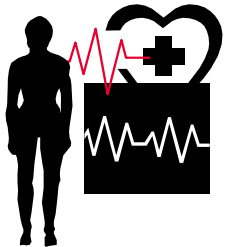


The Services We Provide

The Portland Road Practice wants to make a difference to the lives and healthcare of our patients. Our mission is to put the patient first but within a framework of professional criteria that delivers help to those who need it most.

Our practice has a "PMS" contract with West London CCG. The PMS contract is designed to help GP's focus on the delivery of good clinical care rather than bureaucratic procedures.

Our registration is open to all eligible residents within our practice boundary. (W11, W10, W14 and parts of W2 & W6). Please attend the surgery to complete the registration forms. The receptionist will provide you with a health questionnaire for completion and you will not be fully registered until you have a health check with the nurse or healthcare assistant.



We will

- ◆ Following discussion provide you with the most appropriate care and treatment given by our qualified team
- ◆ Refer you to a consultant suitable to you for hospital treatment or an opinion
- ◆ Give you full information about the services we offer
- ◆ Give you access to your health records subject to legal limitations.
- ◆ The doctors and staff have a legal duty to keep your records safe and confidential. In some instances we may need to share information about you with other health providers so that we can all work together for your benefit. Anyone who receives confidential information from us is under a legal duty of confidence. Unless there are exceptional circumstances, when the health and safety of others is at risk, we will not disclose your information to third parties without your permission.
- ◆ Make sure our premises are maintained to provide the necessary care, including access for disabled patients. The ground floor of this practice is fully accessible to disabled patients.
- ◆ Provide a clear practice complaints procedure should you have reason to be dissatisfied with our service. **Please contact the Practice Manager if you wish to discuss any aspect of our services.**

1 Consultations are by appointment only. Generally, surgeries are from 9am till 11.30 am and 4 pm till 6pm, Mon, Tues, Thurs & Friday Late night surgeries are on Monday and Thursday from 6.30 till 8pm. If you need to be seen urgently by the doctor you will be offered an appointment on the same day with the nurse practitioner or duty doctor (one problem only). Appointments for review and chronic conditions can be booked up to one month in advance.

2 You have the preference to see the doctor of your choice if you believe this will enhance your care and provide continuity. However we recommend that you build a relationship with more than one doctor or nurse.

3 Visits - Requests for emergency home visits must be telephoned to the surgery by midday.

4 Repeat prescriptions - will be ready for collection 48 hours after the request has been received. **We are unable to accept requests for prescriptions over the phone due to the risk of mistakes and blocking of telephone lines.**

5 Sick notes - Doctors are not required by law to issue sick notes for periods of incapacity lasting seven days or less. If your employer insists on a sick note a charge of £20 will be made.

6 Test results - you may call for test results after 2pm.

7 Appointments - please prioritise your concerns and be prepared to make another appointment if the allocated time is not enough.

8 Cancellations - please give us at least 24 hours notice of a cancellation as this enables us to give the appointment to another patient.

9 Drop-in baby clinics are run by our health visitor on Thursdays 1.30 till 3pm

10 Private insurance medicals are by appointment only, please ask reception for an estimation of cost. A charge will be made for some aspects of non NHS paperwork. Please ask reception for further details and costs.

11 We have access to interpreting services please notify the receptionist who will arrange this for you.

12 This is a zero tolerance surgery and we ask you to treat our staff with politeness and respect at all times. Any incidence of violence toward our staff will result in removal from our list.

13 Out of Hours Cover - If you need urgent medical advice or attention when the surgery is closed please call 111

14 NHS Urgent Care Centres offer fast and convenient access for a range of minor illnesses when the surgery is closed (coughs, colds, infections, minor injuries) and are open from early morning to late night. The nearest NHS UCC is situated in St Charles Hospital, Exmoor St W10, Tel 0209 962 7777
Complaints Manager

NHS West London Clinical Commissioning Group
15 Marylebone Road London NW1 5JD

Tel: **020 3350 4367/020 8630 2943**

15 Walk-in Clinics are scheduled on Mondays and Fridays. They are for 10 minutes only and the clinic is from 9 till 11am. It is advisable to arrive before 9am if you wish to be seen.

16 This practice offers an electronic prescribing service, and other on-line services. Please speak to reception about enrolment.

Equality and Diversity

The Portland Road Practice is committed to equality in the provision of its services to its patients, staff and members of the general public. This ensures that all who come in to contact with the practice will receive the highest possible standards of service from the practice, irrespective of race, ethnicity, gender, sexual orientation, marital status, age, disability, chronic illness, religion or beliefs.

Our equal opportunities policy has been developed to ensure that patients and staff are fully aware of our commitment to provide equality of opportunity in all of our functions.

Furthermore, the practice will monitor the implementation and application of our equal opportunities policy and ensure that it reflects and meets the requirements of the increasingly diverse practice population, which we seek to serve.

You can contact the following to give feedback on our services : www.nhschoices www.cqc.org.uk

OUR STAFF



- * *Members of staff should be polite at all times.*
- * *Staff will attend regular training and educational events to keep up-to-date with advances in medical and professional care.*
- * *If our standards fall - let us know - and speak or write to the practice manager who will be glad to hear your suggestions for improving services.*

Clinics Baby Clinic & weight monitoring
Cervical Cytology
Child Health Surveillance
Contraceptive services
Disease Management Clinics
Elderly screening
Immunisations
Maternity Medical Services
Minor Surgery Services
Wound Dressing
Vaccinations

THE PORTLAND ROAD PRACTICE 16 PORTLAND RD, LONDON W11 4LA

Tel: 0207 727 7711, **Fax:** 0207 221 6755

Email: portlandroad.surgery2@nhs.net

Partners: Dr Diane Watson MA, MBBS, MRCP, DRCOG

Dr Liam Topham MBBS, MRCP

Practice Manager & Salaried Partner Yvonne Fraser MBA, Dip
Prac Mgt, Dip Development Mgt

Employed Doctors:

Dr Omeyra Evans MBChB, MRCP, BSc (Hons), DRCOG, DPD

Dr Shalini Agunawela BSc (hons), BM, MRCP, DGM

Dr Shirley Mak MRCP, DRCOG, MRCS MBChB,

Dr Laura Ferro De Reynolds MBBS, MRCP, DPD

Practice Nurse: Sophia Addo RGN

Healthcare Asst:ant: Alexandra Smith

Health Visitor : 2nd and 4th week of every month on
THURSDAY only (130-3pm walk in)

Reception / admin staff: Sonia Barnes NVQ 3, Parvin nehar ,
Mehtap koyuncu & Bria white-William

Secretary: Sheila Henderson

Opening Times: 8am till 6.30 pm (Tuesday, Wednesday Friday)

Late night surgeries Monday & Thursday 6.30 - 8pm

Telephone access 8am to 6.30pm: Monday to Friday (ring 8am
morning emergency or 130pm for afternoon)

Walk-in Clinics 9 till 11am Monday and Friday (please walk in
at 8 to be given an appointment first come first serve)