

PRACTICE AREA MAP



UXENDON CRESCENT SURGERY



1 Uxendon Crescent, Wembley, Middx. HA9 9TW

Tel: 020 8904 3883

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Dr's Kaleem, Joseph & Al-Tamimi

www.uxendoncrescentsurgery.co.uk

Welcome To

UXENDON CRESCENT SURGERY

This practice has been established since 1956 and the emphasis is towards holistic family care for our patients living in the practice area shown on the back of this leaflet of this website. If you have any suggestions on how we may improve the service we offer to our patients, please let us know.

Doctors

Dr M Tariq Kaleem	BSc (Med Sci) (STA) MB CHB (MANCH 1990) DFFP London
Dr M Jasmine Joseph	MBBS 1985 London, MRCGP 2001 London, Dip PCT 1999 London
Dr Ibtihal Al-Tamimi	MBChB 1996. MRCGP 2006, DFFP 2010

Practice Nurse

Gloria Fung RGN BSc

Our practice nurse is available by appointment for all aspects of health promotion, wound management, asthma and diabetic clinics, family planning, cervical smears, as well as advising on smoking cessation, travel and childhood immunisations.

Practice Manager

Marilyn Davies Our practice manager is responsible for all aspects of the day-to-day running of the surgery. If you have any suggestions to make for an improved service or indeed any complaints, please address them to her.

Receptionists

Sheila Mistry - Senior Receptionist

We are very fortunate to have a well established and experienced team on reception. Occasionally they may need to ask your medical details in order for you to receive the appropriate help. Please be assured that all information will be treated confidentially. Personal health information held within the practice is covered by the Data Protection Act 1998.

Health Visitor

Based at Chalkhill Primary Care Centre. 020 8736 7115

District Nurses

Based at Chalkhill Primary Care Centre. 020 8736 7128 (Main switchboard)

Self Help Groups

Information regarding Self Help Groups is available on request from the practice manager.

Carers

We know that many of our patients are looking after someone at home who is elderly or has a long term illness or disability. We are keen to make sure that you, the carers, are getting all the support you need.

If you would like the practice to know that you are a carer please tell the receptionists so that we can put you on our carers register and give you further information.

Website

You can now visit our surgery website at:

www.uxendoncrescentsurgery.co.uk

Our website contains a host of information that will enable you to make the most of the services we offer.

USEFUL TELEPHONE NUMBERS

Northwick Park Hospital	020 8864 3232
Central Middlesex Hospital	020 8965 5733
Edgware Community Hospital	020 8952 2381
One Stop Shop	020 8937 1200
Health Visitor - Chalkhill Primary Care Centre	020 8736 7115
Main Reception – Chalkhill Primary Care Centre	020 8736 7128
Childline (Freephone No.)	0800 1111
EACH Counselling (Drugs/Alcohol/Domestic Violence)	020 8795 6050
Stop Smoking Helpline	020 8795 6669

- To endeavour to offer all patients access to a doctor within two working days for medical problems of any kind although it will not always be possible to offer an appointment with the doctor of your choice.
- To respect your religious and cultural beliefs.

Your Responsibility To Us

- To treat all the staff at the surgery with courtesy and respect at all times.
- To give as much information as possible to the receptionist who is making your appointment to enable her to offer the most appropriate appointment.
- To keep your appointments and contact the practice in advance if you are unable to attend.
- To take responsibility for your own health and to follow advice from doctors and nurses.
- To take medication according to instructions, keep follow-up appointments and attend screening procedures.
- To notify us when you change your name, address or telephone number.
- To **PLEASE SWITCH OFF YOUR MOBILE PHONE** in the waiting and consulting rooms.

Patient Comments/Complaints

We welcome feedback from our patients in order to develop the appropriate services where possible. We also operate an in-house complaints procedure which complies with the NHS complaints procedure.

OUR PRACTICE MANAGER WILL DEAL SWIFTLY WITH ANY PROBLEMS THAT MAY ARISE.

You may also wish to contact Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP: Tel No. 0345 015 4033. Website: www.ombudsman.org

Zero Tolerance

WE OPERATE A 'ZERO TOLERANCE' POLICY AND WILL INVOKE OUR RIGHT TO REMOVE ABUSIVE PATIENTS FROM OUR LIST.

Data Protection And Patient Confidentiality

The practice is registered under the Data Protection Act and it is also the policy of the partnership to treat all information about patients and staff with the utmost sensitivity and confidentiality. We have a confidentiality policy, which the staff are required to observe at all times.

