

# GP Direct Brochure



Our mission statement: *"To deliver top quality care, equally accessible to all patients"*

**Printed in January 2020**

## Stratwicks Pharmacy

240 Northolt Road

Harrow

Middlesex

HA2 8DU

(Opposite South Harrow Tube Station)

Tel: 020 8864 1183

Web: [www.stratwickspharmacy.co.uk](http://www.stratwickspharmacy.co.uk)

Pharmacist: Mr Birju Patel



### NHS Pharmacy Services Available

- ◆ Dispensing of Medicines
- ◆ Repeat Dispensing Services
- ◆ Free Delivery for Housebound Patients
- ◆ Disposal of Unwanted Medicines
- ◆ Signposting
- ◆ Support for Self Care



### Enhanced Services

- ◆ Supervised Administration of Medicines
- ◆ Care Home Support
- ◆ Emergency Hormonal Contraception Supply (EHC)
- ◆ Travel Advice – Vaccination, Anti-Malarial Service and Skin Protection Products
- ◆ Free Blood Glucose and Blood Pressure Monitoring
- ◆ Private - Hair Loss Treatment and Period Delay

### Stockists of:

- ◆ Incontinence Products
- ◆ Blood Pressure and Diabetes Monitors
- ◆ Compliance Aids
- ◆ Mobility Aids
- ◆ Seasonal Remedies (Allergy & Hayfever)
- ◆ Health Foods & Supplements

## Practice Brochure



◆ Our contact details are:

Tel: 020 8515 9300

Web: [www.gpdirect.co.uk](http://www.gpdirect.co.uk)

Email: [gpdirect@nhs.net](mailto:gpdirect@nhs.net) (for general enquiries only)

◆ GP Direct is based at two sites:

⇒ 3-7 Welbeck Road, Harrow, Middlesex, HA2 0RQ

⇒ 32a Eastcote Lane, South Harrow, Middlesex, HA2 8BS

◆ Welbeck Road is our main site, it is open two late evenings every week and also on Saturday mornings. Please send any correspondence to this address.

◆ Our opening hours vary according to each site - check our opening hours on [page 10](#).

◆ We operate a highly accessible appointment system which allows you to see or speak with any one of our clinicians as soon as they are next available or to book in advance to see or speak to a specific doctor of your choice, refer to [page 14](#) for more details

◆ You can make appointments online, using our automated appointment booking system by telephone or by speaking to a receptionist - read [page 14](#) for more information.

◆ Our list is open; refer to [page 11](#) to find out how to register at the Practice

We hope you will find this brochure a useful resource guide as a patient with GP Direct. If you have any suggestions or feedback please pass this onto our Practice Manager, Samantha Sharkey.

Picture of our waiting room at Welbeck Road Surgery. The fully refurbished building opened in April 2017



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## Introduction

Dr Nizar Merali has been in practice at Welbeck Road since 1980. He founded GP Direct in 1998 with three other partners. GP Direct's primary objective was to become the leading provider of quality healthcare within Harrow and surrounding areas. Over a decade on and now operating from two sites, over 23,000 registered patients, 12 doctors, a large team of nurses, a clinical pharmacist and supporting healthcare team and more than 30 administrative staff - GP Direct is truly a cornerstone of Harrow's primary medical services.

We firmly believe that access to a healthcare professional when you need one is our top priority. Our telephone lines are open from 8am to 6.30pm Monday to Friday (excluding public holidays). In addition to speaking to a receptionist, patients can book appointments using our online appointment system or by using the automated telephone appointment system around the clock, day or night. If you want to see or speak to a specific doctor we make this possible by allowing you to book up to four weeks in advance. However if you need to see a health professional at short notice you may have to see another doctor or qualified nurse practitioner/clinical pharmacist who is available sooner, this is especially true if you need to see someone within a few days.

GP Direct is a training practice and we regularly have multiple trainees assigned to the practice at any time.

## Meet the team

### Our Doctors

GP Direct has seven GP partners and four salaried GPs who are joined by a regular group of local GPs who support the practice during busy periods. We also have a long term trainee GP under the GP International Recruitment scheme.

**Dr Nizar Merali** (MBChB, MBA, MRCP, DGM, DDAM) is one of the founding partners at GP Direct. His special interests include managing men's diseases in general, hypertension (high blood pressure), heart disease, depression and medico-legal work.

**Dr Tayyaba Sherif** (MBBS, LRCP, MRCS, DFRH) is one of the founding partners at GP Direct. Her special interests include family planning and child development. Dr Sherif has a special interest in diabetes.

