

**The Randolph Surgery**  
<https://www.westlondonpractice.co.uk/>

**Telephone : 0207 266 2621**  
[Randolph.surgeryw9@nhs.net](mailto:Randolph.surgeryw9@nhs.net)

## Practice Leaflet



**We have full disabled access**

# Meet the team

WELCOME TO THE PRACTICE

## About us

### GP LED. PATIENT FOCUSED.

AT Medics is a multi-award winning, largest provider of Primary Care services to the NHS in England. We were founded in 2004 by six GP Directors, and are now spread across 16 London CCG areas, caring for over 270,000 patients across 42 Primary Care sites, including extended access services and GP Hubs. **Our mission is to improve the lives of our patients through improving healthcare.**

We focus on delivering world-class primary care, supported by prodigious education and innovative technology, made bespoke for primary care.

We are a GP-led organisation, with quality improvement, multi-professional working and innovation at the heart of what we do. Our family consists of over 700 members, across the whole spectrum of primary care workforce, and we are accredited by Investors in People.

## Registering with us

Patients living in and out of the the area are welcome to register however if you live out of our catchment area you will not receive a home visit.

Patients can register online or alternatively can ask for a registration pack at reception.

Once forms are completed patients will need to provide photo ID and proof of address.

We can only process registrations between 12-6pm (Monday-Friday) as we can be considerably busy in the mornings.

## Interpreting services

This service is provided through Language Line Interpreting Solutions (LLS) the telephone interpreting service which connects you to a qualified interpreter in under a minute.

If you are a limited English speaker and require an interpreter, please request one from the reception. please let your receptionist know your preferred method of communication e.g. BSL, SSE, or Lip Reader.

# Getting in touch

## OUR TEAM

### GP Team:

Dr A Lennox  
Dr A Nessa  
Dr Z Toukan  
Dr L Pourghomi  
Dr A Adebiyi  
Dr J Rahim

### Prescribing Pharmacist

Mohammed Dambha

### Practice Nurse

Joanne Ross  
Senam Duncan– Adade-  
voh

### Receptionists

Liema Dost  
Michela Willoughby  
Iqbal Hussain  
Valerie Ferguson

### Senior Receptionist

Maxine Carter  
Yasin Mungroo

### Practice Manager:

Yasmin Bouzelmate

### Practice HCA

Aria Afif

### Senior Administrator

Mehul Patel

### Prescription clerk

Tracey Dixon

## Making an appointment

We offer 10 minute routine doctor and 15 minute nurse appointments. You are free to make an appointment with any doctor of your choice either online or through contacting the surgery.

### Multiple / Extended Appointments

If more than one member of your family needs to see the doctor please make sure you book one appointment for each person. If you have several problems that you would like to discuss, please raise this in your appointment with the GP who can decide if it is suitable to have an extended appointment

### Home visits

If you are unable to attend the surgery due to severe illness and require a home visit please try to phone us before 12pm. The doctor will then speak to you to determine whether you need to be visited urgently or if this is a routine visit which can be planned ahead.

### Test results

Test results usually arrive at the practice 5 to 7 working days after you have had it done. You will be informed by SMS if your results are abnormal / normal. Patients whose blood tests results are normal will not be advised but you can contact the practice after 5 days to confirm this.

If you have not heard anything from us within 7 days please contact the practice to follow up your results.

### Keep it or cancel it!

**Please help us to offer all our patients the best service we can. If you can no longer make an appointment please make sure you call to cancel with as much notice as possible.**

Patients have a duty to attend appointments promptly. The practice allows a 10 minute window for patients who arrive late, please be aware if you arrive later than 10 minutes you may be asked to rebook. If you cannot attend an appointment for any reason please inform us as soon as possible in order for us to give the slot to someone else.

