



RAM Sept
2016

Paddington Green Health Centre
4 Princess Louise Close London W2
1LQ

www.paddingtongreenhc.nhs.uk

Putting Patients First

Tel: 020 7887 1600/1601

Fax: 020 7887 1635/1640

OPENING HOURS

Telephone: 8am to 1pm and 2pm to 6.30pm
Monday to Friday

(Outside these hours please call 020 8969 0808 or call NHS 111)

The building is open:

8.15 am to 1pm and 2.15pm to 6.30pm Monday to Friday
6.30pm to 8.30pm on Tuesdays for booked appointments only

GP Partners Dr Neville Purssell Dr
Melinda Creme Dr Rishi Chopra Dr
Farrah Jarral

Salaried GPs

Dr Theresa Watson Dr Ann Mulroy Dr Imogen Brunner
Dr Gila Milner Dr Hannah Brownhill



WELCOME TO DR PURSELL & PARTNERS

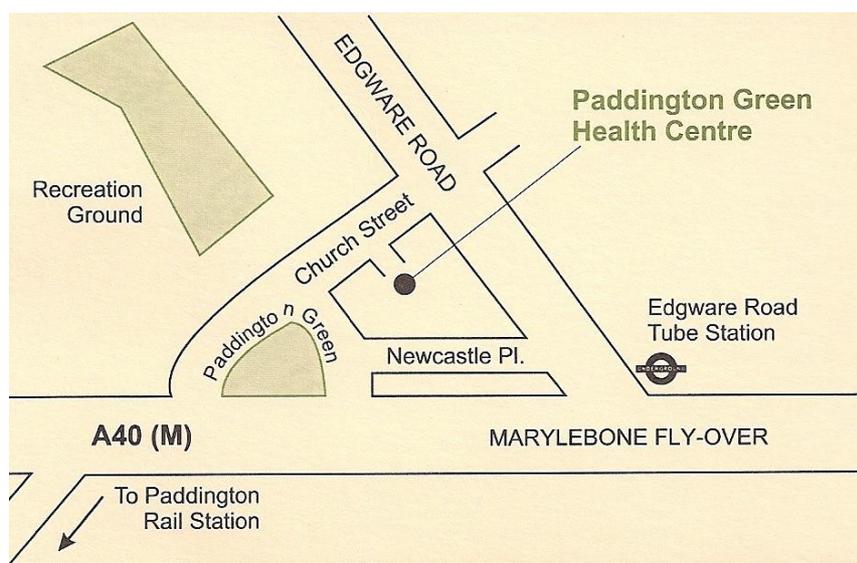
Welcome to Paddington Green Health Centre. Dr Pursell and Partners hold a PMS (Personal Medical Services) contract with NHS England (London) Southside, 105 Victoria Street, London SW1E 6QT. The surgery is fully accessible to disabled patients. We do not see individual private patients.

We aim to offer you the highest standards of healthcare appropriately and effectively through continuously developing our well-trained and dedicated team.

DIRECTIONS AND ACCESS

The nearest tube stations are Edgware Road Bakerloo line and Edgware Road District and Circle Lines.

Our surgery is accessible to patients using a wheelchair. We also have two parking spaces in our courtyard; these are reserved for patients displaying a disabled sticker. Taxis are permitted on the courtyard to drop patients off.



INTERNATIONAL STUDENTS ONLY

Registering with a practice

In order to register at Paddington Green Health Centre you need to be living in our catchment (surrounding) area. However, as an Academy student you can use the services at the practice *at any time* during your studies, as long as you can physically get yourself there. If you live outside the catchment area, you will also need to register with a doctor in the area where you live (term time address). You can find out about surgeries local to you by asking at a local Chemist shop or by visiting NHS Choices at <http://www.nhs.uk>.

Catchment area

The catchment area is described on our website: www.paddingtongreenhc.nhs.uk where there is also a postcode checker under the tab 'new patients'.

Making an appointment

Please call the practice. Online appointments are available only if you live in the catchment area and are fully registered with us. We offer three types of appointment which are described on the next page.

Referrals to specialists

If this is the first time you have registered with an NHS GP registering will generate an NHS number for you which is essential if you need referral to a specialist or hospital referrals in the future. It is not possible to refer any patients for hospital opinions or treatment without an NHS number. This affects students who are using NHS GP services for the first time, usually because they are from abroad.

Interpreters

If you need an interpreter please make this known when you book your appointment with us. Face to face interpreting can be arranged with notice. Telephone interpreting is possible in an emergency.

Performance-related injuries

There is help for students who have Performance Related Health injuries or issues. The practice can refer students to specialists privately. There is help with funding. For international students RAM will pay 50% per session up to a total of £100; please ask the practice for a form.

