**Alperton Medical Centre**

 **32 Stanley Avenue, Wembley, Middlesex, HA0 4JB**

**OPENING TIMES**

**Mon:** 09.00- 18.30

**Tue:** 09.00-19.30

**Wed:** 09.00-19.30

**Thu:** 09.00-18.30

**Fri:** 09.00-18.30

**Sat:** CLOSED

**Sun:** CLOSED

**TELEPHONE NUMBERS**

**Emergencies, Visits and Out of Hours**

020 8903 2379

**Appointments**

020 8903 2379

**Enquiries and Results**

020 8903 2379

After 11.30am

**Business & Enquiries**

020 8903 2379

**Fax**

0208 903 3027

 **OUR PRACTICE STAFF**

Bhavini Shah- Receptionist

Karolina Zylinska- Receptionist

Irma Kazakeviciene- Administrator

Bharti Dattani - Secretary

Vindhya Chandrapala - Practice Manager

Dipali Sangani- Health Care Assistant

**OUR CLINICS**

**Baby Clinic:**

By Appointment Wednesday 10.00am-1.00pm

**Well woman Clinic:** By appointment only

**(Smears & Contraceptive Services)**

**Well man Clinic:** By appointment only

Well Being Assessment and Prostrate check for men over 50 years.

**Phlebotomy Clinic:** By appointment only

Only to registered patients

**NHS Health Checks:** By appointment only

Offered to healthy patients between the age of 40-75 years of age to checks for early signs of disease or ill health including coronary heart disease risk score.

**PRACTICE UPDATE:**

* Online booking appointments
* E consultations
* Ordering of repeat prescriptions
* Access to summary information is now available.
* EPS
* SMS messages to notify results and remind appointments at practice.
* PPG –Please join-speak to the Reception or Practice Manager

Please speak to the Reception staff to set your account to make use of online booking facility or you do not wish to receive SMS messages.

Kindly inform us of your change of address or contact numbers so that our data base can be updated accordingly.

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The Freedom of Information Act gives you the right to request information held by a public sector organisation.

Unless there’s a good reason, the organisation must provide the information within 20 working days.

**PARTNERS**

***DR. S. Chandrasekara, MB ChB, DFFP (F)***

***Dr. G.Alakkaltothen, MRCP (UK), MCGP (M)***

***Dr. Neil Malde, MBBS, MRCGP (M)***

**APPOINTMENTS**

All clinics are by appointment only unless in an emergency. An Appointment can be made in person, by telephone or online. If you are unable to attend for your appointment please let us know so that we can offer this to another patient.

URGENT/EMERGENCY APPOINTMENTS

Urgent appointments are only for patients who cannot wait till the next available appointment. Please note severe chest pains, shortness of breath for COPD or Asthma patients are examples of ‘urgent appointments’. Kindly ring at 9.00 am if you think you have a medical emergency. Patients will be seen by **any doctor** and may not be the doctor of your choice.

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

RESULTS:

Please call between 11.00-12.00 noon.

NURSE PRACTITIONER

We have a Practice Nurse available. Please note booking is by appointment only.

HOW TO REGISTER IN OUR PRACTICE

If you are new to the area and reside within our catchment area, to register with one of our GP’s please inquire at our Reception.

Prior to registration, GMS 1 form with a New Registration form will be handed over to you and an appointment will be given for registration. Kindly ensure that the form is accurately completed when you attend the appointment. Our staff will carry out a new patient check to enable your registration to be fully completed. **Please note if the form is not fully completed, we may have to offer you another appointment.**

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. The requests for home visits will be triaged by the clinicians and will be dealt with accordingly.

TELEPHONE ADVICE

Patients are advised to telephone before 10.00am if they wish to receive Telephone advice.

ROUTINE REPEAT PRESCRIPTIONS

Can be collected after 2 working days from the time of the request. Request for repeat be made in-person, fax or by post only.

Kindly note that we do not take requests for repeat prescriptions over the telephone. For your ease, there is a ‘drop-in’ Repeat Prescription box in the Waiting room.

**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 dial 111.

DISABLED ACCESS

### If you need help to open the Front door, kindly press the buzzer on the door and one of our staff will be happy to help you. We have a Disabled Toilet in the waiting room.

### ZERO TOLERENCE POLICY

The NHS operate a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person’s safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient’s medical records the fact of the removal and the circumstances leading to it.

DATA PROTECTION

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

**OTHER LEAFLETS**

You will find a wide variety of Practice Leaflets which will inform you of all the services that we provide for our patients. These include a Patient Charter Leaflet and Comments and Complaints leaflets.

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**Our Practice is under the North West London ICB.**

**If** you would like fur­ther infor­ma­tion about North West London ICB, , you can contact them at:

nhsnwl.communications.nwl@nhs.net

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MAKING A COMPLAINT:

As a first step, speak to the Practice Manager. You can also complain to the practice in writing. If this doesn't resolve the problem, or you'd rather not raise the issue directly with the practice, you can complain [**to NHS England**](http://www.england.nhs.uk/contact-us/). Find out more about how to complain in the [**NHS complaints procedure**](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/complaints/Pages/NHScomplaints.aspx)**.**

**CONTACTING THE CARE QUALITY COMMISSION**

**If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website:** [**http://www.cqc.org.uk**](http://www.cqc.org.uk)

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