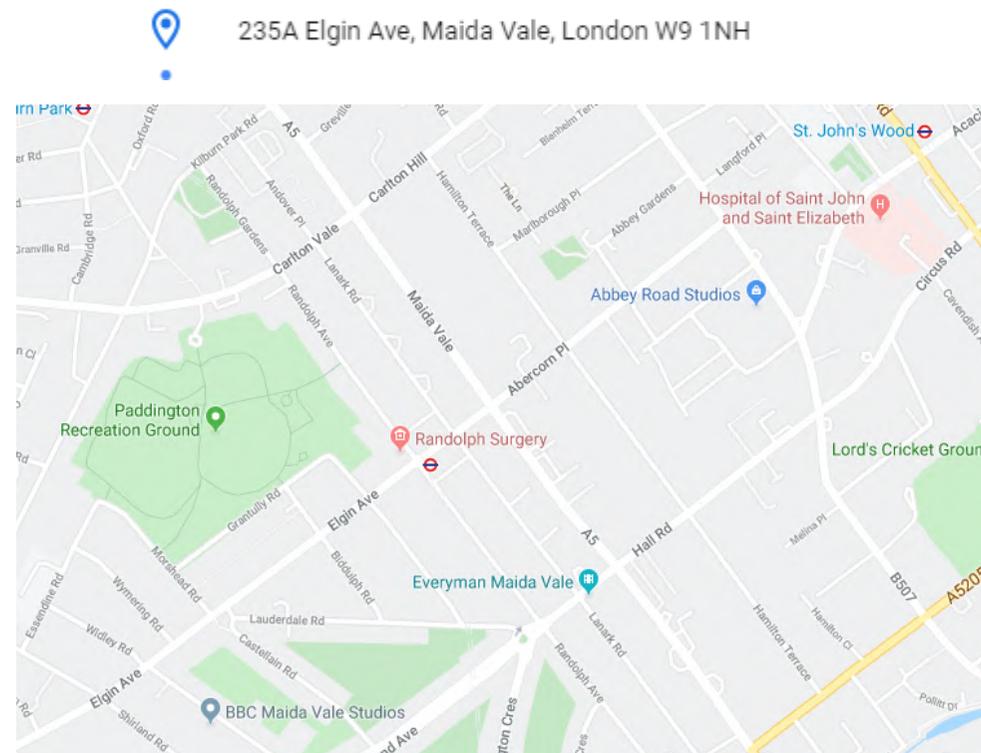
# Opening hours

## OPENING HOURS

The practice is open Monday– Friday with exceptions to Bank Holidays

**Monday:** 08:00 - 18:30  
**Tuesday:** 08:00 - 18:30 (18:30- 20:30 appointment access only)  
**Wednesday:** 08:00 - 18:30 (18:30- 20:30 appointment access only)  
**Thursday:** 08:00 - 18:30  
**Friday:** 08:00 - 18:30  
**Saturday:** Closed  
**Sunday:** Closed

## PRACTICE LOCATION



## CLINICS

The practice offers appointments with the GP, ANP, practice nurse and HCA.

ANPs can see and treat the following conditions:

- Coughs and colds
- Throat infections
- Skin Rashes
- Eye infections
- Sinus Problems
- Skin infections
- Breast Lumps
- Chest infections
- Urine infections
- Abdominal pain
- Diarrhoea and vomiting
- Exacerbation of asthma
- Simple referrals
- Medication reviews

HCAs will see patients for:

- Blood test
- Patient health checks
- Asthma reviews
- B12/flu injections
- Simple wound care

Practice nurse will see patients for:

- Diabetic review
- Asthma Review
- ECG
- Spirometry
- Complex wound care
- Contraception reviews
- Ear syringing
- Immunisations

The practice offers a wide range of services such as: Immunisation clinics, NHS screening, chronic disease management, care plans, vaccinations, stop smoking services.

Non-NHS services are provided but are not covered under our contract with the NHS and therefore attract charges include the following:

- Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)
- Insurance claim forms/reports
- Prescription letters for taking medication abroad
- Private sick notes
- Travel vaccines
- Occupational Health immunisations

\*\* Please note; our practice does not offer passport signing service

# Immunisations

The NHS offers a range of immunisations to protect you and your family from potentially serious illnesses. We strongly recommend that you take up the offer and make sure all of your family have had the relevant immunisations. Please talk to a clinician if you have any questions about immunisations.

## CHILDHOOD IMMUNISATIONS

Between the ages of 2 months and 3 years 4 months children should have a programme of immunisations to protect against:

- Diphtheria
- Tetanus
- Pertussis (whooping cough)
- Polio
- Haemophilus influenza type b (Hib)
- Pneumococcal infection
- Meningitis C
- Measles
- Mumps
- Rubella

Since autumn 2008, girls aged 12 to 13 are offered the HPV vaccine to protect against cervical cancer later in life. The HPV vaccine programme has now been extended to include all girls aged 12 to 18 – available either through schools or the surgery. This is a new programme, so if you think your daughter has missed the vaccine, please contact the surgery.

Boys and girls aged 13 to 18 should also have a diphtheria, tetanus and polio booster (whether or not they have had previous immunisations as a child).

