



Carepoint
Practice

**Carepoint Practice, Northwood Health Centre,
Neal Close, Acre Way, Northwood, HA6 1TQ
www.carepointpractice.nhs.uk**

Opening Hours

Monday to Friday - 07:30 - 18:30

Telephone: 01923 820 866

Main Email: hillccg.carepoint@nhs.net

Prescriptions Email: hillccg.carepointprescriptions@nhs.net

The Carepoint Practice Team

The Carepoint Practice is staffed by dedicated, hardworking professionals endeavouring to provide you and your family with complete health care. We provide a modern and dynamic service for the growing needs of our community. We work uniquely to deliver care that is specifically tailored to manage your health needs on the go.

We specialise in same day telephone clinics to ensure quick initial management of your concerns whilst giving you the convenience of not having to visit the practice. Face-to-face clinics are also available and bookable online via patient access.

Our highly skilled, multi-disciplinary clinical team includes GP's, community practitioner, practice nurse and health care assistants, who have a passion for healing and inspiring better health.

GP Partners and Practice Managers

Dr Manish Patel (Male)

MBBS (Kings College London 2006) nMRCGP (2011) DFSRH BSc

Dr Manish Patel completed his GP training in Hillingdon. He has an interest in chronic disease management, mental health care, genito-urinary medicine, family planning and paediatrics. He is at the forefront of using the latest technology to improve patient care at the surgery.

Dr Khatanji Odedra (Male)

MBBS (Kings College London 2006) nMRCGP (2013) MRCP DRCOG BSc

Dr Khatanji Odedra graduated with distinction from King's College Medical School in London. He has particular clinical interests in cardiology, dermatology and mental health.

Sessional Doctors

Dr V Sivam (Female)

M.A CANTAB, MBBS (Distinction), MRCP(UK)2014, nMRCGP 2017, DRCOG
Dr Vanessa Sivam completed her medical training at Fitzwilliam College, Cambridge and then Imperial College London. She has an interest in chronic disease management, women's health and paediatrics. She also has an interest in medical education - she currently teaches medical students from Imperial College London and enjoys playing her part in developing the doctors of the future.

Dr Rasha Mezher-Sikafi (Female)

MBCHB (hons) (2009), BSC (hons), nMRCGP

Dr Sikafi completed her GP training locally in Harrow. Her interests are in gynaecology, family planning, mental health, and end of life care. In her spare time she is a keen baker, and mother of two energetic boys.

Clinical Staff

Mr Sam Whitby (Community Practitioner)

(Male) FdSc Paramedic Emergency Care (Oxford Brookes University 2012)

Mr Whitby is a Community Practitioner having had a background as a Paramedic Practitioner that specialises in primary and urgent care. He specialises in minor illness, minor injuries, musculoskeletal and respiratory conditions. Mr Whitby is the Asthma and COPD lead for Carepoint and has key interests in providing the best overall patient experience. Mr Whitby takes part in both on the day face to face appointments and telephone consultations.

Jelna Briones (Practice Nurse)

Nurse Briones has been a registered Nurse since 2004. She is specially trained in cervical smear taking and childhood and adult immunisations, as well as routine nursing care. Jelna has an interest in acute illness and

is currently undertaking a course in Management of Minor Injuries and Illnesses at Coventry University, with a view to further increase her skills.

Tracy Cox (Health Care Assistant - HCA)

Ms Cox has been a HCA since Nov 2016. She provides routine wound care, diabetic monitoring, asthma and COPD monitoring reviews, smoking cessation, and injections (flu/B12/pneumonia/shingles). Her interests are in blood pressure and wound care management

Administrative Staff

Medication Administrator

Natalie Quarrel has been with Carepoint for 5 years and is our Medication Administrator lead.

Senior Receptionist

Jenny Berry is the longest serving member of the team and has worked her way up to Reception Supervisor. She has worked hard on behalf of patients to ensure that they receive the care they deserve, and oversees all daily matters including patient complaints.