**Dr Imtiaz Gulamali** (MBBS, MRCPI, FRCGP) joined GP Direct in 2003 as a partner. His special interests include rheumatology, diabetes, respiratory medicine and cardiology. In addition to this, his non-clinical interests lie within the field of medical education. He is currently a GP trainer and GP Appraiser. In the past, he has been a GP tutor, Programme Director, Associate Dean for GP Specialty Training and Harrow CCG's Education Chair. He is currently the Clinical Governance Lead within the Practice. Dr Gulamali was awarded a Fellowship from the Royal College of General Practitioners in 2010.



**Dr Rabia Yaqoob** (MBBS, MRCGP, DCH, DRCOG, DFFP) is one of the founding partners at GP Direct. Her special interests include female health, family planning, IUCD (coil insertion), child health, chronic disease management and joint injection. She is currently a GP trainer, the women's and children's health lead within the practice and is also the educational lead and safeguarding lead.

**Dr Shahla Ahmad** (BSc, MBBS, MRCGP, DFSRH) joined the Practice as a partner in 1999. Her special interests include family planning, child health surveillance, paediatrics, depression, teenage health issues and continuing care for the terminally ill.

**Dr Umar Khan** (MBBS, MRCP) joined the Practice as a partner in 2002. His special interests include cardiology, nephrology (Kidney related issues), respiratory medicine, neurology, diabetes and care of the elderly. He currently works as a GP with a special interest in cardiology and is also the practice research lead.

**Dr Uday Kumar** (MBBS, MRCP (UK), MRCP (London), MRCGP, DRCOG, DCH, DGM), SCE (Diabetes & Endocrinology, RCP) joined GP Direct in April 2013 as a salaried GP and became a partner in October 2016. He has a special interest in teaching and training. His special interests also include diabetes, chronic disease management, rheumatology and musculoskeletal disorders, child health and geriatric medicine. He is currently a Clinical Supervisor involved in training junior doctors. Dr Kumar is the practice's prescribing lead.

**Dr Wahid Shaida** (MBBS, DCh, MRCGP, PGCert (TPC)) graduated from University College Hospital, London (UCLH) in 1991- where he also worked for some years. After 4 years as a GP Principal elsewhere, he has worked as a non-principal GP at the Practice since 2002. He has an interest in medical education and is currently a GP trainer at the practice. He is also the Practice lead for information governance and complaints - as well as for cancer and end-of-life care.

**Dr Ajaykumar Trivedi** (MBBS, MRCGP) joined the practice in March 2016 as a salaried GP. He has a wealth of experience as a GP and as a hospital clinician. he has a special interest in cardiology and chronic diseases.

**Dr Sarika Shah** (MBBS, MA (Cantab), MRCP (UK), MRCGP) joined the practice as a salaried GP in September 2017 following completion of her GP Registrar training at the practice, she was under the Hillingdon training scheme. She completed a year of Core Medical Training prior to GP training. Her interests lie in General Medicine & Paediatrics. She would like to develop a specialist interest in Diabetes.

**Dr Farhana Dudhia** (MBBS, MRCGP) joined the practice as a salaried GP in June 2018. Dr Dudhia has over 10 years experience as a GP and completed her medical training at St Georges. She worked in various practices across North West London and has been involved in training medical students and being a supervisor for clinical pharmacists. Dr Dudhia has a specialist interest in Dermatology and Women's Health.

**Dr Thushiga Kasippillai** is currently working as a trainee GP at the practice as part of an international GP recruitment scheme, she completed her education and GP training in Holland before coming to the UK. Once she has completed her training within general practice in the UK, which is expected in mid-2020, she will continue working at GP Direct as a salaried GP for at least another year and half. In addition to speaking English fluently Dr Kasippillai also speaks Dutch and Tamil fluently. She is also able to understand German.

## Our Practice Staff

**Samantha Sharkey** is our Practice Manager and is responsible for the smooth running of the organisation. Samantha joined the practice in June 2018 and brings with her a wealth of experience in general practice.

**Omer Hussein** is our part-time Business/Service Development Manager. He is involved in helping develop services within the practice including introducing innovation for the benefit of patients. He works closely with Dr Khan on offering patients access to research studies across a variety of medical specialities.

**Naznin Merali** is our Financial Supervisor and Deputy Practice Manager ensuring the smooth running of financial matters of the organisation on a day to day basis. She also organises the doctors' rota and training needs of the practice.

**Sangeeta Patel** is our Receptionist Manager. She joined the organisation in July 2018. She oversees the reception team, which includes ensuring our phone access and front of house services run efficiently.

**Margaret Lovett** is our Receptionist Supervisor. She has played a pivotal role in the day to day running of the Surgery since starting as a receptionist here in 2001.

