

# **DR. K. SRIKRISHNAMURTHY. MBBS. FRCS. Dip PCT**

HEALTH CENTRE

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[www.574healthcentre.org.uk](http://www.574healthcentre.org.uk)

## **Primary Health Care Team Practice Charter & Leaflet.** **Welcome to our Surgery.**

Out of Surgery hours emergency : Tel: 111

### **Qualifications and Registration.**

MBBS

FRCS

Diploma in Primary Care Therapeutics -1997

Minor Surgery list

Obstetrics list

Family Planning list

Child Health Surveillance list

Diploma in Diabetes

General Medical Council Registration, 19 January 1977 London.

### **Special Services and Health promotion Clinics**

1. Antenatal Clinic every day
2. Post natal Clinic every day
3. Child Health and Immunisation Clinic every day
4. Minor Surgery
5. Family planning, pregnancy advisory service, Sexual health & FREE condom distribution every day.
6. Cervical Smears done by female Nurses.
7. General Health Check-ups for new and existing patients every day.
8. Asthma clinic every day.
9. Diabetic clinic every day.
10. Anti-smoking clinic, Hypertension, Coronary heart disease and stroke prevention and management clinic every day.

11. Travel immunisation clinic every day.

12. Diet and Exercise clinic every day.

### Interpreting Services.

Please ask receptionist to book interpreter. We are in contact with language line 020 8981 9911.

### Primary Health Care Team.

**Manager:** Lakshmi

**Receptionist:** Sharmin

**Nurse Practitioner:** Penny

**Practice Nurse:** Nancy

**Data Entry:** Sreenivas

**District Nurse:** Pam, Queens Park Clinic

**Community Matron:** Steven Connolly

**Health Visitor:** Maria Mak

### **RECEPTION HOURS**

<b>Monday</b>	<b>9:00 AM – 2:00PM</b>	<b>3:00PM – 7:00PM</b>
<b>Tuesday</b>	<b>9:00 AM – 2:00PM</b>	<b>3:00PM – 7:00PM</b>
<b>Wednesday</b>	<b>9:00 AM – 2:00PM</b>	<b>3:00PM – 8:00PM</b>
<b>Thursday</b>	<b>9:00 AM – 2:00PM</b>	<b>C L O S E D</b>
<b>Friday</b>	<b>9:00 AM – 2:00PM</b>	<b>3:00PM – 7:00PM</b>
<b>Saturday &amp; Sunday</b>	<b>CLOSED</b>	<b>C L O S E D</b>

### **TELEPHONE ACCESS HOURS**

<b>Monday</b>	<b>9:00 AM – 2:00PM</b>	<b>3:00PM – 7:00PM</b>
<b>Tuesday</b>	<b>9:00 AM – 2:00PM</b>	<b>3:00PM – 7:00PM</b>
<b>Wednesday</b>	<b>9:00 AM – 2:00PM</b>	<b>3:00PM – 8:00PM</b>
<b>Thursday</b>	<b>9:00 AM – 2:00PM</b>	<b>C L O S E D</b>
<b>Friday</b>	<b>9:00 AM – 2:00PM</b>	<b>3:00PM – 7:00PM</b>
<b>Saturday &amp; Sunday</b>	<b>CLOSED</b>	<b>C L O S E D</b>

### **CONSULTATION HOURS**

<b>Monday</b>	<b>10:00 AM – 14:00PM</b>	<b>4:00PM – 7:00PM</b>
<b>Tuesday</b>	<b>10:00 AM – 14:00PM</b>	<b>4:00PM – 7:00PM</b>
<b>Wednesday</b>	<b>10:00 AM – 14:00PM</b>	<b>4:00PM – 8:00PM</b>
<b>Thursday</b>	<b>10:00 AM – 14:00PM</b>	<b>C L O S E D</b>
<b>Friday</b>	<b>10:00 AM – 14:00PM</b>	<b>4:00PM – 7:00PM</b>
<b>Saturday &amp; Sunday</b>	<b>CLOSED</b>	<b>C L O S E D</b>

## YOUR PATIENTS CHARTER

As members of the practice team, we are committed to giving you the best possible service. This will be achieved by working together.

### OUR RESPONSIBILITIES TO YOU                      YOUR RESPONSIBILITIES TO US

#### PREMISES

We will ensure that clean comfortable and readily accessible surgery premises are available and maintained in line with current modern practice. This will include facilities for the disabled. When requested we will provide an area set aside for confidential conversation between you and the receptionist.

Please help us to maintain this in good condition.

#### REPEAT PRESCRIPTION

Repeat prescriptions are given where the Doctor feels it is necessary to continue that medicine. This service is available by phone, in person, by post and by Internet. To order online you will need a username and password from reception.

Please give TWO working days notice for repeat prescription except in unforeseen circumstances.

#### TEST RESULT

Only Dr Krishna and Penny, Nurse Practitioner are allowed to give the test results to patients by the phone and in person. Please make an appointment or phone one week after the tests are carried out for the results

Please inform Sharmin, Receptionist that you are enquiring about test result so that she can keep it ready. It is your responsibility to contact the Surgery for the results after the tests have been carried out.

#### HOME VISIT

The home visit service should be regarded as a service for the genuinely housebound. They are time consuming and their misuse can disadvantage those in genuine need.

You need to speak to the Doctor so that he can assess the urgency. Please do not ask for a home visit unless the patient cannot be brought to the surgery. In particular, most children can be brought to the surgery by car quite safely. Please ensure that you request for home visit before 10.00 am. unless a genuine emergency arises later.

Please do not call out of surgery hours unless it is about an emergency, which cannot wait until the next surgery.

