

The BEDFORD PARK SURGERY



55 South Parade
Chiswick
London
W4 5LH

www.bedford-park.co.uk

Tel: 020 8994 3333 / 0298
020 8742 1331
Fax: 020 8742 1246

Introduction to The Bedford Park Surgery

There has been a medical practice at the corner of Rusthall Avenue and South Parade in Bedford Park, Chiswick since approximately 1905. The practice became known as The Bedford Park Surgery in 1988 and moved into the spacious purpose-converted premises at 55 South Parade which are used by the practice today.

The Bedford Park Surgery provides high-quality primary care to its many patients, and maintains an enviable reputation as an accessible, forward-thinking, modern general practice.

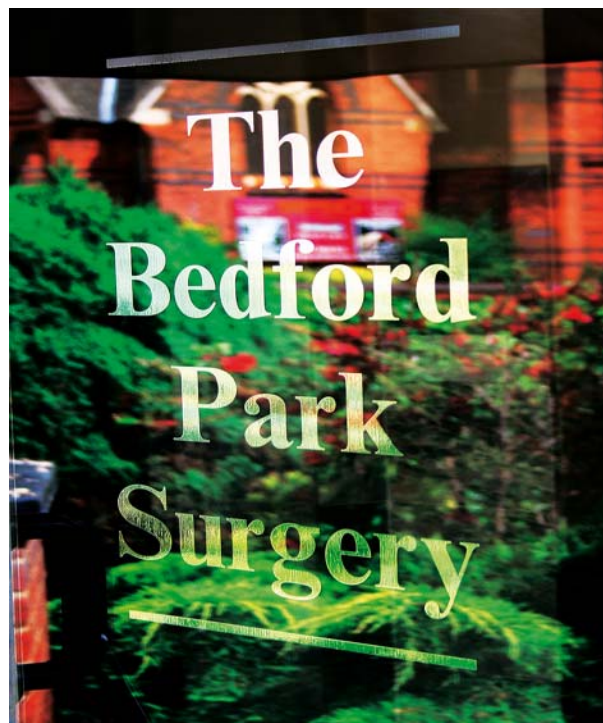
Location and Parking

We are located in a prominent position on South Parade in a residential area of Chiswick, London W4 in comfortable, well equipped and maintained premises. The 94 and E3 bus routes run outside, and we are close to Turnham Green and Chiswick Park tube stations.

There is parking available on the forecourt, and twelve dedicated half or one-hour parking bays in the adjoining roads (Rusthall Avenue and St. Alban's Avenue).

Access

Our building is wholly compliant with the Disability Discrimination Act 95, with ramped external access and level internal accessibility to consulting and treating rooms, and toilets.



STAFF

The Doctors

Dr John W Keen (male) BM DRCOG MRCGP DOccMed (qualified 1983)
Dr Charlotte Mendes da Costa (female) MBBS MRCGP DCH (qualified 1991)
Dr Giovanna Hornibrook (female) MRCGP DFFP MBBS (qualified 2002)
Dr Samantha Eldred (female) MBBS DRCOG DFFP MRCGP (qualified 2002)

The Nursing Team

Noko Masenya (female) Diploma in General Nursing and Midwifery

The Administrative Team

Sangeeta Practice Manager
Gwen Receptionist and medical secretary
Lorraine Receptionist
Neha Receptionist

Clinical Staff

Matthew Jewers Chiroprapist H.P.C registered M.Ch.S D.Pod.M
Sally Evans Physiotherapist MCSP SRP
Suzanne Ross Counsellor
Sarah Bradley Antenatal teacher
Wendy Lewis District Nursing Sister

OPENING HOURS



Doctors are available as follows:

Dr Hornibrook	Monday	8.30 – 5.30pm
	Wednesday	8.30 – 5.30pm
	Thursday	8.30 – 12.00pm

Dr Mendes da Costa	Tuesday	9 – 5.30pm
	Friday	9 – 11.30am

Dr Keen	Thursday	3 – 5.30pm
	Friday	3 – 5.30pm

Dr Eldred	Thursday	6 – 9pm
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We run a walk-in clinic every Friday afternoon for acute medical emergencies on a first-come first-serve basis, which starts after 4pm.

