

# ENDERLEY ROAD MEDICAL CENTRE

41-45 Enderley Road, Harrow Weald HA3 5HF



**Tel: 020 8863 3333**

Fax: 020 8901 3307

**[www.enderleyroadmedcentre.co.uk](http://www.enderleyroadmedcentre.co.uk)**

email: [ermce84009@nhs.net](mailto:ermce84009@nhs.net)

**INFORMATION FOR PATIENTS**

# WELCOME TO ENDERLEY ROAD MEDICAL CENTRE



Dr Chris Robinson



Dr Jyoti Bhandari



Dr Sonal Shah



Dr Debbie Argent



Dr Sharanjit Takher



Dr Shameer Shah



Dr Kunal Bhayani



Dr Noreen Ryan



Mr Les Cowens



Meena Bodalia



Tracey Davies



Anne O'Connor



Valentina Mihalcea



Elizabeth Cyriac Abraham

Portraits by: Gary Italiaander - Tel: 07956 419560 [www.italiaander.co.uk](http://www.italiaander.co.uk)

## THE GENERAL PRACTITIONERS

**Dr Chris Robinson** (M) MBChB MRCGP DRCOG (Dundee 1977)

Dr Robinson has been a Partner in the Practice since 1981 and is one of our GP trainers. He has a particular interest in sports medicine and is himself a keen sportsman. He looks after Oakleigh House Nursing Home. He also offers acupuncture to his patients.

**Dr Jyoti Bhandari** (F) BSc(Hons) MBChB MRCGP DRCOG (Manchester 1990)

Dr Bhandari has been a Partner in the Practice since 1995. She offers acupuncture to patients to treat a variety of conditions. She looks after the residents of Woodland Hall - a home for the elderly and mentally infirm. She teaches obstetrics and gynaecology to undergraduates from University College London School of Medicine.

**Dr Sonal Shah** (F) BSc(Hons) MBChB MRCGP DRCOG (Manchester 1992)

Dr Shah has been a Partner in the Practice since 1997. Her particular interest is in dermatology, having gained a diploma on the subject at the University of Wales.

She teaches undergraduate medicine to students from Imperial College School of Medicine, and dermatology, obstetrics and gynaecology to undergraduates from University College School of Medicine.

**Dr Debbie Argent** (F) MBChB MRCGP DCH DRCOG DFRSH (Sheffield 2000)

Dr Argent joined the Practice as a Registrar in 2004 and continued working at the Medical Centre as an Associate General Practitioner before becoming a Partner in April 2009. She has a keen interest in undergraduate teaching and teaches undergraduate medicine to students from Imperial College, London. She is also the supervisor for the foundation stage junior doctors in the practice.

**Dr Sharanjit Takher** (M) BSc(Hons) MBBS MRCGP DCH (London 2005)

Dr Takher trained at Imperial College London. He first came to the Practice in 2006 as a trainee foundation two doctor. Having been inspired into general practice by this, he trained as General Practitioner with a particular interest in paediatrics. He rejoined the Practice in 2010 as an Associate General Practitioner and became a Partner in November 2011. He is now involved in the care of residents at a nursing home for neurodisability, in teaching medical students from both Imperial College and University college London and in joint injections and minor surgery.

**Dr Shameer Shah** BSc (Hons), MBChB MRCP DRCOG DFRSH nMRCGP

Dr Shameer Shah joined the practice in 2014 as an Associate General Practitioner and became a Partner in September 2016. He graduated from the University of Manchester in 2001 and became a GP in 2008 after having undertaken various hospital jobs all over UK. He has a special interest in gastroenterology, joint injections, teaching undergraduate and postgraduate students and is undertaking additional cardiology training. He is now involved in the care of residents at Rowanweald Nursing Home and is also a trainer for the foundation stage junior doctors in the practice.

**Dr Kunal Bhayani** (M) MA(Cantab) MBBS MRCGP DRCOG DTM&H

Dr Kunal Bhayani trained at Cambridge University and University College London and came to the practice as a Registrar before joining as a Partner in 2016. His particular interests are musculoskeletal medicine and joint injection, diabetes, palliative care and tropical medicine. He is also involved in looking after patients with neurodisability and complex needs at Wilsmere House nursing home as well as in medical student teaching.

