

**WELCOME TO  
Wembley Park Drive  
Medical Centre**

**Dr Juliette Ross & Dr Sachin Patel**

*Dr Davina Kreft & Dr Sheema Sufi*

Dr Krishanthi Liyanage, Dr Hema Vora, Dr Caroline Cox,  
Dr Sobitha Myrathan, Dr Rachel Dunbar, Dr Rakesh Jivan, Dr  
Rammya Mathew



**19-21 Wembley Park Drive  
Wembley Middlesex  
HA9 8HD**

**Tel: 0208 903 6033**

**Fax: 0208 795 2987**

**[www.wembleyparkdrive.co.uk](http://www.wembleyparkdrive.co.uk)**

**The Enclosed Leaflet is designed to HELP YOU get the best care from our  
practice.**

**PLEASE read carefully**

## Meet the Team

### Clinical Team

Dr Juliette Ross	MBBS MRCGP - Partner
Dr Sachin Patel	MBBS nMRCGP DRCOG - Partner
Dr Sheema Sufi	MMBS nMRCGP DRCOG
Dr Krishanthi Lyanage	BSc, MSc, MBChB, DRCOG, DFRSRH, MRCGP
Dr Hema Vora	MBBS, BSc(HONS) MRCGP DRCOG
Dr Caroline Cox	BMedSci(Hons) BMBS, DRCOG, MRCGP
Dr Davina Kreft	MBBS MRCGP DRCOG Dch
Dr Sobitha Myurathan	
Dr Rachel Dunbar	MBBS MRCGP DFRSRH
Dr Rakesh Jivan	
Dr Rammya Mathew	

### Practice Manager

Arti Patel

### Asst Practice Manager

Nhipa Rawal

### Nursing Team

Jo Drage (Advance nurse Practitioner)  
Sumita Chattopadhyay (Practice Nurse)  
Porcia Luo (Practice Nurse)

### Health Care Assts

Lamia Houmrani  
Krishna Gomez

### Reception Team

Depika Halai - **Reception manager**  
Farida Sidhuprwala  
Dionne Jaimeson  
Amanda Hourigan  
Olivia Michel-Gravills  
Shushma Lawrence  
Priyanka Jani  
Priti Rawal

### Clinical Coder/Scanning Team

Nisha Samani  
Priti Dabasia

### Teaching

F2 Drs every 4 months  
5<sup>th</sup> year Medical students every 4 weeks

## **PRACTICE PROFILE November 2017**

Wembley Park Medical Centre currently serves 12000 patients of mixed ethnicity. Dr Juliette Ross has been at the practice for 35 years. Dr Sachin Patel Has become a partner at the practice since Jan 2015,with 9 salaried GP,s.

**Dr Ross** was a GP trainer for 8 years previously but now trains 5<sup>th</sup> year medical students from the Royal Free Hospital. She is also trains F2 doctors she is a registered acupuncturist and offers this service free of charge during consultations. She was previous clinical governance lead to the PCG and sat on Wembley Cluster commissioning board.

**Dr Davina Kreft** joined our team in April 2011

**Dr Sachin Patel** joined our team January 2013

**Dr Sheema Sufi** joined our team August 2013

**Dr Krishanthi Liyanage** Joined our Team June 2014

**Dr Hema Vora** joined our team September 2014

**Dr Caroline Cox** joined our team August 2014

**Dr Sobitha Myurathan** Joined our team January 2015

**Dr Rachel Dunbar** Joined Our team in January 2017

**Dr Rakesh Jivan** Joined our team August 2017

**Dr Rammya Mathew** Joined Our team September 2017

We have been paperless for 25 years now and have been given a paperlite accreditation,

Life at Wembley Park Drive is a model of teamwork in a blameless culture

# Surgery Access

## Surgery Receptionist Access

Monday	8:30am - 6:30pm
Tuesday	8:30am - 6:30pm
Wednesday	8:30am - 6:30pm
Thursday	8:30am – 6:30pm
Friday	8:30am – 6:30pm

Receptionist will ask the nature of your call so as to direct you the appropriate person.