Practice Nurses are available as follows:

Noko	Tuesday	9am – 5pm
	Thursday	8 am – 8pm
	Friday	7.30am – 12.30pm

MAKING APPOINTMENTS



Routine pre-booked appointments

Appointments can be booked up to 6 weeks in advance to see a GP or nurse. Patients can phone in from 8.30am to 6pm in order to book an appointment. At the time of booking, the patient may be asked what the appointment is for so an appropriate time can be allocated. With a GP, a double appointment may be necessary for example if there is an ante- or post-natal check, medical for insurance, ENG1 medical examination etc. Blood tests cannot be booked for afternoon sessions as the medical courier collects the samples at midday; they need to be booked in the mornings only.

Emergency appointments

These appointments are made by phoning the surgery at 8.30 in the morning (if the emergency is for the morning surgery) or 2pm in the afternoon (for the afternoon surgery). These time slots are not booked in advance, and patients will be triaged on the phone as to the nature of the illness, to ensure it is an emergency. Emergency appointments cannot be used for issues such as referral letters, repeat prescriptions, or ongoing long-term issues. In the case of the Friday walk in clinic, the appointment time slot is only for 5 minutes and these appointments are for acute emergencies that cannot wait over the weekend.

Telephone appointments

A telephone consultation can be booked if you receive a letter asking you to do so to discuss blood test results etc. You can also book in a telephone consultation with a GP for something which may not need your presence in the surgery, such as to discuss a referral letter or discuss medication. We also book telephone consultations with the nurse; these can be to discuss travel or other vaccines. When making the appointment, we do advise you to give us your contact details so the GP or nurse can call you back, as well as the reason for the appointment to allow preparation. Telephone appointments are available in the morning between 11am and 1pm.

Home visits

If you feel a doctor's visit may be necessary, please notify the surgery as early as possible before 10.00am. Eligibility for home visits includes house-bound patients and those too ill to attend the surgery. However most problems are best assessed in the surgery. You will be asked to provide a contact number so the GP can call you for prior to any visit.

Preference of Doctor or Nurse

You are welcome to consult whichever doctor or nurse you wish should you make the appointment in advance. However, in times of emergencies or annual leave, there may not be a choice, so please consider that you may be asked to see whichever clinician is available on the day.

Evening and weekends

We provide an emergency out of hours service on the weekend and during the evening. In case of a genuine emergency, please phone the usual surgery number first: 020 8994 3333.

NHS Direct

For general medical advice over the telephone you can call NHS direct at any time on 0845 46 47. Alternatively you can log onto their website on www.nhsdirect.nhs.uk.

Cancellations

At all times, if you cannot make the appointment booked, please contact reception and cancel the booking. The appointment can then be used by another patient. By not showing up for an appointment on 3 occasions (DNA) without reasonable explanation, may result in your being asked to leave the practice.



GUIDE TO SERVICES

Health promotion services

We are keen to encourage you to take advantage of the preventative services we offer. These range from general health checks on an individual basis, new patient checks, diabetic checks, baby immunizations, cervical smears and more. Please enquire at reception.

We believe in preventative health and we like to ensure your health is in top shape at all times. You may receive letters of invitation from time-to-time to come in to have certain aspects of your health checked; we would be grateful if you could attend for these checks so we can ensure your health-related information is always up to date.

Contraception

The complete range of contraceptive services is available at the Bedford Park Surgery. We offer these services in routine surgery times to give you the most flexible range of appointments.

If you are on a repeat prescription of the contraceptive pill, please note that we will request an annual appointment with the practice nurse to have your blood pressure, smoking status and weight checked. If you are coming from another surgery and are registering with us, please make an appointment with the GP before you are seen by the nurse to obtain the pill. If you are considering the contraceptive pill for the first time, you will need to see a GP first and then see the nurse for subsequent review.

We also offer coil (IUCD) or Mirena fittings which is a 30 minute appointment; please inform the receptionist of this when making a booking.

Cervical Smears

You may book an appointment with the nurse for a cervical smear test. We strongly recommend a cervical smear every three years for women aged 25 – 50 years and every five years for women aged 50 – 65 years. If you have had a smear elsewhere or privately, please ensure we are given the results so we may update our clinical database system.