Reception Team

Reception and Administrative teams provide an important link for patients with the practice and are your initial contact point for general enquiries. Our staff are fully trained to help you, and will require some information about your medical problem to help them better direct you. They can provide basic information on services and results and direct you to the right person depending on your health issue or query. Receptionists make most of the patient appointments with the GPs and nurses. They also perform other important tasks such as issuing repeat prescriptions and dealing with prescription enquiries, financial claims, patient records and carrying out searches and practice audits.

Patient Charter

The Carepoint Practice in partnership with its patients is committed to providing the highest standards of medical care. We believe the best way to achieve this is by working together.

To this end, we will...

- Treat you as an individual and give you courtesy, respect and attention at all times.
- Treat you as a partner in the care and treatment you receive.
- Following discussion, provide you with the most appropriate care and treatment given by our suitably qualified team.
- Refer you to a consultant suitable to you for hospital treatment or for a second opinion.
- Give you full information about the services we offer, in particular anything which affects your health and care.
- Give you access to your health records, subject to any limitation in law, regarding them as strictly confidential.
- Maintain our premises to provide the necessary care including access for disabled patients.
- Respect cultural differences of ethnic minorities.

To help us to help you we ask you to...

- Ask if you do not understand or are unsure about anything to do with your treatment.
- Give as much information as you can about your past illnesses, medication, hospital attendances and admissions, and anything else which is relevant.
- Keep your appointments and tell us as soon as possible if you cannot keep them.
- Only request a home visit if you are housebound and make that request before 10:00.
- Let us know if our standards fall so that we can put things right.

Practice Moto

'Lead by Example'

Our Aims and Objectives

- To provide high quality, safe and professional NHS primary health care services to our patients.
- To work in partnership with our patients, their families and carers, towards a positive experience and understanding, involving them in decision making about their treatment and care.
- To treat patients as individuals and with the same respect we would want for ourselves or a member of our families, listening and supporting people to express their needs and wants and enabling people to maintain the maximum possible level of independence, choice and control.
- To focus on disease prevention by promoting health and wellbeing.
- To work in partnership with other agencies (eg. social care) to tackle the causes of, as well as provide the treatment for ill health and where appropriate involve other professionals in the care of our patients.
- To encourage our patients to communicate with us by joining our Patient Participation Group (PPG), talking to us, participating in surveys, and feeding back on the services that we offer.
- To ensure all staff have the competency and motivation to deliver the required standards of care ensuring that all members of the team have the right skills and training to carry out their duties competently.
- To take care of our staff offering them support to do their jobs and to protect them against abuse.
- To provide our patients and staff with an environment that is safe and friendly.
- To operate on a financially sound basis to ensure longevity of our service to both our staff and patients.
- To be an organisation that continually improves what we are able to offer patients as guidance evolves.

How to Register As a Patient

If you wish to register with us, please bring in your medical card or ask the receptionist for a registration form and a medical (adult and/or child) questionnaire. Alternatively, please go to our website and download the forms.

New Patients

All new patients wishing to register with the practice should provide proof of identity and residency when submitting an application form. For proof of identity we accept birth certificates or a valid passport. Proof of residency can be in the form of an up to date utility bill, bank statement, credit card statement, tenancy agreement, solicitor's letter regarding purchase of property or employment.

Change Of Name/Address/Phone Number

Please notify us of any changes as soon as possible so that we can amend our records accordingly. Complete our change of address form at reception.

Online Services via Patient Access

At Carepoint Practice, we aim to offer everyone in our care a high quality service and therefore we have made patient access (an online web portal) available to all our patients.

With patient access, you can now access our services (mentioned below) at home, work or on the move — wherever you can connect to the internet. What's more, because patient access is a 24 hour online service you can do this in your own time, day or night.

Book an appointment.

- Order repeat prescriptions.
- Change your address details.

To register for this service please speak to a member of reception or download the forms from our website.

