

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

تقبلنا نم يفكي ام عم فيزييلكنال الةغلما ملكتت ل تنك اذا  
ينم مچرتم فييهت انن الفم اب نأف في حصلنا لكاشمل ان ع شدحتلل  
24 ىلا ةجانب نولكنس صروصخا اذهو .ان اجم مچرتل اب موقى  
لمك مچرتم زجج موقن يلفل لقبسم انراشال لقالا ىلع ةعاس  
ةىراطلا / ظلع عتسمل دي ع لوجلل فيفتاه تامدخ اضيا رفوتت  
ةغلما نايببتل لابقتسال ابشتكل .عخصرلا ذه زاراب! ىجري  
انوج لحت 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 saacadood 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

تالکشم دروم رد ىفاک سفن هب دامت عا اب دين اوت ىمن رگا  
مين اوت ىم ام دىن زب فرح ىس يلگنا نلبز هب دوخ ىکشزپ  
ىارب ام .مىدب ىناجم روطب ار ىا هخر مچرتم روض ح بىتت  
سىورس .مىرد زان تقو توعلس ٢٤ هب لقادح مچرتم زا توع  
افطل .دراد دوخو سن لاروا /ىروف دروم ىارب ىنفلت مچرت  
ار هخفص نيا .دىنز ىم فرح هک ىنابز ندرک صخشم ىارب  
ديده نلشن شرىنپ شخ 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

ሓይ ልዎና ሕግ ለጋሎታዎ ለግዜ ብድህ ለግልጽ ከኩላሉ ርሳ  
ግንባራን ለግዜ-ባልዎ ብዙ ተርጓሚ ከወልዎ ገደብ ሊሆን  
ተርጓሚ ከወልዎ ለግዜ ብዙ-ሆኖ 24 ሰዓት ስድህና ገልጻግጥዎልን  
ሓይ ልዎ ለግልጽ ከሆኑ ለዚ ሙዚላ ሊገደብ (ሰዓት) ግን ሙዚላዎ  
ለግዜ ብድህ ከግዜ-ባልዎ ሙዚ ከኩላሉ ግዜ ሙዚላ ከኩላሉ ሆኖ

