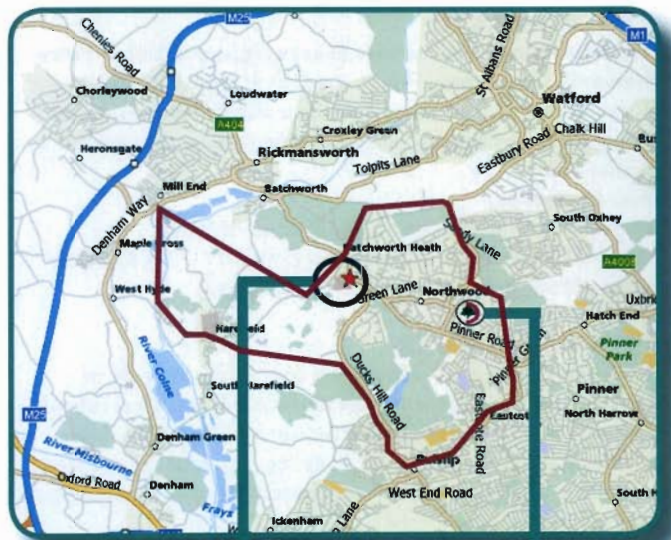
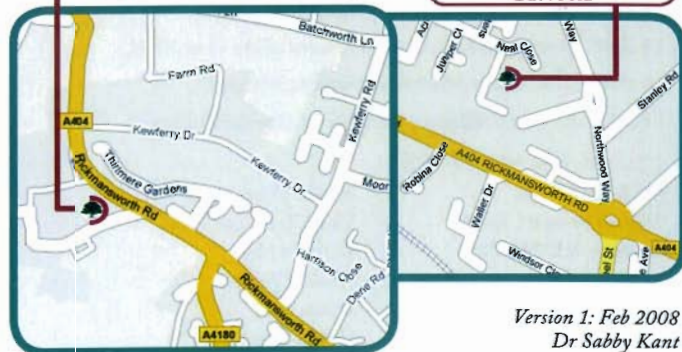


MOUNTWOOD SURGERY



**MAIN SURGERY
MOUNTWOOD SURGERY**

**BRANCH SURGERY
NORTHWOOD HEALTH
CENTRE**



Version 1: Feb 2008
Dr Sabby Kant

QUICK REFERENCE

► GENERAL MEDICAL ADVICE

Phone NHS Direct on 0845 4647
Online at www.nhsdirect.nhs.uk

► MAKING APPOINTMENTS

BY PHONE: 01923 828488
ONLINE: <https://access.e-mis.co.uk> 24 hours a day, 7 days a week. You will need a pin number and password. Ask at Reception.

► URGENT GP ASSESSMENT 01923 828488

You will see our duty doctor or nurse practitioner.
OUT-OF-HOURS: Phone NHS DIRECT 0845 4647 or
HARMONI 0845 8501568

► HOME VISITS 01923 828488

Please phone before 10:30am. If the doctor feels that your problem would be more appropriately dealt with at the surgery, you will be offered an appointment instead.

► SERIOUS EMERGENCY

RING 999 FOR AMBULANCE if there is concern of a serious life threatening condition. (e.g. suspected heart attack or meningitis, severe bleeding, collapse or major trauma)

► TEST RESULTS

Please phone after 11am. To ensure confidentiality, we only release results to the patient, unless alternative arrangements have been agreed in writing

► DISTRICT NURSES Tel: 01895 234001 (once referred by GP)

► HEALTH VISITORS Tel: 01923 827744

► MINOR INJURY Mount Vernon Hospital 9am-8pm

► LOCAL NHS HOSPITALS

Mount Vernon Hospital (no A&E)	01923 826111
Hillingdon Hospital	01895 238282
Watford General	01923 244366
Northwick Park Hospital	0208 8643232
Harefield Hospital (no A&E)	01895 823737

Visit our website for further
information & to access
our online services
www.mountwoodsurgery.co.uk



THE MOUNTWOOD SURGERY

MAIN SURGERY

Gate 1 Mount Vernon Hospital
RICKMANSWORTH ROAD
NORTHWOOD HA6 2RG
TEL: 01923 828488
FAX: 01923 828489
www.mountwoodsurgery.co.uk

BRANCH SURGERY (Appointment only)

NORTHWOOD HEALTH CENTRE
ACRE WAY, NORTHWOOD HA6 1TQ
TEL: 01923 828488

OPEN

8:30AM TO 6:30PM
MONDAY-FRIDAY

GENERAL PRACTITIONERS

DR IAN GOODMAN MA MB BChir, FRCGP, DCH, DRCOG DGM
Cambridge University 1982 (Male) Partner

DR SABBY KANT MB BS MRCGP DRCOG DGM DCH DIP CARD FPCert.
Guy's Hospital, London 1986 (Male) Partner

DR LIZ HERMASZEWSKA MB ChB MRCGP FP Cert.
Bristol University 1986 (Female) Partner

DR SUSAN PUGH BSc MBBS MRCGP (Dist) DRCOG DCH Dip Family Planning.
Middlesex University 1991 (Female) Partner

DR FARIDA AHMAD MBBS DRCOG BSc MRCGP DFFP
St Mary's Hospital 1998 (Female)

DR GHAZALA SHAFI MRCGP DCH MBBS
St Barts hospital 1987 (Female)

DR SUZANNE SAIDEMAN MBChB MRCGP DFFD
Liverpool University 1995 (Female)

Mountwood Surgery is approved for
Postgraduate & Undergraduate Medical Training
Premises are protected by CCTV

NEW PATIENTS

New patients wishing to register with the practice must complete the application pack (available at reception). We will require your NHS medical card or your passport with one of the following: 1) a current utility bill, 2) tenancy card or lease agreement, 3) drivers licence or 4) a bank or building society statement. All those over 16 years of age will need to book in for a health check.

