

CASSIDY ROAD MEDICAL CENTRE

PRACTICE INFORMATION LEAFLET

651A FULHAM ROAD
LONDON SW6 5PX
TEL: 08444 778 607
FAX: 020 7371 7857



Opening hours

OPENING HOURS

Monday:	8:30 - 18:30
Tuesday:	8:30 - 18:30
Wednesday:	8:30 - 18:30
Thursday:	8:30 - 18:30
Friday:	8:30 - 18:30

CONSULTING HOURS

Monday:	8:30 - 12:30 & 14:30 - 18:30
Tuesday:	8:30 - 12:30 & 14:30 - 18:30
Wednesday:	8:30 - 12:30 & 14:30 - 18:30
Thursday:	8:30 - 12:30 & 14:30 - 18:30
Friday:	8:30 - 12:30 & 14:30 - 18:30

When the practice is closed

You can contact a GP 24 hours a day if you need to. When the practice is closed call the normal number and a message will explain how to contact our out-of-hours service. They can give advice over the phone, see you at a local hospital or arrange a home visit.

Repeat Prescriptions

Repeat prescriptions can be ordered bringing in your request slip, in writing or by fax on 020 7371 7857. Please allow 48 Hours notice before collecting, if you are seeing the doctor for an appointment please ask for all your repeats at that time. We cannot accept requests by telephone.



PALS (Patient Advice and Liaison Service)

NHS Hammersmith and Fulham's PALS team can provide information about other health services in the borough and general advice about your rights and entitlements to NHS treatment.

The PALS phone line is open Monday to Friday 9am to 5pm on 0800 389 9092 or 020 3313 7179.

Or you can email pals@hf-pct.nhs.uk

NHS Direct 24 hours telephone advice

NHS Direct is a nurse-run 24hour confidential helpline. The nurses can give you advice about treating minor illnesses and injuries or can point you to the most appropriate place to go. The number to call is 0845 46 47.



NHS Direct also provide online health advice at www.nhs.uk

Getting in touch

Contacting us

Tel - 08444 778 607 Fax - 0207 371 7857

Contacting you

We may need to contact you with updates on the practice, invitations to screening appointments or other important information. So it is vital that we have your correct contact details. If you move house within our area please let us know the new address.



MAKING AN APPOINTMENT

We have a mixture of book on the day appointments, emergency slots and appointments booked in advance.

Multiple / extended appointments

If more than one member of your family needs to see the doctor please make sure you book one appointment for each person. If you have several problems you would like to discuss please book a double appointment.

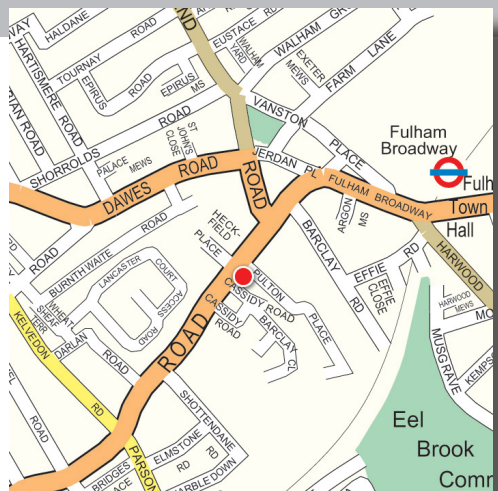
Keep it or cancel it!

Please help us to offer all our patients the best service we can. If you can no longer make an appointment please make sure you call to cancel with as much notice as possible.

PRACTICE LOCATION

● Practice address

651a FULHAM ROAD
LONDON SW6 5PX
TEL: 08444 778 607
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Looking after yourself

LONG TERM CONDITIONS

Routine vascular screening will help identify undiagnosed long-term conditions such as diabetes and high blood pressure. However, we can test for these illnesses at any time. If you think you may be at risk it is best to speak a doctor or the practice nurse.

Diabetes

Diabetes is serious. If left untreated it can lead to heart disease, blindness, kidney failure, and other life-threatening complications. But if it is diagnosed early you can greatly reduce the risk of serious health problems. Type 2 diabetes is the most common. Risk factors include a family history of the illness, being overweight, high blood pressure and severe mental health problems. Age and ethnicity are also risk factors. Risk increases with age and people from Black, Asian and other minority ethnic groups are more at risk. For details visit Diabetes UK's website at www.diabetes.org.uk

High blood pressure

High blood pressure increases the risk of heart attack, stroke, diabetes and a range of other conditions. It often has no symptoms and is known as the silent killer. The test is quick, and changes to your lifestyle (or medication if necessary) can bring your blood pressure back to normal levels. Ask the doctor or practice nurse to test your blood pressure next time you see them. For more information visit the Blood Pressure Association website at www.bpassoc.org.uk

Sickle Cell

Sickle cell is a genetic (inherited) blood disorder that mainly affects people from African, African-Caribbean, Asian or Mediterranean backgrounds. A simple blood test can diagnose the condition.