## Surgery Telephone Access

	<b>Mornings</b>	<b>Afternoons</b>
Monday	9:00am - 1:00pm	3:00pm – 6:30pm
Tuesday	9:00am - 1:00pm	3:00pm – 6:30pm
Wednesday	9:00am - 1:00pm	3:00pm – 6:30pm
Thursday	9:00am – 1:00pm	3:00pm – 6:30pm
Friday	9:00am – 1:00pm	3:00pm – 6:30pm

## Extended Hours TUESDAY Evenings 6:30pm-8:00pm Mixtures of Dr's & Nurses & HCA

	<b>MORNINGS</b>	<b>EVENINGS</b>
<b>Dr Ross</b>	Thursday	
<b>Dr Patel</b>	Mon/Wed/Thur/Fri	Tue
<b>Dr Sufi</b>	Mon/Tue/Wed/Thur/Fri	Mon/Tue/Fri
<b>Dr Liyanage</b>	Mon/Tue/Thur/Fri	Mon/Tue/Thur/Fri
<b>Dr Vora</b>	Mon/Tue	Mon/Tue
<b>Dr Myurathan</b>	Wednesday	
<b>Dr Kreft</b>	Tue/ Thur	
<b>Dr Rachel Dunbar</b>	Tue/Wed/Fri	Tue/Thur/Fri
<b>Dr Rakesh Jivan</b>	Mon/Wed/Thur/Fri	Mon/Tue/Wed/Fri
<b>DrRammya Mathew</b>	Mon/Fri	Mon/Thur/Fr



## **HOME VISITS**

In emergency situations patients needing home visits must ring 1<sup>st</sup> thing in the morning.

Patient/Carers/Relatives will be asked by the receptionist the nature of their call. The Doctor will call & speak to you prior to the visit.



## **OUT OF HOURS**

If you are unwell after surgery has closed then please follow the instructions below:

- For urgent problems you can also attend the Wembley GP Lead Centre open from 8:00am – 8:00pm Monday – Sunday based at Wembley Center for Health Care 116 Chaplin Road Wembley
- For real emergencies dial 999.(example) chest pains, severe bleeding or breathing difficulties
- For accidents go to Northwick Park Hospital or Central Middlesex Hospital
- For Minor Accidents you can go to The Urgent Care Centre based at Northwick Park Hospital

Please ring our GP Co-Operative HARMONI on the number below who will direct your call appropriately Service or a Doctor to visit if necessary.

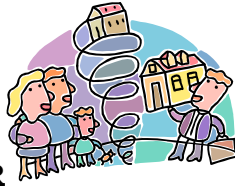
## **NHS London**



Please call **111** for advice only



**HARMONI 0300 130 3015**



## **HOW TO REGISTER**

Generally we accept patients living within our practice catchment area. We prefer to register whole families as it makes for better medical care.

You may register by presenting your NHS card. If you do not have one, you will need to fill in a form.

If you have come from abroad, you must bring your passport or Home Office documents. In general if you are "ordinarily resident" in the UK you can claim free NHS treatment, provided you have been in the country for over 3 months.

The following information must be provided so that we can register you at the practice.

- Previous NHS card or NHS Number
- Proof of Address

The following must be proved if you are registering here on the following grounds.

- Working holiday
- Overseas students

Passport/work permit details/college letter/employment letter

You will be offered an appointment with one of our HCA for a Health Check (for everyone over the age of 5yrs). This enables us to record important details, to assess your health needs and start planning your medical care. When you attend for this health check, please bring a urine sample (collect a urine sample bottle from reception) and the immunisation records (Red Book) of your children and any medication you are taking.

### **Checking-in at Reception**

please always 'check-in' at reception as soon as you arrive. If you have an appointment you will be entered on the computer and this is the only way the Doctor or Nurse will know you are in the building. It is also a Health & Safety requirement.

