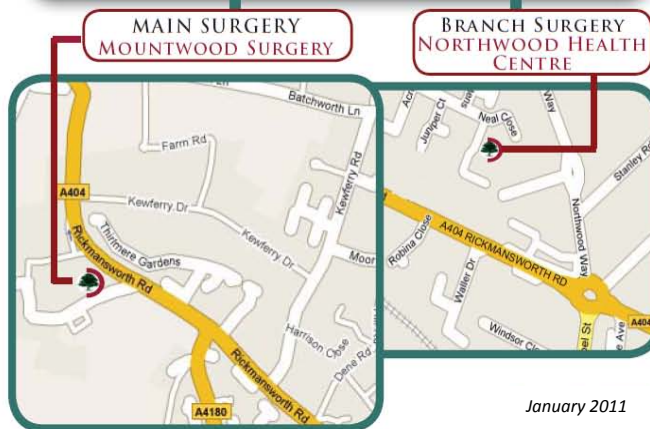
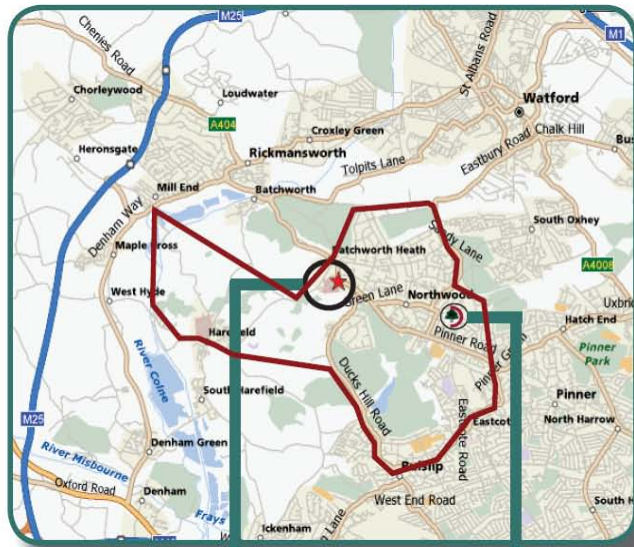


MOUNTWOOD SURGERY



January 2011

IMPORTANT CONTACTS

GENERAL MEDICAL ADVICE

Phone NHS Direct on 0845 4647

Online at www.nhsdirect.nhs.uk

MAKING APPOINTMENTS

Phone 01923 828488 (during opening hours) or ONLINE:
<https://beta.emisaccess.co.uk> 24 hours a day, 7 days a week.

You will need a pin number and password. Ask at Reception.

SAME DAY SERVICE

Phone 01923 828488 between 8:30 and 10:30am if you feel you have an urgent problem which cannot wait for a routine appointment. Please leave your details with our receptionist giving an indication of your problem. Our experienced Nurse Practitioner or a GP will call you back to assess and to give advice and if necessary give you an appointment to come down to the surgery. Please do not attend the surgery without an appointment.

HOME VISIT REQUEST

Phone 01923 828488 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 in- stead.

OUT OF HOURS

Phone NHS DIRECT 0845 4647
or HARMONI on 0300 130 3018

SERIOUS EMERGENCY

Phone 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

Phone 01923 828488 after 11am. To ensure confidentiality, we only release results to the patient, unless alternative arrangements have been agreed in writing

DISTRICT NURSES

Phone 01895 234001 (once referred by GP)

HEALTH VISITORS

Phone 01895 488830

MINOR INJURY

Mount Vernon Hospital 9am-8pm

LOCAL NHS HOSPITALS

Mount Vernon Hospital (no A&E) 01923 826111

Hillingdon Hospital 01895 238282

Watford General Hospital 01923 244366

Northwick Park Hospital 0208 8643232



MAIN SURGERY

Gate 1, Mount Vernon Hospital
Rickmansworth Road

Northwood HA6 2RG

Tel: 01923 828488

Fax: 01923 828489

www.mountwoodsurgery.co.uk

OPEN 8:30am-6:00pm Mon-Fri

BRANCH SURGERY

(Appointment only)

Northwood Health Centre

Acre Way, Northwood HA6 1TQ

Tel: 01923 828488

We offer EVENING & SATURDAY MORNING appointments for those in employment who find it difficult to attend during working hours

DOCTORS

DR IAN GOODMAN MA MB BChir, FRCGP, DCH, DRCOG DGM
Cambridge University 1981 (Male)

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

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

DR SUSAN PUGH BSc MBBS MRCGP (Dist) DRCOG DCH Dip Fam. Plan.
Middlesex University 1991 (Female)

DR GHAZALA SHAFI MRCGP DCH MBBS
St Bart's hospital 1987 (Female)

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

DR HELEN NEUENSCHWANDER MB BS MRCGP DCH DRCOG
St Bart's Hospital 1990 (Female)

PRACTICE MANAGER Gillian Tobin

www.mountwoodsurgery.co.uk

NEW PATIENTS

New patients wishing to register with the practice must complete the application pack (available at reception or at our website). 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
- 4) a bank or building society statement.

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 problems.

ON-LINE SERVICES

Services that you can access through the Internet 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://beta.emisaccess.co.uk/> or go to our website: www.mountwoodsurgery.co.uk & 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 shall 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 our Practice 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 & a lift to the 1st floor.

LATE ARRIVALS

If you arrive more than 10 minutes late for your appointment you may have to wait until 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 4:30 pm, Monday to Friday. This is situated next to the OB Hall and the Postgraduate Library. An appointment based service (Phone 01895 488830) is also available at Northwood Health Centre.

X-RAYS AND SCANS

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 whether it will be necessary for you to call to get results.
- 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.
- 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 for prompt action or alternatively write to her and you will receive acknowledgment of receipt within three days.

CCTV

Patients, staff and premises are protected by CCTV

Visit our website for further information on our services, clinics, team members, photos, on-line services 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 Online (you will need a PIN number & password)
- via a local pharmacist

Written requests can be sent by mail or personally 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 complete our Travel Vaccination Forms in order to 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 go to a private clinic. **Free Vaccinations:** Hepatitis A, Typhoid, Diphtheria, Tetanus & Polio. **Vaccinations where there is a charge (£35 to £50 each):** Yellow Fever, Meningitis ACWY & Hepatitis B.

QUALITY AWARDS

In our ever changing NHS, we continue to strive to improve our services. Over the years we have earned a reputation amongst our patients, colleagues and hospitals, as being an innovative practice providing high quality care

*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
2009 National Alliance Cardiology Standards Award*

SERVICES

Diabetes Clinic
Heart Disease Clinic
Asthma /COPD Clinic
Smoke Cessation Clinic
Women's Health
Preconception Care
Family planning
(including coil insertion)
Antenatal Care
Cervical smear screening
Post Menopausal Care

Minor Operations
Varruca & Wart treatment
Removal of skin lesions
Ingrowing nails
Child Immunisation.
District Nurse
Home Nursing, Palliative Care
Health Visitor
Child Care Advice, Baby Clinics
Dietician
Counselling