**Paula Griffiths** is our Admin Manager. She is responsible for ensuring the admin team is functioning smoothly. They are tasked with patient registrations, medical reports, document management, patient recalls as well as many other roles which assist the clinicians in their day to day tasks.

## Our Pharmacist

**Natasha Mistry** is our full-time independent prescribing pharmacist. She undertakes a wide range of tasks including diabetic, asthma and hypertension reviews, discussing blood test results with patients, pill checks, assessing and treating some minor illness conditions, medication queries (you can book a telephone consultation with her), processing query repeat prescriptions and working with the local health authority to ensure best practice with prescribing guidelines. She joined the practice in July 2018.

## Our Nurses

**Claire Townend** (RGN) joined the practice in October 2018. She has a broad range of skills in general practice, having worked in this role for several years. Claire sees patients in respect of their long-term condition reviews such as diabetes and asthma care as well as undertaking dressings, ECGs, vaccinations (including travel and childhood) and smears. In January 2020 Claire was appointed as the practice's nurse lead.

**Zorah Lee** (RGN and independent prescribing nurse practitioner) joined the Practice in early 2018 having previously worked at the practice a few years ago. Zorah is an independent prescriber and primarily sees patients in respect of acute (same day) minor illnesses and also long-term management of diseases. However, she is also able to support the nursing team with dressings, smears, childhood immunisations, travel vaccinations, ear syringing, ECGs among other tasks.

**Mairead Flavin** (RGN - senior nurse) has been at GP Direct since its inception. She has played a pivotal role at the Practice with well over 30 years nursing experience under her belt. In addition to her general nursing duties she undertakes cryotherapy to remove warts/verruca/skin tags at the Practice.

**Abigail Matsika** (RGN - nurse case manager) joined in September 2015 as our practice nurse case manager as part of a Harrow wide pilot of enhanced nurses working within the community to support patients prevent avoidable admissions to hospital and improving their quality of life at home. Abigail has extensive experience having previously worked as a district nurse, heart failure nurse specialist and respiratory nurse specialist.

**Bisy Joseph** (RGN) joined us in April 2016 to pursue a career in general practice. She brings with her many years' experience working in hospital as a Vascular Nurse. Bisy undertakes a wide variety of tasks including dressings, ECGs, Doppler studies, vaccinations (including travel and childhood) and smears.

## Supporting Healthcare Staff

**Mano Ravindran** has been at the Practice since 2007 as a doctors' assistant undertaking a varied role which includes chronic disease management, taking ECGs, blood pressure checks and new patient health checks. She also has a key role as a medical note summariser and read coder, i.e. ensuring medical records are kept up to date when we receive letters from the hospitals.



## Receptionist and Administration Team

Our receptionist and admin team are the backbone of the surgery supporting the clinical and management team in meeting the needs of our patients. The team deals with appointments, repeat prescription requests, registrations, medical record management, processing medical reports and helping process referrals, to name only a few of their varied tasks.

Other members of the primary health care team include the health visitors, the district nursing team and midwives.

## Patient Participation Group (PPG) and Patient Feedback

We have a patient participation group (PPG) with patient appointed chair and secretary, the group meets quarterly to discuss the key practice issues, areas for improvement and they are involved in key decisions that the practice makes.

The group are also involved with the Harrow Patient Participation Group Network.

If you prefer not to be formally involved we would still value any feedback you have. You can feedback to us in any one of the following ways:

- By email to [gpdirect@nhs.net](mailto:gpdirect@nhs.net) (this should be for general feedback and not for any patient sensitive related issue)
- By phone on 020 8515 9300 and requesting to speak to someone in the management team
- In person by coming into Welbeck Road Surgery and requesting to speak to someone in the management team (however you may wish to arrange a suitable time beforehand in case they are busy or away)
- By sending a message through your online patient services account

## Third party consent

If you would like a family member or friend to collect prescriptions on your behalf or discuss matters related to your health you must complete a third party consent form which can be completed from reception. This will include what your third party authorisation covers and who you are authorising to have this access. You will need to bring in proof of your identity when submitting the form, such as a passport or drivers license.

It is worth noting that you can nominate a pharmacy to receive prescriptions electronically, which will save you having to collect these from the practice. You can nominate a pharmacy at the practice or via your online patient account.