There is a national screening programme to test pregnant women and newborn babies. For more information visit the Sickle Cell Society website at www.sicklecellsociety.org

Expert Patient Programme

If you're living with a long-term medical condition NHS Hammersmith and Fulham runs a free course that can help you.



The Expert Patients Programme teaches you new skills to manage your symptoms and reduce the chances of serious problems. It's also a great way to meet people and share your experiences. One patient said: "It's the most valuable thing I've ever done. It has changed my life tremendously." It could change your life too. Call today to find out more, 020 8846 6803 or 020 8846 6819 or visit our website at www.hf-pct.nhs.uk/expertpatients

DENTISTRY

There is plenty of NHS dentistry available locally. You can search for a dentist at www.nhs.uk or call NHS Hammersmith and Fulham's Patient Advice and Liaison Service on 0800 389 9092.

If you haven't seen a dentist for some time you should book a visit soon. Your dentist will then tell you how often you should have check-ups; which could be between every 3 months to 2 years depending on the condition of your teeth.

NHS dental charges are split into 3 bands ranging from about £20 for a check-up through to £200 for the most complex procedures; although not everyone has to pay. For details on prices and entitlement to free dental care call NHS Direct or visit www.nhs.uk

There is also a local emergency dental service open evenings and weekends. Call 020 8867 1411 for details. Normal NHS prices apply.



HELP TO STOP SMOKING

If you would like to stop smoking the NHS can help. You can get free advice from trained stop smoking advisors plus nicotine replacement therapy products (such as patches and gum) and other treatments at prescription prices.

**There is a stop smoking advisor available in the surgery.
Ask at reception for details.**

For information on other stop smoking help including group sessions call NHS Hammersmith and Fulham's team on 020 8846 6804 or text stop to 07800 000 264.



Use of and access to information

We collect and hold information about you to help us to give you the correct care and treatment. The information is kept on computer and paper records. All information is strictly confidential, and staff are required and trained to respect their duty of confidentiality to you.

Your records include basic details such as your address, ethnic group and next of kin. They also contain facts about your health, including appointments and test results. They may also contain information based on the professional opinion of the staff caring for you.

To make sure you receive all the care and treatment you need we might share relevant information about you with other healthcare professionals. This is only done when it is essential and high standards of confidentiality are maintained at all times. Please let us know if you have any objections about your information being shared.

Reviewing your medical records

Under the Data Protection Act 1998, you have a legal right to access your health records. If you would like to see your medical records please ask reception about the process. You can come into the practice to review computer held records. For paper records you can look at them in the practice or request photocopies.

Records referring to the last 40 days are available free of charge. For older records an administration charge to cover staff time, photocopying etc may apply; for records held on computer the charge is up to £10, for paper records the charge is up to a maximum of £50 (in total). Limiting the date range of the records you wish to see will help keep administration charges down, i.e. asking to see records from 2005-2008.

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More information about access to medical records is available at www.nhs.uk

Copies of Letters

From time to time we will write letters to other clinicians about the care you are receiving, for example referral letters. If you would like to be sent copies of such letters please ask at your next appointment.

Freedom of Information

As part of the Freedom of Information Act 2000 the practice has a publications scheme which outlines types of information we make available to the public (this does not include any patient information). A copy of the scheme is available from reception.

The NHS Constitution

In January 2009 the NHS published its first constitution. It brings together in one place for the first time in the history of the NHS what staff, patients and public can expect from the NHS. As well as capturing the purpose, principles and values of the NHS, the constitution brings together a number of rights, pledges and responsibilities for staff and patients alike.

The Constitution and accompanying handbook are available at www.nhs.uk

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Teaching Practice

The practice offers placements to medical students as part of their training. If you would prefer them not to remain during your consultation please let the receptionist know on arrival. Please be assured that this will not reflect on your consultation in any way.

Disabled Access

This practice has wheelchair access.

Equality

We do not discriminate against any person on the grounds of race, gender, social class, age, religion, sexual orientation, disability or medical condition.

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Complaints and Compliments

We value our patients' feedback, good and bad. We hope you will always be satisfied with the care and support we provide; but if you are not please let us know. Call or write to the Practice Manager and we will do our best to resolve your concerns.

The NHS has a formal complaints process which gives general practice 10 working days to investigate a complaint and respond. However, complex or serious issues may take longer to look into. If you are not satisfied with our response there are further steps you can take.