## 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.

# THE SURGERY BROOK GREEN

## INFORMATION FOR PATIENTS

15 Brook Green

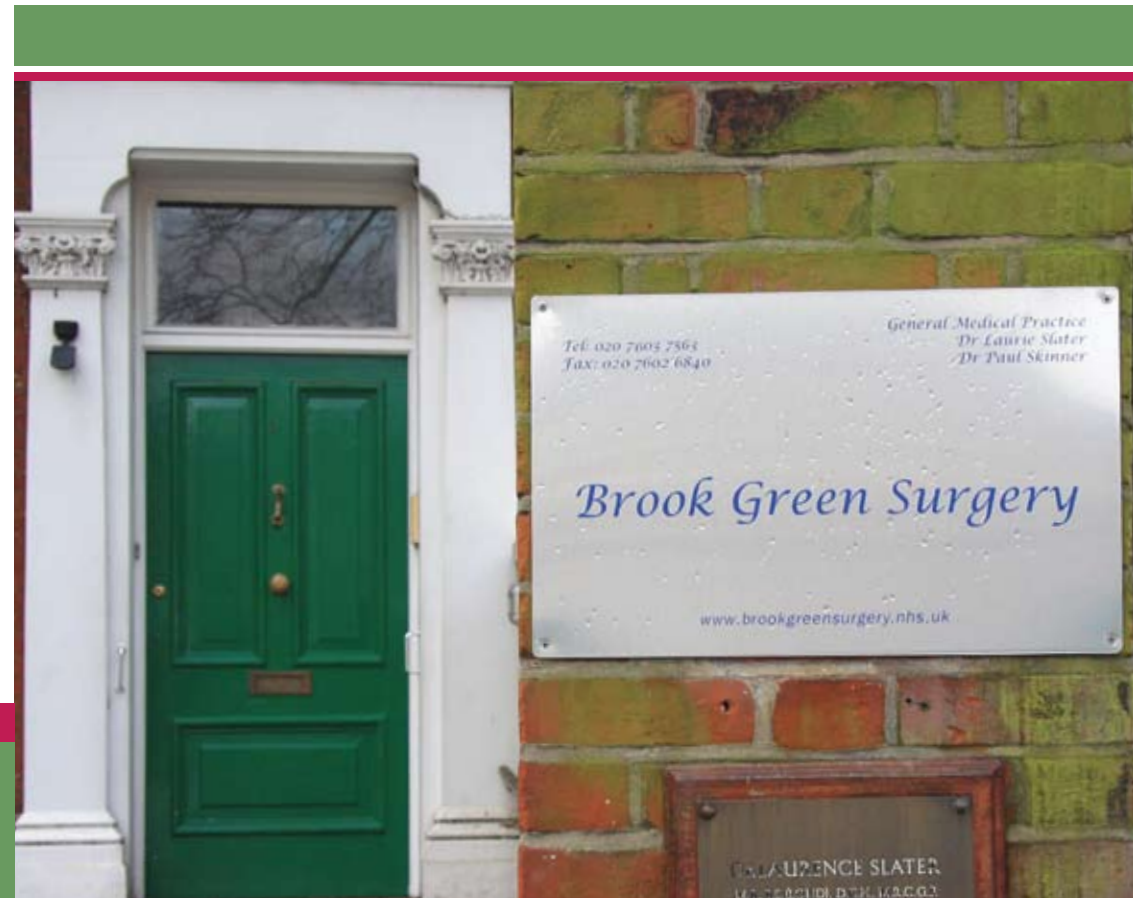
London

W6 7BL

Tel: 020 7603 7563

Fax: 020 7602 6840

[www.brookgreensurgery.nhs.uk](http://www.brookgreensurgery.nhs.uk)



## WELCOME TO THE PRACTICE

We have updated our practice leaflet in 2009 to give you information on the services we provide, plus other useful information about the local NHS and staying healthy.

The Surgery is an NHS General Practice situated between Hammersmith and Kensington in a converted Edwardian house overlooking Brook Green.

We take pride in being a small and friendly practice, and in offering the best possible service to our patients without compromising the personal touch.

### Registering with us

Please ask at reception for full details on how to register. New patients registering with the practice will need to see the practice nurse for an initial appointment. To ensure you live within the practice area you will be asked for your exact address.

## OUR TEAM



**Dr L Slater**  
MB BS, DCH,  
MRCGP



**Dr P Skinner**  
MB BS, MRCGP



**Practice Manager**  
Ann Hall

### Practice Nurses

Susy Rodrigues-Wilson  
Julia O'Connor  
Abigail Pretorius

### Reception & admin staff

Agnieszka Drobisz-Yoshioka  
Ann Coats  
Deirdre Wolf  
Mandy Thompson  
Jolanta Sobanska  
Iwona Rolska

### Community Nursing

There are district nurses, health visitors and a range of other specialist community nursing services available through the practice. Referrals can be made by the doctor, practice nurse and in some cases directly by patients. If you would like more information please ask at reception. Community nursing staff are part of Central West London NHS Community Services.



### Contacting us

Tel - 020 7603 7563 Fax - 020 7602 6840  
www.brookgreensurgery.nhs.uk

### 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.

### Text reminders / alerts

We may also in the future use text messages to send appointment reminders and other information direct to patients' mobile phones.



The service allows you to cancel appointments quickly and easily if you need to. Ask at reception to find out more and sign up. You can stop using the service at any time if you wish.

## MAKING AN APPOINTMENT

The surgery offers a range of GP and nursing appointments. Emergency appointments and telephone consultations are available. Please call reception to book. Routine appointments can be booked up to six weeks in advance.

### Local Repeat Dispensing

We now have arrangements with a number of chemists who can dispense medications directly after they have been authorised by one of the doctors. If you are interested in this service please ask at your next consultation.

### Test results

Please call from Monday to Friday between 12 and 1 pm. The receptionists will be able to tell you if your result is back and pass on any messages which the doctors have left. Blood tests are often back within two days but can take up to one week. You should allow about ten days for an X-ray result.

## Repeat Prescriptions

If a regular medication is required and it is not necessary to see the doctor or nurse you can get a repeat prescription form issued. The left side of the form is for your usual prescription, the right side is the repeat prescription and this will list all the medications you are allowed. In order to make a request, tear off the left side of the order form, put a tick next to the medication you require and leave it at reception. Within 48 hours a prescription and a new order form will be waiting for you to collect. Please request these prescriptions using the form

provided and remember to give 48 hours notice. If you prefer, you can enclose a stamped addressed envelope and we will post the prescription to you.