Overseas Visitors Non-UK residents are advised to check whether they are entitled to NHS treatment. **Foreign nationals from EU states** can be seen on the NHS. However those **from non-EU countries** do not have an automatic right to NHS care. Those in the UK for less than 6 months will have to be seen as private patients. Your nationality or payment of UK taxes and NI contributions are not relevant. **Temporary Residents** We are happy to see UK residents who are visiting or temporarily residing with our patients. However we will only be able to deal with their acute problem.

ON-LINE SERVICES

Services that you can access through our website with the same level of security as Internet banking include:

- ▶ making, viewing or cancelling an appointment
- ▶ ordering your repeat prescriptions
- ▶ sending non clinical messages to the surgery

To access this service you will need to attend our surgery to receive an ID and PIN number and password. After that, simply access the following web address: <https://access.e-mis.co.uk/> or go to our website: www.mountwoodsurgery.co.uk and follow the "how do I" link.

GETTING INVOLVED

Do you want to raise funds, contribute your skills or perhaps join our active Mountwood Patient Participation Group? Then please ask at our reception.

INFORMATION SHARING POLICY

We have a legal and ethical duty to maintain the highest level of confidentiality regarding the clinical and other information we keep about you. We only use or pass information about you to others who have a legitimate need for it. Whenever we can we remove details that identify you as an individual. Please help us to keep your information up to date. If you want to know more, contact Mrs Gillian Tobin our Operations Manager

We are registered under the Data Protection Act and meet requirements of the Disability Discrimination Act for providing disabled wheelchair access, hearing induction loop, disabled toilets, parking space for disabled and a lift to the 1st floor.

LATE ARRIVALS

If you arrive more than 10 minutes late for your appointment you may have to wait till the end of surgery or book another appointment.

CAR PARKING

Our car park is free for our patients but when it is full, please use the hospital car park (there is a charge). Please leave promptly after an appointment to help free up a car park space. Remember that our free but limited parking is a privilege and not a right! We are already asking some staff to park elsewhere.

BLOOD TESTS

Blood tests are usually performed by the pathology department at Mount Vernon Hospital, available without an appointment from 8 am to 5 pm, Monday to Friday. This is situated next to the OB Hall and the Postgraduate Library. A morning appointment-based service (Phone 01923 827744) is also available at Northwood Health Centre.

X-RAYS

X-rays are performed at Mount Vernon Hospital without an appointment, from 9am to 4pm, Monday to Friday. You need to take the request form with you. Results are usually sent to us after 10 days

GETTING RESULTS (phone after 11am)

- ▶ Discuss with the person organising the test as to how you will receive the result.
- ▶ Results are usually available after 7 to 10 days. Our receptionists will be able to tell you if the results are acceptable or whether any action is required. Please remember that they are not trained to discuss details of your results.
- ▶ As we receive over 500 test results per day we can only notify you if your results need action. If you are anxious to receive your results please speak our clinical administrator.
- ▶ Please do not phone for other people's results as we are bound by rules of confidentiality.

COMMENTS OR COMPLAINTS

We welcome feedback on our services and would be pleased to hear from you. Complaints are treated very seriously. You can telephone our Practice Manager, Max Black for prompt action or alternatively write to him and you will receive acknowledgment of receipt within five days.

Visit our website for further information on our services, clinics, the team members, photos, on-line requests and much more...

www.mountwoodsurgery.co.uk

REPEAT PRESCRIPTIONS

You can request your authorised repeat drugs by

- ▶ using the right hand side of your prescription form
- ▶ using the yellow request forms at reception
- ▶ using the order form on our website mountwoodsurgery.co.uk
- ▶ by letter mentioning exact drug name, dose and amount
- ▶ by email: prescriptions@gp-E86001.nhs.uk
- ▶ via our website
- ▶ via a local pharmacist

Written requests can be sent by mail or posted in our box at reception or through our outside prescription letter box when we are closed. Please be clear as to whether you will collect your script from surgery or want it sent to your pharmacy of choice. Include a self addressed envelope if you want us to post it back. Please allow 48 hours (two working days) for collection

TRAVEL HEALTH

We offer a travel clinic service & are a registered Yellow Fever Immunisation Centre. Please arrange your vaccinations at least 2 months before your travel date. Last minute requests will not be considered as emergencies and we may ask you to consider a private clinic.

Free Vaccinations:

Hepatitis A, Typhoid, Diphtheria, Tetanus & Polio.

*Vaccinations for which there is a charge (approx £35 to £50 each)
Yellow Fever, Meningitis ACWY & Hepatitis B.*

QUALITY & AWARDS

In our ever changing NHS, we are continually striving to improve our services for you. Mountwood Surgery has earned a reputation, both amongst our patients, colleagues and the Hillingdon Primary Care Trust, as being an innovative practice providing high quality care - as illustrated by our various awards over the years.

- ▶ 1993 Hillingdon Quality Initiative Award
- ▶ 1997 Diabetes Doctor of the Year (shortlisted)
- ▶ 1999 Diabetes Doctor of the Year (shortlisted)
- ▶ 2005 Distinguished Teachers Award of the Year (UCL)
- ▶ 2006 ASK About Medicines National Award
- ▶ 2007 National Alliance Cardiology Standards Award

CLINICS & SERVICES

Diabetes Clinic	Minor Operations
Heart Disease Clinic	Child Immunisation
Asthma /COPD Clinic	District Nurse
Smoking Cessation Clinic	Health Visitor
Womens' Health	Dietician
Elderly Care	Counselling