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## Dr Noreen Ryan (F) BSc (Hons) MBBS MRCGP DRCOG (London 1996)

Dr Ryan first came to the practice in 1996 as a trainee. She was a Partner here from 2002 until April 2016. During this time she has always had an interest in undergraduate education. To develop this interest further she has now taken up a position as senior clinical fellow at Imperial College as her main role. She continues to do sessions for the practice as a Salaried GP and works on the London Medical Committee.

## THE PRACTICE STAFF

- Les Cowens has been our Practice Manager since 1996; he is responsible for all non-clinical aspects of the Practice.
- Meena Bodalia is the Assistant Practice Manager. She supports the Practice Manager and deputises for him in his absence.
- Secretaries - Julie Bastian, Karen Linch and Alpa Kothari responsible for secretarial and PA requirements.
- Jay Patel - IT and Data Manager, and is supported by John Mullane Sanderson.
- Farida Aslam - Prescription Clerk and INR/Minor Surgery coordinator and is supported by Sophie McEwan.
- Michael McGuinness - Data Administrator. He also deputises for the prescription clerk/INR & Minor surgery coordinator in her absence.
- Daniel Lakony - Data Administrator.
- Reception Supervisors - Mirelle Papet and Petra Whorwood
- Reception/Administrative Staff - Eileen Kelly, Juliet Pannokaran, Riddhi Patel, Jayshree Halai, Carelle Francis, Fotey Trouch, Shiva Kataria, Sarah O'Callaghan, Larissa Barry and Casey Smylie.
- Practice Nurses - Tracey Davies is the lead practice nurse; supported by Anne O'Connor, Valentina Mihalcea and Elizabeth Cyriac Abraham.
- Practice Healthcare Assistant - Emma Hegarty.
- Phlebotomist - Kala Patel.
- District Nurses can be contacted by telephone on 0300 555 8889.
- Health Visitors are available by telephone on 020 3182 8306. Addresses and times of Child Health Clinics in Harrow are available in the booklet.
- Contract cleaners keep our premises neat and tidy.

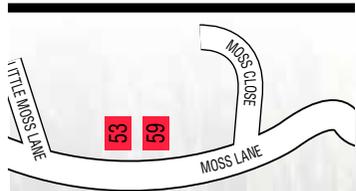
## GENERAL PRACTITIONER REGISTRARS AND STUDENTS

Our Practice is a training and teaching Practice. Our Registrars are fully qualified and have a great deal of hospital experience. Registrars are attached to our Practice and usually become general practitioners after completing their training. They are at all times encouraged to seek advice when required from the Practice Partners. We are also fortunate to have medical students attached to our Practice for short periods.

## SURGERY TIMES

We run a full appointment system. The surgery is open from 8.00am - 6.30pm Monday to Friday.

For the latest information: [www.enderleyroadmedcentre.co.uk](http://www.enderleyroadmedcentre.co.uk)



FBS

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Phone: 020 8866 0921 Fax: 020 8426 2257

[mosslane.residential@virgin.net](mailto:mosslane.residential@virgin.net)



## APPOINTMENTS

Appointments may be made by telephoning 020 8863 3333 or by calling at the surgery.

You can also book or cancel Doctors' appointments using the Online Service. This service is accessible during normal working hours as well as when the surgery is closed. If you have not already registered and would like to apply for online access, please fill in the application form which can be obtained from Reception or from the website.

If you cannot keep an appointment, please inform us as soon as possible as this will assist in oversubscribed situations.

Routine appointments are available from 9.00am - 12 noon and 3.30 - 5.50pm Monday to Friday.

To accommodate patients who find it difficult to make an appointment because of employment or other commitments, there will be two doctors and a nurse on a Tuesday evening. Please note that these clinics are pre-bookable appointments only.