The repeat prescription intervals may vary from one to six months and your doctor will arrange to review your condition at appropriate times depending on the medication you require and whether or not your condition is stable.

# Getting in touch

We have extended our opening times in 2009. To offer patients more choice and convenience we have put on extra clinics in the evenings on Monday to Thursday.

## OPENING HOURS

Monday: 08:30 -13:00 & 14:30 - 20:30  
Tuesday: 08:30 -13:00 & 14:30 - 20:30  
Wednesday: 08:30 -13:00 & 14:30 - 20:30  
Thursday: 08:30 -13:00 & 14:30 - 20:30  
Friday: 08:30 -13:00 & 14:30 - 18:30

## CONSULTING HOURS

Monday: 08:30 -11:30, 14:30 - 18:00, 18:30 - 20:30  
Tuesday: 08:30 -11:30, 15:30 - 18:00, 18:30 - 20:30  
Wednesday: 08:30 -11:30, 16:00 - 18:00, 18:30 - 20:30  
Thursday: 08:30 -11:30, 15:00 - 18:00, 18:30 - 20:30  
Friday: 08:30 -11:30, 16:00 - 18:00

## When the practice is closed

When the surgery is shut, calls are screen by our healthcare cooperative. Outside of normal surgery hours, routine matters should be deferred to the following working day. However, if you have an urgent problem which cannot wait until the surgery next opens, a doctor will ring back to advise you.

The surgery is also closed daily from 13.00 to 14.30, if you have an urgent problem during this time you can contact the doctor who will call you back.

Out of Hours Telephone: 020 7603 7563.

## 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](mailto: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](http://www.nhs.uk)

## CLINICS

The surgery offers a full range of healthcare advice including specific clinics for:

**Asthma and Diabetes Clinics**  
**Coronary Prevention**  
**Hypertension etc**  
**Contraception**  
**Family Planning**  
**Ante-Natal and Post-Natal Care**  
**Immunisations**  
**Routine and Holiday Vaccinations**  
**Lifestyle Advice**  
**Smoking Cessation Clinics**  
**Child Health Development Clinics**

**Health Visitor Baby Clinics**  
**Childhood Vaccination Clinics**  
**Well Man/Well Woman Review**  
**Breast Checks and Cervical Smears**  
**HRT and Menopause Clinics**  
**On-Site Surgical Procedures**  
**Minor Operations**  
**Blood Testing Including Anticoagulation Monitoring**  
**Methotrexate Monitoring**  
**Chlamydia Screening**

## PRACTICE LOCATION

Please ask reception for details of the practice boundary.

### ● Practice address

15 Brook Green  
London  
W6 7BL  
Tel: 020 7603 7563  
Fax: 020 7602 6840



# Immunisations

The NHS offers a range of immunisations to protect you and your family from potentially serious illnesses. We strongly recommend that you take up the offer and make sure all of your family have had the relevant immunisations. Please talk to a clinician if you have any questions about immunisations.

## CHILDHOOD IMMUNISATIONS

Between the ages of 2 months and 3 years 4 months children should have a programme of immunisations to protect against:

- diphtheria,
- tetanus
- pertussis (whooping cough)
- polio
- haemophilus influenzae type b (Hib)
- pneumococcal infection
- meningitis C
- measles
- mumps
- rubella

From autumn 2008 girls aged 12 to 13 are offered the HPV vaccine to protect against cervical cancer later in life. From autumn 2009 the HPV vaccine programme will be extended to include all girls aged 12 to 18 – available either through schools or the surgery. This is a new programme, if you think your daughter has missed the vaccine please contact the surgery.

Boys and girls aged 13 to 18 should also have a diphtheria, tetanus and polio booster (whether or not they have had previous immunisations as a child).

### Non-routine immunisations

Immunisations to protect against TB and Hepatitis B are offered only where children are considered at high risk.

