

Useful phone numbers:**Chemists** - Local pharmacies are:

D R Evans Pharmacy: 15 Elgin Crescent, London 020-7727-6882

Blenheim Pharmacy: 202 Portobello Road, London 020-7727-5470

Hospitals**St. Charles Hospital**

125 Exmoor Street, W10 6DZ 020-8962-2488

St Mary's Hospital

Praed Street, Paddington 020-3312-6666

PALS for patient advice/queries 020-3312-7777

Chelsea and Westminster Hospital

Fulham Road 020-3315-8000

PALS for patient advice/queries 020-3315-6727

Hammersmith Hospital

Du Cane Road 020-3313-1000

PALS for patient advice/queries 020-3313-3322

Queen Charlotte's & Chelsea Hospital

Du Cane Road 020-3313-1111

PALS for patient advice/queries 020-3313-3322

Charing Cross Hospital

Fulham Palace Road 020-3311-1234

PALS for patient advice/queries 020-3313-0088

Others

Citizens' Advice Bureau (Kensington) 0844-826 9708

Council Offices - Kensington & Chelsea 020-7361-3000

- Westminster 020-7641-6000

CRUSE – Bereavement Care 020-8964-3455

NHS Direct 0845-46-47

RELATE – Marriage guidance 0300-100-1234

Samaritans 0845-7-909090

PORTOBELLO MEDICAL CENTRE**Dr Helen Neilan** MBBS(Imperial College 2007) BSc (Hons)**Dr Mathura Selvarajah** MBBS (Barts and the London 2007) MRCGP

14 Codrington Mews, London W11 2EH

Practice Manager: *Raf Khanom*Practice Code: **Y00200****Telephone Number:** 020-7727-2326**Website:** www.portobellomedicalcentre.co.uk**E-mail:** Queries: reception.portobello@nhs.netPrescriptions: prescriptions.portobello@nhs.net**Opening Hours**

Monday, Tuesday, Wednesday and Thursday 7.00am – 6.30pm

Friday 8:00am – 6.30pm

Clinics – Dr Helen Neilan (Female)

Walk-in TUE, THUR 7.00am – 10.00am

Booked in advance TUE 2.00pm – 4.00 pm

THUR 3.00pm – 5.00 pm

Clinics – Dr Mathura Selvarajah (Female)

Walk-in MON, WED 7.00am - 10.00am

FRIDAY 8.00am - 10.00am

Booked in advance MON, WED 2.00pm – 4.00pm

THURS AM(PREBOOK ONLY) 7.00am – 9.30am

FRIDAY 2.00pm - 5.00 pm

Nurse – Ms Lis McDonic (Female) Mon & Thurs (AM clinic only)**Phlebotomy – Tuesday (AM clinic only)****Health Visitor**

Based at the Colville Health Centre

District Nursing Team

Based at the Colville Health Centre

*This practice is a member of:**NHS West London Clinical Commissioning Group**15 Marylebone Road, London NW1 5JD***Out-of-hours: (Evenings, night-time, weekends and Bank Holidays)**

Please dial NHS 111 when you need medical help during our out of hours but it is not a 999 emergency.

NHS 111 is a fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Zero Tolerance: *If a patient is violent, either verbally or physically, to a doctor, nurse, member of staff or other persons on our premises, the doctors reserve the right to request that patient be removed from their list.*

Portobello Medical Centre

The Centre itself was built in 1996 as a purpose built surgery, the surgery having moved from previous premises at the Colville Health Centre. Originally, there was a partnership of 4 doctors, but for administrative reasons, the original senior doctor (Dr Stride) then practiced on his own until August 2012 when Dr Neilan joined the practice. Dr Selvarajah joined us in September 2014.

Dr Neilan and Dr Selvarajah are supported by a Primary Health Care team of Practice Nurse, Health Visitor and District Nurses. We have full access for our less mobile patients to all patient areas, including toilet facilities.

Dr Helen Neilan MBBS, BSc (Hons) – GP Principal

- Qualified at Imperial College London in 2007
- Has wide interests in medicine

Dr Mathura Selvarajah MBBS, MRCP – GP Principal

- Qualified at Barts and the London in 2007
- Has wide interests in medicine

Lis McDonic (Female) - Practice Nurse

- Women's health, including "smears"
- Wound dressing
- Travel immunisations
- Management of chronic diseases such as Diabetes, Asthma, COPD

Danella McGillivray (Female) – Phlebotomist

- Blood test

Hannah Coleman (Female) (Stop smoking advisor)

- Hannah is available to help patients "quit". Please speak to reception, a doctor or nurse and they will arrange for Hannah to contact you

Health Visitor

- Main contact for children under 5, and their parents/carers
- Runs a weekly baby clinic on Tuesdays (at the Colville Health Centre)

Counselling

- By referral from Dr Neilan & Dr Selvarajah.