To find out more about the NHS complaints process contact NHS Hammersmith and Fulham's team on 020 3313 7252 or visit www.hf-pct.nhs.uk/yourvoice/complaints

Interpreting service

If you do not speak English with enough confidence to talk about medical problems we can arrange a professional interpreter free of charge. We need at least 24 hours notice to book an interpreter. A telephone service is available for urgent/emergency appointments. Please show reception this page to indicate which language you need.

Arabic

توقفتا نم يفكفي ام عم فيزييلكفن الة غللا ملكتت ال تنك اذا
ينم مچرتم قويت ان الفم اب ناف هيصل لفاشلما نعد تدرتلل
24 لة اچاب نولكنس صروصل اذهو . ان اچم مچرتلاب موقی
امك . مچرتم زچب موقن يكل اقبس م انراعشال لقال لوع وعاس
 . عئراطلا / طلع عتسمل ديع اولمل هيغتاه تادخ اضيا رفوتت
ة غللا نايبتل لابقتسال ابتكفل . حفصللا هذو زارب . جري
انوجتحت يتلا

Somali

Hadii aadan luqadda Ingiriisida si kalsoon uugu sheegan karin dhibaatooyinkaaga caafimaadka, waxa aanu kuu diyaarin kamaa turjubaan xirfad leh oo bilaasha. Waxase aanu u baahan nahay ugu yaraan 24 saacadoo oo sii ogaaysiina si aanu kuugu diyaarino turjubaanka . Balamadda degdega ah waxa aanu kuu heli kamaa turjubaanka talafoonka. Fadlan boggan tus soo dhawaynta una tilmaan luqada aad rabto.

Farsi

تالكشيم دروم رد يفاك سفن هب دامت عا اب ديناوت و من رگا
مين اوت يم ام ، ديزب فرح يسيلگنا نابز هب دوخ و كشرپ
يارب ام . مچرتم روطب ار يا فرح مچرتم روض ح بيترت
سيورس . مچرتم زاي تقو تعاس ۲۴ هب لقاود مچرتم زا نوع
افصل . دراد نوجو سن اژروا / يروف دراوم يارب و نفلت مچرت
ار حفص نيا ، ديزب يم فرح مك ي نابز ندرك صخشتم يارب
ديده ناشن شريذپ شخب هب

Polish

Jeśli Twój angielski nie jest na tyle dobry, aby swobodnie porozmawiać z lekarzem o dolegliwościach zdrowotnych, jesteśmy Ci w stanie zapewnić darmowe usługi tłumacza. Należy nas o tym powiadomić z 24-godzinnym wyprzedzeniem. W nagłych przypadkach jesteśmy w stanie zapewnić usługi tłumacza przez telefon. Prosimy o pokazanie niniejszego dokumentu w recepcji, co pozwoli zidentyfikować wymagany język.

Spanish

Si ud. no habla ingles con confianza acercad de problemas médicos, nosotros podemos brindarle un/a intérprete profesional sin cargo. Necesitamos un mínimo de 24 horas para agendar un intérprete. Disponemos de servicio telefónico para citas urgentes/emergencias. Por favor muestre esta página en recepción para indicar el idioma que ud. necesita.

Portuguese

Se você não fala inglês de maneira suficientemente confiante para conversar sobre problemas de saúde nós podemos fornecer-lhe um/a intérprete profissional gratuitamente. Nós precisamos ser informados com no mínimo 24 horas de antecedência para chamar um/a intérprete. Um serviço telefónico encontra-se disponível para consultas urgentes/ de emergência. Por favor mostre esta página na recepção para indicar qual língua você precisa.

Tigrinya

ናይ ስኪምና ጸገም ኢጋብሎትም እጥፊ ብቅንቅ እንግሊዝ ክትግለጹ ርእስ
ምትእምግን እንተብይብልኩም፣ ብክጻ ተርጓሚ ክክልልኩም ንክእል ኢና።
ተርጓሚ ክክልልኩም እንተኾነ ብወሑዱ 24 ሰዓት ይድልዩና። ንክሕግን/ክጸረን
ናይ ስልኪ ክገልግሎት ነጮ። እብ መቐበሊ ኢጋይቭን (ሪሲፕሽን) ምስ መጻእኩም
እንታይ ቅንቅ ክምግብሉ ሙታን ክትሕቡሩ ከፊ መሪቶት ሓ.ከካሞ ክትመቱ ሓይራ።

Russian

Если вы не владеете английским с достаточной уверенностью для обсуждения медицинских проблем, мы можем организовать услуги профессионального переводчика бесплатно. Нас необходимо предупредить, по меньшей мере, за 24 часа для того, чтобы мы могли вызвать переводчика. Также могут быть предоставлены услуги переводчика по телефону для срочных/неотложных посещений врача. Пожалуйста покажите этот листок в приемной для того, чтобы указать какой язык вам необходим.