## ADULT IMMUNISATIONS

- **Flu vaccine** is offered to people over 65, people with certain long-term medical conditions (for example, chronic respiratory and cardiac disease), health and social care workers, and those who work in close contact with poultry. Flu clinics begin in October, patients eligible for the free vaccine will be contacted directly.
- **Pneumococcal vaccine** is offered to people over 65 and people at higher risk due to other illnesses and medical conditions. The vaccine protects against a range of illnesses such as pneumonia, septicaemia and meningitis, when these are caused by the bacterium *Streptococcus pneumoniae*.

Full details are available at [www.immunisation.nhs.uk](http://www.immunisation.nhs.uk)

# Screening

The NHS offers routine screening for some of the most common cancers. Screening can pick up problems early, sometimes even before they develop into cancer. Screening saves lives and we strongly recommend that everyone accepts invitations to screening appointments.

**Breast** - Women over 50 are invited for breast screening every three years.

**Cervical** - Women are invited for screening (smear test) from the age of 25. From 25 to 49 screening is every three years. From 50 to 64 it is every five years. After 65 only women who have not been screened since 50 or have had an abnormal screen need to continue.

**Bowel** - In 2008 the new bowel screening programme was rolled out in Hammersmith and Fulham. Men and women aged 60 to 69 are offered screening. The programme uses a simple self-testing kit which patients do at home and post back for analysis. Results are returned within two weeks.

Full details are available at [www.cancerscreening.nhs.uk](http://www.cancerscreening.nhs.uk)

**TB (Tuberculosis)** - Tuberculosis is not common in the UK but levels of the disease are high in other parts of the world. NHS Hammersmith and Fulham has a new programme to offer TB screening to new residents arriving from countries with high levels of tuberculosis. Information is provided when registering, please ask reception for details.

### Vascular screening

From April 2009 the NHS is rolling out vascular screening for everyone aged 40 to 74. The screening will involve a series of simple checks including blood pressure and cholesterol plus questions about lifestyle.

The aim is to identify people at risk of serious illnesses such as stroke, diabetes, heart disease and offer advice and where appropriate treatment to reduce the risk. If you are over 40 look out for more details or ask your doctor at your next appointment.

### Chlamydia

Chlamydia is a very common sexually transmitted disease – one in ten sexually active young people are believed to have it. There are often no symptoms but if left untreated it can cause infertility and other health problems. Testing is done by a quick urine sample and is free for all 16 to 24 year olds. Treatment is a single tablet of antibiotics. Ask the doctor or practice nurse if you would like a test or visit [www.check-kit.org.uk](http://www.check-kit.org.uk) to request a confidential postal testing kit.

# Looking after yourself

We all get ill or have little accidents from time to time. Having a well stocked medicine box/first aid kit at home is essential. Things to have close at hand include:



- Plasters
- Antiseptic cream
- Paracetamol tablets, 500mg (or liquid/sachets suitable for young children)
- Thermometer (preferably digital)
- Tweezers
- Cream/spray for soothing bites or stings

A thermometer is very handy because NHS Direct or your GP out-of-hours service can give you better advice if you can tell them your temperature over the phone.

## COMMON ILLNESSES AND INJURIES

Below are some common health problems and advice on how you can treat them or where to go for help. If you need medical advice at any time NHS Direct's phone lines are open 24 hours a day. Call 0845 4647.



### Coughs, colds and sore throats

Everyday coughs and colds are best treated with rest, plenty of fluids and over-the-counter medicines from your pharmacy. If you're still feeling ill after 5 days come in and see us.



### Fevers

A significant fever normally means a temperature of 38°C (100°F) or more. Fever is often due to flu but it can be the sign of more serious problems so call NHS Direct on 0845 46 47 for advice.



### Cuts

For small shallow cuts that do not gape all you need is some antiseptic cream and a plaster - available from pharmacies. If it's too deep or large, wrap the wound as best you can (keeping it as clean as possible) and go to a walk-in / minor injuries service.



### Burns

Unless it is a very small burn always seek medical help. Cool burns under running cold water for 10-20 mins. Minor burns can be treated by walk-in / minor injuries services. For serious burns, including ones caused by electric shocks, always call 999.



### Insect bites and stings

Pharmacists can recommend treatment to soothe the stings. If a bite or sting has become infected visit your nearest walk-in centre. If someone has a severe allergic reaction to a sting call 999 immediately.



