

Clinical Commissioning Groups (CCGs) have now replaced PCTs and consist of local GPs taking charge of how local health services are run. CCGs are supported by and accountable to the NHS Commissioning Board. Our local CCG details are as follows:

NHS West London CCG

15 Marylebone Road
London
NW1 5JD
Tel: 020 7150 8000

If you have any comment or complaint about a GP, dentist, pharmacy or optician, which cannot be resolved with the Practice Manager, please contact NHS England using the details below:

NHS England
PO Box 16738
Redditch
B97 9PT
Tel: 0300 3112 233
Email: england.contactus@nhs.net

If you have a comment or complaint about a hospital, mental health or community trust, please contact the service provider directly.

ZERO TOLERANCE POLICY

The Practice considers aggressive behaviour to be: any personal, abusive and/or aggressive comments; any swearing; physical contact and/or aggressive gestures.

WEEKEND GP SERVICES

Patients in Kensington and Chelsea are now able to access GP services 7 days a week, thanks to a new service launched by NHS West London Clinical Commissioning Group (CCG). Patients do not need to be a member of the practice to use the service.

Saturday & Sunday 09.00-17.00 Earl's Court Medical Centre
248 Earls Court Road, London SW5
9AD
Tel: 020 7835 1455

EARL'S COURT SURGERY
Dr S Parameshwaran, DR BA Adib & Dr O Emiliani
269 OLD BROMPTON ROAD
LONDON SW5 9JA

Telephone: **020 7370 2643** (24 hours)
Facsimile: **020 7370 5970**
Website: **www.earlscourtsurgery.co.uk**
Email: **wlccg.earlscourtsurgery.nhs.net**

DOOR OPENING TIMES

Monday	08.00am – 18.30 – 9:00pm
Tuesday	08.00am – 18.30pm
Wednesday	08.00am – 18.30pm
Thursday	08.00am – 18.30pm
Friday	08.00am – 18.30 – 9:00pm
Saturday & Sunday	Closed

CONSULTATION TIMES

Dr S Parameshwaran

Morning	Monday – Wednesday-Thursday & Friday
Evening	Monday Wednesday & Friday

Dr BA Adib

Morning	Monday – Tuesday Wednesday & Friday
Evening	Monday, Tuesday & Friday

Dr O Emiliani

Morning	Monday – Tuesday-Wednesday & Thursday
Evening	Monday, Tuesday & Thursday

Consultations by Appointment only

Patients can phone the Surgery directly from 08:30 to 18.00. Outside of these hours patients will be redirected to the Out of Hours Service.

When the practice is closed please telephone our Out of Hours service (KCW Co-op) on 020 8969 0808. Alternatively you may wish to telephone 111 (NHS 111). NHS 111 offers medical help or advice when you need it fast but it is not a 999 emergency. Please note that the answering machine does not take or retain messages.

Local Walk-In Centres:
Charing Cross Hospital
396 Fulham Palace Road
London W6 8RF
020 8383 5000 ext. A&E
Open every day 08.00 - 21.00

Minor Injuries:
St Charles Hospital
Exmoor Street
London W10 6BZ
020 8962 4262
Open every day 08.00-21.00

Accident & emergency services are based at the following hospitals:
Charing Cross Hospital
396 Fulham Palace Road
London W6 8RF
020 8846 1234

Chelsea & Westminster
369 Fulham Road
London SW10 9NH
020 8746 8000

Any person wishing to register with the practice may do so but needs to be resident in one of the catchment areas: Kensington, Chelsea, Westminster, Ealing, Hammersmith, Hounslow, Fulham, Merton, Sutton or Wandsworth. If you live in one of the catchment areas please come along to the surgery to make an appointment. You will then be required to complete the registration forms. Patients will register with the practice rather than individual GPs but patients may request to be seen by a GP of their choice; in these instances patients may have to wait longer for an appointment.

If you live outside of our catchment areas from January 2015 you may still be accepted on to the practice list. If your application is considered the GP practice will only register you without home visits if it is clinically appropriate and practical in your individual case.

