

ADDITIONAL SERVICES AT PARKVIEW SURGERY

PRACTICE NURSE Our Practice Nurses are available by appointment to carry out general health checks for all long term conditions such e.g. **asthma, diabetes, chronic obstructive pulmonary disease (COPD)** and hypertension. She also undertakes various services such as wound dressing, removal of stitches, dealing with minor injuries, nebulizer therapy. She is available for routine as well as travel vaccinations and advice which requires a travel questionnaire form to be completed.

WELL BABY CLINIC The practice hold designated session for the immunisation of children by our Practice Nurse. Dr Mehta and Dr Stera carry out baby 6 week checks. Pre-School boosters are as important as baby injections and these are done by our Practice Nurse.

WELL WOMAN CLINIC service is provided by Dr Stera and our Practice Nurse by appointment. Smear tests and advice on Family Planning and Hormone Replacement Therapy are given

WELL WOMAN We advise all women between 25 and 65 years of age and those on the contraceptive pill to have a **cervical smear** every 3/5 years. All women should regularly check their breasts, please see our Well Woman Nurse if you are unsure how to do this.

EMERGENCY CONTRACEPTION The “morning after” pill is effective for up to 72 hours after you have been at risk. An appointment with the Doctor is required if you wish to discuss it in detail or require a prescription. Nowadays emergency contraception tablets are available from a pharmacy without prescription.

MINOR SURGERY Minor Surgery is performed by Dr Mehta by appointment.

MATERNITY CARE Both Dr Mehta and Dr Stera hold a Post-natal booking in clinic.

Parkview Surgery

60 West Drayton Road
Hillingdon
UB8 3LA

Tel: 020 8573 7674

For useful and helpful information, please scan the QR Code or visit our website www.parkviewsurgeryhillingdon.nhs.uk

Information Leaflet



May 2024

General Practitioners:

Dr A Mehta – (Male)
Dr H Stera – (Female)
Dr A Damani – (Male)

Advanced Clinicians	Orla Govers Preetha Sutharsan Latha Sundurarajah
Practice Nurses:	Charlotte Denu, Vela Babu,
Healthcare Assistant:	Theepan Singham
Practice Manager:	Jackie Quaif
Reception Manager:	Leigh Ann
Administrator:	Sukhi
Reception Manager	Leigh Ann

If you are not able to use PATCHS then you can either call the surgery or come in. Your request will be passed to the on duty clinician to review as above.

As all requests for a GP appointment are processed within 2 days there is no need to call at 8am as patients are seen in order of clinical need, not the time that they call.

Please remember that each appointment is for one patient to discuss one problem. If you need to discuss more items please book a double appointment.

UNABLE TO ATTEND YOUR APPOINTMENT

Please call the surgery as soon as possible if you realise you cannot attend your appointment. 90% of our patients do this. It makes it possible for us to offer your appointment to someone else and avoid a longer wait. Patients who miss more than 2 appointments without good reason may be asked to register with another practice.

PRESCRIPTION REQUESTS

We do not take Repeat prescription requests over the phone. All requests must be in writing. **PLEASE ALLOW AT LEAST 48 HOURS.** Prescription requests can be made either

- Online via Patient Access
- or PATCHS(Ask at reception)
- In writing in our black prescription box

Your Prescription will be:

Sent to your local nominated pharmacy

Please note that only repeat prescriptions can be processed in 48 hours.

If you are requesting an item not on repeat this may take longer.

Patients are asked to ensure that their medication reviews are up to date which may include blood tests or blood pressure reviews before ordering.

NEW PATIENTS' REGISTRATION

Please pick up a new patient registration form from our reception or you can register online. Please read the form carefully and complete all the requested information. Incomplete information will delay the registration process. You can also register via our website.

When your registration is complete you will be contacted for a New Patient Medical so it is important you provide up to date contact details. Please note we do not accept patients who live outside the practice catchment area.

APPOINTMENTS

For all urgent or routine appointments with one of the Doctors we would like you to complete a PATCHS request which can be accessed by this link patches.ai/practice/parkviewsurgery. Your request will be reviewed on the same day if received by 11am by one of the clinical team. You will then be contacted by them with the next steps. Requests received after 11am will be processed by the end of the next working day. In this request, you can provide information about your illness and any preference for the doctor you would like to see, bearing in mind that it may take longer to see a doctor of your choice.

We prefer the patient to request his/her own medications via the methods above when they are needed. **We no longer accept requests from pharmacies unless they supply your medication in a Dossette Box**

OVER THE COUNTER MEDICINES

Your GP will not generally give you a prescription for medications that can be bought over the pharmacy counter for a range of minor health concerns such as coughs, colds. Headaches, mouth ulcers and mild toothache. Please speak to your pharmacist about these.

SPECIMENS

Urine and stool samples should be delivered to the surgery before 11.30 a.m. with the relevant form, name and date of birth on the container and please state on the label type of specimen!

BLOOD TESTS

From time to time the Doctors will ask you to go for a blood test. These are usually taken at our sister surgery, Acorn Medical Centre. Once the test has been done it takes about 7 days for the results to come back to the surgery. If further action needs to be taken we will contact you. If you do not hear from us after 21 days please contact the surgery for your results as the text or blood test may have gone astray

ACCESSING YOUR RECORDS You have a right to access the information we hold about you, and if you would like to access this information, you will need to complete a Subject Access Request (SAR). Please ask at reception for a SAR form and you will be given further information. Furthermore, should you identify any inaccuracies, you have a right to have the inaccurate data corrected. We aim to process SAR in a month. The practice will endeavour to process urgent request soon where feasible.

CARERS

Are you a Carer? If you are, please let us know – we may be able to help you. There is a wealth of information on the NHS Website about carers and caring www.hillingdon.gov.uk/carers or <https://carerstrusthillingdon.org> can also help you. Our Carers' Champion is Sreejana

SUGGESTIONS AND COMPLAINTS If you have any comments on how our service may be improved please put comments in writing to the Practice Manager. If you are dissatisfied with any of the advice or services provided by the surgery please contact the Reception Manager to discuss the matter so that any misunderstandings can be speedily resolve. The practice does have a formal complaints procedure please ask for our complaint procedure leaflet.

PATIENT PARTICIPATION GROUP

Are you interested in helping the practice develop into the best it can be? If so, you might like to join our Patient Participation Group. We meet a minimum of twice a year to discuss practice issues. If you would like to join us please let the Practice Manager know.

CONTACT US

To streamline our practices we ask that all queries, comments, feedback and requests are submitted via PATCHS or you can call the surgery number or visit in person

The Practice Catchment

Area is bounded by Court Drive in the North, Barra Hall Road to the East, Kingston Lane to the West and Botwell Common Road in the South