

## Welcome to *marylebone* HEALTH CENTRE

The centre was opened in 1987 to help provide for the needs of the local community. It was re-opened in February 2000 following expansion and refurbishment of the premises. It is a National Health Service (NHS) centre, providing most services free of charge to all UK nationals, and to residents from other countries having a reciprocal agreement with the UK. We are a member of Central London Healthcare (CLH), NHS Central London CCG and have a contract with NHS England. It is funded by and accountable to these organisations, and subject to their goals, rules and guidelines. The doctors are all general medical practitioners (GPs). We work as a team with practice-based nurses, complementary therapists, and counsellors, and link with community and hospital-based services. We are committed to improving healthcare through innovation, research and education. We aim to work in partnership with patients in the management of their health care. Although we are located in a Church, we are a non-denominational organisation, and we welcome individuals from every background and every belief, both as patients and as staff. We have an open registration list.

### HOW TO SEE A NURSE OR OTHER CLINICIAN

Book on line (you will need to register with reception to enable you to do this), phone or come to reception to make an appointment with a Practice Nurse or a GP. To see a Complementary Therapist, Counsellor, District Nurse, Midwife or other Specialist, you need to be referred by your doctor. Appointment times vary depending on your clinical need and range from 10 minutes with a GP to 45 minutes with a therapist. You can also arrange to see a counsellor or Psychological therapist through self-referral.

### Routine Appointments

Simply book on line, phone or call in to make an appointment. These are booked at 10 minute intervals. We aim to offer a routine appointment within 5 working days (this may not be with a Dr of your choice). If you need to be seen on the day please leave your number with reception by calling before 10.30am and a Dr will contact you to arrange appropriate clinical care. Longer appointments can sometimes be arranged in special circumstances, and are offered routinely where interpreters are used or if you have a learning disability. Although you will be registered with one doctor, you may see any doctor you choose. We recommend you try to see the same doctor each time, as far as possible, so that you have better continuity of care. Please tell the receptionist if you need time for more than one person (eg if bringing children) so that adequate time is allocated.

### Urgent Appointments

From Monday to Friday, Drs clinics are reserved for patients with conditions needing urgent medical advice and attention. These clinics are not to be used for long-standing medical problems; problems that could wait until a routine appointment is available; medical certificates; or repeat prescriptions. If you think you need to be seen the same day, please try to phone before 10.30am and a Dr or a Nurse will return your call. It may not always be possible to see the doctor of your choice.

### Home Visits

Visits are made at the doctors' discretion for patients too ill to come into the Centre. Requests for Urgent visits can be made at any time, but if possible please make your request between 9.00 and 11.30 am, as doctors do most of their visits at the end of the morning. Non-urgent visits for severely ill and housebound patients are made by arrangement with the doctor most involved in the person's care. Please avoid home visit requests unless absolutely necessary.

*Simply phone or call in to make an appointment.*



### HELPING US TO HELP YOU

Please come on time for appointments. If you arrive more than ten minutes late for an appointment, you will be asked to make another appointment - unless it is an emergency, in which case you will be seen at the end of the clinician's list. In turn, we try our best not to keep you waiting. However, due to the nature of medical care, there are sometimes unavoidable delays, and we ask you to make allowance for this (eg car parking, work schedules). Please cancel any appointments you are unable to attend, whether at the centre or at hospital. You can do this by cancelling on line or calling reception. This allows your appointment time to be offered to another patient and so reduces waiting times. Patients who regularly miss appointments will be cautioned and may be removed from our list.

### REFERRAL TO SPECIALIST DOCTORS

If you need referral to a specialist, your doctor (GP) will be happy to discuss this with you and make the necessary arrangements, either using local NHS hospital services, or if preferred, local private specialists.

On-going communication between specialist and GP aims to ensure good continuity of care and safe practice. We refer NHS referrals directed to community and secondary care NHS services mainly through a Patient Referral Service (PRS) which is managed by the local NHS CCG. The PRS will contact you and will always offer you choice when booking your appointment. They only refer to accredited NHS organisations and have the latest service details and appointment times to hand.

For more Information about PRS please visit our website.

**Caution:** Many of our patients from abroad are used to taking themselves directly to private specialists, without GP referral. If you do this in the UK, this can adversely affect the quality of your care; also, your GP will not be obliged to sign your private Health Insurance claim form. So it is always better to discuss the referral with your GP first. We always try to get you the earliest possible appointment, but there are often delays owing to the pressures on the system. Truly urgent cases can usually be seen quickly.