## Opening hours

GP Direct operates from two sites. However we operate a single telephone switchboard for both sites. This is open from **8am to 6.30pm Monday to Friday.**

### Welbeck Road

Day	Time
Monday	8am to 8pm
Tuesday	8am to 6.30pm
Wednesday	8am to 8pm
Thursday	8am to 6.30pm
Friday	8am to 6.30pm
Saturday	8.30am to 12 noon
Sunday	CLOSED

### Eastcote Lane (closed from 1.00pm to 2.00pm for lunch everyday)

Day	Time
Monday	8.30am to 6.30pm
Tuesday	8.30am to 6.30pm
Wednesday	8.30am to 6.30pm
Thursday	8.30am to 6.30pm
Friday	8.30am to 6.30pm
Saturday	CLOSED
Sunday	CLOSED

**The Surgery is closed on all public holidays. Opening hours correct as of 1<sup>st</sup> January 2020.**

When our call centre is closed you should call the NHS111 service on 1, 1, 1. It is free to call from landlines and mobiles. If, for any reason, you are unable to access the NHS111 service by dialling 111, instead please call 020 3402 1111. Calls to this number are charged at your networks standard rates. You can check the correct number to call when the practice is closed by simply calling the main Surgery number 020 8515 9300 when we are closed and the number to call will be played on the recorded message. **Correct as of January 2020.**

Patients wishing to attend Alexandra Health Care Centre or Belmont Health Centre can no longer attend as a walk-in. GP appointments will be available 8am-8pm seven days a week. Patients can simply contact the practice, when we are open, or call NHS 111, when we are closed, who will find them the next available appointment at either of these two sites.

## Registration requirements at GP Direct

To register as a patient with GP Direct we would recommend you provide:

- ◆ If you have previously been registered with a GP please produce your NHS number/medical card along with your previous GP's name and address.
- ◆ Evidence of your ID, preferably in the form of visual ID such as a passport or driving licence. If you do not have either of these please try and bring any other official visual ID or a birth certificate
- ◆ Proof of address, one of the following: Council Tax bill, tenancy agreement or a utility bill (gas, electric, water bill or home phone bill), bank or credit card statement or a TV license dated within the last three months.

The person requiring registration must attend in person if they are aged 16 years of age or over for identification reasons. For those aged under 16 years of age proof of their ID or birth certificate should be provided. Please allow up to two working days for the registration to be processed.

Eligibility to register for primary care services (i.e. registering with a GP Practice) does not necessarily entitle you to secondary care services (i.e. services at hospital). Hospitals have their own guidance on eligibility for NHS care therefore you may be asked to provide them with additional evidence.

The purple GMS1 form and pre-registration form must be completed in full and brought to any one of our surgeries during their normal opening hours.

## Chaperone Requirements

Please inform the clinician you are seeing if you require a chaperone during your consultation or inform the receptionist when booking/arriving for your appointment.

## Translators

If English is not a patient's first language, we will be able to organise an interpreter (including British Sign Language) if advance notice is given.

## Online access to medical records

The practice offers patients the facility to access their medical records online using NHS approved apps. For more information please request a patient leaflet or application form from reception.

An online patient services account will also provide you with the following features:

- ◆ Booking GP appointments, blood tests & a limited number of nurse appointments
- ◆ Requesting repeat prescriptions
- ◆ Messaging the practice securely
- ◆ Updating your contact details

Please request your online account at reception by providing proof of your ID, in the form of your passport or driving licence. If you do not have one of these forms of ID available please inform the receptionist and we will discuss other options available to you.



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Body Mass Index of 30+

To pre-register contact Rhys on  
**01923 496391** or [rhys.ratcliffe@watfordfc.com](mailto:rhys.ratcliffe@watfordfc.com)

## Home visits

Home visits are only offered to housebound patients or those in our opinion considered too ill to attend the Surgery. To arrange a home visit, which should be requested before 11am if possible, please telephone our switchboard number and explain to the receptionist that you feel a home visit is required. The receptionist will ask for a rough indication of your problem and will get a doctor to call you back. The doctor will then decide on the home visit request or suggest another option if they feel this is more appropriate.

## Repeat Prescriptions

Please allow a minimum of two working days for your repeat prescription requests to be issued. You can nominate a pharmacy to receive your prescriptions electronically, saving you, or your chosen pharmacy, a trip to the practice.

You must request your medication in writing. You can do this by:

- ♦ dropping off the request to one of our Surgeries
- ♦ requesting it using your online account
- ♦ sending it by post to GP Direct, 3-7 Welbeck Road, Harrow, HA2 0RQ

If you would like your prescription to be posted to you, please ensure you enclose a self-addressed envelope with a stamp. You can nominate a pharmacy to collect your prescriptions on your behalf or for your prescription to be sent electronically to your nominated pharmacy; for more information ask at reception or speak to your preferred pharmacy.