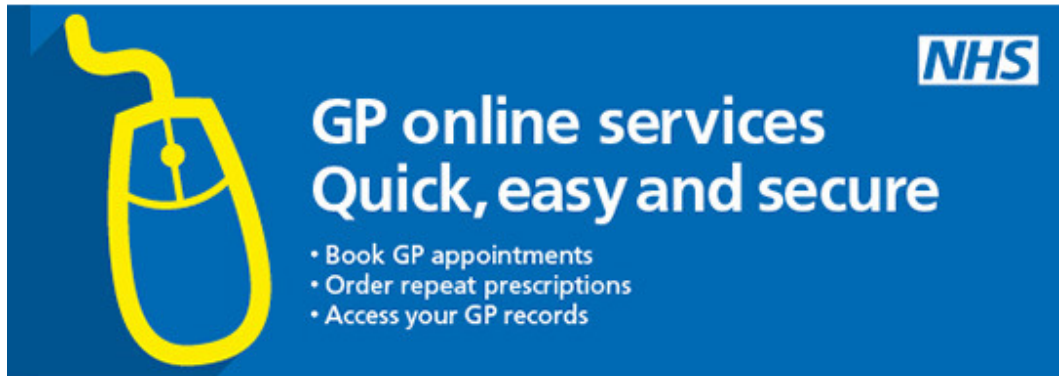
You can use our super-fast **Automated Check-in**: just touch the computer screen to enter your day and month of birth and your sex. The system then checks you in and confirms the appointment time and the name of the doctor or nurse and where to go. There may be messages for you also. Several languages are available

### **Booking Appointments**

Appointments can be made in person at the Reception Desk or by phone for your convenience and the efficient running of the surgery all appointments are by booked time. If you turn up without an appointment it is unlikely we will be able to see you at that time. Appointments can be made any time up to 2 weeks in advance. A number of appointments are held back for booking only on the same day. Appointments are booked at a minimum of 10 minute intervals (longer than the national average); though if you feel you need a lot longer you may ask for a double appointment or talk to the doctor.

**Please always tell the receptionist if you think your problem is urgent or if you are feeling bad and are having difficulties waiting.**

# GP online services



GP online services allow you to access a range of services via your computer or mobile. Once you have signed up, you will be able to:

- book or cancel appointments online with a GP or nurse
- renew or order repeat prescriptions online
- view parts of your GP health record, including information about medication, allergies, vaccinations, previous illnesses and test results

The service is free. Everyone who is registered with a GP can have access to their practice's online services. For more details, see [How can I start using GP online services?](#)

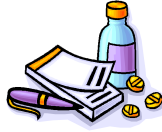
If you are not yet registered with a GP practice see our information about [how to register with a GP practice](#).

## **How can I start using GP online services?**

Follow the steps below to sign up for GP online services:

1. Tell your GP practice that you would like to start using their online services
2. A member of the practice will then ask you to fill in a short registration form
3. You will have to provide photo ID and proof of address. If you do not have any ID then either a member of staff will have to confirm your identity or you may have to answer questions about personal information in your GP record
4. Once you have signed up, you will receive a letter with your unique username and password





## **REPEAT PRESCRIPTIONS**

Please allow 72 hours' notice and hand in the right hand side of your prescription @ reception. If you run out of medication and the practice is closed your pharmacist can provide you with a week's emergency supply. We do not take prescription requests over the phone



**Start using**

Ask someone at your GP surgery or at any pharmacy or dispensing appliance contractor that offers EPS to add your nomination for you. Nomination means you **choose** a place for your GP practice to electronically send your prescription to. **You don't need a computer to use EPS.** You can choose up to one of each of the following:

- a pharmacy
- a dispensing appliance contractor (if you use one)
- your dispensing GP practice (if you are eligible).

**You can change your nomination or cancel it and get a paper prescription.**

If you don't want your prescription to be sent electronically just tell your GP. If you want to change or cancel your nomination speak to any pharmacist or dispensing appliance contractor that offers EPS, or your GP practice. Tell them before your next prescription is due or your prescription may be sent to the wrong place.

**EPS is reliable, secure and confidential.** Your electronic prescription will be seen by the same people in GP practices, pharmacies and NHS prescription payment and fraud agencies that see your paper prescription now.

Sometimes dispensers may see that you have nominated another dispenser. For example, if you forget who you have nominated and ask them to check or, if you have nominated more than one dispenser.

Dispensers will also see all the items on your reorder slip if you are on repeat prescriptions.