**Please note:** It can take up to five working days to generate a non-urgent referral letter. While we always respect specialist advice, we are not always able to prescribe medication suggested by the specialist if it does not fall within the local NHS formulary (a limited list of medications, based on proven efficacy and cost-effectiveness). In these cases, we will always try to prescribe an equivalent medication, of equal effectiveness, from the NHS formulary but are under no obligation to do so. Processing such requests can sometimes take longer than the usual 48 hours.

### SPECIALIST SERVICES AT THE CENTRE

#### Antenatal Care

Antenatal care is usually shared between the Midwife, GP and local NHS hospital services.

#### Baby Clinic

This is run by the Health Visitor (a specially trained nurse) with another member of the clinical team every week. She also offers developmental checks and advice. This includes advice on breast feeding.

*Antenatal Clinics are held at the Centre every week.*



### Contraceptive Services

These are available through the practice nurse or your Dr.

### District Nurses

These nurses are specially trained to care for people who are housebound due to serious illness, age or chronic disability. They offer a service 7 days a week, liaising closely with the GPs and practice nurses. The Nurses are based at the health centre and can be contacted by calling 0207 563 9203.

### Complementary Therapists

Therapies available include osteopathy, massage therapy and herbal medicine. Therapy is accessed by referral from your doctor. As resources are limited, you are limited to 4-6 sessions in any 12 month period. More information about these approaches is available on request and leaflets are available on our website or at reception.

### Counsellors

Patients may find professional counselling helpful at times of difficulty, for example when facing a bereavement, relationship problems or a life-threatening illness, or wanting to make changes in their lives without knowing how to go about it. This is also a limited resource, and therefore only available by referral through your doctor. Sessions are limited to a maximum of 10-12 in total. Sometimes referral on to another agency is suggested. More information about counselling is available on request.

### Improving Access To Psychological Therapy

The CNWL Talking Therapies Service Westminster can help you learn ways to help yourself feel more able to cope with your problems. They offer cognitive behavioural therapy (CBT) and there is a CBT therapist working at the Marylebone Health Centre. The service is confidential They offer guided self help, Individual therapy, computer programmes, self-Help books through your local library and employment support. If you would like to find out more speak to your GP or you can refer yourself directly by asking for an 'OPT OUT pack' at reception, or through the practice website. One can phone or email the service directly on: phone 030 3333 0000 westminster.iapt@nhs.net

### Practice Nurses

The nurses see patients at the Centre for minor complaints, minor injuries, dressings, suture removal, blood pressure and urine checks, blood tests, regular injections, ear syringing, cervical smears, contraceptive advice, sexual health advice, dietary advice, and help with giving up smoking. They run the monitoring programmes for asthma, diabetes, high blood pressure, COPD, heart disease and epilepsy, and are active in Health Promotion. They offer vaccinations, and Travel advice. All services by appointment. For telephone advice, contact them between 12:00 and 12:30 p.m.

### Non-NHS Services

Items for which there is a charge (fee) include: completion of private medical sickness certificates, health insurance claim forms, resident parking permits, insurance medical reports and examinations, medico-legal reports, medical examinations for employment, travel or sporting activities; copying of medical notes and reports, and arranging access to your records. A list of charges is available at reception. It is not currently possible to be seen as a private patient at this centre.



*Complementary therapy is accessed by referral from your doctor.*

### Hospital After-Care

Care services at home after discharge from hospital are usually arranged by hospital staff before discharge. This may include visiting by the district nurse or other specialist nurses, GP, physiotherapist, occupational therapist or social services (eg for 'meals-on-wheels' or other home care). Please let us know if you require any of these services and they have not been put in place.

### REPEAT PRESCRIPTION SYSTEM

If you are on regular medication, your doctor will want to see you to review your medication at least once or twice a year, normally 2 months worth of medication will be prescribed at a time. The right side counterfoil will list the number of times you can order a repeat prescription prior to arranging an appointment for a medication review.