Freedom Of Information – Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

Practice Opening Hours

9.00am - 6.00pm Monday and Friday
 8.30am - 6.00pm Tuesday and Wednesday
 9.00am - 1.00pm Thursday

The practice is closed between 1.00 - 2.00pm for lunch. However, you can still contact us by telephone during this period. **Our telephones are open between 9.00am – 6.00pm.**

Practice Surgery Hours

7.00 - 8.00am	Wednesday - Commuter Clinic (Booked appointments only 7.00am - 7.40am)
9.00 - 11.00am and 3.30 - 6.00pm	Monday and Friday (Last booked appointment 5.30am)
8.30 - 11.00am and 3.30 - 6.00pm	Tuesday and Wednesday (Last booked appointment 5.30am)
9.00 - 11.00am	Thursday - Please note the practice is closed from 1.00pm every Thursday

Consultation by Appointment

- We offer a mixture of pre-bookable appointments up to two weeks in advance, as well as same day appointments. However, if all pre-bookable appointments have been taken then you will need to ring the surgery on the day.
- Please make a separate appointment for each person to be seen.
- Appointments are booked at 10-minute intervals but some patients may take longer and the surgery may not run to time and we would ask patients to bear that in mind.
- If you cannot keep your appointment, please cancel it as soon as possible. This practice records all instances where a patient does not attend an appointment. If you do not keep three appointments without cancellation you will be informed that this is unacceptable and may be asked to find another practice.
- If you have a medical emergency, please discuss the problem with one of the receptionists who will ensure that a doctor will be available as appropriate.
- Receptionists are available to make appointments and take and receive messages for you during reception hours.
- Non-urgent calls should be made after 10.30am.

Home Visits

These are for patients who are disabled or housebound or too ill to come to the surgery. Requests for visits should be made between 9.00 and 10.30am.

Please note most problems are best dealt with at the surgery where there is access to appropriate facilities and a home visit may not be granted automatically: the doctor may return your call to discuss and assess your situation. He/she will then decide whether your problem can be resolved

with telephone advice or whether you need to be seen, either by attending the surgery or being visited at home.

Out of Hours

This is for medical emergencies that cannot wait until your own doctor is available at the surgery. Contact Care UK on 0300 130 3015. You can also obtain advice from:

NHS 111

This is for urgent but non-emergency help call NHS 111 Service by dialling 111. They also have a website with a wealth of healthcare advice and information at www.nhs.uk/111

Walk-in Centres

These are available at:

Edgware Community Hospital (020 8732 6459) seven days a week, 7.00am - 11.00pm
Wembley Walk-in Centre (020 8795 6270) Monday - Friday 10.00am - 7.00pm

Repeat Prescription

Repeat prescriptions are accepted by written request only, **PLEASE USE THE COMPUTER SLIP PROVIDED**, giving us 48 hours' notice. If you cannot attend the surgery please send a stamped addressed envelope. We regret that repeat prescriptions are not taken over the telephone (except for housebound patients). This avoids the possibility of errors and leaves the telephone lines free for appointments and emergencies. You will be requested from time to time to make an appointment for the review of your medication.

Test Results

These are usually available after two weeks.

Please telephone between 2.00 and 4.00pm when the receptionist will advise you or ask you to make an appointment to speak to the doctor if necessary.

Registration

Registration is with the practice but to provide continuity of care you will have a named doctor who will be responsible for you and your family. We believe this provides sound holistic care that you would expect.

Registration documents are normally dealt with between 2.00 and 3.30pm Monday-Wednesday only to free our busy reception desk in the mornings.

Change of address and personal details should be notified to the practice in writing. Patients moving out of the practice area may be requested to register within their locality.

Children

Any age group seen will be provided with the most appropriate health care and will have the same level of privacy and confidentiality as other patients.

Child Health Surveillance

- 6 week check is carried out by the doctor.
- All other childhood checks are carried out by the health visitor who is based at Chalkhill Primary Care Centre. Telephone number: 020 8736 7128.

Immunisations

A comprehensive immunisation programme, following the guidelines laid down by the Department of Health, is carried out at the surgery. Advice will be given either by the doctors, practice nurses or health visitor.

Disabled Access

We have easy access for disabled patients at Uxendon Crescent Surgery with a disabled toilet and reserved car parking space nearby.

Clinics

Diabetes, Asthma, Heart Disease, Travel, Immunisations.

If you are travelling abroad please book an appointment with the nurse at least six weeks prior to travel. Some vaccinations and medications are not available on the NHS and will incur a fee.

Health Promotion Advice

We encourage all our patients to share the responsibility of their health. The doctors and practice nurses are available for advice on smoking, diet, alcohol consumption, exercise, etc to assist you to live a healthier life.

Non NHS Examinations

Medical examinations for certain purposes are not covered by the NHS. These need special appointments for up to half an hour and a fee is payable. This relates to matters such as cancellation of holidays, fitness to travel, medicals for diving, pre-employment checkups, etc.

Responsibilities

Our Responsibility To You

We are committed to giving you the best possible service.

- To treat you with courtesy and respect at all times.
- To maintain the highest standards of medical practice at all times.
- To keep the consultation and your computer and written records confidential.
- To provide you with the most appropriate care when you need it.