

First Choice Medical Care

**275a Kings Road,
Harrow, Middlesex, HA2 9LG**

Tel: 0208 429 9966

www.firstchoicemedicalcare.co.uk

All Surgery/Clinics

BY APPOINTMENT ONLY

APPOINTMENT TIMES

Mon – Fri: 09.00am – 12.00pm
16.00pm – 18.00pm

Wed: 09.00am – 12:00pm

EXTENDED HOURS

Mon & Fri: 18.30pm – 19.30pm

TELEPHONE LINES

Mon – Fri: 08.30am – 18.30pm

Wed: 08.30am – 13.30pm

GENERAL ENQUIRIES

Please telephone the surgery and the reception staff will do their best to help you. If you would like to enquire test results please telephone between 10am and 12 pm and you will either be told results are normal or that the doctor has asked to see you at the surgery.

PRACTICE STAFF

Practice Manager	Mrs Harmander Wasu
Practice Nurse	Sujatha Sathees
Administrator	Mrs Shanta Kularajan
	Mrs Helen Sivakumar
	Mrs Sinthu Ahileswaran
Phlebotomist	Gloria Bates/Parminder Singh
Dietician	Maeve Sullivan
Diabetic Nurse	Ms Carmel Ryan
Rishika Arora	Practice Promotional Representative

SPECIAL CLINICS AND SERVICES

BLOOD PRESSURE CLINIC

All blood pressure patients should be seen in this clinic at least twice a year

ANTENATAL / POSTNATAL

Run by a Practice Nurse and a Doctor. Please ensure that you book into this clinic as soon as you know you are pregnant. Also do not forget your postnatal checkup six weeks after delivering.

CHILD HEALTH & IMMUNISATIONS

Baby Clinic's are run Dr P.S. Wasu and immunization given by Practice Nurse.

CERVICAL SMEAR

Run by Practice Nurse. It is imperative that all women of reproductive age have a regular 3 yearly smear. Please help us to help you!

TRAVEL CLINIC

Run by Practice Nurse. Ensure you book your appointment 6 weeks prior to travel.

ASTHMA CLINIC & DIABETIC CLINIC

Routine Asthma & Diabetic clinic run by Practice Nurse. A specialist diabetic clinic is run monthly by Carmel Ryan.

PHLEBOTOMY CLINIC

Run by Phlebotomists on Tuesday & Fridays.

DIETETIC (DIETICIAN) CLINIC

Run by Maeve Sullivan by appointment only.

MINOR SURGERY CLINIC

Minor operations are done by Dr Wasu on Wednesday and Thursdays. Please discuss this with the doctor and he will arrange for you to be given an appointment.

First Choice Medical Care

Yellow Fever Centre

275A Kings Road

South Harrow

Middlesex

HA2 9LG

Tel: 0208 429 9966

Fax: 0208 426 1104

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Dr P S Wasu (M)

MBBS, B.Sc. 1974

Dr A Ramasamy (F)

MBBS,MRNZCGP, PMETB

Dr Nalini Mahendrarajah (F)

MBBS,MRCGP

Opening Hours

Monday - Friday	08.30am – 18.30pm
Wednesday:	08.30am – 13.30pm
Monday & Friday	18.30pm – 19.30pm
Saturday:	10:00am - 12:00pm

APPOINTMENTS

All surgeries are by appointment, and can be made in person or by telephone. We use a scheme called Advanced Access where we are able to offer same day Dr's appointments-

therefore there is no need to book your appointments in advance. We also do still offer a small amount of pre-booked appointments if needed. If you are unable to attend for your appointment please let us know so that we can offer this to another patient.

URGENT APPOINTMENTS

Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms.

NURSE PRACTITIONER

We have a Nurse Practitioner available on several days, morning and afternoon.

HOW TO REGISTER AS A PATIENT

If you are new to the area and are requiring to register with one of our GP's please ask at our Reception. You are most welcome to the Surgery. The following should help you remember all that needs to be done.