A Duty Doctor is on call daily to deal with emergencies and urgent enquiries. If you need to be seen, you will either be seen at the surgery or if we have reached our capacity, you will be advised to attend one of our walk-in clinics at:-

- Belmont Health Centre, 516 Kenton Lane, HA3 7LT
- The Pinn Medical Centre, 37 Love Lane, HA5 3EE
- The Urgent Care Centre, Northwick Park Hospital
- Alexandra Clinic for Health and Social Care, 275 Alexandra Avenue, HA2 9DX

The urgent "walk-in" appointments don't need to be booked in advance and are available seven days a week from 8.00am to 7.30pm.

## NAMED GP

All patients registered with the practice have a named GP, this is normally your registered GP. If you are not sure who your named GP is please enquire at Reception. You are still encouraged to make appointments in the usual way and can see any of the doctors at the practice as you have done in the past.

## CONTINUITY OF CARE

With eight doctors and four nurses working at the Practice, some patients find some difficulty in deciding who to see. You may feel more comfortable with a certain doctor or prefer a female doctor. Here are some thoughts you might wish to take into account which we hope you find useful:

- All the doctors and nurses have access to your medical records.
- If you have preference for the gender of the doctor please tell the receptionist when making a booking. However, although every effort will be made to accommodate your preference, where this is not possible on a given day, other options will be offered.

- If a doctor has arranged some tests or has asked to review you at a particular time, whenever possible, see that same doctor or ask for the doctor to call you for a follow-up.
- Due to unavoidable circumstances, it may not always be possible to see the same doctor but as your records and results can be viewed in surgery by all clinicians, your review can be carried out by any doctor in the practice and be assured that all relevant information will be available to them.
- Many routine issues are able to be resolved over the telephone and our doctors are happy to return your calls within two working days. If you would like to use this system, please leave your details with a brief message and the receptionist will then pass them on to your GP
- The doctors and nurses have holidays and many of them do not work in the surgery every day as they have other commitments, so if you want to see a particular doctor, book a few days ahead

If you need to see a doctor on the same day, you may well be asked to see the duty doctor for a shorter appointment and you will not be given a choice of who you will see. If your problem can wait a day or two, you will have a wider choice of doctors and have some extra time.

## CHAPERONE REQUIREMENTS

Please inform the clinician you are seeing if you require a chaperone during your consultation.

## EMERGENCIES

If you are confronted by a serious problem such as severe chest pain or severe bleeding call an ambulance (tel: 999).

## HOME VISITS

Patients are requested to telephone before 10.30am if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the surgery in the time that it takes to do a home visit.

## WEEKEND AND NIGHT COVER

When the surgery is closed, clear instructions for patients requiring urgent medical attention will be heard when telephoning 020 8863 3333. You may be referred to NHS 111 who will give you advice and the appropriate action to take.

## REPEAT PRESCRIPTIONS

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. Requests for prescriptions can be made through the online services, by fax, in writing, by e-mail or by calling at the surgery during opening hours; please note we cannot accept prescription requests by telephone. We are unable to issue repeat prescriptions at weekends, public holidays or out of normal surgery hours. Please allow three working days before collection and make allowances for weekends and public holidays. You can collect your prescription at the Medical Centre Monday to Friday during normal working hours. We also have arrangements with local pharmacies that collect prescriptions from the practice on a daily basis, if you need more information regarding this service, ask at reception. Where possible give exact drug names when ordering. The e-mail address for repeat prescriptions is [ermc.prescriptions@nhs.net](mailto:ermc.prescriptions@nhs.net)

## ONLINE SERVICES

Online services for patients 16 years and over allow access to prescription requests, Doctors' appointments and access to medical records. However a more secure identity verification process is required before full access may be authorised and we are required to rigorously confirm identity documentation, or individually vouch for each patient requesting access to online services.

If you would like full access, you will need to register by completing our new application form and bringing it along to Reception with the appropriate identity documents; we will then seek authorisation from your doctor before enabling your access. First time registrations will be able to collect log-on details from the practice within seven days. Application forms can be obtained from reception or the website.

## PRIVATE REFERRALS

Patients referred privately need to collect their referral letter from reception five working days after the initial consultation. Patients are advised not to make their appointment until they have collected their letter.