### Ordering a Repeat Prescription

Medication can be ordered electronically through your pharmacist, on line from the surgery, or dropping the right sided counterfoil into the repeat medication order box next to the entrance to the centre or posted with a self-stamped addressed envelope. We also accept faxes. You can also order through your chosen pharmacist who also offer a collection service. Please speak to your local pharmacist to arrange. It is important that the counterfoil be used to ensure accurate prescribing and to avoid any confusion, for this reason we do not accept telephone medication requests except under exceptional circumstances.

Please allow 48 working hours for your prescription to be ready, we recommend checking your medication regularly to ensure sufficient time is left to place an order.

### Travellers

If you are going abroad, a one off prescription for 3 months can be given. For longer periods away we would recommend a consultation with a local doctor, or arranging a private prescription from the surgery to cover the additional time away.

### HOW TO GET INVOLVED

#### Self-Help

We encourage patients to share responsibility for promoting good health, for example in relation to diet, exercise, smoking, alcohol, and balancing work with relaxation. We have a wide range of information available on request, In our reception area and available through our website [www.marylebonehealthcentre.co.uk](http://www.marylebonehealthcentre.co.uk).

#### Keeping Us Updated

Please advise us of any change of address or phone number as soon as possible. Please notify us of any significant medical or surgical episodes as soon as possible. Also feel free to ask staff about anything you do not understand, whether clinical or administrative. If you are registered for on line booking please ensure that you tell us if your email address changes.

*We aim to work in partnership with patients in the management of their health care.*



### Named GP

All patients registered with our surgery will be allocated a named GP who will oversee and coordinate your clinical care. You do not have to see this GP, and you can see any GP in the practice you choose. You can change your named GP by speaking to reception. All patients aged 75 years and over or who have a long term condition can attend the surgery for an annual review.

### Training and Research

We sometimes have clinical students sitting in on consultations as part of their educational process. Your support in this is much appreciated.

We always ask your consent for this, and if you prefer the student not to be present, your care will in no way be affected. Similarly we are often involved in various research projects, which we hope you will support, as they are also aimed towards improving patient care. We will keep you informed about any such projects, and will always ensure both confidentiality and ethical approval.

Again, you have the right not to participate in such research, and your care will in no way be affected by this choice.

### HEALTH CHECKS

All patients have a routine health check with a nurse on registration ('New Patient Health Check'). This includes your Medical History, Height, Weight, Blood Pressure, Urine Test, and other tests if clinically indicated.

For patients over 50 we recommend a health promotion consultation and those over 75 we advise annual checks. Women from age 25 to 65 should have a Cervical Smear test, for early detection and prevention of Cervical cancer, from a nurse or doctor every 3 to 5 years. Women over 50 should have a Mammogram every 3 years, for early detection of Breast cancer; your doctor or nurse will advise you how to go about this.

All babies and children are subject to routine checks at 6-8 weeks, 6-8 months, 18-24 months and 3-5 years (pre-school) arranged by our attached Health Visitor. We offer alcohol screening, smoking cessation advice and treatments, male and female general health checks and cardio-vascular screening.

### RIGHTS AND RESPONSIBILITIES

#### Confidentiality

Everyone working for the NHS has a legal duty to keep information about you confidential. Your medical records, both written and computerised, are kept secure and access restricted to practice team members. We only use or pass on any information about you to other health professionals involved directly with your care or with your expressed permission.

Anyone who receives information from us is also under legal duty to keep it confidential. Requests for copies of your medical records or other information about you will only be released to third parties, not involved in your medical care, with your explicit consent, except when not doing so would be deemed to put you or other members of the general public at risk.



All records are protected by the Data Protection Act and you may gain access to them by applying to the Practice Manager. Information about how we store, share and use information and how to access information is on the notice board as you enter the practice.

### Your Rights – and Responsibilities

We believe in working in partnership with our patients, recognising that both patients and staff have rights – and responsibilities to each other. The PPG have developed a patients charter to support this commitment.

This surgery will not accept any form of abuse or threatening behaviour towards doctors and/or other members of staff or public.

This could result in your removal from our list. Any patients acting violently towards staff and/or other patients will necessitate us to call the police and your name will be immediately removed from our list. You have the right of access to your health records, unless your doctor thinks this would be a risk to your physical or mental health (which is exceptional).

Such access can be arranged with your clinician or the practice manager.

Records cannot be taken off the premises, but they can be copied, for a fee.

### Comments, Suggestions and Complaints

We are always interested in your constructive feedback about our service, so that we can make improvements where necessary. You may make your comments anonymously using the patient comment form in reception.