If accepted, you will attend the practice and receive the full range of services provided as normal at the surgery. If you have an urgent care need and the surgery cannot help you at home we may ask you to call NHS 111 and they will put you in touch with a local service (this may be a face to face appointment with a local healthcare professional or a home visit where necessary). If accepted but your health needs change we may review your registration to see if it would be more appropriate for you to be registered with a GP practice closer to your home.

This new arrangement only applies to GP practices and patients who live in England. For further information visit the NHS Choices website (www.nhs.uk).

CONFIDENTIALITY- INFORMATION SHARING

The practice complies with Data Protection and Access to Medical Records Legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases.

NHS SUMMARY CARE RECORD

Your Summary Care Record contains important information about any medicines you are taking, any allergies you suffer from and any bad reactions to medicines that you have previously experienced.

Allowing authorised healthcare staff to have access to this information will improve decision making by doctors and other healthcare professionals and has prevented mistakes being made when patients are being cared for in an emergency or when their GP practice is closed.

Your Summary Care Record also includes your name, address, date of birth and your unique NHS Number to help identify you correctly. You may want to add other details about your care to your Summary Care Record. This will only happen if both you and your GP agree to do this. You should discuss your wishes with your GP practice.

For further information about your Summary Care Record, please see the NHS Summary Care Record leaflet, which is available from Reception. If you do not wish to have a Summary Care Record, please ask the receptionist for an opt-out form.

YOUR PRACTICE CHARTER

As members of the practice team, we are committed to giving you the best possible service. This will be achieved by working together.

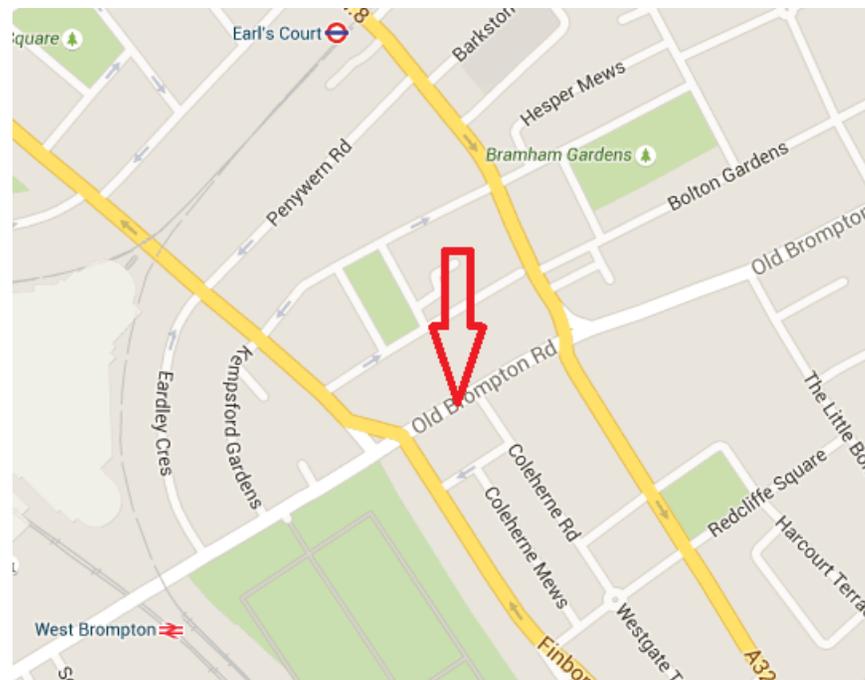
The Patient – Rights and Responsibilities

- Practice staff will offer a high standard of courtesy and advice.
- A patient's privacy will be respected.
- While privacy will be respected by staff, it would be helpful if patients would indicate the nature of the appointment, i.e. blood test, health check, smear test or vaccination, etc.
- You will be treated as an individual and will be given courtesy and respect at all times, irrespective of your ethnic origin, religious belief, personal attributes or the nature of your health problems.
- Patients should extend the same courtesy and politeness to the practice team as they would expect to receive. Legal action will be taken against a patient who is violent or abusive to any member of the practice team or other persons in the practice premises.
- Patients may be removed from the practice list if there is a breakdown in communication. The patient will be informed in writing of the possible removal and given details of how to register with another general practitioner. NHS England will also be informed.
- Home visits should be regarded as a service for the genuinely housebound or seriously ill. They are time consuming and their misuse can disadvantage those in genuine need.
- Patients can help the smooth running of the practice by, for example, cancelling appointments they cannot attend and calling for home visits at the correct time, preferably by 10.00.

