

INTRODUCTION

Welcome to the surgery. This practice has been established since 1972 and the emphasis has always been towards total family care. Our aim is to provide a high standard of care for you. We will treat you promptly if you become sick and provide support for your long term health care needs. This leaflet is provided to ensure you gain the most of the services this surgery has to offer.

-Doctors

Dr K. Gandhi MBBS DRCOG DCH MRCP
Year of Registration: 1996
Female

Dr M. Joshi MBBS DRCOG DCH MRCP
Year of Registration: 2000
Female

-Primary Health Care Team

Practice Manager	Mrs. Kiron Pawa
Practice Nurse	Mrs. Zorah Lee
Health Care Assistant	Mr Satyen Patel
Link nurse	Mrs Aileen Malone-Rehman
Receptionists	Mrs. Daksha Rajani Mrs. Daksha Patel Mrs. Pratibha Vaghela Mrs Sharmila Gricolat

Consultations

All GP consultations are by 10 minute appointments . To help with choosing the right appointment with the most appropriate clinician, you may be asked to describe the brief nature of your problem. Occasionally it may be more appropriate to book a telephone consultation instead.

If you no longer need your appointment, please let us know in advance so that we can offer it to another patient.

If more than one member of your family wishes to be seen, please make a separate appointment for each of them. Children under 16 must be accompanied by an adult.

-Home visits

Home visits are for patients who are too ill or frail to come to the surgery.
Except for emergencies, we request that you please contact the surgery before 10.00am to request a visit.

-For advice about minor ailments

You don't always need an appointment with your G.P. You can see your local Pharmacist for advice on coughs, colds and other minor health problems.

Your local Pharmacist is trained to offer helpful advice and will know when medical help is needed and direct you to your doctor.
There are also very helpful resources on www.nhschoices.uk

-Emergencies

During surgery hours, for urgent cases, ring up the receptionist and explain what the problem is. You will be attended to as soon as possible.

After surgery hours, if you are in need of urgent medical attention that cannot wait until the surgery is next open, please ring **111**.

If however your condition is an emergency, the Out of Hours services are available at the following centres:

Alexandra Avenue Clinic
267 Alexandra Avenue
Harrow, HA2 9DX
020 8966 6300
8.am – 7.30 pm

The Pinn Medical Centre
9 am – 7.30 pm 7 days a week
37 Love Lane, Pinner, HA5 3EE

020 8866 5766

Urgent Care Centre at Northwick Park Hospital
Watford Road
Harrow
HA1 3UJ
020 8869 3743
24 hours a day

Wembley Walk in Centre
Chaplin Road
Wembley
020 8795 6000
8am – 8pm. 7 days a week

-Prescriptions

You can request a repeat prescription online, in writing or in person with a repeat prescription slip, allowing 48 hours. Please speak to reception about online access to prescription ordering. To avoid mistakes, please do not request a repeat prescription over the telephone. Should you require the prescription to be posted to you, could you please enclose a stamped addressed envelope.

-Getting Your Test Results

If you need to phone for your test results, please call the surgery between **11.30am-12.30pm**. Most blood tests will be back in about a week. The receptionist will not be able to give you detailed results but will be able to tell you if the Doctor or Nurse has marked everything as normal. If the Doctor has asked to discuss the results with you in person, the receptionist will ask you to speak to the doctor.

CARERS

If you are a **CARER** of an elderly or disabled person or someone who can not look after themselves please collect a Carer's Form from Reception to complete and return.

- Other Services

Family Planning Clinic

Advice is available on a full range of contraceptive services.

Minor Surgery

Suitable warts can be treated by freezing, by appointment.

Specialised advice is available to help:

-Smoking cessation

-Weight management

A Dietitian visits the Practice every month.

-Useful Phone Number Directory

Northwick Park & St Mark's Hospitals

020 8864 3232

Family Planning Services:

Caryl Thomas Clinic

020 8427 4484

Social Services

For adults: 020 8901 2680

For children: 020 8901 2690

NHS Direct

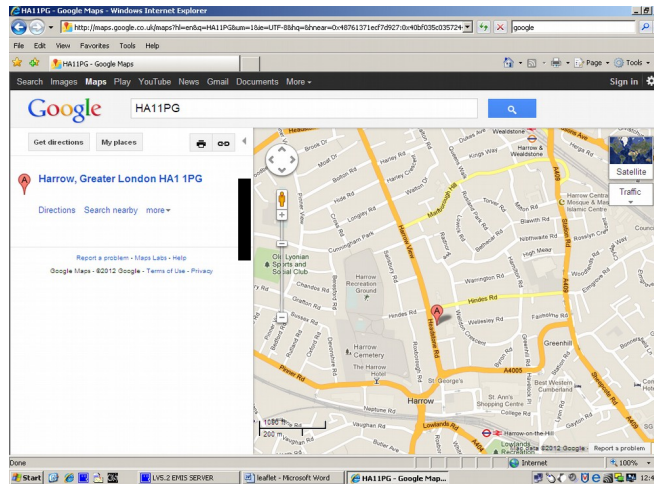
0845 4647

Out of hours

0300 130 3017

- Surgery Premises

Our surgery is about 7 minutes walk from **Harrow-on-the-Hill** underground station. There are 2 buses, **H14** and **H15**, which stop near the surgery. Parking spaces with pay meters are available outside the surgery. Disabled access is available.



-General Information

You don't need a sick note if you are off sick for less than 7 days. You can self-certificate – contact your personnel office at work for more information.

PLEASE INFORM US OF ANY CHANGES TO YOUR ADDRESS OR TELEPHONE NUMBERS.

- Suggestions & Complaints

Patient Reference Group

We have an active Patient Reference Group. The group feed back thoughts and suggestions on behalf of all patients registered at our Practice.

We hope that you find our services relevant to your needs but any suggestions or improvements will be welcomed by contacting our Practice Manager in the first instance.

NHS England
P O Box 16738
Redditch
B97 9PT

Tel: 0300 311 22 33

Email: England.contactus@nhs.net

HEADSTONE ROAD SURGERY

107 Headstone Road
Harrow, Middlesex
HA1 1PG

Tel: 020 8863 8923

Fax: 020 8424 9370

OPENING HOURS

Monday	8.00am-1.30pm	3.30-7.30pm
Tuesday	8.30 am-1.30pm	3.30-6.30pm
Wednesday	8.30 am-1.30pm	CLOSED
Thursday	8.00am-3.00pm	3.30-6.30pm
Friday	8.30 am-1.30pm	3.30-6.30pm

Commuter Clinic :Early morning appointments are available on Mondays and Thursdays between 8.00am – 9.00am.

Extended Hours Clinic: every Monday from 6.30 pm to 7.30 pm to help working patients, parents with school age children, or patients unable to attend during normal clinic time.

These appointments are bookable on-line from the surgery website or via the EmisWeb patient Access App.

Surgery Website:

www.headstoneroadsurgery.nhs.uk