non-Limited partnership)

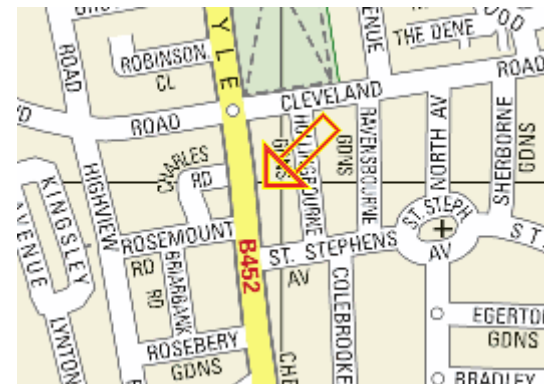
128 Argyle Road, Ealing, London W13 8ER

Telephone: 020 8090 1153

Fax: 020 8601 2503

Email [argyle.surgery@nhs.net](mailto:argyle.surgery@nhs.net)

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



### DR GOURI DHILLON MBBS MRCGP DRCOG DCH

Partner (Registered London 1979) (F) GMC No 2444958

### DR RAJESH KRISHNA MBBS MRCGP MRCS DRCOG

Partner (Registered Bangalore, India 1995) (M) GMC No 4709200

### DR ARJUN DHILLON MBBS MRCGP MRCP PGDip

Partner (Registered London 2004) (M) GMC 6076891

### DR NATASHA GRIFFIN MBBS BSc MRCGP

Partner (Registered London 2006) (F) GMC No 6130020

### DR ANNA DOWN MA Hons (Oxon) MBBS DGM DCH MRCGP

Partner (Registered London 2007) (F) GMC No 6141421

### DR CARLY BUSH MBBCh MRCGP DRCOG DCH

Partner (Registered Cardiff 2009) (F) GMC No 7046991

### SUSAN WHITE BSc hons NP Dip RGN DN

Partner (F) NMC 85A2267E

### SURGERY HOURS (Surgery by appointment)

|                   |   |
|-------------------|---|
| Monday to Friday: | 8.00 am - 11.30 am<br>2.30 pm - 5.30 pm |
| Saturday          | 8.30 am - 11.30 am                      |

### OPENING HOURS

|                           |                                       |
|---------------------------|---------------------------------------|
| Monday to Friday:         | 8.00 am -1.00 pm<br>2.00 pm - 6.30 pm |
| Saturday (by appointment) | 8.15 am - 12.15 pm                    |

## HOW TO SEE A DOCTOR:

We operate an appointment system to ensure, as far as possible, that you will be seen at a specified time. Please note one patient per appointment. Same day appointments are available. If you have a very urgent matter please let the receptionist know. You can see any Doctor in the practice. We prefer you to try to stay with one Doctor through the course of one illness or problem. If you require a telephone consultation, these are available with a doctor or nurse.

**HOME VISITS:** If you are housebound or too ill to come to the surgery, a Doctor will visit you at home. Please ring before 11.00am if possible.

**WHEN THE SURGERY IS CLOSED** and you are in need of medical attention that cannot wait until the surgery is open please dial 111, for the NWL commissioned out of hours service.

For health Information or advice a 24 hours advice line is available on NHS 111 Please dial 111 or visit [www.nhsdirect.co.uk](http://www.nhsdirect.co.uk)

**REPEAT PRESCRIPTIONS:** For repeat prescriptions please ask at least 48 hours (7 days if posted) before you run out of your current medication – please use the Repeat Prescription tear-off slip which can be handed in to Reception or sent with a stamped addressed envelope.

Please note this practice does not prescribe long-term tranquillisers or sleeping tablets.

**TEST RESULTS:** Test results and x-rays take at least 5-7 days to come back to the surgery. Cervical smear results may take 6 weeks. Please ensure that you have either an appointment to discuss the result or you telephone our receptionists after 2.00pm to check if all your results have come in and are normal.

**NEW PATIENTS:** Please register in person. When you register you will receive a registration pack and an appointment for a Health Check will be made. Let the Receptionist know it is your first visit. You have the right to express a preference of practitioner and we will try to comply but it might not always be possible. Patients need to live in the Surgery's Catchment area; a map of this is available on our website and at reception.

**ACCESS FOR THE DISABLED:** There is access for patients with wheelchairs and a toilet for the disabled.

**PATIENTS AGED 16-74** can request a consultation if they have not been seen within the last 3 years.

**PATIENTS AGED 75 YEARS AND OVER** should be seen by a member of the practice team annually. This can be carried out at the surgery if you are well enough to attend. If you are housebound a home visit will be arranged.

**SUGGESTIONS OR COMPLAINTS:** We aim to give you the best possible service by taking your views into account. If you have any suggestions or you want to make a complaint, please write to our Practice Manager.

**COMPUTER:** We keep personal details on a computer (subject to the provisions of the Data Protection Act). Your medical records are kept separately and both remain entirely private.