Medication

If you have on-going medical treatment in your home country, we suggest that you bring a 3 month supply of the medication with you, together with a letter from

your doctor to explain why you have the medicine. This will be helpful when you are passing through UK Immigration, and also if you need to request the medication through your UK doctor.

All students—Registration

The practice provides a comprehensive range of student focussed services and has expertise in performance-related health issues. In order to register at Paddington Green Health Centre you need to be living in our catchment (surrounding) area. However, as an Academy student you can use the services there *at any time* during your studies, as long as you can physically get yourself there. If you live outside the catchment area, you will also need to register with a doctor in the area where you live (term time address). You can find out about surgeries local to you by asking at a local Chemist shop or by visiting NHS Choices at <http://www.nhs.uk>.

Catchment area

The catchment area is described on our website: www.paddingtongreenhc.nhs.uk where there is also a postcode checker under the tab 'new patients'.

Performance-related injuries: Non-overseas students

There is help for students who have Performance Related Health injuries or issues. The practice can refer students to specialists privately. There is help with funding. For UK citizens or those with 4 years' residency this is via Help Musicians.

Making an appointment Book online, on the phone or in person

Booking online is only possible if you are fully registered with this practice.

We offer three types of appointment:

'Urgent' -same day appointments

If you telephone or come in to ask for an urgent, same day, appointment, the receptionist will take your contact details and some information. The duty doctor will telephone you within 2 hours. **If you know you will not be available in the next couple of hours please give a time between 8.30am and 1pm or 2pm and 6.30pm when you will be able to take a call.** The doctor will discuss your problem with you, and you will be booked in for an urgent appointment if necessary. The duty doctor may be able to deal with your problem over the telephone (eg medication queries), may

direct you to the practice nurse or pharmacy or a routine appointment with your usual doctor (if you are fully registered here) may be arranged.

‘Soon’ -within 48 hours

If you don't need to be seen urgently then you can book an appointment for the next 48 hours; this will generally be with any available doctor but you may be able to choose which doctor you see.

‘Routine’ -up to two weeks in advance

You can book up to two weeks in advance. Our receptionists will help you to choose the day, time or doctor.

Telephone consultations/enquiries

Many problems can be sorted out over the phone so you don't have to come to the practice. Just call the main surgery number and one of our receptionists will take your details and ask the doctor to call you back.

Please give a time between 8.30am and 1pm or 2pm and 6.30pm when you will be able to take a call. Telephone consultations are a good way of having a word with a doctor.

Chaperones

If you are having an intimate examination by your healthcare professional you or your healthcare professional may wish to have a chaperone present. Chaperones will be trained clinical or administrative members of practice staff. If you would like a practice chaperone please ask for one in advance, when you book your appointment. We will try to provide a chaperone at short notice but if this isn't possible we may have to rearrange your appointment. If you would like to see a copy of our Chaperone Policy or have any questions or comments regarding this please contact the Practice Manager.

Change of details

Please notify us as soon as possible of any change of name, address, email address or telephone number.

Out of Hours (No need to be registered with us, or resident in Westminster)

During evenings and weekends London Central and West
Unscheduled

Care Collaborative Limited (LCW UCC) offers advice and care to patients registered with our practice. For urgent advice and treatment call 020 8969 0808 or 111. NHS England is responsible for commissioning out of hours cover for the practice.

Prescriptions

You will normally be asked to make an appointment before any treatment is prescribed.

Repeat prescriptions If you are receiving repeat prescriptions please order these online, in person, by post, or by fax (020 7887 1635). We are sorry but we cannot accept telephone requests.

Text reminders and invitations

Please keep us up to date with your mobile telephone number. This means we can: 1) remind you of your appointments 2) invite you when you are due reviews or some immunisations (e.g. flu) 3) send you lifestyle advice 4) update information about you 5) invite you to practice events e.g. flu clinics

If you don't wish to receive texts from us please ask reception to pass a message to your GP or to the Practice Manager.

Test Results

Please wait for one week before calling for your test results. This allows time for the result to come back to the practice from the hospital, and for your doctor to check it. Please ring between 10am-4pm on 020 7887 1600/1601 and one of our receptionists will take your contact details and a nurse will call you back with your results; this will usually be on the same day but may be the next week day.

Training

We are a training practice for GPs. Each year we have GP Trainees working at the practice; a GP Trainee is a fully qualified doctor working with us whilst studying for a postgraduate qualification to become a GP. We also have Foundation Year 2 doctors working with us. These doctors are fully qualified. They spend two years on six month rotations in different jobs, most of these jobs are in hospital specialties but they can opt to spend one

rotation in general practice. We occasionally have other student doctors and nurses who spend time in the practice in the course of their studies. We will let you know if there will be a trainee or student in your consultation; please tell us if you would prefer them not to be present. This will not affect your treatment in any way.