## TEST RESULTS

Results of blood tests and x-rays usually take 7 - 14 days to come back from the hospital. Please telephone on 020 8863 5665 between 2.00 and 4.00pm where a message will be left for you by your doctor.

## CLINICS AND SERVICES

The Medical Centre doctors and nurses support the following clinics:

- Antenatal (with community midwives)
- Childhood immunisations and developmental checks
- Diabetic checks
- Asthma management
- COPD management
- Anti-coagulant control (warfarin/INR monitoring)
- Travel advice and vaccination (including Yellow Fever)
- Phlebotomy
- Carers' health checks
- Flu vaccination (October - December) for those aged over 65 or patients considered at risk
- Optional health checks for registered patients who have not been seen at the surgery for three years or more
- Minor surgery
- Laser and cryotherapy treatment
- Acupuncture
- Family planning and cervical smear tests and coil fittings
- Dermatology
- Sports medicine
- Medication review
- Self-check blood pressure machine available as an open-access service

Available in surgery by independent contractors:

- Chiropody

On referral from your doctor, the appropriate professionals provide the following services in the Practice:

- Dietetic management and advice
- Physiotherapy

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## COMMUNITY CHILD HEALTH CLINICS IN HARROW

West Health Visiting Team 0208 429 5132	Central Health Visiting 0203 182 8306/07/08	Team East Health Visiting Team 0208 905 6220
<b>Alexandra Avenue Health &amp; Social Care Centre</b>	<b>Cedars Children's Centre</b>	<b>Stanmore Park Children's Centre</b>
Alexandra Avenue Rayners Lane HA2 9DX <b>Tel: 0208 966 6300</b>  <b>EVERY THURSDAY</b> <b>1:30-3:30PM</b>	Whittlesea Road Harrow HA3 6LS <b>Tel: 0208 736 6222</b> Buses H8, H14 <b>EVERY WEDNESDAY</b> <b>9:30-11:30AM</b>	William Drive Stanmore Park Harrow HA7 4FZ <b>Tel: 0208 954 2015</b> Buses H12, 340 <b>EVERY THURSDAY</b> <b>9:30-11:30AM</b>
<b>Pinner Village Children's Centre</b> Chapel Lane (Car Park) Pinner HA5 1AA <b>Tel: 0208 424 1460</b> Buses H11, H12, H13 <b>EVERY WEDNESDAY</b> <b>2:00-4:00PM</b>	<b>Gange Children's Centre</b> 68 Canning Road Wealdstone HA3 7SN <b>Tel: 0208 427 0134</b> Buses 186 <b>EVERY TUESDAY</b> <b>1:00 - 3:00PM</b>	<b>Kenmore Park Children's Centre</b> Warneford Road Harrow HA3 9HZ <b>Tel: 0208 416 8400</b> Buses 114, 79 <b>EVERY TUESDAY</b> <b>9:30 - 11:30AM</b>
<b>Hillview Children's Centre</b> 2 Grange Road South Harrow HA2 0LW <b>Tel: 0208 422 4692</b> Buses H10, 114, 140, 258 <b>EVERY MONDAY</b> <b>1:00 - 2:30PM</b>	<b>The Wealdstone Centre</b> 38 - 40 High Street Wealdstone Harrow HA3 7AE <b>Tel: 0208 420 9430</b>  <b>EVERY FRIDAY</b> <b>9:30 - 11:30AM</b>	<b>St Joseph's Children's Centre</b> Dobbin Close (Entrance on Kenton Lane) Harrow HA3 7LP <b>Tel: 0208 424 8440</b> Buses 186, H18 <b>EVERY WEDNESDAY</b> <b>9:30-11:30AM</b>

THESE CLINICS ARE OPEN TO ALL IN HARROW, NO APPOINTMENTS REQUIRED

For the latest information: [www.enderleyroadmedcentre.co.uk](http://www.enderleyroadmedcentre.co.uk)

## PATIENT SUPPORT GROUP



The Enderley Road Patients' Association (ERPA) works in close partnership with the surgery. It was formally established in 2010, and was set-up to enhance the relationship between patients and professionals at this surgery; also to share best practice by networking with other Harrow patient participation groups. The Association publishes regular newsletters, promotes awareness of, and access to local health and community services, and organises presentations on important health issues.

