

Care Quality Commission

The CQC is the independent regulator of all health and social care in England. If you have any concerns about someone's care, then tell them on **03000 61 61 61** or write to enquiries@cqc.org.uk.

Patient Confidentiality and Sharing Information

We respect your right to privacy and all our staff work hard to ensure that all your health information is kept confidential and secure.

However, information may be shared, in confidence with other organisations outside the practice, e.g. the hospital, but we will only use it when needed to improve patient care. Please tell the doctor if you do not want your information shared outside the practice.

Zero Tolerance

The Practice has a zero tolerance policy. Anyone who abuses the GPs, staff or other patients, be it verbally or physically will be removed from the practice.

Disabled Access

Our premises have full disabled access and facilities.

Suggestions

We are continually trying to improve the services we offer and are always happy to receive comments and suggestions. Why not join our **Patient Participation Group**? Ask reception for details.

Updated February 2014



Clifford House Medical Centre



Dr Sanjay Sen BSc, MBBS, PG Dip. ENT

Mrs Marj Hedges Nurse Practitioner BSc Hons, Dip HE, RGN

12 Hanworth Road

Feltham, Middlesex TW13 5AB

Tel: 0208 890 2208

Fax: 0208 893 1399

www.cliffordhousemedicalcentre.co.uk

The Surgery is part of
Hounslow Clinical Commissioning Group

Opening times

	Reception	Surgery Times
Monday	07:30 - 19:00	08:30 -10:30 16.30 - 19:00
Tuesday	08:00 - 18.00	08:30 - 10:30 16:00 - 17:00
Wednesday	08:00 - 18.00	08:30- 10:30 16:00 -17:00
Thursday	08:00 - 12:30	08:30 - 10:30
Friday	08:00 - 18.00	08:30 - 10:30 16:30 - 18:00

The practice is closed on Thursday afternoons and weekends.

Appointments

Appointments to see a GPs or nurse can be made in advance. Simply telephone the Surgery, pop in and speak with our reception staff or book on-line (ask the receptionist for more details). Telephone consultations can also be made for urgent needs after 11.30 am and after 5.30 pm.

If you are unable to keep an appointment, **please let us know** so we can use the appointment for another patient.

Text Reminders

Please let us know your **up-to-date mobile phone number** so that our computer can send you an appointment reminder.

Out of Hours

When the Surgery is closed telephone 0208 890 2208 and follow the instructions given.

The NHS **111** service is open for expert health advice 24 hours a day and Walk-In Centres at Ashford, Teddington and Weybridge are open 7 days a week.

Emergency

In an emergency, **DIAL 999** or go to your nearest A&E Department, (St Peter's Hospital and West Middlesex Hospital).

Home Visits

Home visits are for housebound patients and are at the discretion of the doctor. If a home visit is essential, please phone the Surgery before 10.30am.

Minor Ailments

Minor ailments such as coughs and colds, mild eczema, and athlete's foot etc., can be treated by visiting your pharmacy. All pharmacists can recognise many common health complaints and can give advice or, where appropriate, medicines that will help.

Repeat Prescriptions

Repeat prescriptions will be available within two working days of the written request. We do not accept requests over the telephone.

X-ray, Pathology and other test Results

Please telephone between 11.30am – 12.30 pm and 4.00pm – 6.00pm for results. Staff will confirm the results and indicate if there is a need to see the GP or nurse.

Complaints

We aim to provide a high standard of care. However, if you are dissatisfied with the service you receive from any member of the practice team, please write to Dr Sen who will acknowledge your letter within three days.

If you are not happy going directly to Dr Sen with your complaint you can complain to the commissioner of that service. NHS England commissions most primary care services including GP services.

Contact england.contactus@nhs.net

If you have any concerns about the care being provided by the GP Practice and you are not happy with the way the practice has dealt with your complaint, you can contact the **Parliamentary and Health Service Ombudsman** on 0345 015 4033. Your rights are explained at [www.nhs.uk/NHS Constitution](http://www.nhs.uk/NHSConstitution)

The Practice Staff

Doctor: Dr Sanjay Sen

Locum Doctor: Dr Vinod Patel

Nurse Practitioner: Marj Hedges

Clinical Administrator: Jay Prasad

Lead Receptionist: Margaret Fruin

Other Receptionists: Ann Barnes
Ann Darken
Patricia Newman
Brenda Young

The following services are available at the practice:

- ⌘ Asthma and Diabetes review Clinic
- ⌘ Heart Disease prevention Clinic
- ⌘ Childhood and Adult Immunisations
- ⌘ Travel vaccinations
- ⌘ Health risk assessment and management
- ⌘ Medical Check-ups
- ⌘ Family Planning
- ⌘ Cervical smears
- ⌘ Breast Examinations
- ⌘ Non-NHS Medical Examinations for Life Insurance, pre-employment, HGV etc where a small fee may be payable.

Travel Clinic

Our Nurse Practitioner is able to offer medical advice regarding travel vaccinations. Please make the necessary appointment. Try to plan ahead and not leave your vaccination until the last minute so that vaccines can be ordered and administered in good time.

Data Protection and Your Rights

The practice complies with the Data Protection Act and access to medical records legislation. You have a right to ask for a copy of all records. A nominal fee may be payable.