

The Bedford Park Surgery Patient Leaflet

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)

The Nursing Team

Noko Masenya (female)	Diploma in General Nursing and Midwifery
Sarah (Female)	Practice Nurse

The Administrative Team

Sangeeta	Business Manager
Gwen	Senior receptionist and medical secretary
	Receptionist
Neha	Receptionist and Admin Assistant
Cherice	Receptionist
Rizul	Evening Receptionist (Thursdays only)

OPENING HOURS

<i>Dr Hornibrook</i>	Monday	8.30 – 5.30pm	<i>Noko</i>	Thursday	8 - 8pm
	Wednesday	8.30 – 5.30pm		Friday	8 – 4pm
	Thursday	8.30 – 12.00pm			
	Friday	3 – 5.30pm			
<i>Dr Mendes da Costa</i>	Tuesday	9 – 5.30pm			
	Thursday	6 – 8.15pm			
	Friday	9 – 12.00pm	<i>Sarah</i>	Monday	9.00 – 12.30
<i>Dr Keen</i>	Thursday	3 – 5.30pm			

GUIDE TO SERVICES

Make an appointment

We offer a wide range of appointments at the surgery. We always try to offer you an appointment with a clinician of your choice, however this is not always possible, and you may need to see another GP.

Advance booked appointments	This can be done for an appointment for up to a month in advance with a GP of your choice (subject to availability)
48 hour access appointments	This is booked by phoning two days before the desired day of the appointment.
On the day emergency	This is booked by phoning on the morning of the day of the emergency at 8.30 where you will be offered an appointment for the morning or the afternoon. This appointment will be with the duty GP on that day and you cannot choose who to see.
Telephone appointments	Appointments can be made with the GP for a telephone consultation to deal with issues such as blood test results and other highly urgent issues particularly related to a child.
Home visit appointment	For a home visit, we request that you phone before 10.00am and explain the reason for your home visit. The GP will call you before coming out to see you to ascertain if a visit is deemed necessary. We do however prefer if you are at first able to make it to the surgery, unless you are housebound.
Evening appointments	We have evening surgery appointments on our Thursday night clinic with the GP or the practice nurse.

We have a robust text messaging service whereby a text reminder is sent to patients to remind them of their appointments. Please ensure we have your correct mobile number for this service. If you are unable to attend your appointment, please call the surgery to cancel and reschedule. Non attendance of a booked appointment means another patient has been unable to use our services. Continued non attendance of booked appointments may result in being asked to join another practice. Letters will be sent to patients who do not attend booked appointments.

Contraception

The complete range of contraceptive services is available at the Bedford Park Surgery. 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 considering the contraceptive pill for the first time, you will need to see a GP first and then see the nurse for subsequent review.

The Bedford Park Surgery
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Fax: 020 8742 1331
Email: admin.bedfordpark@nhs.net
Website: www.bedford-park.co.uk

Home Visits

The NHS regulations require requests for visits to be received by 10.00am except in an emergency. 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

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. Please be aware that if your smear test is requested out of the cohort time the lab will not analyse the result and will discard it. Your smear must be done according to the time its needed ie 3 or 5 years.

Childhood Immunisations and Development checks

We offer the fullest possible service of immunisation to protect you child at an early age. All children are invited to our full programme of development examinations which run from 6 weeks to school age. 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.

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 and other 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 need 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.

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.

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

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services such as ear syringing which is provided by the practice nurse as well as occupational services which involve eye and hearing tests.

How to register

We accept new patients from the W4 area primarily.

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 may request 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.

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 admin.bedfordpark@nhs.net 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 PALs

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.

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.

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Evening and weekends

Need urgent but non-emergency help when the GP practice is closed?

If you have an urgent medical problem which cannot wait until the surgery re-opens please call the NHS 111 Service by dialling 111.

NHS 111 is free to call from both landlines and mobiles.

When you call the NHS 111 Service you'll be asked some questions about your symptoms so that you can be directed to the local service that can help you best.

If, for any reason, you are unable to access NHS 111 by dialling 111, please call 020 3402 1111 instead. Calls to this number are charged at your network's standard rates.

You can obtain more information about NHS 111 by visiting www.nhs.uk/111

You can share your experiences of using NHS 111 by visiting www.patientopinion.org.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.

Patient Participation Group

We currently have an active patient group who get together to discuss issues related to the surgery. Please go on our website or contact the practice manager on Sangeeta.kathuria@nhs.net if you are interested to be part of this group.

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.

Chaperone

We offer the chaperone service for all patients. If you feel that you are not comfortable to be seen by a member of the clinical team alone, you may request at reception, to have a chaperone sit in on your consultation.

APP

We now have a surgery App which you can download on I tunes or Google Store for free. Please do this to keep up to date with practice information.