Appointments

Appointments can be booked in person, by telephone or via patient access. Appointments can be booked in advance, however if you require an appointment on the day, please make contact either at 08:30 or 14:00. Our receptionist will ask you for your details and a brief description of the problem to help identify the most appropriate pathway. All telephone calls are recorded for monitoring and training purposes.

Extended Hours Hubs

We have joined with 16 GP practices in north Hillingdon to provide greater access to excellent care for our patients by providing services closer to your patient's home and where possible, outside of a hospital setting. We now provide appointments at 3 hubs spread across the borough - Eastcote Health Centre (north); Uxbridge Health Centre (central) and Hesa Centre (south) whereby practices can book their patients but there is limited availability. The service is open Monday to Friday from 18:30-20:00 and 08:00-20:00 on weekends (between 3 hub sites). [Click here for further information](#)

Same Day Telephone Consultations

We operate a telephone consultation appointment service Monday - Friday for routine queries or problems, or when there are no face to face appointments available and you have an urgent problem. These appointments are also booked on a first come first served system. You will be advised to keep your phone line free as the clinician will only be able to call you back once.

A Clinician will phone you to discuss your problem and how to manage it. The majority of consultations can be managed in this way, however if there is a need to be seen we will arrange an appropriate appointment for you to be assessed.

Face To Face Consultations

To make the best use of your ten minute consultation, please arrive promptly, we advise 10 minutes before your allocated appointment. Please be patient if the clinician is running late as emergencies must be prioritised. Our reception team will try and keep you informed where this is the case. If you arrive more than ten minutes late for your appointment, the Clinician will be notified, however you may have to wait until the end of the clinic or to rebook.

Please appreciate that the clinicians are allocated 10 minute appointments for each patient. The clinician must take a history, may have to perform an examination, give a diagnosis, agree a management plan, prescribe medication and ensure your understanding. It is not safe to cover more than one medical problem. If you have multiple problems you may have to book another appointment to allow us to spend sufficient time with you. If you have several problems to discuss briefly explain this at the beginning of the consultation so that the doctor can identify the most important problems and deal with as many as possible given the time available.

Missed appointments: every appointment in the NHS is valuable. If you cannot make an appointment it is essential that you contact the practice or the hospital as soon as possible so that your appointment is not wasted and is given to someone who really needs it.

Home Visits

This facility is available for patients who are house bound. Please phone before 10:00 for a home visit, giving our reception team details of the problem. The Clinician will call you back to discuss your problem and the best course of management.

Medication - Prescriptions

Requesting Medication

Medication must be ordered in writing either in person at Carepoint Practice (with a prescriptions request slip) or via email (hillccg.carepointprescriptions@NHS.net), on our website or via patient access.

Repeat Medication

Please allow a minimum of 48 hours (two working days) for all repeat prescription requests to be completed including urgent requests. To allow us to answer any questions that may arise from your request in a timely manner and reduce the chances of you not receiving your medication, we suggest you make requests five days before you run out of medication. If the item is requested early please provide a reason. If you have run out of medication you can speak to your pharmacy to see if they are able to issue an emergency supply.

Repeat Dispensing (RD)

Once we have completed an annual review (blood tests and blood pressure levels), we can for many drugs place them on a system called repeat dispensing (RD). This means that on your first request after an annual review we shall send a year's supply of prescriptions to your pharmacy. During this time you do not need to request the medication (if you do we shall inform you that your medication is on RD) and you can simply go to your chosen pharmacy where they will be able to dispense the medication. When they advise you that you are now receiving your last RD, you should request your medication direct from Carepoint on the following occasion.

New or One-Off Prescriptions Not Under Repeat

If the item is not a routine repeat request please give a reason for your request, otherwise there may be a delay whilst we try and contact you to get further information to confirm that it is safe and appropriate to prescribe.