Childhood Immunisations and Development checks

We offer the fullest possible service of immunisation to protect your child at an early age. All children are invited to our full programme of development examinations which run from 6 weeks to school age. We also provide influenza vaccinations when appropriate. It is advised for all parents or guardians who bring in their children for vaccinations, to remember to bring in the red book so the information can be recorded. If you have any queries with regard to the childhood immunisations programme, you can contact the nurse directly via email on nurse@bedford-park.co.uk or you can make a telephone consultation to discuss these. However please let the reception know if this will be a lengthy call so the correct time is allocated to you for the discussion.

At times, you may wish to have your child immunised with a vaccine which is not part of the national health programme e.g. chicken pox. Please note that we can administer this, however a charge is applicable.

Antenatal and Postnatal Checks

We see newly pregnant women and refer them to the maternity hospital of their choice. We have close ties with Queen Charlotte's Hospital and most of our patients prefer to be referred here. Antenatal services are provided at the local satellite clinics run by midwives and parent craft classes are available one evening each week. We provide full postnatal care at the surgery. When booking for either ante or post natal appointment, please specify this to the receptionist as you will be allocated the correct amount of time.

Travel Vaccinations and Advice

We keep and administer a complete stock of travel vaccinations, and can provide up-to-date information relevant to your destination. The Bedford Park Surgery is also a Yellow Fever Vaccination Centre for West London, and our nurses attend the regular annual training to comply with the changes and regulations.

It is always best to either email or book a telephone consultation with the nurse to check which vaccines you will be needing prior to travel and then be booked in for the appointment. Some vaccines which attract a charge and we request payment in advance for these.

Other Vaccinations

We also provide routine vaccinations including tetanus and pneumococcus, and each autumn we run our popular influenza vaccination programme for patients who are over 65 years or who are at increased risk e.g. asthmatic or diabetic patients.

Minor Operations

Our treatment area is fully equipped to enable the doctors to undertake a wide range of minor operations, including removal of small lumps and cryosurgery to warts and other skin problems. We can also administer steroid injections into troublesome joints when appropriate.

Smoking cessation advice

Our practice nurse is happy to see patients in her smoking cessation clinics. Please ask to be booked in her clinic for assessment of your smoking habits and needs with regard to nicotine replacement therapy Zyban and Champix. Once the assessment has been made, there is a commitment needed from the patient to attend at least four consecutive weeks in order for progress to be monitored.

Diagnostic Facilities

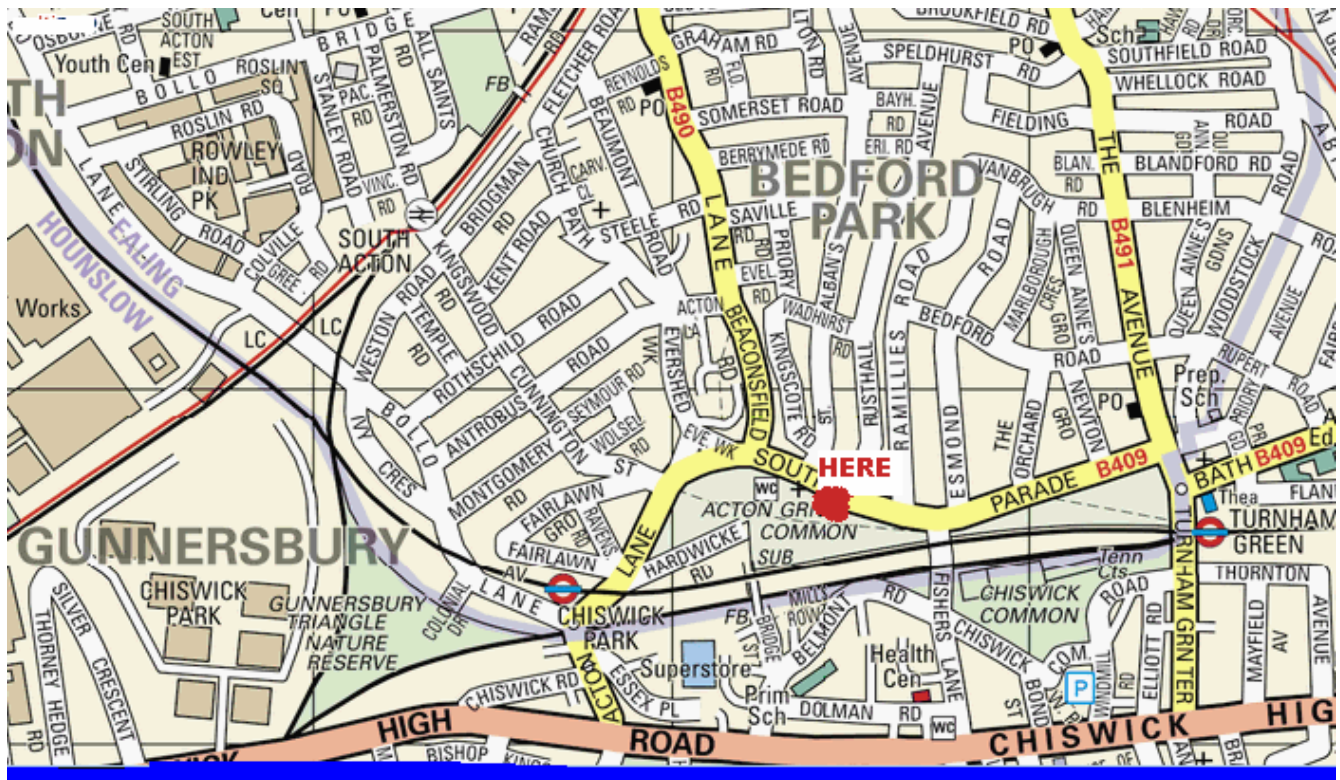
The Bedford Park Surgery is equipped with a wide range of medical testing equipment enabling us to undertake investigations, such as on-site blood glucose monitoring, phlebotomy services, treatment and monitoring of asthma and other respiratory problems, ECG and audiogram. We also have direct access to hospital facilities including x-ray, ultrasound scanning and endoscopy. We are able to offer services such as ear syringing which is provided by the practice nurse as well as occupational services which involve eye and hearing tests.