- Please bring your previous medical card for registration it would help us greatly if not please fill in registration for all members of you family who are joining.
- Visit the local Child Health Clinic your children under 5 years of age please ask reception for clinic details.
- Please do not forget to call in for your new Patient Health Check with our Practice Nurse.

HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before 10.00 am if at all possible.

Whenever possible we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room we can make alternative arrangements. Requests for visits after 12.30pm will be taken by the Duty Doctor.

TELEPHONE ADVICE

All Doctors are available 12.30 – 1.00pm to give telephone advice after their morning surgery. Patients are advised to telephone before 11.00am to arrange this.

PRESCRIPTIONS

- Please leave, post or fax a written request to the surgery
- Will be dealt with within 48 hours
- You may be asked to see the doctor for a prescription review.
- Please do not take up a consultation just for the purpose of getting a repeat prescription.
- Prescription request **CANNOT** be taken over the phone.

CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP

OUT OF HOURS

If you have an urgent problem when the surgery is closed. Please ring **111** who cover out of hours. Please note that when contacting them, your telephone conversation will be recorded.

Should you need urgent medical attention at the weekend/bank holidays please visit the nearest Walk – in-Centre between 08:00 am – 16:00pm.

**Alexandra Avenue Health Centre
275 Alexandra Avenue, Rayners Lane
HA2 9DX, Tel: 020 8966 6300**

At any other time use our Emergency Telephone line as mentioned above and follow the instructions given on the answer machine.

USEFUL TELEPHONE NUMBERS

HOSPITALS

Northwick Park
Ealing Hospital

**0208 864 3232
0208 967 5000**

Hillingdon
Central Middlesex
St. Mary's

**0189 523 8282
0208 965 5733
0207 886 6666**

PHARMACIES

Healthways
Jade Pharmacy
Stratwicks

**0208 866 3164
0208 866 1754
0208 864 1183**

DISABLED ACCESS

Front Door Access suitable for wheelchairs. Disabled toilets in the waiting room.

DATA PROTECTION

All information held is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system.

HOW THE PRACTICE USES PERSONAL HEALTH INFORMATION

Confidentiality is of the utmost importance to the doctors. Access to information we hold about patients is limited to staff who are involved in your care and treatment. Information is stored securely on the computer and in medical records. At times it is necessary to share this information with other organisations involved in your healthcare eg hospitals. No information is passed to non-clinical organisations outside the surgery without patient consent.

COMPLAINT & SUGGESTIONS

The practice always tries to provide the best possible service, but there may be times when you feel dissatisfied with some aspect of the service. We have an in-house complaints procedure. Should you have a complaint or suggestion please contact our Practice Manager.

If you use our in-house procedure in the first instance, it will not affect your right to complain to the Harrow Primary Care Trusts Patient Advice and Liaison Service (PALS) on 0208 966 1031.

Patient's Rights to General Medical Services

- ❖ To be offered a health check on joining a doctor's list for the first time.
- ❖ To have appropriate drugs and medicine prescribed.
- ❖ To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- ❖ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- ❖ To choose whether to take part in research or medical student training.
- ❖ To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive at the Wasu Medical Centre.

First Choice Medical Care Philosophy:

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

Our Practice Charter

- ❖ You will be treated with courtesy and respect by all Practice personnel.
- ❖ An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day.
- ❖ A non-urgent appointment with a doctor will be offered within 24 hours
- ❖ Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please ask the Receptionist for an explanation.
- ❖ We aim to answer the telephone within six rings.
- ❖ An appointment with a Practice Nurse will be available within three working days.
- ❖ Requests for repeat prescriptions will be dealt with within 48 hours.
- ❖ All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.
- ❖ If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- ❖ We wish to make the Wasu Medical Centre as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

Patient's Responsibilities

- ❖ If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- ❖ If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- ❖ A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10.00am if at all possible.
- ❖ An urgent appointment is for an urgent medical problem. Please speak to the Receptionist if you require a sick note or repeat prescription.
- ❖ We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- ❖ Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- ❖ Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- ❖ Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.