

## New Patients are Welcome

### We Are Registering New Patients Now

If you wish to register with us you will need to:

Live in our catchment area (ask staff)

Provide proof of identity

Provide proof of address for permanent status

## Child Health Services

We offer child health checks for the under 5's, including immunisation.

**Disabled Access** A disabled parking, wheelchair access and toilet facilities are available.

## Practice Opening Times

Monday	8.30 - 18.30
Tuesday	8.30 - 18.30
Wednesday	8.30 - 18.30
Thursday	8.30 - 18.30 (EA 7-8am)
Friday	8.30 - 18.30

Saturday/Sunday/ Bank Holidays CLOSED

The Surgery is **Closed 1.30pm –2.30pm** week-days for Administration and training purposes

GP sessions: Morning: 8.30-12.30, Afternoon 4-6  
Extended Access -GP & Nurse Thurs 7.00-8.00am

The first few morning appointments are usually booked well in advance.

Health Care Assistant: Tues, Wed, Thurs, Fri

Practice Nurse: Mon, Tues, Thurs, Fri am Mon & Thurs pm



**71 Broad Lane, Hampton, Middlesex,  
TW12 3AX**

**Tel: 020 8979 5406 Fax: 020 8941 8838**

**www.broadlanesurgeryhampton.co.uk**

**CQC Inspected — September 2016.**

**This Practice met all CQC national standards.**

## Your Named Accountable GP

is

**Dr P Bhatia (female) GP Principal**

**Dr S Adhikari (Male) GP Partner**

**Dr Z Rashid (Female) GP Partner**

Linda Garland Practice Manager

Lynn Brock Senior Practice Nurse

Julie Devaney Health Care Assistant

Stephanie Hurwood Assistant Practice Manager

Serina Jenkinson Medical Admin-Receptionist

Roxann Stevens Medical Admin-Receptionist

Debbie Ayton Medical Admin-Receptionist

Fiona Webb Finance Manager

## Welcome to our Practice

We aim to provide an efficient and friendly service to maintain and promote health. We offer a full range of General Primary Care Services, including Chronic Disease Management, Family Planning, Maternity, Child Health & Travel Vaccs

## Out of Hours Contact

For urgent medical advice please call 111

Or Urgent Treatment Centre based at Teddington

## Responsibilities of Practice & Patients

We aim to provide the best possible service to our patients and hope you will feel that we achieve that aim.

The care of your health is a partnership between yourself and the Practice Team. The success of that partnership depends on an understanding of each others needs and co-operation between us.

## We hold your records in strict confidence

NHS staff keep records about your health and the care you receive to provide safe and effective health service. Other agencies who are involved in the care given to you will have access to your records too (with minimum information given).

Your information will not be disclosed to third parties without your consent unless it is required by law or the health or safety of others is at risk.

*Are you aware of the Summary Care & Care Data Programmes ? If you want to opt out ask for a form or speak to reception..*

## Our responsibility to you:

- ◇ You will be greeted courteously
- ◇ You have a right to see your medical records subject to the limitations of law (ask a member of staff for a "patient NHS records" leaflet for more details)
- ◇ You will be seen the same day or be offered a telephone consultation if your problem is urgent
- ◇ You will see the GP of choice whenever possible

### **Practice Participation Group**

You can help to shape how we work for you.

If you are interested in contacting our PPG please talk to our staff or visit our website at [www.broadlanesurgeryhampton.co.uk](http://www.broadlanesurgeryhampton.co.uk) or email us at [Ricccg.adminbroadlanesurgery@nhs.net](mailto:Ricccg.adminbroadlanesurgery@nhs.net)

### **Prescriptions**

The practice has a strict repeat prescribing policy to prevent prescribing errors, and to ensure regularly monitoring. Your prescription has a counter-foil for you to retain. When ordering a repeat prescription please indicate clearly the medication you require and either hand it in, post, fax, or send an email via the surgery website or order it online. We will require two full working days to process your prescription.

**Please ask your GP about**

**Repeat Dispensing**

### **Complaints**

If for any reason you have cause to complain about the service you have received from the practice please contact the Practice Manager who will ensure your grievance is dealt with promptly and without prejudice.

If your complaint can not be resolved with your Practice you may want to contact NHS England

NHS England telephone number:

0300 311 2233.

CQC contact number: 03000 616161

### **Test Results**

We normally receive test results from the lab 5-7 days after you have had your test. Some tests may take longer. If a GP wants to discuss them you will be contacted.

Receptionists are not medically trained to discuss your results with you. If you want to check if we have received them please phone after 2.30pm.

### **Appointments**

We offer same day appointments, you will need to call the surgery at 8.30 am for an appointment on the day. The first few morning appointments are usually booked well in advance. Pre-bookable appointments can be made up to 4 weeks in advance. We have introduced 24 & 48 hour bookable appointment which are available to book on line.

"Did you know you can book, change & cancel your appointments on line as well as order your repeat prescription—please ask the receptionist on details of how to register for this service.

### **Home Visits**

These are for housebound patients and for those whose medical condition precludes them from attending the surgery. Whenever possible please contact the surgery before 10.00am. The doctor may then call you to discuss this and arrange a suitable time for the visit.

### ***Our responsibility to you:***

- ◇ You will see the GP of choice whenever possible
- ◇ You will be kept informed if there is a delay of more than 20 min for your appointment
- ◇ You will be referred to a consultant when the GP thinks it necessary.
- ◇ You will be given results of any test or investigation on request or at your next appointment.
- ◇ Your suggestions and comments about the services offered will be considered sympathetically and any complaint dealt with quickly

### ***Your responsibility to us***

- ◇ Please treat all staff with respect
- ◇ Tell us of any change of name or address so that our records are accurate
- ◇ Do not ask for information about anyone other than yourself
- ◇ Only request urgent appointments if appropriate. Requests made for Home Visits should only be made if you are Housebound or too ill to attend surgery
- ◇ Please be punctual, but be prepared to wait if your GP is delayed due to an emergency
- ◇ Please cancel your appointment if you are unable to attend
- ◇ Please allow sufficient time for letters or test results to reach us
- ◇ We would be pleased to hear when you feel praise is due

### **Non NHS Work**

All non - NHS consultations e.g. medicals for insurance purposes may be arranged through the receptionists, who will be able to advise you on fees charged.