Please remember that your Doctor needs rest and relaxation, just like everyone else.

## OUR RESPONSIBILITIES TO YOU APPOINTMENT SYSTEM

On weekdays wherever possible, Patients with urgent medical problems will be able to consult the Doctor or Practice Nurse within 24 hours of their request. Patients with non - urgent problems will normally be offered the opportunity to consult within 2 working days.

Appointments can be booked online via [www.574healthcentre.org.uk](http://www.574healthcentre.org.uk), you will need a username and password from reception.

Waiting time at the reception desk will be kept to a minimum. Patients with urgent or emergency problems will be given priority and will be seen as soon as possible. When there is a prolonged delay, an explanation will be given by the receptionist. Some consultations take longer than others and we have no way of knowing about this in advance.

## HEALTH PROMOTION

We are committed to a policy of promoting good health and preventing disease.

We believe all children should be fully immunised unless it is contra indicated.

It is our job to give you advice and treatment. In the interest of your health it is important for you to understand all the information given to you. Following discussion, you will receive the most appropriate care, given by suitably qualified people  
No care or treatment will be given without your informed consent.

We will provide a range of health education leaflets and will give advice wherever possible.

## YOUR RESPONSIBILITIES TO US

Please do everything you can to keep appointments. Tell us as soon as possible if you cannot make that appointment.

Please be punctual. Please ask for more than one appointment if you want more than one patient to be seen.

Please inform receptionist on arrival. Privacy will be respected by the staff but when making an appointment, it would be helpful if you could indicate the nature of the appointment you require. i.e. blood test, health checks, smears or vaccinations etc

If we are running late, please be patient because on another occasion it might be you that needs the extra time.

Please **DO NOT** blame the receptionist.

Please do not smoke in the surgery in order to ensure a smoke free environment.

Please give your consent for immunising your children.

Please ask questions if you are unsure of anything. However you have the right to reject the advice if you so wish.

Please read them. You are responsible for your own health and that of your children and should take appropriate action and advice.

## OUR RESPONSIBILITIES TO YOU

### UNDERSTANDING & COMMUNICATION SYSTEM.

You will be treated as a partner in the care and attention you receive.

We will maintain an efficient communication system, which allows a Doctor or Practice Nurse to be contacted urgently in case of emergency.

Patients will have the facility to consult any other member of the Primary Health Care Team e.g. Practice Nurse, Health Visitor, and Midwife for advice about any health problems or for advice about health promotion.

We will try to answer the phone promptly and you will be given the name of the person with whom you are dealing.

People involved in your care will give you their names and ensure that you know how to contact them.

You will be treated as an individual and will be given courtesy and respect at all times irrespective of your ethnic origin, religions belief, personal attributes or the nature of your health problems.

### SUGGESTIONS AND COMPLAINTS

We will provide you with all the information about how to make suggestion or complaints about the care we offer. We want to improve our services and we will therefore welcome any comments that you have.

Being a partner means that we have responsibilities to each other.

### NON NHS WORK

The private patient facility is available. A fee is payable for certain services which are not provided under the NHS. e.g. verification of private health insurance claims, passport applications

## YOUR RESPONSIBILITIES TO US

Please keep your phone call brief. If you wish to speak to Dr Krishna or a nurse, please leave your phone number with the receptionist and we will call you back later that day

Interruption during consultation, delays the surgery. So ask to speak to the Doctor or Practice Nurse only if the Receptionist is unable to resolve the problem.

Please be polite while you are dealing with our staff

Please let us know if you change your name, address or telephone number.

We ask you to treat the Doctor; all practice staff and their families with the same courtesy and respect.

## OUR RESPONSIBILITIES TO YOU

If you have a complaint please try to discuss it first with Lakshmi, Practice Manager and if you are not satisfied please ask to speak with Dr Krishna. We will investigate and give you an explanation. If you are still not satisfied with the outcome, you may discuss with PALS and Complaints, Inner North West London Primary Care Trusts 020 3350 4279

## SECOND OPINION & REFERRAL TO A CONSULTANT.

Any referral to other agencies, Specialist medical or other services will be dealt with quickly and efficiently. Normally any written referral will be dispatched within 5 working days.

## MEDICAL RECORDS:

You have the right to see your health records kept from 1 November 1991, subject to any limitations in the law. Please ask reception for our leaflet.

All the practice records will be kept secure and confidential at all times.

Please make an appointment with the receptionist if you wish to see them. Your summary record is available to see online with a username and password which you will need to ask reception for (proof of ID required)

## INFORMATION

If you are totally dissatisfied with us or the services we provide, you have the right at any time to leave our list and register with another practice.

Our leaflet 'Health records, data protection & confidentiality' explains this in more detail.

## YOUR RESPONSIBILITIES TO US

You have the right to ask for a second opinion or a referral to a consultant. If you had to wait a long time for a referral please let me know.

In case of dire life threatening emergency, Call 999 for Ambulance, Fire & Police.

For health advice call NHS direct on 111 or [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) Out of hours service is accessed by calling 111, Patients are able to walk in or book a same day appointment between 9am and 5pm at Knightsbridge Medical Centre, Barlby Surgery, Earl's Court Medical Centre and Colville Health Centre. Two other practices, Half Penny Steps and Earl's Court Health and Wellbeing Centre, also open at weekend.

St Charles Minor Injuries unit can contacted on 20 8969 2488.

We also have the right to have patients removed from our list. In general we only exercise this right in the case of patients who

repeatedly and persistently ignore their own responsibilities to us and to other patients. We will remove from our list immediately patients who are violent or seriously abusive towards any of the practice staff