**OTHER USEFUL
INFORMATION**

How to register

We accept new patients from the W3 and W4 area, and parts of W6 and W12.



In order to register, please come to the reception desk and collect the relevant forms and paperwork which is required to register you onto our computer system. We will need proof of certain documents to complete the registration process; you can obtain the information from the receptionist. You will be offered an appointment for a new patient health check with the practice nurse and you will then be able to see a GP.

When you register with a new surgery, it can take some time for your notes to be sent from your old practice, so please be patient with regard to this matter. Furthermore, surgeries do not issue NHS numbers for patients and these will be posted out to you after you have registered if you are new to the NHS from the Ealing Primary Care Trust.

Repeat Prescriptions

If you are prescribed ongoing long-term medication, we operate a repeat prescription service. We need a written request either by fax on 020 8742 1246, email to office@bedford-park.co.uk or by coming in and filling our form, and the prescription will be ready for collection in 2 working days. We are happy to send the prescription by post if you send us a SAE (self addressed envelope).

Prescriptions can also be requested via our online tool on the website www.bedford-park.co.uk. When you collect your prescriptions, please detach the counterfoil which lists your medication and use this for future requests.

We do not take any requests for repeat prescriptions over the phone.

Access to Medical Records

Patients are generally allowed access to their medical records. Please speak to the Practice Manager with regard to this. An appointment can be arranged and there will normally be a charge associated with accessing your medical records if a GP or a clinician is present with you to discuss these. Your medical records cannot be removed or taken away from the practice premises, unless you leave the surgery and register elsewhere.

Comments and Complaints

We value your comments about the services we provide and our practice manager is always available to discuss matters should you wish. If you wish to make a complaint, you will be provided with a copy of our complaints procedure. In most cases complaints and concerns are resolved quickly. There are two stages to the complaint. When you write in with a written complaint, we will acknowledge receipt of the complaint and offer to discuss the matter in 3 working days. This complaint can be dealt with at this level and if no resolution is made, then the second and final stage is by going on to the Health Services Ombudsman. The original complaint can be made either to the Practice or the PCT.

Patient Information

Everyone working at the surgery has a legal duty to keep information about you confidential. However, for your benefit we may need to share some information about you. We only ever use or pass on information if people have a genuine need for it in your and everyone's interest. Wherever possible we remove details that identify you. If for any reason you do not wish to have your information disclosed or shared for any purpose, even anonymously, please request this in writing and we will add this to your records.

Abusive Behaviour

We have a **zero tolerance policy** with regard to violent and abusive behaviour from any patient at the surgery. We reserve the right to remove such patients from the practice list.