### Non-routine immunisations

Immunisations to protect against TB and Hepatitis B are offered only where children are considered at high risk. Contact your GP for more information

## ADULT IMMUNISATIONS

**Flu vaccine** is offered to people over 65, pregnant women, people with certain long-term medical conditions (for example, chronic respiratory and cardiac disease), health and social care workers, and those who work in close contact with poultry. Flu clinics begin in October, patients eligible for the free vaccine should contact their GP.

**Pneumococcal vaccine** is offered to people over 65 and people at higher risk due to other illnesses and medical conditions. The vaccine protects against a range of illnesses such as pneumonia, septicaemia and meningitis, when these are caused by the bacterium streptococcus pneumonia.

**Shingles vaccine:** You are eligible if you are aged 70 or 78 years old. In addition, anyone who was eligible for immunisation in the previous three years of the programme but missed out on their shingles vaccination remains eligible until their 80th birthday.

Full details are available at [www.immunisation.nhs.uk](http://www.immunisation.nhs.uk)

# Screening

The NHS offers free routine screening for some of the most common cancers. Screening can pick up problems early, sometimes even before they develop into cancer. Screening saves lives and we strongly recommend that everyone accepts invitations to screening appointments.

**Breast** - All women aged between 50 and 70 will receive an invitation letter for breast screening every three years. Since 2009, we have started inviting women from the age of 47 to 73 as well.

**Cervical** - Regular screening helps prevent cervical cancer which is the second most common cancer in women aged 35 and under. Women are invited for screening (smear test) from the age of 25. Between 25 and 49 screening is every three years. From 50 to 64 it is every five years. After 65 only women who have not been screened since 50 or have had an abnormal screen need to continue. Email [cervix@hf-pct.nhs.uk](mailto:cervix@hf-pct.nhs.uk) if you have any queries.

**Bowel** -All men and women aged 60 to 69 are offered screening every two years. The programme sends a simple self-testing kit to patients to do at home and post back for analysis. Results are returned within two weeks.

**If you fall into any of these age groups and have not had a screen in the recommended time period, please speak to one of the practice staff.**

Full details are available at [www.cancerscreening.nhs.uk](http://www.cancerscreening.nhs.uk)

**TB (Tuberculosis)** - Tuberculosis is not common in the UK but levels of the disease are high in other parts of the world. NHS Hammersmith and Fulham has a new programme to offer TB screening to new residents arriving from countries with high levels of tuberculosis. Information is provided when registering, please ask reception for details.

**Sexually transmitted infections (STIs) are passed from one person to another through unprotected sex or genital contact.**

| You can be tested for STIs at a sexual health clinic, genitourinary medicine (GUM) clinic or  
GP surgery. To Search for a sexual health clinic near you and find out what services they  
offer please use NHS choices website or ask our receptionist for how you can be screened  
in the surgery

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## Looking after yourself

We all get ill or have little accidents from time to time. Having a well stocked medicine box/first aid kit at home is essential. Things to have close at hand include:



- Antiseptic cream
- Paracetamol tablets, 500mg (or liquid/sachets suitable for young children)
  - Thermometer (preferably digital)
  - Tweezers
- Cream/spray for soothing bites or stings

A thermometer is very handy to allow clinicians to give you better advice .

## COMMON ILLNESSES AND INJURIES

**Below are some common health problems and advice on how you can treat them or where to go for help. If you need medical advice make contact with your GP, local pharmacy for advise or 111.**



### Coughs, colds and sore throats

Everyday coughs and colds are best treated with rest, plenty of fluids and over-the-counter medicines from your pharmacy. If you're still feeling ill after 5 days call or come in and see us.



### Fevers

A significant fever normally means a temperature of 38°C (100°F) or more. Fever is often due to flu but it can be the sign of more serious problems contact the surgery or 111 for advice.



### Cuts

For small shallow cuts that do not gape all you need is some antiseptic cream and a plaster - available from pharmacies. If it's too deep or large, wrap the wound as best you can (keeping it as clean as possible) and go to a walk-in / minor injuries service.



### Burns

Unless it is a very small burn always seek medical help. Cool burns under running cold water for 10-20 mins. Minor burns can be treated by walk-in / minor injuries services. For serious burns, including ones caused by electric shocks, always call 999.



#### **Insect bites and stings**

Pharmacists can recommend treatment to soothe the stings. If a bite or sting has become infected visit your nearest walk-in centre. If someone has a severe allergic reaction to a sting call 999 immediately.



#### **Emergency Medication**

Emergency contraceptive medication can be provided at the practice/ Sexual health clinics and pharmacies.



