

Gate 1 Mount Vernon Hospital
Rickmansworth Road
Northwood
Middlesex

HA6 2RG

Tel: 01923 828488

www.mountwoodsurgery.co.uk

On-line Services: <https://patient.emisaccess.co.uk/>

WELCOME TO THE TEAM

PRACTICE MANAGER

Christopher Bateman

OPERATIONS MANAGER

Lisa Davies

RECEPTION CARE NAVIGATORS

Dawn Grande, Sasha Wakefield,
Caroline Walsh, Sally Kimmins,
Sarah Hooper, Huma Chaudhry,
Christine Cooper, Ritika Castelino

DOCTORS

Professor Ian Goodman (male)
Dr Sabby Kant (male)
Dr Liz Hermaszewska (female)
Dr Susan Pugh (female)
Dr Kiruthika Selvam (female)
Dr Kavita Shah (female),
Dr Payal Peshawaria (female)
Dr Priya Abrol (female)
Dr Yamini Rao (female)
Dr Arani Uthayakumar (female)
GPSTs GP Specialist Training

NURSES & HCAs

Renata Burton
Kirsty Knott
Jennifer Delaney
Sylwia Kunecka (HCA)
Victoria Ling (Phlebotomist)

PHARMACISTS

Tanvi Kothari
Darshna Bhudia
Shushma Bagdai
Rawan Bahash
Hana Adaan

MUSCULO-SKELETAL SPECIALIST

Janki Hada*

SECRETARIES

Sarah Hyams
Marina Priddle

SURGERY OPEN TIMES:

8:00am—6:30pm Monday to Friday



WE ARE PART OF NORTH CONNECT PCN our local Primary Care Network (PCN) comprising of 7 local GP practices covering over 45,000 population.

MOUNTWOOD IS A TRAINING PRACTICE

NEW PATIENTS

New patients wishing to register with the practice can complete the application pack (available at reception or download from the website www.mountwoodsurgery.co.uk). It is very helpful if you have your NHS number and proof of address so we can check you are resident in our practice boundary. These documents are not a mandatory requirement and you will not be refused registration if you cannot produce them. We do not register patients who live outside our practice boundary. Overseas Visitors Non-UK residents are advised to check the NHS Choices website. Simply type in 'NHS Choices' in your search engine and then type 'Am I entitled to NHS Treatment?'¹ in their search engine on the right side of the web page.

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.

DISABLED ACCESS

We meet requirements of the Disability Discrimination Act and provide disabled wheelchair access, hearing loop, disabled toilets, parking space for disabled and a lift to the first floor. Interpreters can be arranged for those patients who require sign interpreters or where English is not the first language. Please ask us for assistance.

CARE DATA EXTRACTION

The Health & Social Care Information Centre (HSCIC) have legal powers to collect information from GP surgeries. You have the right to 'opt out' of the extract on services. Please ask reception for an 'opt out' form or visit: NHS Choices www.nhs.uk/dasharing for more

YOUR CHOICE OF GP

We are a 'group practice' and have very skilled team of doctors and nurses. You have the right to see

your preferred doctor however you are advised to book in advance wherever possible. You may need to see another doctor on occasions. Patients aged over 75 years have a nominated named GP responsible for coordinating their care. All patients have been allocated a 'Named Accountable GP'.

LATE ARRIVALS

If you arrive more than 10 minutes late for your appointment you may be asked to book another appointment.

CAR PARKING

Our car park is free for our patients attending the surgery, but when full, please use the hospital car park (there is a charge). Please leave promptly after your appointment to help free up a car park space. Remember that our car park is a privilege and not a right. It is not permitted to use our car-park for hospital appointments and other hospital services.

ACCESSIBILITY INFORMATION

We want to get better at communicating to make sure you can read and understand the information we send you. Do you need information in braille, large print or easy read? Do you need a British Sign Language interpreter or advocate? Do you need support to lip read or use a hearing aid or Communication tool? If you find it hard to read our letters or if you need someone to support you at appointments please tell the receptionist when you visit the surgery. Hearing Loop is available at Reception

PATIENT PARTICIPATION GROUP (PPG)

We have a Patient Participation Group who meet monthly. Our PPG is a member of The National Association for Patient Participation and plays an active part in providing feedback as well as helping shape our services. If you are interested in becoming a member or simply attending the meetings please contact Chris Bateman (Practice Manager).