All patients are automatically members of the Association. If you would like to receive information about our activities, please email your name and contact details to [enderlypulse@gmail.com](mailto:enderlypulse@gmail.com) or leave a phone message on 07586 312305.

## PATIENT REGISTRATION

New patients are registered between 9.00am and 5.00pm Monday to Friday at the Practice provided they are living within the catchment area and can prove their eligibility to receive NHS treatment. Proof of eligibility and residence will be required when registering.

## COMMENTS AND SUGGESTIONS

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing at reception.

## DISABLED ACCESS

The main entrance has a ramp and automatic doors for easy access. Patient services are provided at ground floor including a disabled patients' WC.

If access proves difficult to any of our disabled patients we will be happy to consider any suggestions for improvement.

## CLINICAL COMMISSIONING GROUP

The Practice is part of the NHS Harrow CCG.

They are based at: 4th Floor, The Heights, 59-65 Lowlands Road, Harrow HA1 3AE Tel: 020 8422 6644.

## COMPLAINTS PROCEDURE

We always try to provide the best services possible, but there may be times when you feel this has not happened. The following information explains our in-house complaints procedure, drawn-up to respond to patient grievances. Our Practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure it will not affect your right to complain to the NHS Harrow (020 8422 6644). Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person.

If you wish to make a complaint, please telephone or write to our Practice Manager. Full details will be taken and a decision made on how best to undertake the investigation. We believe it is important to

deal with complaints swiftly, so you will be offered an appointment for a meeting to discuss the details within 14 days. Occasionally it may take longer, but we will keep you informed throughout. You may bring a friend or relative with you to the meeting. We will try to address your concerns, provide you with an explanation and discuss any action that may be needed.

## CONFIDENTIALITY - PATIENT DATA

All patient information is considered to be confidential and we comply fully with the Data Protection Act. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Information may be shared, in confidence, with other NHS organisations in the interests of patient care.

Note that it is the Practice's policy to record all telephone calls for the purposes of patient and staff care, security, and dispute resolution. Recordings and their use will be at the Partners' discretion and will also comply with the Practice's Data Protection registration.

## PRACTICE CHARTER STANDARDS

These are the local standards set within this Practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

### Our Responsibility To You

We are committed to giving you the best possible service.

**Names:** People involved in your care will give you their names and ensure that you know how to contact them. The surgery should be well signposted and the doctors' or nurses' names are indicated on their surgery rooms.

**Waiting Time:** We run an appointment system in this Practice. You will be given a time at which the doctor or nurse hopes to be able to see you. You should not wait more than 30 minutes in the waiting room without receiving an explanation for the delay.

**Access:** You will have access to a doctor rapidly in case of an emergency; we will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery.

**Telephone:** We will answer the phone promptly and ensure that there are sufficient staff available to do this. You should be able to speak to a doctor by telephone.

**Respect:** Patients will be treated as individuals and Partners in their healthcare, irrespective of their ethnic origin, religion, cultural beliefs, sexual orientation or disability.

**Information:** We will give you full information about the services we offer. Every effort will be made to ensure that you receive the information which directly affects your health and the care being offered.

**Health Promotion:** The Practice will offer patients advice and information on: Steps they can take to promote good health and avoid illness; self-help which can be undertaken without reference to a doctor in the case of minor ailments.

**Health Records:** You have the right to see your health records, subject to limitations in the law. These will be kept confidential at all times.

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## Your Responsibility To Us

### Help Us To Help You:

Let us know if you change your name, address or telephone number. If you cannot keep an appointment, please inform us as soon as possible. Try to be patient if you are kept waiting for your appointment as the person before you may be seriously ill and require extra time with the doctor.

Please ask for a home visit by the doctor only when the person is too ill to visit the surgery.

Please keep your telephone call brief and avoid calling during the peak morning time for non-urgent matters.