Confidentiality

The practice complies with Data Protection and Access to Medical Records legislation. We will only share identifiable information about you in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases

Anonymised patient information will also be used at local and national level to help the NHS and Government plan services e.g. for diabetic care. If you

do not wish anonymous information about you to be used in such a way, please let us know. Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

Charges for non-NHS services

There is a range of services which we provide which are not covered by the NHS for which we charge a fee. A complete list of charges is displayed in reception. These services include copies of medical records, private medical insurance claim form and fitness to attend reports. We do not see individual private patients.

STAFF DETAILS

GP Partners

Dr Neville Purssell (male) MBBS 1989 (London), MRCP, DCH, DRCOG, Dr Purssell speaks French and is a GP Trainer

Dr Melinda Creme (female) MBChB 1992 (Birmingham), MRCP, DFFP Dr Creme supervises doctors doing part of their training in general practice

Dr Rishi Chopra (male) MBBS 2002 (London), MRCP, DCH, DRCOG, DFFP Dr Chopra supervises doctors doing part of their training in general practice Dr Chopra speaks Hindi, Urdu and Punjabi

Dr Farrah Jarral (female) MBBS (London), MRCP, Dr Jarral speaks Urdu, Hindi, German

Assistants

Dr Theresa Watson (female) MBBS 2004 (London), MRCP, DRCOG, MRCPHC, BA Hons

Dr Ann Mulroy (female) MBChB (Leeds), MRCP, DFRH

Dr Imogen Brunner (female) MBBS 1993 (London), MRCP

Dr Hannah Brownhill MBBS 2007 (London), MRCP, DRCOG, MRCP, Dip Tropical Medicine and Hygiene

Dr Gila Milner (female) MBBS 2008 (London), MRCP, DRCOG

Practice Nurses

Timea Farago RGN, PGDip Adult Nursing Menen Kidanemariam—phlebotomist (blood tests)

Practice Administrative Staff

Alison Dalal MSc BA FIHM	Practice Manager Partner
Kim Boon	Deputy Practice Manager/IT Manager
Emilija Bogdanovic	Reception Manager
Nicola Melton	Medical Secretary and Clinic Manager
Geraldine Evans	Medical Secretary
Barbara Melton	Receptionists
Sue Austin	
Lorraine Carruthers	
Janette Gilbride	
Lara Blooman	
Kelly Bullock	
Lesley Freeman	Scanner/receptionist

Counsellors

Salwa Jayyusi, Jane Ellis & Ros Sills

Clinics and services

Meningitis ACWY

University students are to be offered a vaccination to prevent meningitis W disease. This is because cases of meningitis and septicaemia (blood poisoning) caused by Men W bacteria are rising, because of a particularly deadly strain. From August 2015 first-time university students up to the age of 25 will be offered the Men ACWY vaccine as part of the NHS vaccination programme. The Men ACWY vaccine protects against four different causes of meningitis and septicaemia – meningococcal (Men) A, C, W and Y diseases.

Adult immunisation -by appointment

Tetanus and polio vaccinations are available from the practice nurses. These should be updated every 10 years. Influenza vaccination is available each autumn and is recommended for all those over 65 or for patients of all ages who are carers or who have heart disease, asthma, diabetes and other chronic diseases.

Asthma Clinic

All patients with asthma are invited to an annual appointment for a review of their asthma. Advice and regular check-ups are also available by appointment with a doctor or nurse.

Blood tests (phlebotomy) -walk-in

There is a walk-in service for blood test between 8.30 and 11.30am Monday to Friday. Patients are seen in order. You can book an appointment for a Glucose Tolerance Test (GTT) if your doctor has requested these tests. Fasting is **not** usually required; your doctor will tell you if you need to fast.

Cervical smears -by appointment

Cervical smears can be arranged for women of any age either with a practice nurse or a doctor (female if preferred) and are particularly advised for women between the ages of 25 and 64 years, at three year intervals.

Diabetic clinic -by invitation

All patients with diabetes are invited to an annual appointment for a review of their diabetes. Advice and regular check-ups are also available by appointment with the practice nurses or a doctor.

Minor operations -by appointment

Minor operations can be performed at the surgery. Please make an appointment with your doctor first, to check your suitability.

Travel health

Travel advice and vaccinations are available from the practice nurses by appointment. It is important to make this initial appointment as early as possible, at least 8 weeks before you travel. We may need to order in the vaccinations that are required and some immunisations require more than 1 dose.

Yellow Fever Centre

The practice is a Yellow Fever Centre and so can offer Yellow Fever immunisations. Most travel vaccinations are not included in the services provided by the NHS and therefore there is a charge. Please see the list of charges in reception or on our website.

