

## Removal of Patients

The surgery has the right to remove a patient from our list for any of the following reasons:

- We consider that the relationship between you and the Practice is in danger of breaking down irrevocably
- We consider that your conduct to any member of staff has been unacceptable
- If patients do not attend for three booked appointments.
- You have left our practice area and have not registered with another practice.
- Patients will receive notification of removal and the reason for doing so by letter. A warning letter may be sent if the practice is considering removing you.

## Comments and suggestions

We are always pleased to receive your comments both formally and informally. We are committed to the highest standards of medical care and any suggestions about how we can improve our services would always be welcome.

## Complaints

If for any reason you have a complaint, please contact the Practice Manager in person or in writing. She will acknowledge your complaint within 3 working days and respond more fully, after investigating the matter. You may use the complaints, comments slip on the reception desk. If you would like to see our complaints procedures, please ask at reception for a copy.

# Notting Hill Medical Centre

Notting Hill Medical Centre  
14 Codrington Mews, London, W11 2EH

**Dr Rachael Garner**  
**GP Principal**

**BMedSci BMBS (Nottingham 1988) MRCP MRCGP DFFP**

**Practice Manager: Merrilees Smiley**  
**Practice Code: E87065**

## Opening Hours:

Monday - Friday

8:00am - 6:30pm

## Reception/Administration Team:

Maria Francis  
Amina Abdi  
Rosa Guilarte  
Donna Marshall  
Lorena Mensforth  
Noor Belal

## Surgery Telephone Number:

**020 7727 5800**

## Out-of-hours telephone number:

**111**

Please note that other Doctors see patients within the surgery from time to time, to supplement the work of the Partners and other medical staff.

**NOTTING HILL MEDICAL CENTRE**

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The Centre itself was built in 1996 as a purpose built surgery, the Doctors having moved down from their previous premises at the Colville Health Centre. We have 3 Doctors regularly working in the practice supported by a Primary Health Care Team of Practice Nurses, Health Visitor, and District Nurses.

### **Dr Rachael Garner**

- Qualified in Nottingham in 1988
- Has higher training in Clinical Medicine
- Is currently Training GPs

- **Well-baby clinic**      With the Health Visitor  
Tuesdays 1:30pm – 3:30pm Walk in clinic at Colville Health Centre, for weighing, development checks, and advice.

- Asthma/Diabetes              Please see Liz our Practice Nurse
- Coronary Heart Disease      Please see Liz our Practice Nurse
- Insurance Medicals    by arrangement. Please contact reception

You will be asked to provide medical information; this will only be done with your written consent. You can ask to review this before it is sent.

- Medical Information.

The surgery will never disclose information to a third party without your consent.

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### **Address of Complaints that cannot be resolved locally.**

**NHS England**

**PO Box 16738**

**Redditch**

**B979PT**

**Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)**

**Tel 0300 311 22 33**

The Doctors and staff at the Notting Hill Medical Centre are keen to provide you with high quality medical care. Over the years, we have developed new services which we trust will better meet the needs of our patients.

The following services are available at the Medical Centre or by referral:

- **Antenatal Care**              Shared with local hospitals
- **Family Planning**
  - **Health Promotion**      Including NHS Health checks, cervical smears, smoking cessation, HRT checks, blood pressure, and any other health issues.

### **Nurse Practitioner Liz Yea**

- Women's and sexual health- Including family planning and HRT

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- Common complaints - Including chest, skin, bladder infections, aches and pains, warts
- Travel advice and vaccinations
- Children's minor illnesses
- Qualified Health Visitor (Liz Yea)
- Sees newborns to pre-school Children
- Immunisation & Feeding Advice
- Liz Works Tuesday & Wednesday.

### **Health Care Assistant Nardia Pearce**

- ECG
- NHS health Checks
- Blood pressure
- High risk of diabetic checks
- Phlebotomy

### **Home Visits**

If you are unable to come to the surgery, a home visit can be arranged if appropriate. Please make the request by 10am if at all possible.

### **Out-of-hours** (Evenings, weekends and Bank holidays)

There is always a doctor "on-call" outside surgery times in case of emergency. If there are no staff in attendance, a recorded message will let you know how to phone for the doctor. For the Out-of-hours service please call **111**

You may also obtain advice from NHS Direct on 0845-46-47.