## **ZERO TOLERANCE**

The practice supports the ZERO TOLERANCE Policy.

Brent has a duty to ensure that all the residents of Brent receive the care they need. However Brent also has a duty of care to ensure that the staff delivering that care can do so in an environment free from risk and the threat of harm. Patients that are violent and abusive towards Drs & staff will be removed immediately from the surgery List.

## **PATIENT CONFIDENTIALITY**

Patient confidentiality is a great importance in this practice and patient information is only given to the patient themselves or to outside parties with consent of the patient.

## **YOU'RE INFORMATION**

### **How Can you get access to your own health records**

The Data protection Act 1998 allows you to find out what information about you is held on the computer and in certain manual records.

If you want too see your records you should make a written request to the NHS organisations where you are being, or have been, treated. You are entitled to receive a copy but should note that a **charge will be usually made.**

You should also beware that in certain circumstances your right to see some details in your health records may be limited in your own interest or for other reasons.

**Please make your request to:**

Dr Juliette Ross & Dr Sachin Patel  
Wembley Park Drive Medical Centre  
21 Wembley Park Drive  
Wembley Middlesex  
HA9 8Hd

Our Practice policy is that we are holding your records in strict confidence.

## **Patient Charter**

The doctors and staff are committed to providing a high quality medical service to our patients, and to treat all patients and visitors with respect and courtesy. We will endeavour to provide you with or direct you to such diagnostic, therapeutic and preventative services as will ensure the best outcome for your problems within the constraints of what is possible, reasonable and practicable.

We ask that patients and their families treat us with respect and courtesy - we cannot treat patients who are rude or abusive to our staff. .

## **Choice of clinician**

Patients are registered with a named doctor at the practice, but you are free to see whichever doctor or nurse you wish. We will always try to allocate to your chosen clinician, but you may have to see another doctor or nurse when no appointment are available.



## **DISABILITY ACCESS**

Disability access can be found at the front of the building. If you let the receptionist know that you are unable to go upstairs arrangements will be made for you on the lower ground to see the Dr or Nurse you have an appointment with.



## **FEEDBACK & COMPLAINTS**

Our aim is to continually improve the quality of our services to our patients and we would welcome any suggestions from you, but if you feel the need to complain or to air your view in a formal manner you can of course do so, using the complaints procedure.

Dr Juliette Ross & Dr Sachin Patel are our complaints administrator. Details can be obtained at reception. Of course if we do things well you could tell us about them too!!!

- We know that you often do not feel your very best especially when you visit the surgery
- Our receptionist try their best at all times
- Please try and be patient & polite to them
- If there is a problem please ask to speak to the Practice Manager

## **PRACTICE Location**



## **SERVICES/CLINICS**

Baby & Ante-Natal care clinics, Diabetic Clinic, Cryotherapy. Minor Surgery, Family planning including coil fitting, Acupuncture, Travel Vaccinations, Yellow Fever Centre and Employment & Insurance medicals.

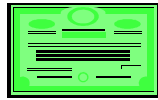
**Cervical Smears** are taken by the Nurse. For routine screening purposes Smears should now be performed every 3 years between the ages of 25

and 49 years, then every 5 years from age 50 - 64yrs. Those aged 65+ should have a smear only if not having been screened since age 50 or have had recent abnormal tests...

Results take around 8-10 weeks to come back to us. The Receptionist will be able to tell you if they are back and normal.

**Pregnancy Tests.** As self-test pregnancy testing kits are so widely available now (from pharmacies, supermarkets, family planning clinics etc) we don't perform these at the surgery except in special cases for medical diagnosis. For instructions on how to obtain the results of these, speak to the Doctor or Nurse requesting the test.

## **Certificates**



### **Sickness Certificates**

For periods of sickness leading to absence from work of **less than 7 days**, a **Self-Certificate** is required (obtain from your employer).

If your employer asks for a medical certificate, tell them it is not a statutory requirement and your Doctor will not provide one. If they insist further ask them if they will pay the cost of a **Private Certificate** which we can provide.