District Nurses

- Based at the Colville Health Centre
- Provide home care for appropriate patients

Did you know:

- You do not need a GP's certificate of absence to show to your employer if you are off work for less than 7 days. Help yourself and your GP by self-certifying if you are off sick for the first 7 days, by using a Form SC2, which your employer should provide you with.
- **GPs are no longer allowed to countersign your passport application form.** Did you know however that opticians, dentists, civil servants, religious ministers, bank, building society and post office officials, and many others can do this for you? See www.passport.gov.uk for full details.
- Whenever the surgery is closed, please phone **111**. The out-of-hours service is available before we open, after we close and all day at weekends and Bank Holidays. However, it is essentially an emergency-only service and ***should not be used as an extension of normal surgery times***. Clearly in life threatening situations, the normal 999 service should be contacted.
- If you are not able to take your baby to the baby clinic for his/her immunisations, please let the receptionists know so that we can try and make an alternative time for you. If you have any concerns about the injections for your children, please speak to the Health Visitor, Doctors or Nurse
- All ladies aged 25 to 50 are encouraged to have a cervical smear (also known as a PAP smear) every 3 years, and ladies aged 50 to 65 every 5 years. (There are certain medical exclusions). Ladies aged 50-70 are also encouraged to respond to invitations for breast screening (known as mammography)
- If you are going abroad and need to have some immunisations, please do make sure that you book an appointment with the nurse in good time – 6 weeks beforehand to be on the safe side. (Please remember that there is a charge for some immunisations). The nurse is able to give you other medical advice about your trip abroad including details about anti-malarials. If we are unable to offer you an appointment, you may be advised to contact the travel clinic (please note that travel clinic charge for vaccinations).
- **Going to Europe? Don't forget to get your free EHIC.** Apply on line for yours **free** at www.ehic.org.uk (Care – there are several websites which try to charge you for this **free** service)

SPECIAL SERVICES

Dr Neilan, Dr Selvarajah and staff are keen to provide you with high quality medical care. Over the years, we have developed services which we trust will best meet the needs of our patients.

The following services are available at the Medical Centre or by referral:

- Antenatal Care (by appointment) Shared care with local hospitals
- Family Planning (by appointment) General advice and recommendations
- Well person (by appointment) General check-ups
- Minor surgery (by appointment) Please see one of the doctors or nurse for information
- Travel Clinic (by appointment) Full immunisation and advice service by our Practice Nurse.
*Please come and see us at least six weeks before travelling. (Some immunisations take this length of time to be fully effective). Please note that there is a charge for some immunisations. **Going to Europe? Don't forget to get your EHIC.** Apply on line for yours **free** at www.ehic.org.uk*
- Well-baby clinic Tuesdays at the Colville Health Centre for weighing, development assessment and immunisations.
- Asthma/Diabetes (by appointment) Please see our Practice Nurse
- Coronary Heart Disease (by appt) Please see our Practice Nurse
- Insurance Medicals By arrangement with one of the doctors

Repeat prescriptions

Repeat prescriptions can be ordered in person at the surgery, by post, by e-mail (prescriptions.portobello@nhs.net). Please use the re-order slip that came with the original prescription. Please allow 2 working days for collection. Prescriptions can be sent to patients by post if a stamped addressed envelope is provided. **They can also be sent direct to most UK pharmacies of your choice.**

Test results

If you are sent for some tests (often to a hospital), please check with the Doctor/Nurse as to when you should telephone for the results. When calling, please try to avoid 7am-11am, as this can be a busy time for our reception staff.

Non-English speaking patients

If you, or someone you know who is registered at the surgery, would find it easier to have a translator present at your consultation, please let us know in good time, so that arrangements can be made.

Local walk-in centres

There is an Urgent Care Centre at St Charles' Hospital, with a dedicated team of clinicians who can deal with sprains, burns, cuts and other "minor injuries", in addition to meeting general health care needs. The unit is open 7 days a week, from 8am to 9pm. However in the first instance, please contact the surgery here.

Home Visits

If you are unable to come to the surgery, a home visit can be arranged if appropriate. Please make the request by 10am, if at all possible.

Disability Access

The Surgery has been specially designed to make it easier for disabled patients to visit. There are no steps at the entrance of the building giving patients easy access. If you have any special needs please let our staff know so that we can help and ensure you get the same support in the future.

Telephone Consultations

If you need to speak to one of the doctors or the nurse you may request for a telephone consultation appointment. The requested clinician will contact you anytime between 11.00am – 6.30pm.