Test results take time to reach us, so please do not ring before you have been asked to do so. Enquiries about tests ordered by the hospital should be directed to the hospital, not the Practice.

We ask that you treat the doctors and staff with courtesy and respect. We hope that our Practice booklet will help you to get the best out of the services we offer. It is important that you understand the information given to you, so ask us questions if you are unsure of anything. Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.

We will make every effort to ensure that your appointment is with the doctor of your choice. However, where this is not possible on a given day, alternatives will be offered. There will always be a doctor available who will have full access to your records.

## MEDICAL RESEARCH COUNCIL

The Medical Research Council is a government-funded organisation which supports high quality research with the aim of maintaining and promoting human health. The Practice is a member of the Medical Research Council's General Practice Research Framework - a national group of general practices interested in research on many topics including prevention of heart disease, long-term use of hormone replacement therapy (HRT), low back pain, asthma, diabetes and assessment of elderly people.

If the Practice takes part in a study we might like to pass your name, address and age, as recorded on our practice computer, to the Medical Research Council. If we do, the information will remain confidential and be used only to choose a sample of patients whom we would then contact to ask whether they would consider helping with some research. If we contacted you, you would be free to refuse to help without your medical care being affected. To choose the best sample it is important that we are able to pass everyone's details to the Medical Research Council. However, you are free to refuse permission for us to pass on your details and if you wish to do so please see one of the doctors. Thank you for all your help.

## ZERO TOLERANCE POLICY

In accordance with policy throughout the NHS, aggressive, violent and threatening behaviour towards professionals and members of staff will not be tolerated in this Medical Centre and will result in the police being called.

## FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the Practice intends to routinely make available. This scheme is available from reception.

Visit our website: [www.enderleyroadmedcentre.co.uk](http://www.enderleyroadmedcentre.co.uk)

## NOTES

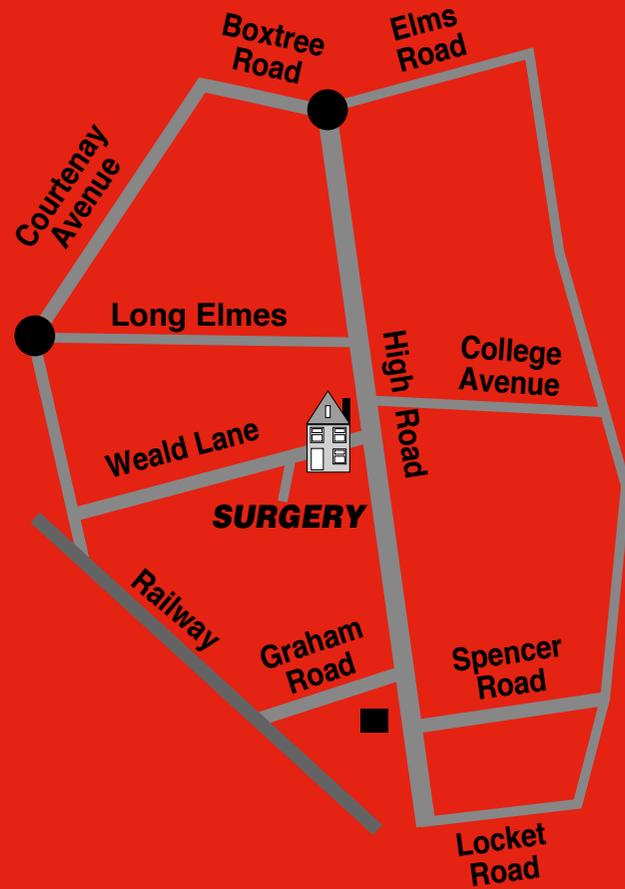
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## PRACTICE AREA



## VISIT OUR WEBSITE

The surgery website is a most effective way of giving our patients access to help and the latest information 24 hours a day, seven days a week. It contains complete information about all the services we offer. It also details how the Practice is organised and introduces our doctors, other medical and administrative staff and describes their various responsibilities. For easy, convenient access to our website, bookmark or place our website address in your favourites folder today.