#### **Head injuries**

For minor head injuries attend the nearest walk-in or urgent care centre . If someone has been knocked unconscious or there is any danger of neck of spine injuries always call 999.



#### **Broken bones**

Please make your way to an urgent care centre or make your way to A&E.

#### **When We Are Closed**

When the practice is closed call the **out-of-hours service on 111**. This service can give advice over the phone, see you at a local centre or arrange a home visit alternatively if you live locally please use the walk in centre located on the ground floor.

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

**In a genuine emergency ( Chest pains and / or shortness of breath ) you should call 999.**



**when it's less  
urgent than 999**

# Looking after yourself

## Long term conditions

Routine vascular screening will help identify undiagnosed long-term conditions such as diabetes and high blood pressure. However, we can test for these illnesses at any time. If you think you may be at risk it is best to speak a doctor or the practice nurse.

### Diabetes

Diabetes is serious. If left untreated it can lead to heart disease, blindness, kidney failure, and other life-threatening complications. But if it is diagnosed early you can greatly reduce the risk of serious health problems. Type 2 diabetes is the most common. Risk factors include a family history of the illness, being overweight, high blood pressure and severe mental health problems. Age and ethnicity are also risk factors. Risk increases with age and people from Black, Asian and other minority ethnic groups are more at risk. For details visit Diabetes UK's website at [www.diabetes.org.uk](http://www.diabetes.org.uk)

### High blood pressure

High blood pressure increases the risk of heart attack, stroke, diabetes and a range of other conditions. It often has no symptoms and is known as the silent killer. The test is quick, and changes to your lifestyle (or medication if necessary) can bring your blood pressure back to normal levels. Ask the doctor or practice nurse to test your blood pressure next time you see them. For more information visit the Blood Pressure Association website at [www.bpassoc.org.uk](http://www.bpassoc.org.uk)

### Asthma

Asthma is caused by inflammation of the airways. These are the small tubes, called bronchi, which carry air in and out of the lungs. If you have asthma, the bronchi will be inflamed and more sensitive than normal. An asthma review is an appointment with a doctor or nurse to talk about your asthma and discuss ways in which you can control your symptoms better.



## Dentistry

If you experience any teeth pain/ gum pain please contact your local dentist to arrange an appointment, you can find information on NHS choices or contact 111. Please be aware that the GP cannot see patients in regards to the above complaints.

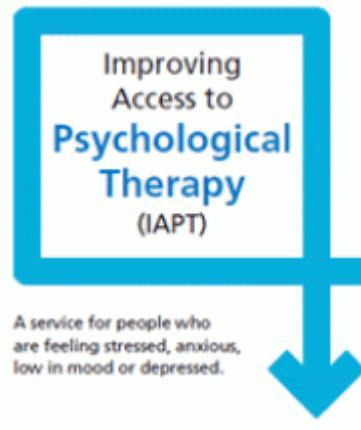


## Help to stop smoking



There is a stop smoking advisor available in the surgery. Ask at reception for details. You can get free advice from the trained stop smoking advisors plus nicotine replacement therapy products (such as patches and gum) and other treatments.

## Mental health



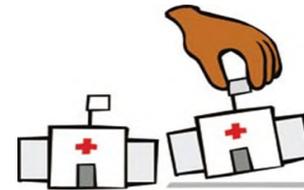
There are times when everyone feels stressed or unhappy. Generally these bad times pass, but sometimes there are problems that do not go away and it gets harder and harder to cope.

Talking about your problems can really help and Talking Therapies services give you time to talk. Specialist staff can provide talking therapies and self-help courses to help with common mental health difficulties such as stress, worry and low mood.

You can self refer by going online to <http://cnwtalkingtherapies.org.uk> or calling 030 3333 0000

# Choosing your Hospital

If you need to be referred to see a specialist, you can now choose to get your treatment at any hospital that meets NHS standards. You can also book an appointment date and time that is convenient for you. You can make your choice based on what is important to you, for example, a hospital's reputation, shortest waiting times, cleanest wards, most convenient location or anything else. We'll be happy to give a recommendation if you wish but it is your choice. To help you choose there is information on the NHS Choices website at [www.nhs.uk](http://www.nhs.uk) You can compare hospitals on cleanliness, patient feedback, the overall quality of service, the respect and dignity given to patients and distance from your home. You can also see comments left by patients, and after your treatment you can leave feedback on the website to help other people choose.