Private Healthcare

At the Bedford Park Surgery, we are happy to see patients on a private basis as one-off consultations, or as annual subscribed members. Annual subscriptions include all doctor and nurse appointments, childhood vaccinations and annual smears and cholesterol checks. Further information can be obtained from the receptionist by calling 020 8742 1331 or emailing the Practice Manager on sk@bedford-park.co.uk

Companies and Occupational Health

We offer a range of medical services to our local companies which include Pre-employment medicals, Seafarers medicals, Staff Health Checks, Pre-employment Questionnaires, Sickness Absence Review, Fitness for Work and our client companies include Fullers Brewery Chiswick, Pet Plan Brentford and Visit Britain Hammersmith.



CONTACT INFORMATION

Acton Health Centre: 020 8992 5303

Bedford Park office: office@bedford-park.co.uk

Central Booking Service: 020 8893 0383

CAS (clinical assessment Service): 020 3313 9555 (for referrals)

Doctorcall : 0844 257 0345 (out of hours for private patients)

Ealing PCT: 1 Armstrong Way Southall Middx UB2 4SA
020 3313 9303 or www.ealingpct.nhs.uk

Harmoni out of hours: 0845 46 47

NHS direct : www.nhsdirect.nhs.uk 0845 46 47

PALS: 119 Uxbridge Road Hanwell W7 3ST
0800 783 5208

**Sangeeta Kathuria
Practice Manager:** sk@bedford-park.co.uk

Hospitals:

Charing Cross Hospital: Tel: 020 8846 1234 Fax: 020 8846 7494
This is the local NHS walk in centre

Chelsea & Westminster: 020 8746 8000

Clementine Churchill: 020 8872 3872

Cromwell Hospital: 020 7460 2000

Ealing Hospital: 020 8967 5000

Hammersmith Hospital: 020 8743 2030

Moorfields Eye Hospital: 020 7566 2628

Queen Charlottes: 020 8383 1000 / 5818

St Mary's Hospital: 020 7886 6666

West Middx Hospital: 020 8321 5546

Pharmacies

Alisha Pharmacy: 020 8994 5177

Boots (Chiswick): 020 8994 1431

Bedford Park Pharmacy: 020 8994 2447

Busbys Chemist: 020 8994 6087

Roxanne Pharmacy: 020 8994 6655

West London Pharmacy: 020 8994 1702



PRACTICE CHARTER

REGISTERING WITH A GP

Whenever possible we will endeavor to register patients who live within our catchment area.

RECEIVING HEALTHCARE

Patients will be treated on the basis of clinical need with courtesy and respect at all times.

EMERGENCY TREATMENT BY THE GP

If your medical problem is genuinely URGENT you will be seen on the same day. If the practice is closed you will be seen by the OUT HOURS SERVICES if your medical complaint cannot wait till the next surgery.

PRESCRIBING

You have the right to have appropriate drugs and medications to be prescribed to you and we will try to ensure that authorized repeat prescriptions will be ready for collection within 48 hours.

REFERRAL TO A CONSULTANT

You will be referred for a second opinion if your GP agrees that it is necessary.

HOME VISITS

If you are too ill to attend the surgery and need a home visit you will normally be visited on the same day providing you call the surgery before 10.00am.

SEEING THE DOCTOR

We will try to see all patients within 20 minutes of their appointment time. In some cases there maybe a delay and the reception staff will keep you informed.

INFORMATION ABOUT SERVICES AT THE BEDFORD PARK SURGERY

Our Practice Leaflet gives you details of all the services we provide. Reception staff will be glad to help if you have any enquiries.

ACCESS TO MEDICAL RECORDS

You have the right to look at your medical records subject to the Data Protection Act, and to know that those working for the NHS are under a legal duty to keep their contents confidential.

COMPLAINTS AND COMMENTS

We deal with any concerns you may have about the practice with a full and prompt reply.

HELP US TO HELP YOU.....

in order to provide the best service for you we need your help:

- Please treat staff with courtesy
- If you are not sure about anything please ask for an explanation
- Please keep your appointments, if you are unable to keep it PLEASE CANCEL YOUR APPOINTMENT
- Please try and request a home visit ONLY when it is necessary and you are unable to attend the surgery
- Please order your repeat prescriptions in time and in the correct way