**For absences of 7 days or more** you will need a Medical Certificate ("Fit note") from your Doctor. We need to see you for this as we are making a medical judgment that you are incapable of work. We cannot provide it retrospectively if there is no medical evidence. Similarly if you need further certificates we will need to see you again.

If you have **been in hospital** you should expect a Medical Certificate on discharge to cover your admission and a reasonable recovery period. If you are continuing to be treated as an outpatient, your Hospital Doctor should provide a certificate whilst you are under their care.

It is not a requirement to provide certificates for absence from **school or college or any other place** and we can only issue Private Certificates for which we make a charge.



### **Maternity Certificates**

these qualify you for Statutory Maternity Pay (SMP) from your employer or the state Maternity Allowance and are obtained from your Doctor or Midwife any time from the 20th week of your pregnancy.

Please ask when you attend an antenatal appointment or fill in a request form at reception.



### **Treatment for Visitors**

If you have visitors who need urgent treatment we may be able to see them as "temporary residents". Please ask at reception. If they are visiting from abroad, certain countries have reciprocal health agreements but visitors from other countries may have to pay for our services.



### **Fees for Private Services**

We are a wholly NHS practice. All services provided under the NHS are free at point of delivery and any work outside our normal contract is chargeable at the standard rates. Fees for private services are payable in advance, either in cash or by cheque (made to Dr Juliette Ross or Dr Sachin Patel). A receipt is issued on request.

## **NAMED G.P. FOR PATIENTS AGED 0 – 74 YEARS**

FROM 1st APRIL 2015 ALL PATIENTS SHOULD BE ADVISED WHO THEIR “NAMED G.P.” IS.

Since April 2014 PATIENTS AGED 75 AND OVER or on our “at risk” register, have been advised who their named GP is. PLEASE ASK IF YOU AREN'T SURE.

From 1<sup>st</sup> April 2015 this year we have been asked to give this information to patients of any age and we are now advising patients, or their carers for patients from 0-74 years, who their named GP is.

Your “named GP” may be different to your “registered GP”  
**THIS DOES NOT AFFECT YOUR CARE IN ANY WAY AND AS ALWAYS YOU CAN SEE, SUBJECT TO AVAILABILITY, THE DOCTOR OF YOUR CHOICE.**

This information will be given to you when you have contact with the practice either at reception or during a consultation with a clinician. If the information isn't offered to you and you would like to know, please ask a staff member.

**THANK YOU**

### **Useful Phone Numbers**

Wembley Centre for Health & Care	0208 795 6000
Central Middlesex Hospital	0208 965 5733
Northwick Park Hospital	0208 8864 3232
Health First	0208 902 1402
Peace Pharmacy	0208 904 2071
Brent Council	0208 937 1200
PALS	0208 795 6140
Stop Smoking	0208 795 6669
Children's Centre (health Visiting)	0208 795 6030



## **Harness Patient Participation Group**

### **Harness Patient Participation Group Membership**

Our Practice and our PPG is one of the 21 local medical practices which is a part of the Harness Commissioning Group, of which Harness is one of the five Commissioning Groups in Brent.

Harness aims and objectives include:-

- A consortium based Patient Liaison group in order to engage with its patients to work together on shaping future services in General practice.
- Communication links with patients about services being delivered and issues relating to the delivery and use of them; this may or may not be directed by local or national policies.
- The Harness Patient Liaison group of practices meet regularly four times a year and during that time develop ways to meet and listen to the views of the patients in all seven practices.



# Planning Ahead

## Plans For A Patient Forum



Would you like to have a say about the services  
Provided at

Wembley Park Drive Medical Centre

And become part of our patient forum group

If so please leave your contact details at reception





North West London Collaboration of  
Clinical Commissioning Groups

---

## Fair Processing Notice

### How we use your information

This privacy notice explains why the GP Practice collects information about you, and how that information may be used.