## Blood Tests

We conduct blood tests at Welbeck Road and Eastcote Lane surgeries. We have appointments available throughout the week on mornings and afternoons including a Saturday morning clinic. If you are not required to fast for your blood test we will offer you an afternoon appointment in the first instance to allow patients who need to fast a choice of the earlier morning appointments.

## Test Results

It is your responsibility to find out your test results. Please call the Surgery preferably after 10am and a receptionist will either relay your results to you or book you in for a telephone or face to face consultation with a doctor or pharmacist. However, in the most urgent cases a member of staff will contact you regarding your results.

# Appointment system

## Do I have to call on the day to be seen?

Our appointment system has a mixture of appointments which are available to book up to four weeks in advance and appointments which are released on the day or a few days in advance to allow for bookings at short notice. If you would like to see or speak to a specific doctor(s) it is recommended you book this in advance. However, if you need to be seen at shorter notice you may need to see any of our clinicians.

## How can I book a doctor's appointment or blood test?

You can book, cancel or change a doctor's appointment or blood test in any of the following four ways:

- ♦ **Use your online account to manage your appointments**, you can request an account at reception (we will need to see proof of photo ID in the form of a passport or driving licence). The online option is particularly useful to try and book in advance as you are able to look ahead up to four weeks in advance.
- ♦ **Automated telephone booking system** - you can call our main Surgery number on 020 8515 9300 and press option 1 almost 24 hours a day seven days a week (except during essential maintenance). This option allows you to bypass the inevitable morning rush by simply calling any time after 5am for appointments on the day. If you're unable to book an appointment using this method and have an urgent need for you should try and call the practice and speak to a receptionist as we may have some emergency slots which are reserved for the day.
- ♦ **Call the Surgery and speak** to one of our helpful and friendly receptionists, between 8am and 6.30pm Monday to Friday
- ♦ **Come to either of our two sites** when they are open and our receptionists will be able to help

## How do I cancel my appointment?

You can cancel your appointment by calling the Surgery and speaking to a receptionist, using the automated appointment management system by calling the main number and pressing option 1, cancelling this by using your online account or by leaving a message on the cancellation line which is 020 8515 9328.

## How can I book an appointment with a nurse or HCA?

Our nurses and healthcare assistants (HCAs) undertake different roles within the practice so it is important our receptionists know what the reason for the appointment is before booking you an appointment, for example not all of our nurses undertake diabetes management so we need to know what the reason for the appointment is so we can book you in with the right person and for the right length of time as well. You can do this by calling or visiting us at one of our sites and speaking to a receptionist. We do offer a limited number of nurse appointments online such as cervical screening test and flu vaccinations during the winter season.



# Every Sunday @ 9:30am

## Starts from our Surgery

3-7 Welbeck Road, HA2 0RQ

Dr Merali and our fantastic walk leaders will walk you through the West Harrow Park. Come and join our friendly walking group, enjoy the relaxing environment and have fun.

Completely **free** to attend, just turn up!

For information on other weekly walks...

Visit: [www.harrowhealthwalks.org](http://www.harrowhealthwalks.org)

# Ramblers

## Come and walk with us...



## Local urgent care and walk-in centres

In the first instance we would always request that you contact the practice for an appointment unless it is a real emergency which requires immediate attention (such as chest pain, excessive bleeding, symptoms of a stroke etc.), which are best dealt with in A&E and we would advise you to dial 999 for an ambulance.

When the practice is closed or you are unable to wait until the next available appointment at the practice the best options to access care are as follows:

### 1) NHS111

Opening hours: 24 hours a day, 7 days a week, 365 days a year

Telephone: Dial 1, 1, 1. If, for any reason, you are unable to access the NHS111 service by dialling 111, instead please call 020 3402 1111.

Location: NHS111 can offer advice, direct you to an appropriate clinic to be seen or arrange a home visit when the Practice is closed if required.

### 2) The Urgent Care Centre (UCC) based at Northwick Park Hospital

Opening hours: 24 hours a day

Location: By A&E at Northwick Park Hospital, Watford Road, Harrow, HA1 3UJ

Telephone: 020 8869 3743

### 3) Alexandra Avenue Health and Social Care Centre (appointments must be booked in advance of attending by calling the practice or NHS111)

Opening hours: 8am to 8pm seven days a week

Location: 275 Alexandra Avenue, Rayners Lane, HA2 9DX

Tel: 020 8427 2470, option 3 (call the practice or NHS111 on 1,1,1 to book an appointment)

### 4) The Pinn Medical Centre

Opening hours: 8am to 7.45pm seven days a week

Location: 37 Love Lane, Pinner, HA5 3EE

Telephone: 020 8866 5766

### 5) Belmont Health Centre (appointments must be booked in advance of attending by calling the practice or NHS111)

Opening hours: 8am to 7.30pm seven days a week

Location: 516 Kenton Lane, Stanmore, Harrow HA3 7LT

Telephone: 020 8866 4100 (option 1)

These details are correct as of January 2020 but are liable to change, so it may be advisable to contact the relevant providers or the practice first.