When patients are requesting to join the practice list, the practice does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition.

Newly registered patients will see the GP for a general health screen.

HOW TO FIND US



DISABLED ACCESS

The practice has disabled access for wheelchairs and prams.

SUGGESTIONS AND COMPLAINTS

We make every effort to give the best service possible to everyone who attends our practice. However, we're aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly and amicably as possible. Simply contact the Practice Manager and she will set all the necessary wheels in motion. Further written information is available on the complaints procedure from Reception.

We are continually striving to improve our service. Any helpful suggestions would be much appreciated and a suggestion box is located in the waiting area.

YOUR DOCTORS

Dr (Mrs) Saranandaruby Parameshwaran, MBBS, LRCP, MRCS

Dr Burhan Adib, MD, MFFP October, 1973 (*also speaks Arabic*)

Dr Orietta Emiliani, MBBS (*also speaks Italian*)

YOUR PRACTICE MANAGER

Mrs Fatima Kassab

Diploma in Management for General Practice (The University of Westminster)

Diploma in Practice Management (AMSPAR)

YOUR HEALTHCARE ASSISTANT

Mrs Rekha Jayatissa

AMSPAR Diploma NVQ 3 in Healthcare (Thames Valley University)

Explore Leadership (Thames Valley University) and Leadership (ILM)

Ms Lula Eyasu Receptionist/Admin

Ms Christine Hippolyte and Joyce Frankson Receptionist/admin.

OTHER STAFF

Mr Robert McKenzie – Addiction Counsellor

Mr Steve Lynch – Mental Health Counsellor

Ms Lily Woldesmait – Primary Care Navigator

SERVICES WE OFFER

- Family planning
- Well Person Checks
- Ante Natal and Post Natal Care
- Hypertension, Diabetic and Asthma Clinics
- Child Health Surveillance
- Routine immunisation of children
- Immunisation for adults in relation to travel. Not all travel immunisations are available on the NHS. Please ask your GP for details.
- Cervical smear tests
- Mental Health Counselling
- Drug Counselling
- In-house Phlebotomy
- In-house Spirometry
- In-house ECG
- INR clinics
- Diet and Exercise Advice clinics
- NHS health check for patients aged 40-74
- Patients over 75 will be offered an annual health assessment
- For patients who do not speak English an interpreter can be arranged – prior notification will be required.

MAKING AN APPOINTMENT

Appointments can be made by telephone or personally at the practice Reception. Please inform the Receptionist if you are booking an appointment for: immunisations, smear tests, medical examinations, childhood vaccinations, baby's six week check, travel vaccinations, blood tests. Some appointments are available for booking online.

Please visit the website for more information. Please note that patients who wish to register for online services must present a form of original ID to Reception.

EMERGENCY APPOINTMENTS AND HOME VISITS

Patients with urgent problems will be given priority and will be seen as soon as possible on the day at the practice or at home if the medical condition so indicates or the patient is housebound. It is up to the GP to decide if a situation is a genuine medical emergency and if a home visit is required.

CANCELLATIONS

If you make an appointment and then cannot attend, please inform us as soon as possible, as we will be able to offer the appointment to someone else. If you have missed more than 2 appointments you may be asked to discuss this with your GP. If your reasons are not genuine then you may be asked to find another practice.

REPEAT PRESCRIPTIONS

This service is available for patients with long-term medication by written request. At least 48 hours notice is required. Please write your request clearly, stating the medicine required, the dose and frequency of use. At times, a repeat prescription will not be granted before the patient has been seen by the GP or Practice Nurse. On these occasions, a blood pressure check, urine or blood test may be required to monitor the progress of your treatment and adjust the dosage or change your medication if necessary. All repeat prescriptions will be subject to a medical review every 6-12 months. This review should take place in your presence.

FOR TEST RESULTS

Please telephone between 12.30 – 13.00 or 18.00-18.15. The practice has a strict policy regarding confidentiality and data protection. We will only release results to whom they relate unless we have written permission for their release to others.