Alternatively you may arrange to talk with or write to the practice manager. You may give your comments to the PPG in person at a meeting or by writing to the Chairperson (care of the centre or through the PPG page on the practice website) or email CLCCG.PPG@nhs.net.

We also welcome your appreciations when we get things right!

### Formal Complaints Procedure

If you have a serious complaint about any member of staff, or any aspect of the health centre, please contact the practice manager by telephone, in person or in writing, as soon as possible. We aim to find resolution within ten working days. Sometimes this involves setting up a meeting between the persons involved, together with any representatives, and the practice manager or other mediator. If you are still unsatisfied after this process, you may contact NHS England tel: 0300 311 22 33 and they will advise you on the next steps.

### Location and Access

The Centre is located in the Crypt (basement) of St. Marylebone Church, on the Marylebone Road, opposite the Royal Academy of Music, near the Madame Tussauds museum. The nearest Tube stations are Baker Street and Regents Park. Buses numbers: 2,13,18, 27, 30, 74, 82, 139, 189, and 274 stop nearby. Car parking is on local meters only, but disabled passengers may be driven to the front of the Church. Our premises are fully accessible to wheelchair users and patients with restricted mobility.

The entrance is through the right front door of the Church, down one flight of stairs or access by lift (elevator).



### Registration

To register please come to the reception desk where you will be given a registration pack or you can collect a copy to register at reception. Patients cannot currently register on line, although we are working towards making this an available service. Once completed you can either send it back to us by post or drop it off at reception, after which we will send you an appointment for a medical new patient health check. This involves a nurse taking your medical history, weight, blood pressure and, for some urine test. Like all NHS practices, we are restricted to taking patients from a limited catchment area (see enclosed map). You will not be required to give proof of your address or passport details on registration. For reasons of safety, we do not recommend that you are registered with a private doctor (GP) while you are registered with us, however if you choose to do so please ensure that each organisation is aware of the other so information can be shared appropriately.

### Special Needs

Please advise us of any visual or hearing impairment, or other special needs. We have disabled access as above. You may request an interpreter or a chaperone for any appointment, booking this at reception at least one week ahead if possible - a wide range of languages are offered at this practice. Our staff speak Arabic, French, Spanish, Swedish, Hindi and Bangladeshi. Additionally we provide additional support for carers, young carers, and for patients with a learning disability.

### Next of Kin, Emergency contact details and living wills

As a care giving organisation we sometimes find that in emergency situations it would help us to be able to contact a patient's next of kin, key holder or emergency contact. We ask all patients to provide us with this information and tell us if you would like us to share information with them or not. Additional if you have made a living will it is helpful if you disclose this to us. Forms collecting this information can be found on our website or at reception.

### TELEPHONE CONTACT

#### For Extreme Emergencies, call an ambulance 999

At all other times please contact the surgery in the first instance on 0207 935 6328. During practice opening hours you will be able to speak to a receptionist. Outside of these hours you will be connected directly to our out of hours provider, who also provide the local 111 service. For more details on the practice out of hours provider please visit our website or collect information leaflets from reception.

For Emergencies you can contact a doctor 24 hours a day.



Marylebone Health Centre · 17a Marylebone Road · London NW1 5LT

T 020 7935 6328 F 020 7224 2924

When the surgery is closed please call the surgery number and you will be redirected to the out of hours service.

Dr Andy Goodstone	(5) (Partner)	MB, ChB, MRCGP	M	1992	Sheffield
Dr Tom Mtandabari	(5) (Partner)	MBBS, BSc, DRCOG, DCH, DGM, MLCOM	M	1997	London
Dr Afsana Saha	(5)	MBBS, BSc, DRCOG, MRCGP	F	1998	London
Dr Bela Patel	(1)	MBBCh, DRCOG, MRCGP, Dip Theur	F	1990	Cardiff
Dr Nick Collinson	(3)	MBChB MRCGP	M	1992	Sheffield
Dr Lisa Drew	(6)	BS, MRCGP, BSc, DRCOG, LocUT, IOcsci, DCH	F	2014	UCL
Dr Katie Moey	(6)	MBBS, MRCGP	F	2007	Newcastle

\* number of clinics offered each week by the individual GPs are shown in brackets

“Providing Integrated Health Care in the Community”