## Services

GP Direct offers a variety of services many of which are over and above the core services of general practice.

### Family planning/contraceptive services

We are fortunate to have a number of highly skilled GPs who can offer advanced family planning services within the Practice. For instance both Dr Rabia Yaqoob and Dr Tayyaba Sherif fit contraceptive coils (IUCD) and also Nexplanon devices (hormonal implants) which are a form of reversible long term contraception.

### Baby clinic and postnatal checks

- ♦ **Health visiting team** can be seen at walk-in clinics throughout Harrow for baby weighing and advice. You can pick up a leaflet from reception or download the list of venues and times from our website
- ♦ **Checks and 1<sup>st</sup> immunisations:** every baby has a health check from one of our experienced female baby clinic GPs. In addition mums are given a postnatal check. This is done at eight weeks, typically on the same day as your baby's 1<sup>st</sup> immunisations.
- ♦ **Childhood immunisations:** the first set of immunisations are given during the baby clinic at the time of the eight week check, the immunisations which follow can be booked during the nurses' regular sessions.

### Cervical screening (smears)

The national cervical screening programme offers smears to women aged between 25 and 64. If you are aged between 25 and 49 you should receive an invite for a smear every three years and if you are aged 50 to 64 you should receive an invite every five years. It is strongly recommended that you take up this invite as it is a proven method of early detection of changes in the cervix which can go on to cause cervical cancer. Please book your cervical smear with one of our practice nurses, we do offer a small number of cervical screening appointments online.

### Antenatal Clinic

We are fortunate to have the support of the midwifery team from Northwick Park Hospital who carry out regular antenatal clinics at the practice. The midwife team also offer appointments at community locations across Harrow if you have been referred to Northwick Park Hospital. However, you can also book antenatal appointments with any of the doctors during their regular sessions at the practice.

### Long-term condition management

We support patients with their long-term conditions management for conditions such as diabetes, asthma, hypertension, COPD, heart disease and other chronic diseases which require regular monitoring. You may need to see a nurse, doctors' assistant, practice pharmacist or doctor for your regular follow up. We typically send text messages or letters inviting you in for a review, we may state who this should be booked with; just call the surgery and our receptionists will book you in with the right person.

## Travel vaccination service

Our practice nurses offer the full range of vaccinations and travel advice. We are a Yellow Fever vaccination centre. Most travel vaccinations are free of charge. However, some of them do incur a charge for example Yellow Fever, Meningitis ACWY (for travel) and some anti-malarial prescriptions. It is important to get vaccinated well in advance of travelling to ensure the vaccines are fully effective; two weeks before is considered the minimum. You can check which vaccinations you require by going to the following site [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk) or you can request a telephone consultation with a nurse. We have included our current prices on page 20 however these are liable to change. For current charges please enquire at reception or check them on our website.

## Minor Surgery

The practice offers joint injections which are undertaken by a number of the GPs. They will assess the condition prior to this to consider whether a joint injection is appropriate.

## Dietician Clinic

We have experienced Community Dieticians from Northwick Park Hospital who operate clinics from Welbeck Road and Eastcote Lane. If you feel you would benefit from seeing a dietician either request a telephone or face to face consultation with one of our doctors who can advise you accordingly.

## Phlebotomy service (blood taking)

For your convenience we offer daily blood tests appointments from Monday to Saturday, the service is operated from our Welbeck Road and Eastcote Lane surgeries. We offer a mixture of morning and afternoon appointments including a regular session on Saturday mornings at Welbeck Road Surgery. Please do remember to bring your blood test form to your appointment to ensure the phlebotomist knows what needs to be tested. If your blood test is for a fasting sample please ensure you fast for 10 hours prior to your test (no eating or drinking except water).

## Physiotherapy

If the doctor feels you would benefit from physiotherapy they may refer you to one of a number of local providers, these include Northwick Park Hospital, Physiolink and Harrow Health CIC.

## Access for disabled patients

There is suitable access and facilities for disabled patients at both premises. All our consulting rooms are on the ground floor for ease of access.

## Named GP

All patients have a named GP who is responsible for their overall care. If you would like to find out who your named GP is please enquire at reception. If you have a preference for a named GP please let the receptionist know.