### Emergency contraception

The 'morning after' pill is available from the surgery. If the surgery is closed, emergency contraception is also available from the out-of-hours service, walk-in centres and pharmacies. But using a condom is safer and more effective.



### Head injuries

For minor head injuries call NHS Direct on 0845 46 47 or go to a walk-in / minor injuries service. If someone has been knocked unconscious or there is any danger of neck or spine injuries always call 999.



### Broken bones

Minor breaks can be treated at St Charles Minor Injuries Unit. Serious breaks should always be treated at an A&E. Call for an ambulance rather than moving the person yourself, unless it is essential to get someone away from further danger.

## Winter Vomiting Virus (Norovirus)

Every year an unpleasant bug called Norovirus causes outbreaks of 'winter vomiting'. The symptoms are a sudden attack of vomiting, often accompanied by watery diarrhoea and stomach cramps. It doesn't normally lead to any long term or serious health problems and clears up on its own in a few days. The main concern is becoming dehydrated so drink plenty of fluids.

However, it is highly contagious so it is important to keep yourself away from others where possible until 48 hours have passed since your last bout of diarrhoea and vomiting. Please avoid coming into the surgery or going to A&E. If you are worried that the symptoms are particularly severe call NHS Direct.

## 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 to 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](http://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](http://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](http://www.sicklecellsociety.org)

## Expert Patients 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](http://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](http://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](http://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.



# Choosing your Hospital

If you need to be referred to see a specialist, you can now choose to get your treatment at any hospital that meets NHS standards. You can also book an appointment date and time that is convenient for you.

You can make your choice based on what is important to you, for example, a hospital's reputation, shortest waiting times, cleanest wards, most convenient location or anything else. We'll be happy to give a recommendation if you wish but it is your choice.

To help you choose there is information on the NHS Choices website at [www.nhs.uk](http://www.nhs.uk) You can compare hospitals on cleanliness, patient feedback, the overall quality of service, the respect and dignity given to patients and distance from your home. You can also see comments left by patients, and after your treatment you can leave feedback on the website to help other people choose.

## Booking a hospital appointment

We use a computer system called Choose & Book which gives our doctors immediate access to hospital clinic diaries. If you make your choice straight away you'll be able to look at the diary with the GP and pick a slot that suits you.

If you need time to choose a hospital or check which date would suit you best we will give you a reference number. When you've made your choice you simply call the national appointments line on 0845 608 8888 or book online at [www.chooseandbook.co.uk](http://www.chooseandbook.co.uk)

## Can I go to a private hospital?

Yes. The NHS now has contracts with many private hospitals to provide the care people need. Private hospitals with such arrangements are listed on [www.nhs.uk](http://www.nhs.uk)

## How long will I have to wait?

Hospital waiting times have reduced dramatically in recent years. Exact waits vary depending on the hospital and the specialty you need, but in most cases you should be treated within 18 weeks of your referral.

## Can I choose for every type of treatment?

Not quite. If there is something we think should be investigated urgently the wait is normally no more than 2 weeks and a choice of hospitals is not available. At present maternity services and mental health care are not included in the patient choice programme either.

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Find out more about patient choice at [www.nhs.uk](http://www.nhs.uk)

# 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](http://www.nhs.uk)  
For details on your rights to access information visit [www.ico.gov.uk](http://www.ico.gov.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](http://www.nhs.uk)

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## Teaching Practice

We are a teaching practice and occasionally have medical students and student nurses sitting in during consultations. If this is the case you will always be told in advance and asked if you have any objection. In addition to this we intend to be a training practice and will be working with a fully qualified doctor (a GP registrar) who will be learning more about how medicine is practised in the community. To this end there may be more than one doctor sitting in on the consultation. You will always be given prior warning if this is the case and ample opportunity if you wish to decline.

## Disabled Access

There are handrails to help patients with steps and we have a portable ramp to allow

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wheelchair access to the ground floor (please advise reception when making an appointment if you will need the ramp).

## Equality

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

## Patient Representative Group

We have an active Patient Representative Group which meets twice a year to discuss future developments at the Surgery and give feedback and offer comments and suggestions. Please call the Practice Manager if you would be interested in joining this group.

## 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 requires us to investigate and provide a response. 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](http://www.hf-pct.nhs.uk/yourvoice/complaints)