Out-of-hours: (Evenings, night-time, weekends and Bank Holidays)

Please dial NHS 111 when you need medical help during our out of hours but it is not a 999 emergency.

NHS 111 is a fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

How to register at the practice

Please ask the receptionist for registration forms - 2 simple forms for completion. Alternatively you can submit a New Patient Registration online via our practice website. You will need to come in to the practice to show two forms of IDs.

Photo ID: Passport / Driving Licence & **Address Proof:** Utility bill/ Tenancy agreement

Practice area

This is made up, in the main, of postcodes W10 and W11, although there are a few exceptions. Please check with the receptionist. We are able to accept patients from outside the practice area, but we would not be able to offer home visits.

Appointments

The doctors and their nursing support team provide a range of appointment times Monday to Friday. If for any reason you are unable to come for your appointment, please let us know as soon as possible, so that we can offer the appointment to someone else. 10 million appointments are missed each year in the UK.

Please note that other Doctors (Locums) see patients within the surgery from time to time, to supplement the work of the doctors and other medical staff.

Confidentiality

The practice complies with the Data Protection Act. All information about patients is confidential: from the most sensitive diagnosis, to the fact of having visited the surgery or being registered at the Practice. All patients can expect that their personal information will not be disclosed without their permission except in the most exceptional of circumstances, when somebody is at grave risk of serious harm.

All members of the primary health care team (from reception to doctors) in the course of their duties will have access to your medical records. They all adhere to the highest standards of maintaining confidentiality.

As our reception area is a little public, if you wish to discuss something of a confidential nature please mention it to one of the receptionists who will make arrangements for you to have the necessary privacy.

Medical records

Under the Data Protection Act 1998, you have the right to see the records which we hold about you but we do maintain the right to withhold that information if, in the opinion of the doctors, it is considered detrimental to your health. For further information please see our practice website or discuss with our Receptionists. Please note that there may be a charge for this.

General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) is the new law that determines how your personal data is processed and kept safe, and the legal rights that you have in relation to your own data.

We will require your consent to share your information with other healthcare providers such as hospitals, pharmacies etc. Without your consent we cannot send a referral or your prescription to your designated pharmacy.

The regulation applies from 25th May 2018, and will apply even after the UK leaves the EU. For further information please see our practice website.

Summary Care Records

Your Summary Care Record contains important information about any medicines you are taking, any allergies you suffer from and any bad reactions to medicines that you have previously experienced. Allowing authorised healthcare staff to have access to this information will improve decision making by doctors and other healthcare professionals and has prevented mistakes being made when patients are being cared for in an emergency or when their GP practice is closed.

Your Summary Care Record also includes your name, address, date of birth and your unique NHS Number to help identify you correctly.

You may want to add other details about your care to your Summary Care Record. This will only happen if both you and your GP agree to do this. You should discuss your wishes with your GP practice. Healthcare staff will have access to this information, so that they can provide safer care, whenever or wherever you need it, anywhere in England.

For further information please see our practice website.

Moving house?

Please let us know your new address and telephone number if you move.

Suggestions, Comments and Complaints

We welcome all comments on the services provided by the Practice.

You may submit any comments via our online Patient Feedback form.

We are committed to the highest standards of medical care and any suggestions about how we can improve our services would always be welcome.

If for any reason you have a complaint, please contact the Practice Manager in writing. Your letter will be acknowledged within 2 working days and we will respond more fully, after investigating the matter, within 10 working days.

Patient responsibilities

We are committed to giving you the best possible service. This will be achieved by working together and with these rights come responsibilities and for patients, we would respectfully request that you:

- Treat practice staff and doctors with the same consideration and courtesy that you would like yourself. Remember that they are trying to help you
- Please ensure that you order your repeat medication in plenty of time allowing 48 working hours.
- Complying with medical advice given, including medication
- Attend appointments on time and check in with Reception
- Patients who are more than 20 minutes late for their appointment may not be seen.
- If you are unable to make your appointment or no longer need it, please give the practice adequate notice that you wish to cancel. Appointments are heavily in demand and missed appointments waste time and delay more urgent patients receiving the treatment they need
- An appointment is for one person only. Where another family member needs to be seen or discussed, another appointment should be made
- Patients should make every effort to present at the surgery to ensure the best use of nursing and medical time.
- Not abusing the out-of-hours service, urgent care centre etc.
- Please inform us when you move home, change your name or telephone number, so that we can keep our records correct and up to date
- Let us have your views. Your ideas and suggestions whether complimentary or critical are important in helping us to provide a first class, safe, friendly service in pleasant surroundings.