## Updating your contact details

Please inform the practice if you change your address, telephone numbers or email address so that we can update your records. This ensures we can contact you if the need arises. The Health Authority may also write to patients to enquire whether they still live at the address we have on record and if they do not receive a reply they may remove you from our list. Please notify us of address changes in writing which you can do by filling in a change of address form at reception or by using your online patient services account. The change of address form is also available on our website.

## NIHR Clinical Research Network

The National Institute for Health Research (NIHR) Clinical Research Network is funded through the Department of Health to improve the health of the nation through research.

The practice is a research hub and therefore we participate in research studies which are related to general practice. Therefore, from time to time, we may invite you to partake in a study. However, you are fully entitled to refuse any offer to participate with no impact to your medical care.

## Data Protection Act & Confidentiality

The practice uses computers in most aspects of its daily activities. Computers are also used during consultations as it allows us to keep an up to date record of your medical history and can be accessed from any of our sites by any of our clinicians. It is an invaluable tool in preventive care, screening and education. Patient records are held according to the guidelines of the Data Protection Act.

## Information about you & data sharing

You are entitled to access your records or to obtain a copy of your records from the practice. This can be a request for part of your record, such as certain results for example, the full electronic record or all records held, whether they are electronic and/or paper records. We will process your request in line with the current General Data Protection Regulation (GDPR).

The Care Quality Commission (CQC) may require access to clinical records as part of their inspection activities under the Health and Social Care Act (2008).

You may also request access to your medical record online via your online patient services account. However, this is restricted to data which is coded (such as diagnoses, investigations and test results) and does not, at this stage, include free text information from your consultations.

## Non-NHS Related Services fees (correct as of January 2020)

### CERTIFICATES

Private sick note for the first 7 days of illness	£20
Private prescription (non NHS drug and anti-malaria)	£20
Holiday cancellation certificate	£30
Fitness to travel certificate	£30

### REPORTS - Approximately 10 working day turnaround

Simple Provident Association claim form (e.g. BUPA, PPP)	£50 (£75)†
Statement of Fact letter (No Medical info)	£15 (£22.50)†
Any requested doctor's letters (including housing letters) **	£30 (£45)†
General Practitioner's report (GPR)	£110
Additional information on GPR	£30
Copy of medical notes*	£0
Electronic copy of medical notes*	£0
Reply to solicitors' letter - fees to be advised by individual doctors	

### MEDICAL EXAMINATIONS

Medical examinations (e.g. HGV, taxi, travel) - 30mins	£100
Medical examinations (for insurance purpose only)	£120
Private ECG	£60
Private Cryotherapy	£75

### SPORTS MEDICALS

Sports medical with report	£100
Examination for scuba diving	£150
Examination for fitness to participate	£50 (1 appt)
Certificate of fitness (without examination)	£25

### TRAVEL

Yellow fever vaccinations and certificate	£65
Meningitis vaccination and certificate ACWY	£50
Hepatitis B per vaccination dose	£35
Immunisation certificate	£10

<u>ROAD TRAFFIC ACCIDENTS</u> Appointment	£20
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NO CHARGE when accident is more than one day ago or if the patient is seen by another medical professional before coming to the Surgery.

\*While there is no charge for requesting a copy of your medical record (in paper form or electronically), please allow up to 30 days for your request to be processed in line with national guidance relating to turnaround times. †Some letters or forms can be processed urgently (within 3 working days) at an increased rate. Please visit our website for a full list of prices including urgent rates.

**GP Direct does NOT provide character references for any of its patients nor do we sign British Passport forms (as per guidance from the Home Office).**



## Complaints and suggestions

We aim to deliver the highest level of care and service to you at all times. However, if you have any feedback, we welcome your suggestions or complaints.

You can:

- ◆ Put a note in the suggestion box
- ◆ Speak to our Practice Manager Ms S Sharkey or (in her absence) the duty manager
- ◆ Write to us with your complaint

We follow the NHS guidance on complaint handling and therefore endeavour to acknowledge your complaint as quickly as possible and will liaise with you as to how you would like us to deal with the complaint and the subsequent response following our internal investigation.

If you are not satisfied with our response following a complaint you have the right to take your complaint to the NHS Ombudsman.

You can also provide us with feedback, after every contact if you so wish, by completing the Friends and Family Test available online, from reception and also sent out via text message to patients.

## Zero Tolerance

Most patients appreciate the work we undertake and would never contemplate verbally or physically attacking us. Unfortunately, there is a very small minority who feel they can do this and get away with it. GP Direct has a zero tolerance policy towards such behaviour and will immediately strike off any patient (and their family if appropriate) if they are seen to be verbally aggressive or pose a danger to any one of our staff. Furthermore, in the case of physical abuse we will immediately report this to the Police and work with them to prosecute the assailants. No form of abuse towards any of our staff will be tolerated.