Medication Issued By a Third Party

(e.g. Consultant from an outpatient appointment, in AE, or post surgery)

Medication prescribed by a hospital or private consultant must be collected directly from their hospital pharmacy using the prescription given – high street pharmacies are unable to dispense such prescriptions. We can usually take over the prescribing of most medications after we have received a letter from your specialist (normally after one month), but at the very minimum two weeks of medication should be given to you whilst you are waiting to get medication from us. Please see www.carepointpractice.NHS.uk/prescriptions for further information about prescriptions.

Electronic Prescribing (EPS)

We and our pharmacy colleagues strongly advise you to set up electronic prescribing so that your prescriptions are sent like an email directly to your pharmacy of choice – this greatly speeds up the process to make sure you get your prescription on time. It also means prescriptions are less likely to be lost. If you would like this service initiated please note the name and address of the pharmacy on your request, alternatively you can ask your pharmacy to set this up on your behalf. You don't need a computer to use eps and can change your nomination or cancel it and get a paper prescription.

New Changes

The CCG has asked all GP practices to take over managing prescription requests from pharmacies. They believe that patients should be in control of requesting their repeat medicine(s) as they or their Carer know best about which medicines are required or running out. They believe that overall it will reduce waste and save a worthwhile amount of money for the NHS by reducing medication requests that are not required. We will continue to work with pharmacies to order medication on your behalf where you fall into a vulnerable group, such as if you have learning disabilities, mental health conditions, dementia, or are unable to access any means of ordering your own medication. We can review this on a case by case basis.

Booking Investigations

Bloods tests

Northwood Health Centre	01895 488 830
(Phlebotomy department - left after entrance)	
Wendy Ward (young children) at Hillingdon Hospital	01895 279 530
Mount Vernon Hospital (07:00 – 16:45 weekdays)	0208 864 3232

X-ray	Mount vernon hospital - 09:00 - 16:00 (daily)
Ultrasound	Call 01895 279 316 to book - 09:00 – 15:30 (weekdays)
ECG	Call 01923 844 468 to book at Mount Vernon Hospital
CT and MRI	Scans cannot be organised by the GP

Test Results

We can only give results for investigations that we have ordered. For tests requested by Carepoint, if you have any abnormal results and an action is required from you, we will contact you within a week. However, if there is something seriously wrong we will contact you within 24 hours with a management plan.

For annual reviews, if you have not heard from us within two weeks then it is likely no further management is required. However, please call Reception to confirm. If you would like to know your results please call outside our busy periods, usually between 10:30 - 13:30 and 16:00 – 18:00.

Please note: results will only be given to patients themselves or to the parents/guardian of minors if appropriate. If you have had several tests done, it is important that you check that all the results are back.

Test results usually take the following times to return from hospital:

Blood and urine	1 week
X-rays, US or ECG	3 weeks
Cervical Smear	3 - 4 weeks

If you have not received results for any hospital investigations such as MRI, CT, or endoscopies, please speak with your consultant directly.

NHS Referral

In the majority of cases these are made via the national e-referral service (previously known as choose & book system). We will text you when the referral is made and you will be asked to come into the surgery to collect your booking paperwork and password. If you are unable to collect the booking paperwork and password please advise us and we will aim to provide the booking information over the phone.

If you have not heard from anyone within 2 weeks, please contact the practice, unless this was a referral for suspected cancer when you should contact us within 2 days.

In summary, your specialist is responsible for:

- Looking after all your investigations and giving you the results
- Providing prescriptions for a minimum of two weeks or until we receive a letter
- Issuing a sick note if required for the correct duration
- Providing you with a follow up appointment if necessary
- Download this leaflet as a reminder

Missed appointments

If you miss your appointment for whatever reason, please contact the hospital and organise another appointment. Your GP is not responsible for this missed appointment and does not need to refer you again.

Private Referral Letters

Private referral letters can take up to two working days to prepare. Please make sure you have collected your letter before booking your appointment.

If you would like to request a private referral letter (no charge payable, although your GP will have to agree that a referral is necessary) please book a consultation.