The health care professionals who provide you with care maintain records about your health and any treatment or care you have received previously (e.g. NHS Trust, GP Surgery, Walk-in clinic, etc.). These records help to provide you with the best possible healthcare. NHS health records may be electronic, on paper or a mixture of both, and we use a combination of working practices and technology to ensure that your information is kept confidential and secure. Records which this GP Practice may hold about you may include the following information;

- ☑ Details about you, such as address and next of kin
- ☑ Any contact the surgery has had with you, such as appointments, clinic visits, emergency appointments, etc.
- ☑ Notes and reports about your health
- ☑ Details about your treatment and care
- ☑ Results of investigations, such as laboratory tests, x-rays, etc.
- ☑ Relevant information from other health professionals, relatives or those who care for you

To ensure you receive the best possible care, your records are used to facilitate the care you receive. Information held about you may be used to help protect the health of the public and to help us manage the NHS. Information may be used for clinical audit to monitor the quality of the service provided.

Some of this information will be held centrally and used for statistical purposes. Where we do this, we take strict measures to ensure that individual patients cannot be identified. Sometimes your information may be requested to be used for research purposes – the surgery will always endeavour to gain your consent before releasing the information.

### **Patient Segmentation and Risk Stratification**

Patient Segmentation and Risk stratification tools are increasingly being used in the NHS to help determine a person's risk of suffering a particular condition, preventing an unplanned or (re)admission and identifying a need for preventive intervention. Information about you is collected from a number of sources including NHS Trusts and from this GP Practice. A risk

**Fair Processing Notice** February 2015



score is then arrived at through an analysis of your de-identified information using software managed by the Brent CCG as the data processor and is only provided back to your GP or member of your care team as data controller in an identifiable form. Patient Segmentation and Risk stratification enables your GP to focus on the preventing ill health and not just the treatment of sickness. If necessary your GP may be able to offer you additional services. Please note that you have the right to opt out.

Should you have any concerns about how your information is managed at the surgery please contact the Practice Manager to discuss how the disclosure of your personal information can be limited.

#### **How do we maintain the confidentiality of your records?**

We are committed to protecting your privacy and will only use information collected lawfully in accordance with the Data Protection Act 1998 (which is overseen by the Information Commissioner's Office), Human Rights Act, the Common Law Duty of Confidentiality, and the NHS Codes of Confidentiality and Security.

Every member of staff who works for an NHS organisation has a legal obligation to keep information about you confidential. Anyone who receives information from an NHS organisation has a legal duty to keep it confidential.

We maintain our duty of confidentiality to you at all times. We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to any third party without your permission unless there are exceptional circumstances (i.e. life or death situations), or where the law requires information to be passed on.

#### **Who are our partner organisations?**

We may also have to share your information, subject to strict agreements on how it will be used, with the following organisations;

- ☒ NHS Trusts
- ☒ Specialist Trusts
- ☒ Independent Contractors such as dentists, opticians, pharmacists
- ☒ Private Sector Providers
- ☒ Voluntary Sector Providers
- ☒ Ambulance Trusts
- ☒ Clinical Commissioning Groups
- ☒ Social Care Services
- ☒ Local Authorities
- ☒ Education Services
- ☒ Fire and Rescue Services
- ☒ Police
- ☒ Other 'data processors'

### **Access to personal information**

You have a right under the Data Protection Act 1998 to access/view what information the surgery holds about you, and to have it amended or removed should it be inaccurate. This is known as 'the right of subject access'. If we do hold information about you we will:

- ☐ give you a description of it;
- ☐ tell you why we are holding it;
- ☐ tell you who it could be disclosed to; and
- ☐ let you have a copy of the information in an intelligible form.

If you would like to make a 'subject access request'. Please contact the practice manager in writing.

If you would like further information about how we use your information, or if you do not want us to use your information in this way, please contact the Practice Manager.

### **YOUR RIGHT TO WITHDRAW CONSENT**

At any time you have the right to refuse/ withdraw consent to information sharing. The possible consequences will be fully explained to you and could include delays in receiving care.

If you have any questions or concerns regarding the information we hold on you or the use of your information, please contact us at the practice.

For independent advice about data protection, privacy and data-sharing issues, you can contact the Information Commissioner at: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Phone: 08456 30 60 60 or 01625 54 57 45 Fax: 01625 524 510

Website: [www.ico.gov.uk](http://www.ico.gov.uk)

## **Fair Processing Notice**

February 2015