## Booking a hospital appointment:

We use a computer system called Choose & Book which gives our doctors immediate access to hospital clinic diaries. If you make your choice straight away you'll be able to look at the diary with the GP and pick a slot that suits you.

If you need time to choose a hospital or check which date would suit you best we will give you a reference number. When you've made your choice you simply call the national appointments line on 0345 608 8888 or book online at [www.chooseandbook.co.uk](http://www.chooseandbook.co.uk)

## Can I go to a private hospital?

Yes. The NHS now has contracts with many private hospitals to provide the care people need. Private hospitals with such arrangements are listed on [www.nhs.uk](http://www.nhs.uk)

## How long will I have to wait?

Hospital waiting times have reduced dramatically in recent years. Exact waits vary depending on the hospital and the specialty you need, but in most cases you should be treated within 18 weeks of your referral.

## Can I choose for every type of treatment?

Not quite. If there is something we think should be investigated urgently the wait is normally no more than 2 weeks and a choice of hospitals is not available. At present maternity services and mental health care are not included in the patient choice programme either.

# Use of and access to information

## How your records are used

In order to provide the highest quality of health care, the NHS must keep records about you, your health and the care we have provided or plan to provide to you. Records may include basic details about you (such as address, date of birth, next of kin), contact we have had with you (such as clinical visits), notes and reports about your health, your treatment and care, results of x-rays, laboratory test etc. and relevant information from people who care for you and know you well, such as health professionals and relatives.

## How we keep your records confidential

Everyone working for the NHS has a legal duty to keep information about you confidential. We have a duty to maintain full and accurate records of the care we provide to you, keep records about you confidential, secure and accurate as well as provide information in a format that is accessible to you (i.e. in large type-font if you are partially sighted).

It is good practice in the NHS to discuss and agree the details about you we keep on record and from time to time, we will write to clinicians about the care you are receiving (for example referral letters). For more details on how your information is stored and managed in the NHS, visit <http://www.nhscarecords.nhs.uk/>

## We may share information with the following:

- Main partner organisations: Strategic Health Authorities, Special Health Authorities, NHS Trusts (Hospitals, PCTs), Ambulance Service
- Other government/non-governmental partner organisations: subject to strict sharing
- protocols about how it will be used include social services, education services, local authorities, voluntary sector, providers and private sector

You have the right to confidentiality under law. You can come into the practice to review information held on records about you. You have the right to ask for copies of all records about you (for which you may have to pay a fee) and you can decide not to share your information between health professionals or for uses not directly related to your care at any time, please ask at reception for more information.

Further detail is provided on the Your Information Leaflet, please ask at reception.

## Freedom of Information

As part of the Freedom of Information Act 2000, the practice must maintain a publications scheme, which outlines types of information we make available to the public (this does not include any patient information).

## Complaints and compliments

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 resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

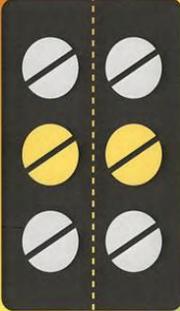
For further information regarding the complaints procedure please ask at reception for the complaints procedure or complete the complaints procedure form online and email it to [Randolph.Surgeryw9@nhs.net](mailto:Randolph.Surgeryw9@nhs.net) for the attention of the Complaints manager Yasmin Bouzelmate / Mehul Patel who will deal with your concerns appropriately. All complaints will be acknowledged within 3 working dates.

### Zero Tolerance policy

The practice operates a zero tolerance policy. Under no circumstances will abuse, threatening behaviour, racial or gender remarks and physical abuse be tolerated. Patients will be removed if such behaviour is reported.

## Repeat prescriptions

  
**Change to ordering repeat prescriptions from your GP practice**  
*Understanding what this could mean for you*



From **July 2017** pharmacies and dispensing companies will no longer order repeat prescriptions on your behalf. This change will not affect you or your carer if you already order repeat prescriptions directly from your GP practice.

**To find out more, speak to staff at your GP practice**

You need to order your repeat prescription from your GP Practice by using your preferred option below:

- **GP online services, if you are not already registered for patient access online, speak to a member of staff – it's quick and easy to do**
- **Handing in the white, tear off part of your repeat prescription**
- **Letter**
- **Fax**

*Please only order the medicines that you need and don't order until you have 7 to 10 days of medicines left. Please allow 2-3 working days for the prescription to be issued and please don't leave it until the last minute.*

## **The NHS Constitution**

**In January 2009 the NHS published its first constitution. It brings together in one place for the first time in the history of the NHS what staff, patients and public can expect from the NHS. As well as capturing the purpose, principles and values of the NHS, the constitution brings together a number of rights, pledges and responsibilities for staff and patients alike.**

The Constitution and accompanying handbook are available at [www.nhs.uk](http://www.nhs.uk)

### **Disabled Access**

The practice has disabled access.