Sick Certificates

If you have taken time off work and require proof of sickness for your employer or for social security reasons, then you have three options available:

1. You do not require a NHS medical certificate for any illness lasting less than seven days. If you have taken less than seven days off work, your employer should provide you with a form to complete or you can download and complete a statutory sick pay form (see our website).
2. If you have taken less than seven days off work and a statutory sick pay form is not enough proof, then we can provide a private medical certificate, for which a £30 charge is payable. Please complete the form and make payment. A medical certificate will be provided within seven days.
3. If you have recently had an operation or procedure and have been advised by the consultant to take time off work, you must obtain the medical certificate from that consultant for the specified time off. You should contact the secretary of the consultant in the first instance.

Non NHS Work (Private Work)

The NHS does not cover certain services that we can provide for your convenience. Therefore you will be asked to pay a fee for non-NHS procedures such as:

- Pre-employment medicals
- Private letter for a third party
- Medical report/examination for fitness to drive
- Private certificates (eg private sick certificates)
- Insurance claim forms
- Holiday cancellation forms
- Some holiday vaccinations such as yellow fever
- A voluntary donation to a nominal charity is asked when requesting for copy of results.

This is not an exhaustive list - other services that we provide may incur fees. A list of charges is displayed at reception

Private Letters

If you would like a letter written by the GP practice on your behalf to a third party, a charge will be payable.

Please complete the Private Letter Request form, print out and bring to the surgery. Once payment and the form have been submitted to the reception, a letter will be provided but will take a minimum of seven working days.

Essential Services

We provide essential services for people who have health conditions from which they are expected to recover, chronic disease management and general management of terminally ill patients in conjunction with the palliative care team.

Additional Services

Our additional services include:

- Cervical cytology screening
- Contraceptive services
- Vaccination and Immunisation
- Child health surveillance
- Maternity services

Enhanced Services

Our enhanced services include:

- Atrial Fibrillation Management
- Antenatal Immunisations
- Childhood vaccinations
- Influenza, Shingles and Pneumonia vaccination
- End Of Life Care
- Diabetes Management
- DMARD Monitoring
- DOAC Monitoring
- Latent Tuberculosis Detection
- Learning Disability Health Checks
- LHRH Injection Therapy
- Methadone Shared Care
- NHS Health Checks
- Prostate Cancer Monitoring
- Smoking Cessation
- Wound Care

Other Services

Our Practice also offers services including:

- Asthma clinics
- Child health and development reviews
- Chronic obstructive airways disease clinics – Lung Testing (Spirometry)
- Coronary heart disease clinics
- Dementia clinics
- Diabetes clinics
- Epilepsy reviews
- Hypertension (BP) management
- Hypercholesterolaemia (cholesterol) management
- Medication Management
- Men's health
- Mental health
- Travel advice
- Women's health

Please see our website or noticeboard for full details of services.

Minor Ailments

We ask that you work with us to save appointments for those who truly require them. There are many conditions that can be managed at home or with help from your Pharmacist, and require no or little medical intervention. These include;

Viral Infections	Ear Wax	Hayfever
Cough	Cystitis	Allergic Rash
Fever	Constipation	Contact Dermatitis
Mouth Ulcers	Diarrhoea	Athletes Foot
Nasal Congestion	Indigestion	Vaginal Thrush
Sore Throats	Threadworms	Head Lice
Ear Pain	Toothache	Verruca and Warts

Self-Treatment of Common Illnesses

Back Pain

Back pain causes 13 million lost working days in Britain each year. Usually too much or inappropriate lifting or gardening is the cause. Be sensible, take things easy, prevention is better than cure. Rest and painkillers will relieve most cases within a few days. Your doctor will not mind if you approach a qualified physiotherapist, chiropractor or osteopath directly.

Burns and Scalds

Apply large quantities of cold water to the burn as soon as possible and maintain this for several minutes. A loose dressing is suitable for unbroken or mildly blistered skin. Larger burns and burns in children should be seen by a nurse or doctor.