## Sphere Primary Care Network

GP Direct is a member of the Sphere Primary Care Network (PCN). The other practices within the PCN are Elliott Hall Medical Centre, Hatch End Medical Centre, Northwick Surgery, St Peters Medical Centre and Streatfield Health Centre. The PCN allows practices to work collaboratively to deliver patients services to our joint practice population.

## Care Quality Commission (CQC)

GP Direct has been registered as a service provider by the Care Quality Commission under the Health and Social Care Act 2008 since April 2013. The practice was rated 'good' in all domains in the latest CQC inspection.

## Harrow Clinical Commissioning Group (CCG)

From April 2013, the Practice has been included in the new governing arrangements for the NHS and is now a part of the Harrow Clinical Commissioning Group (CCG). Their telephone number is 020 8422 6644. The Harrow CCG website is [www.harrowccg.nhs.uk](http://www.harrowccg.nhs.uk)

# The GP Direct Practice Charter

## What you should expect from us:

1. Fully qualified and experienced medical professionals whose primary concern is your good health and welfare.
2. Up-to-date information of the services available from the practice which you are entitled to.
3. To be caring, considerate, respectful and value all patients.
4. Access to your health records, subject to the laws of England. We will safeguard your privacy.
5. Access to a healthcare professional within a reasonable timescale, even at your home if you are housebound.
6. A full explanation of your condition and of any test results. Involving you in decisions about your care and treatment.
7. Repeat prescriptions within 48 working hours of requesting.
8. Appropriate provision of care out of hour's to deal with issues that cannot wait until the Practice re-opens.
9. We will endeavour to answer the telephone promptly and offer you other methods to contact us such as online access.
10. To deal with your complaints seriously, fairly and above all promptly.

## What we expect from you:

1. A commitment to living a healthy lifestyle.
2. To be honest in all your dealings with our staff, clinical and non-clinical.
3. For all of us and our staff to be treated with courtesy and respect and to be patient with all of us.
4. To turn up promptly for your appointment and to be patient if you have to wait to see a doctor - don't forget next time it could be your serious problem the clinician is devoting more time to. If you are unable to attend an appointment please ensure you cancel it with as much notice as possible so it can be used by someone else.
5. As appointments have a time limit, try and restrict your problems to one or two per visit.
6. Unless you are housebound or too ill to travel, we would expect you to travel to the Surgery. We have better facilities to examine and investigate your problem at the Surgery than at your home.
7. Please do not unnecessarily use the urgent/walk-in centres or out of hour's facilities. They are there for genuine urgent care only.
8. To think ahead when requesting repeat prescriptions. Last minute requests can lead to mistakes.
9. Be sure to notify us of any change of personal details, having up to date telephone and address details is vital.
10. To give us your honest feedback however irrelevant it may seem to you.

ADVERT BELOW



Discover Effective and Affordable Pain-Free  
Laser Hair Removal, Advanced Beauty Salon  
Treatments and Skin Care Services



At our Clinic in Harrow you can choose from a wide range of treatments such as Laser hair removal, Electrolysis, skin care and body treatments suited for both Men and Women. We are the only franchised clinic **led by a Doctor** who also can hold consultations and treatments for Botox, fillers and Advance cosmetic procedures such as Mole, wart, skin tag removal and much more.



CoLaz is part of a growing franchise chain with 8 clinics across the UK. For your best convenience we are situated right opposite Rayners lane station and open 7 days a week including bank holidays so you can even pop by in your lunch break.

At the Harrow Clinic we treat all skin types using the most advanced and safest machines on the market. We specialise in using the Candela ND YAG Pro for our Laser hair removal which has proven to lead to permanent results.

All our Beauty Therapists, Medical Aestheticians and Doctors are fully qualified.



Visit: **464 Alexandra Avenue, Harrow, HA2 9TL**  
Call: **020 8866 6435** Email: **Harrow@colaz.co.uk**  
Book online: **www.colaz.co.uk**

**Book your very own FREE personalised consultation with one of our Therapists today!**



### Correspondence address

3-7 Welbeck Road, Harrow, Middlesex, HA2 0RQ

Tel: 020 8515 9300

Web: [www.gpdirect.co.uk](http://www.gpdirect.co.uk)

Email: [gpdirect@nhs.net](mailto:gpdirect@nhs.net)

### Also at

32a Eastcote Lane, South Harrow, Middlesex, HA2 8BS