### **Equality**

We do not discriminate against any person on the grounds of race, gender, social class, age, religion, sexual orientation, disability or medical condition.

## **Patient Participation Group**

Our surgery is fortunate to have a lively and active Patient Participation Group who meet every two months

If you would like to receive the agenda and minutes of these meetings, please email the PPG's dedicated email address [randolphppg@gmail.com](mailto:randolphppg@gmail.com) and your name will be added to the circulation list.



# Interpreting service

If you do not speak English with enough confidence to talk about medical problems we can arrange a professional interpreter free of charge. We need at least 24 hours' notice to book an interpreter. A telephone service is available for urgent/emergency appointments. Please show reception this page to indicate which language you need.

## Arabic

إنما كنت لا تتكلم اللغة الإنكليزية مع ما يكفي من الثقة للتحدث عن المشاكل الصحية فإن بإمكاننا تهيئة مترجم مهني يقوم بالترجمة مجاناً. وبهذا الخصوص سنكون بحاجة إلى 24 ساعة على الأقل لأشعارنا مسبقاً لكي نقوم بحجز مترجم. كما تتوفر أيضاً خدمات هاتفية للمواعيد المستعجلة / الطارئة. يرجى إبراز هذه الصفحة لمكتب الاستقبال لتبيان اللغة التي تحتاجونها.

## Somali

Hadii aadan luqadda Ingiriisida si kalsoon uugu saacadoo oo sii ogaaysiina si aanu kuugu diyaarino sheegan karin dhibaatooyinkaaga caafimaadka, waxa aanu kuu diyaarin karnaa turjubaan xirfad leh oo bilaasha. Waxase aanu u baahan nahay ugu yaraan 24 turjubaanka . Balamadda degdega ah waxa aanu kuu heli karnaa turjubaanka talafoonka. Fadlan boggan tus soo dhawaynta una tilmaan luqada aad rabto.

## Farsi

اگر نمی توانید با اعتماد به نفس کافی در مورد مشکلات پزشکی خود به زبان انگلیسی حرف بزنید، ما می توانیم ترتیب حضور مترجم حرفه ای را بطور مجانی بدهیم. ما برای دعوت از مترجم حداقل به ۲۴ ساعت وقت نیاز داریم. سرویس ترجمه تلفنی برای موارد فوری/ اورژانس وجود دارد. لطفاً برای مشخص کردن زبانی که حرف می زنید، این صفحه را به بخش پذیرش نشان دهید.

## Polish

Jeśli Twój angielski nie jest na tyle dobry, aby swobodnie porozmawiać z lekarzem o dolegliwościach zdrowotnych, jesteśmy Ci w stanie zapewnić darmowe usługi tłumacza. Należy nas o tym powiadomić z 24-godzinnym wyprzedzeniem. W nagłych przypadkach jesteśmy w stanie zapewnić usługi tłumacza przez telefon. Prosimy o pokazanie niniejszego dokumentu w recepcji, co pozwoli zidentyfikować wymagany język.

## Spanish

Si ud. no habla ingles con confianza acercad de problemas médicos, nosotros podemos brindarle un/a intérprete profesional sin cargo. Necesitamos un mínimo de 24 horas para agendar un intérprete. Disponemos de servicio telefónico para citas urgentes/emergencias. Por favor muestre esta página en recepción para indicar el idioma que ud. necesita.

## Portuguese

Se você não fala inglês de maneira suficientemente confiante para conversar sobre problemas de saúde nós podemos fornecer-lhe um/a intérprete profissional gratuitamente. Nós precisamos ser informados com no mínimo 24 horas de antecedência para chamar um/a intérprete. Um serviço telefônico encontra-se disponível para consultas urgentes/ de emergência. Por favor mostre esta página na recepção para indicar qual língua você precisa.

## Russian

Если вы не владеете английским с достаточной уверенностью для обсуждения медицинских проблем, мы можем организовать услуги профессионального переводчика бесплатно. Нам необходимо предупредить, по меньшей мере, за 24 часа для того, чтобы мы могли вызвать переводчика. Также могут быть предоставлены услуги переводчика по телефону для срочных/неотложных посещений врача. Пожалуйста покажите этот листок в приемной для того, чтобы указать какой язык вам необходим.