Coughs, Colds and Sore Throats

No magic cure has been found for these common ailments. Viruses cannot be treated with antibiotics. Aspirin or paracetamol, soothing drinks and other remedies help relieve the symptoms until they pass naturally in a few days or so. Pharmacists can advise on the best over the counter treatments.

Diarrhoea and Vomiting

Again this is normally caused by viruses. Even holiday diarrhoea can be treated with small amounts of clear fluids, not milk, taken frequently to rest the stomach and prevent dehydration. In children, mixtures of glucose and salts (Dioralyte) can be used. If the patient appears very ill, or in babies who can become dehydrated more quickly, consult the doctor if symptoms persist.

Earache

Usually earache accompanies coughs and colds. Paracetamol will relieve the pain. If the symptoms persist, and with children please consult the doctor.

Head Lice

Very common in children, head lice prefer clean hair and are not a sign of poor hygiene. Lotions are available from the chemist for all the family.

Threadworms

Most children will get these at some stage. An itching bottom, especially at night, is the most common complaint. Threadworms resemble small pieces of white cotton. Your chemist can advise you about treatment, again for all of the family.

Spots and Rashes

Most childhood spotty illnesses are minor and often cause little upset. Measles is more serious, but is rare now that all children are immunised. Your doctor will not mind you attending the surgery with a spotty child to confirm diagnosis. All of these illnesses are contagious before the spots appear.

Insect Bites/Stings

Antihistamine tablets from the chemist relieve itches as can calamine lotion. Antihistamine creams are not recommended.

Nosebleeds

Pinch the nose between thumb and forefinger gently for five to ten minutes below the nasal bone. Persistent bleeding or a clot of blood down the throat may need further medical intervention. If heavy bleeding continues for more than 20 minutes you should go to Accident & Emergency (A&E).

Sprains

R.I.C.E (Rest, ice, compression, elevation). A cold compress with ice (a bag of frozen peas) applied over the strain for 30 minutes reduces and prevents swelling. A crepe bandage can be used and elevation continued until all swelling subsides. Gradual resumption of movements and exercise over a few days is recommended.

Health Promotion

We encourage all our patients to share the responsibility for their health, both in preventing disease and in treating existing diseases. Prevention really is better than cure. Many diseases and conditions can be prevented by a healthy lifestyle. Below are some ways you can enjoy a fitter and healthier life

Healthy Eating

The food that we eat each day gives us nourishment and energy. Without the right foods we can become ill. Eating too little can be as harmful as eating too much. There are so many diets on the market that it can get confusing; most of this advice can be safely ignored. The essential thing to do is eat the right foods in the right combinations - a balanced diet.

- DO** Eat plenty of fresh fruit and vegetables.
Eat more complex carbohydrates such as bread, rice and potatoes.
Use low fat dairy products.
Gain protein from fish, chicken and pulses such as lentils and beans.
Eat regularly - three small meals a day is best.
- DON'T** Snack between meals.
Fry foods.
Add sugar to drinks or cover vegetables in butter or oil.
- AVOID** Combination or convenience foods.
Eating when you are not hungry.
Crash dieting.

Exercise

Regular exercise helps prevent heart disease as well as reducing weight and making you feel better. If you are overweight or out of shape, please ask for advice before starting vigorous exercise.

DO Warm up and carry out stretching exercises before you start. Choose an aerobic type exercise like cycling or swimming, jogging or other sports such as badminton, squash and tennis. Undertake two episodes per week of not less than 20 minutes, during which you have to puff heavily. Increase slowly the duration and intensity of whatever you choose to do

DON'T Exercise if you suffer any injury.
Torture yourself by trying to do too much.

Regular exercise will begin to give you more energy, reduce weight, lower cholesterol, improve circulation and reduce blood pressure. It will also help to release the stress that builds up in all of us from time to time.

Stress

Try to avoid stressful situations if at all possible. Do not work yourself into the ground. Try to enjoy life and attempt to find the funny side to unpleasant things that happen to you. Regularly talk about your problems to a friend, and in turn listen to them. Make a time in the week specifically for you to do something that you enjoy. Do not find consolation in over eating or over drinking or smoking. Lastly, remember that exercise can be very helpful in relieving stress.