Wart clinic (Cryoclinic)

Monthly clinic. This clinic is for the treatment of warts and verrucas. Please see your doctor first to check your suitability for this clinic.

Counsellors

In order to see one of our counsellors, you will have to be referred by a doctor at the surgery.

HOW TO HAVE YOUR SAY

A patient survey is conducted on behalf of the Government during each year. Questionnaires are sent to patients registered with the practice. If you are asked to complete a questionnaire please take the time to do so; we want to know what you think about us and the services we offer. The practice also carries out surveys—paper and online.

We are continually striving to improve our service. Any helpful suggestions would be much appreciated and you can make comments by writing to us or by asking to see our Practice Manager.

PATIENT PARTICIPATION GROUP

We have a Patient Participation Group which meets every 6-8 weeks. If you'd like to join then please give your contact details to reception. We also have online questionnaires on our website for patients to complete.

COMPLAINTS

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong and if this happens we would like to put things right as quickly as possible. Speak to whomever you feel most comfortable—your GP, our practice manager or our reception staff will be pleased to help. In the majority of cases concerns can be resolved quite quickly. Ask at reception for the practice complaints leaflet. If you feel we have not dealt fully with the issues you have raised you can write to the Complaints Manager at NHS England or speak to a Patient Advice and Liaison Service officer. Contact details for both are under FURTHER INFORMATION.

NATIONAL RESERACH PROGRAMME

The Primary Care Research Network (PCRN) has invited all practices to join the Clinical Practice Research Datalink (CPRD) -an important national initiative that maximises the potential of anonymised NHS patient data in research for the benefit of patients and the wider NHS. Paddington Green Health Centre has accepted this invitation.

Formerly known as GPRD (General Practice Research Database), over 650 GP practices already contribute data and have done so for many years.

This has resulted in thousands of studies and given PCRN answers to important research questions, some of national significance such as verifying there is no link between the MMR vaccine and autism. from key stakeholders can be viewed on the CPRD website.

Data security together with patient and practice confidentiality is of paramount importance. CPRD has all the required ethics, data governance (Health Research Authority) and approval of the British Medical Association/ Royal College of GPs Joint IT Committee. PCRN is fully committed to supporting the roll out of CPRD to all member practices.

PATIENT CONFIDENTIALITY

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see your records, please contact our practice manager.

RIGHTS AND RESPONSIBILITIES

We will endeavour to always treat you with courtesy and respect your privacy. Our receptionists may ask questions to deal with your requests in line with policies agreed by the Doctors. We will strive to see you within 30 minutes of your appointment time and if we cannot, we will give you the reason for the delay. We ask that you be understanding if you have to wait, not everybody fits a standard appointment time. You have a right to a full explanation of any tests, investigations or consultations relating to your illness. Please ask for clarification if you do not understand the explanation. We ask that you treat our Doctors and Staff with courtesy and respect, that you are on time for your appointments and that you let us know if for any reason you are unable to attend. Please leave routine phone calls until after 11.00 am. and order your repeat prescriptions in good time. If a person is violent to our GPs or staff, on practice premises or elsewhere, we have the right to remove that person from our list.

FURTHER INFORMATION

The area served by Paddington Green Health Centre is in the locality served by NHS England (London). NHS England is responsible for ensuring you get all the services you need. The London office address is: Southside, 105 Victoria Street, London SW1E 6QT.

You can call 111 when you need medical help fast but it's not a 999 emergency. *NHS 111* is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

If you have difficulties communicating or hearing, you can use the NHS 111 service through a textphone by calling 18001 111.

Mental health emergencies—out of hours (No need to be a patient here, or a resident of Westminster)

0800 0234 650 Weekdays evenings from 5pm to 9am
next morning Weekends from 5pm on Fridays to 9am
on Mondays

Dental problems

Please visit www.nhs.uk to find your nearest NHS dentist.

Soho Walk-in Centre

You can see an experienced nurse practitioner for treatment of minor injuries and illnesses seven days a week, 8am to 8pm Monday to Friday and 10am to 8pm Saturdays and Sundays. You don't need an appointment.

1 Frith Street
W1V 5DH 020
7534 6500

Accident and emergency / 999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999.

Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

Local pharmacies

Your local pharmacist will be able to give you free health advice and you don't need an appointment. Many pharmacies operate extended hours on a rota basis. For details call NHS 111 free on 111.

Westminster Patient Advice and Liaison Service (PALS)

Telephone: 0203 312 7777

DIRECTIONS AND ACCESS

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YOUR NAMED DOCTOR

This GP may not personally be available for daily contact and care but will oversee and co-ordinate your care.

Dr