





## 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.

### Registering with us

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

## OUR TEAM



### Dr Grant Blair

MB BS  
MRCGP DCH



### Dr Andrew Western

MA MB  
MRCGP



### Dr Sarah Talbot

MA MBBCh  
DCH DFFP



### Dr Jane Harrop-Griffiths

MB BS  
D.Obst RCOG MRGP



### Dr Wendy Christian

MB BS  
Bsc DFFP



### Dr George Freeman

MD FRCGP  
MRCP



### Dr Nem Sam

### Practice Nurses

Heather Arowojolu  
Laura Pittaway

### Practice Manager

Pauline Patterson

### Healthcare Assistant

Debbie Chopping

### Reception & Admin Staff

Karina Morris-Davies  
Kim Dingwall  
Chris Dingwall  
Mary McCarthy  
Julie Duffield  
Kelly Graves  
Aditi Dutta

## 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 - 0844 477 8791 Fax - 020 7610 0635  
www.thelilliersurgery.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 also 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

We have a mixture of appointments which can be booked on the day or up to four weeks in advance. If you would like to see a particular doctor please call as soon as possible. You will be offered an appointment with the duty doctor if you need to be seen urgently on the day. Urgent prescription requests will be dealt with by the nurses.

- For morning appointments – please ring between 8am and 10am
- For afternoon appointments – please ring between 2pm and 4pm

Reception staff will ask for a brief description of the problem as it may be something they can help with e.g. admin, hospital or medical report enquiries. This will help us keep the duty doctor appointments for medical emergencies only.

### 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.

### Home visits

Whenever possible, try to come to the surgery where we are able to offer more comprehensive care. If you

do need a home visit, please telephone the surgery before 10.00am if possible. Please be prepared to give some details to the receptionist about the reason for the home visit. The doctor's would usually telephone you after they have finished their surgery, to gather more details and arrange a visit, if necessary. The doctor can see at least five patients in the surgery in the time it takes to make one home visit. Please consider this when making a request for a visit.

### Test Results

To obtain your test result ring between 11.30 and 12.30 Monday to Friday.

# Opening Hours

We have extended our opening times in 2009. To offer patients more choice and convenience we have put on extra clinics from 7am on Fridays and a Saturday morning session.

## OPENING HOURS

**Monday:** 08:00 - 18:00  
**Tuesday:** 08:00 - 18:00  
**Wednesday:** 08:00 - 18:00  
**Thursday:** 08:00 - 18:00  
**Friday:** 07:00 - 18:00  
**Saturday:** 08:30 - 23:30

## CONSULTING HOURS

**Monday:** 08:30 - 11:30 & 14:00 - 17:50  
**Tuesday:** 08:30 - 12:00 & 15:30 - 17:50  
**Wednesday:** 08:30 - 11:30 & 15:30 - 17:50  
**Thursday:** 08:00 - 12:00 & 15:30 - 17:50  
**Friday:** 07:00 - 12:00 & 14:30 - 17:00  
**Saturday:** 08:30 - 11:30

## 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

If you suffer from a chronic illness e.g. diabetics, asthma you may receive repeat medication without having to see the doctor or nurse every time. Repeat medication is given subject to compliance, regular reviews of your illness and your medicines. All prescriptions must be requested by post or in person and requires at least 24 hours notice. If you include a stamped addressed envelope we will post the prescription to you.



## 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:

- Baby Clinic** – Health visitors
- Baby Immunisations** – Practice nurses
- Travel Vaccinations** – Practice nurses
- Anti-coagulation** – Healthcare assistant
- Ante-Natal** – Midwives

## PRACTICE LOCATION

Please ask reception for details of the practice boundary. Please note there is no parking available at the practice

### ● Practice address

82 Lillie Road  
London SW6 1TN  
Tel: 0844 477 8791  
Fax: 020 7610 0635



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)

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.

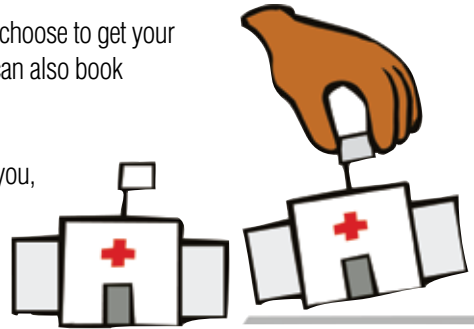
**There is a stop smoking advisor available in the surgery.  
Ask at reception for details.**



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.

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)

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 training practice and undertake the training of qualified doctors in general practice. Registrars have a minimum of four years post-qualification experience in hospital. They join us for a 12 month period to gain experience in general practice. We teach medical students regularly. We appreciate your help in helping them learn. However, if you would prefer not to see a student, this is fine, and please let reception know when making an appointment.

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### 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 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)