Smoking

Smoking is the largest single cause of ill health in this country. If you would like help to stop smoking please book an appointment with Tracy Cox in our Smoking Cessation Clinic.

Alcohol

Keep your alcohol intake to a sensible limit, ideally under two units a day.

Patient Participation Group (PPG)

What Is A Patient Participation Group (PPG)?

A group of registered patients and practice staff who meet frequently to discuss and make decisions about the practice and how it is able to service the community with improved healthcare services and facilities.

What Is The Purpose Of A PPG?

PPGs act as representatives of the patient population and are a way of connecting general practice with the community it serves. This includes assisting the practice in organising health promotion events, working with local groups, and supporting annual flu clinics.

The overall aim of our PPG is to develop a positive and constructive relationship between patients, the practice and the community it serves, ensuring the practice remains accountable and responsive to all its patients' needs.

Together with our PPG we intend to:

- Provide resources and services for the good of the practice population which would not otherwise be provided by statutory services
- Encourage a spirit of self help and support amongst patients to improve their health and well being
- Improve communication between the service providers, the group and the wider population
- Promote a patient perspective and enable patients to access and make the best use of available health care.

How to be involved?

We still need more people to join the group. If you are interested in becoming part of the Carepoint Practice PPG or have any questions, then please call.

Care Quality Commission (CQC)

The CQC inspect GP practices, and give them a rating to help you choose care. As well as GPs, they inspect out-of-hours or mobile doctor services, walk-in centres, minor injury units and urgent care centres. There are five questions they ask of all care services.

Are they safe: you are protected from abuse and avoidable harm.

Are they effective: your care, treatment and support achieves good outcomes, helps you to maintain quality of life and is based on the best available evidence.

Are they caring: staff involve and treat you with compassion, kindness, dignity and respect.

Are they responsive: services are organised so that they meet your needs.

Are they well-led: the leadership, management and governance of the organisation make sure it's providing high-quality care that's based around your individual needs, that it encourages learning and innovation, and that it promotes an open and fair culture.

These are at the heart of the way our service is regulated and they help us to make sure we focus on the things that matter to people.

Complaints

How to Complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If not, and you wish to make a complaint, we would like you to let us know as soon as possible. Complaints should be addressed to the GP Partners who are also the Practice Managers, Dr Patel or Dr Odedra. It would be a great help if you are as specific as possible about your complaint.

What We Shall Do

We shall acknowledge your complaint within three working days and aim to have responded as swiftly as possible to your complaint within an agreed timescale from the date you raised it with us. We shall then be in a position to offer you an explanation, an apology or a meeting with the people involved. Please be assured that future care will not be impacted by making a complaint. When we look into your complaint, our aims will be to make it possible for you to discuss the problem with those concerned if you would like this, and take appropriate action wherever possible.

Complaining On Behalf Of Someone Else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A letter of consent signed by the person concerned will be needed, unless they are not able (because of illness) to provide this.

Complaining To the Clinical Commissioning Group

We hope that if you have a problem you will use our practice complaints procedure, which is also called "local resolution". We believe this will give us the best chance of resolving the matter and an opportunity to improve our practice. If you wish, the CCG Complaints Team (Tel 0300 311 22 33) can investigate the complaint on your behalf and reach a decision based on the individual circumstances of the case and the views of all involved.

Data Protection Act and Confidentiality

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.

Chaperones

If you wish, you may have a third person present (a chaperone) when the doctor or nurse examines you. This could be a friend or relative or a member of our staff. If you would like us to provide a chaperone, please let the clinician know. If you decide you want a chaperone during the consultation we will try to oblige, however, we may have to ask you to come back on another occasion when one is available.

Violence Statement

The practice considers aggressive behaviour to be any personal, abusive comments, cursing and/or swearing, physical contact and/or aggressive gestures. We will request removal of any patient from the practice list who is abusive towards a doctor, nurse or any other member of staff, or another patient, or who damages practice property. All instances of actual physical abuse on any doctor or member of staff by a patient or relatives will be reported to the police as an assault.