INFORMATION SHARING POLICY

We have a legal and ethical duty to maintain the highest level of confidentiality regarding the 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 Mr Chris Bateman

We are registered under the Data Protection Act.

BLOOD TESTS

We provide a Phlebotomy Service and blood tests can be done at the surgery by appointment

X-RAYS

X-rays are performed at Mount Vernon Hospital and Hillingdon Hospital

No appointment required 8am to 4:30pm Monday to Friday

TEST RESULTS

You can access your results through your NHS APP. Please phone after 11 am. To ensure confidentiality, we only release results to the patient (unless alternative arrangements have been agreed in writing). 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 an action. Please do not phone for other people's results as we are bound by the rules of confidentiality. Some results are available through our website using your PIN and password.

COMMENTS OR COMPLAINTS

We welcome feedback on our services and would be pleased to hear from you. A suggestion box is available in the waiting room. Complaints are treated very seriously. We are keen to rectify any

problems quickly. You can speak to the Practice Manager, Chris Bateman for prompt action or alternatively write to him and you will receive acknowledgment of receipt within three to five working days. Please see our notice board or website for more information on complaints.

FRIENDS AND FAMILY TEST

The Friends & Family Test is about giving patients the opportunity to provide quick and anonymous feedback on their care and experience after receiving NHS care or treatment. Say what is going well or what can be improved about any part of your experience, to assist us to improve our services.

ZERO TOLERANCE

It is practice policy is to remove from our list any patient who is physically or verbally abusive or threatening towards any staff member or another patient. We aim to treat all our patients with courtesy and respect, and to provide an excellent service.

REPEAT PRESCRIPTIONS

You can request your authorised repeat drugs online via NHS App/Patient Access or by ticking your requested items on the Green form (the right hand side of your prescription).

You can drop this at our reception, or post it to us (please include a self-addressed envelope if you want us to post it back). Please note: The pharmacy cannot request on your behalf except in the case of vulnerable or housebound patients. Most prescriptions are sent electronically to your nominated chemist. Please ensure we have a record of your nominated pharmacy Alternatively, you may collect your paper prescription from reception. Please allow three working days for collection Please remember requests for drugs not already on your repeat drug file will trigger safety checks and possible rejection or delays.

TRAVEL HEALTH

We offer a limited travel clinic service to our patients. Please arrange your vaccinations eight weeks before your travel date. You will need to complete a Travel Risk Assessment form (available at reception or download from the website) www.mountwoodsurgery.co.uk for review, when the patient traveller will be contacted to arrange an appointment for a travel consultation. Vaccines need time to take effect and some may require a course over several weeks.

CLINICS AND SERVICES

We have a range of clinics and services to monitor patients with complex conditions along with clinics to encourage healthy wellbeing: Diabetes Clinic, Heart Disease Clinic, Asthma /COPD Clinic, Smoking Cessation Clinic, Women's' Health Elderly Care, Minor Operations Child Immunisation, Dietician and Counsellor. District Community Nurses and Health Visitors are linked to the surgery.

QUALITY

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 North West London ICB, as being an innovative practice providing high quality care. We always welcome your valuable feedback to help maintain the quality of our care.

TRAINING OUR FUTURE GPs

Mountwood Surgery is approved for Postgraduate & Undergraduate Medical Training.

QUICK REFERENCE

APPOINTMENTS: 01923 828488

URGENT ASSESSMENT 01923 828488

Call the surgery between 8:00am and 11 am

HOME VISITS 01923 828488

Please phone before 10:30am. Home visits are normally made for the housebound or seriously ill patients. If the doctor feels that your problem would be more appropriately dealt with at the surgery, you will be offered an appointment instead.

WHEN WE ARE CLOSED

OUT-OF-HOURS: Phone NHS 111. This number is free to call from landlines and mobiles.

URGENT CARE CENTRES

Hillingdon Hospital -Urgent Care Centre (24 hrs/day, 7 days/week)
Mount Vernon Minor Injuries unit. For a same-day appointment. You can book an appointment by telephoning the unit directly on 01923 844263, and lines are open 8am-7pm, seven days a week.

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)

LOCAL 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