**OUR PATIENTS' CHARTER AND PRACTICE CATCHMENT AREA AVAILABLE ON OUR WEBSITE**  
[www.argylesurgery.nhs.uk](http://www.argylesurgery.nhs.uk)

**CHILDHOOD IMMUNISATIONS:** Your child will normally be called for appointments for routine vaccinations by the NHSE. If you think your child has missed any injection, do let us know. It is important that all children are fully immunised.

**CHILDHOOD IMMUNISATION CLINIC:** Wednesday pm by appointment with Nurses

**ASTHMA CLINIC:** Thursday pm by appointment with the Healthcare Assistants.

**FAMILY PLANNING** is available by appointment and through our normal clinics from a Doctor and Nurse. We offer a comprehensive service.

**EMERGENCY CONTRACEPTION:** The "morning after" pill is effective for up to 3 days after you have been at risk, and is available from a Doctor or Nurse. Seek help urgently from us, do not delay.

**TRAVELLERS' VACCINATION CLINICS:** We are a registered Yellow Fever Vaccination Centre. The Nurses offer a full range of immunisations for routine purposes and for those travelling abroad. For travel vaccinations a questionnaire must be completed, available at reception and on our website, before booking an appointment six weeks before travel.

**FLU CLINIC:** Influenza vaccines are offered between September and January. **SHINGLES:** a vaccine to prevent shingles is available for people aged 70 or 79.

**SMOKING CESSATION CLINIC:** We also offer counselling to help you stop smoking, Please enquire at Reception.

**SMEAR TESTS:** Regular smear tests are available to all women between the age of 25 and 64. We may advise this test to be done earlier - see our Practice Nurse or Doctor.

**MINOR SURGERY:** Some minor operations can be done at this surgery. Please make an appointment in the normal way for an assessment of the problem.

**MEDICAL EXAMINATIONS:** These are carried out for insurance purposes, driving licences including HGV, diving etc. These may incur a charge.

## PATIENT RIGHTS AND RESPONSIBILITIES

Convenient and easy access to health services free of charge and within maximum waiting times. A good quality of care and environment based on best practice. Not to be discriminated against on the grounds of gender, race, religion and belief, sexual orientation, disability or age. To receive drugs and treatment as recommended by the National Institute for Health and Clinical Excellence (NICE) for use in the NHS if your doctor feels it is clinically appropriate for you. Decisions made in a clear and transparent way so you can understand how services are planned and delivered. To be treated with dignity and respect in accordance with your human rights. The right to privacy and confidentiality. Recognise that you can make a significant contribution to your own and your family's good health and wellbeing and take some personal responsibility for it. Treat NHS staff and other patients with respect. Provide accurate information about your health, condition and status. Keep appointments or cancel in reasonable time so that other patients can benefit from the appointment slot.

## FREEDOM OF INFORMATION

We are required by the NHS FREEDOM OF INFORMATION ACT 2000 to provide a publication scheme. This is a guide made available to the public. This scheme is available from reception.

## ACCESS TO RECORDS

Under section seven of the Data Protection Act 1998 patients have the right to apply for access to their health records. Please complete an application form available from Reception.

## MEMBERS OF THE PRACTICE TEAM

**RECEPTION STAFF** - Bharti Assomull, Catherine McCarthy, Mary Lane, Myrtle Henry, Charmaine Bird, Odelle Matthew, Adelina Pashova

The Receptionists are here to help you with appointments and repeat prescriptions. Please report to Reception on arrival and please inform the Receptionist if you have changed your address or telephone number.

**ADMINISTRATION STAFF** - Kristina Borowicz, Shelley Saunders, Manjit Heer, Megan Edwards, Alison Glinn

Deal with practice administrative duties.

**PRACTICE MANAGER** – Kate Sams, Fionnuala O'Donnell, Tina Streeter

If you wish to make enquiries about administrative or non-medical aspects of your health treatment, please speak to our Practice Manager. Any suggestions or recommendations are always welcome.

**NURSE PRACTITIONER** - Susan White  
BSc hons NP Dip RGN DN

Provides direct access to medical services. Having completed the Nurse Practitioner Prescribing Course is able to assess, examine, diagnose, prescribe or offer advice for a variety of conditions.

## PRACTICE NURSES

Cornelia Harte RGN, Manjit Rayat, RGN

Available for Family Planning advice, immunisations, ear syringing, pregnancy tests, dressings, blood tests, BP checks, travel advice, stitch removal, Well Woman checks - including cervical smears, health-screening, nebulization for asthmatics. They are available for consultation directly, by appointment, without referral from a Doctor.

## HEALTH CARE ASSISTANTS

Vipal Sharma, Minakshi Patil, Fatemeh Karami

Work closely with the clinical team and perform blood tests, foot checks, new patient and NHS health checks, certain vaccinations, anticoagulation clinic and asthma clinic.

## DISTRICT NURSE

She is available for patients who are confined to their homes and need assistance. The Hospital and/or your Doctor normally arrange for the Nurse to call on patients discharged and who still need nursing at home. We are a TRAINING PRACTICE and do have registrar doctors and medical students working in the Practice. To improve the quality of our consultations you may be asked if your consultation could be recorded on video for training purposes only. You have the right to refuse to have a student present.