Carepoint Practice Is Part of the Metrohealth Network

Metrohealth is a consortium of 16 GP practices in north Hillingdon working together to provide greater access to excellent care for our patients by providing services closer to a patient's home and where possible, outside of a hospital setting. We work towards a patient-centred approach to care, with emphasis on patients being proactive in managing their health with support from their healthcare providers, pharmacies, social services and volunteer organisations

Carepoint Practice Is Part of Hillingdon Clinical Commissioning Group (CCG)

Hillingdon CCG is responsible for buying health services in Hillingdon including community health and hospital services.

Useful Contacts

Community Nurses

District Nurses or Health Visitors	01895 488 830
Rapid Response	01895 633 546

Hospitals

Hillingdon Hospital	01895 238 282
Mount Vernon Hospital	0208 864 3232
Mount Vernon Hospital – Minor Injuries Unit	01923 844 332
Northwick Park	0208 864 3232
Watford General Hospital	01923 244 366
Harefield Hospital	01895 823 737
Michael Sobell House (Palliative Care Unit)	0203 826 2373
Walk In Centre – Pinn Medical Centre	0208 866 5766

Emergency Eye Clinics

Hillingdon Hospital	01895 279 223
Watford General Hospital	01923 436 083

Early Pregnancy Unit

Hillingdon Hospital	01895 279 440
Northwick Park	020 8869 2058
Watford General Hospital	01923 217 831

Family Planning Clinic

Tudor Centre (and GUM clinic)	01895 279537
Hesa Centre	01895 279180
Northwick Park	020 8869 3239
Watford General Hospital	01923 217 206

Community Drug & Alcohol Team

Hillingdon	01895 207 777
Harrow	020 8864 9622

Mental Health

Single Point Access (<24hr or advice)	0800 023 4650
Mill House	01895 206 800
Pembroke Centre	01895 485 536
Counselling (General) IAPT (Self Referral)	01923 844 478
Counselling (Bereavement) CRUSE (Self Refer)	0844 477 9400
Counselling (Age 14-24) LINK (Self Refer)	01895 238 884
MIND	01895 271 559
Samaritans	01895 253 355

Social Services

Hillingdon (socialcaresdirect@hillingdon.gov.uk)	01895 556 633
Harrow	020 8901 2680

Older People

Age Concern Harrow	020 8861 7980
Age Concern Hillingdon	01895 625 730
Carers - Hillingdon	01895 811206

Note - please note that information and services are always changing within, therefore, please visit www.carepointpractice.NHS.uk for up to date information

When We Are Closed – Out Of Hours (OOH)

NHS 111 (Non-Emergency Number)

If you phone the surgery outside of normal opening hours you will be asked to hang up and dial 111. Calls are taken by trained staff who will make referrals as needed to the out-of-hours provider or direct you to the most appropriate service.

NHS 111 service has replaced NHS direct and is for people:

- Who don't know who to call for medical help or who don't have a GP
- Who need health information or reassurance about what they should do next
- Who think they need A&E or another NHS urgent care service, but it is not a life-threatening 999 emergency

We use an OOH provider called Care UK to provide urgent medical care to all of our patients. They can organise an appointment for you at their primary care centre or visit you at home if you are housebound and urgent care is needed. They are unable to deal with routine requests such as prescriptions or booking surgery appointments.

OOH services are busy. Please think carefully before asking to see a doctor and only do so if you cannot wait until the surgery open.

Walk In Centres

Our local Walk In Centre is Pinn Medical Centre, located at 37 love lane, pinner, Middlesex, HA5 3EE and is open daily from 08:00 – 20:00

Mount Vernon – Minor Injuries

The minor injuries unit is open 09:00–20:00, 7 days a week

Urgent Care Centres

For those who require urgent attention (not routine) can attend urgent care centres, 24hours per day.