

SUGGESTIONS AND COMPLAINTS

We try our best to provide high quality services and we welcome your suggestions and comments to improve and maintain these services. Should you wish to complain please speak with Guste, our complaints manager. Complaints should be addressed to the Practice Manager or advice can be obtained from the Patients Advisory Liaison Service (PALS) NHS ENGLAND

NHS ENGLAND, PO Box 16738, Redditch, B97 9PT

Tel: 0300 311 22 33 OR

Patient Advisory Service LOCAL to you

NHS ZERO TOLERANCE ZONE

You have a right to be treated with respect and courtesy and so do we. We operate NHS Zero Tolerance Policy towards verbal or physical violence and abuse. We ask that you treat your GP and Practice Staff with consideration. Violent and abusive patients will be reported to the police and removed from the Practice List.

Rights and Responsibilities of Patients

St Martins Medical Centre is a Teaching Practice, therefore appointments may be offered with any healthcare professional. Patients can choose to see a specific Doctor but they may have to wait longer. They have a right to be treated fairly on the basis of need and not discriminated against on the basis of race, age, sex etc.

Use of Personal Information

Practice adheres to Data Protection Act 1998 Policy. All the personal health information is held in a secure manner. No personal health information is shared with a third party without patient consent. Please refer to the Practice website for further information.

FEES

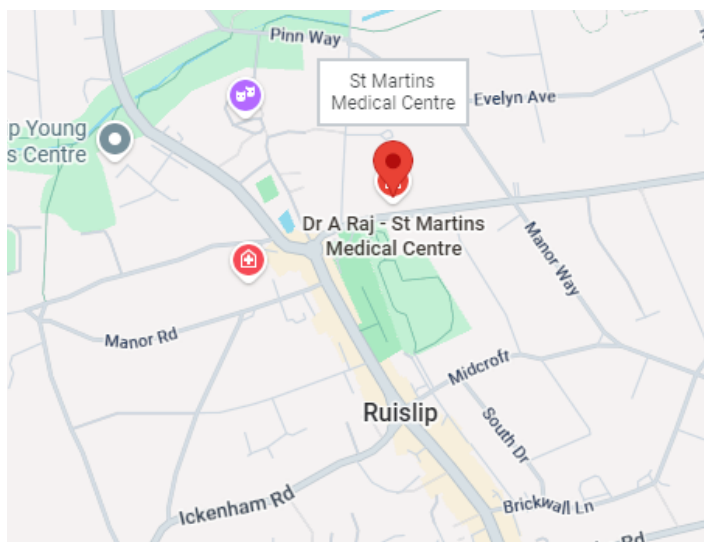
Fees are required for certain non-NHS Services provided by the Practice. These include private prescriptions, some vaccines for travel, driving licenses and certain medical examinations, reports and letters. Please ask at reception or visit our website for further information.

CONFIDENTIALITY

All consultations and medical records are treated as confidential (regardless of age) by all members of the Primary Care Team.

No care or treatment will be given without the patient's informed consent. Access to patients' records is limited to those directly involved in patient care. We do not disclose patient identifiable information to any outside Agency without the patient's consent or agreement. Statutory rights of access apply under the Data Protection Act.

PRACTICE BOUNDARIES



Dr Anil Raj
MBBS. MRCGP. Bsc.

Pooja Kalra
Managing Director DPM

GPs
Dr Sceyon Mohan
Dr Jeana George

Practice Nurse
Joanna

HCA's
Honey / Guste / Justina

Digital Receptionist
EMMA

Patient Facing Advisors
Justina / Valentina / Lamyae / Paula /
Guste

Contact

01895 63240

 www.stmartinsmedicalcentre.co.uk

 21 Eastcote Road, HA4 8BE

 www.facebook.com/StMartinsMedicalCentreLondon?locale=en_GB

 www.instagram.com/stmartinsmedicalcentre/

WELCOME TO OUR PRACTICE

St Martins Medical Centre is a Teaching Practice. The Practice is a modern built premises which has been extended to provide facilities for teaching healthcare professionals. We aim to continue the tradition of providing the highest standard of quality care to you and your family.

How to Register

You are welcome to join the Practice, provided you reside within the Practice boundaries. Registrations are done online via our website.

Surgery Hours

The surgery is open from 8:30 am-6:30pm Monday-Friday Please note that these are NOT the clinic times.

Appointments

We operate a Total Triage System. This means all appointment requests – routine or urgent – must be submitted via RapidHealth, which can be accessed through our Practice website.

As a digitally advanced practice, you will be greeted by our reception EMMA who will direct you to the appropriate members. Our phone lines are open from 8:00am to 6:30pm, Monday to Friday.

If you are unable to keep your appointment, please inform us as soon as possible so we can offer it to another patient.

For minor ailments such as colds, coughs, or similar conditions, we recommend visiting your local pharmacy first for advice and over-the-counter treatments.

PPG (Patient Participation Group)

We have established a PPG for our Practice and are actively involved with them for ongoing improvement. For more information, please contact John our PPG Lead, please visit our website for more information.

FFT (Friends and Family Test)

The NHS friends and family test (FFT) was introduced in GP practices on December 1st 2014. It is an opportunity for our patients to provide feedback on the services provided by the Practice relating to their care and treatment. This can be undertaken by completing the FFT form which is available at reception in our self service station, the findings of which are presented and discussed with our PPG with the view to improving services.

Repeat Prescriptions (Regular Medication Only)

We encourage online requests, however we also accept requests in writing or simply ticking the items on computer generated repeat prescription slips. Please allow 48 working hours before collection. Please refer to our website for our repeat prescription policy and timetable for further information.

Change of Details

It is vital that we have your correct details on our clinical system to provide care in an efficient and timely manner. Please inform us of any changes i.e. telephone number, mobile number, e-mail ID, change of address etc. as soon as possible.

Named Accountable GP- All patients registered with St Martins Medical Centre have a named accountable GP.

CLINICS AND SERVICES

Comprehensive One Stop Clinic

We offer a comprehensive one stop clinic. This appointment includes general lifestyle and medical history questions, an ECG, Atrial Fibrillation (AF) screening, and a blood test for latent tuberculosis (TB). A staff member will contact you to arrange an appointment.

Well Baby/Immunisation

Immunisations are given by the Practice Nurse via a pre-booked appointment. It is important that all babies and children are immunised. For more information about immunisations, please visit our website.

Chronic Disease Management

We provide ongoing care for a range of long-term conditions, including: Diabetes, Asthma, Coronary Heart Disease, Hypertension, TIA/Stroke, COPD, Epilepsy, Mental Health conditions, Cancer, and Obesity.

Early detection and proper management of these conditions can help reduce the risk of complications and improve overall health and wellbeing.

We run regular clinics for long term conditions and proactively contact patients when it's time for their annual review. If you are due for a review, you can also book an appointment with a Practice Nurse or our Health Care Assistants.