### **Medical records**

Under the Data Protection Act 1984, you have the right to see the records which we hold about you on computer. You can also have access to any written or printed records from November 1991, but we do

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maintain the right to withhold that information if, in the opinion of the doctors, it is considered detrimental to your health. Please make an appointment to see the Practice Manager if you wish to see your records.

### **Appointments**

Our surgery has moved to a **triage system**, to help deal with patient demand. Not all patients need to be seen, but they will be seen if it's needed. This means that when you call the surgery, you will be asked some details, which will be passed to the Doctor. If the Doctor thinks that they can deal with it over the phone, they will call you back within four hours. If the doctor thinks that you need to be seen, they will ask reception to book you an appointment.

Appointments can be booked up to 4 weeks in advance with the Nurse and the HCA.

Medical queries and advice can be dealt with through our triage system.

### **Missed Appointments**

We have a number of appointments which are not attended every week. If you miss your appointment you will be sent a letter, on the third time you miss your appointment in a year, you may be taken off the practice list.

### **We are a GP Training Practice**

Our practice helps to train doctors in General Practice. All the trainees are fully qualified Doctors who are supervised by experienced GPs in the Surgery. Trainees will sometimes sit in on consultations, but you are free to ask them to leave if you would rather see the doctor alone.

### **Charges**

The surgery has a policy of requesting an administration fee for any administration services carried out that are not considered to be an essential part of your treatment. Examples of administration that we charge for may be:

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- Personal letters to employers, schools etc.
- Private Health Insurance forms

Please ask Reception if there is a charge.

## Patients Charter

### Patients' rights to General Medical Services:

Patients have the rights to:

- be registered with a General Practitioner
- change doctor if desired
- be offered a health check on joining the practice
- receive emergency care at any time from the practice
- receive appropriate drugs and medicines
- be referred for specialist or second opinion if they and the GP agrees
- have the right to view their medical records, subject to the Acts and to know that those working for the NHS are under legal obligation to keep the contents confidential.

### With these rights come responsibilities and for the patients this means:

- Courtesy to the staff at all times - remember they are working under doctors' orders.
- Responding in a positive way to questions asked by the reception staff.
- To attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment!
- An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made and the Medical Record be made available.
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience.
- When patients are asked to give 48 hours notice for repeat prescriptions, please give us this time as it is to allow for accurate prescribing.

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Out-of-hours calls (e.g. evenings; nights & weekends) should only be requested if they are felt to be truly necessary

## Test Results

When a doctor or nurse arranges for a test to be taken the patient will be informed how to obtain the result. (results are normally available after 2 pm within two working days) please telephone the surgery after this time.

## Transfer of Medical Records:

The Practice will endeavour to dispatch any medical record required by the Health Authority within seven working days and same day if the request is urgent.

## Privacy and Confidentiality

We will respect our patient's privacy, dignity and confidentiality at all times.

## Doctor of your choice.

All patients are registered with Dr Garner, but you can see any Doctor in the practice. For continuity, please ask to see the same Doctor. We will endeavour to give you an appointment with the Doctor of your choice but this may not always be possible, because of constraints such as the availability of the doctor and meeting demand.

## Repeat prescriptions

**Repeat prescriptions can only be ordered by post, online, through the NHS app, or in person at the surgery (not over the telephone). If possible, please use the re-order slip that came with the original prescription. Allow 2 working days for collection. Prescriptions can be sent by post if a stamped addressed envelope is provided, or we**

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can send to a local pharmacy. Did you know your local pharmacy may provide you with a short supply of your medication until you get your prescription from the doctor.

### Summary of the Practice Complaints procedure

- Pass the complaint to the person in the practice responsible for dealing with complaints. (The Practice Manager)
- If the complainant is not the patient, check if consent has been given. Contact the complainant as soon as possible or within 3 days to:
  - Acknowledge complaint
  - Clarify any parts of the complaint that are not clear, if necessary
  - Agree how to deal with the complaint (e.g. offer a meeting)
  - Signpost complainant to advocacy if appropriate
  - Identify preferred outcomes
  - Agree timescale and review date

Notify other organisations, if appropriate that consent has been given

### **The complaint will be investigated**

- We will reply to the complaint as agreed with complainant e.g. in writing
- Offer meeting, if appropriate
- Check if the complainant is satisfied with the reply
- If not, consider if there anything further you can do

Would you like to join our **Patient Reference group**?

It would be great to have your comments. Please leave your name at reception and the Practice Manager will contact you.

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Website [www.nottinghillgp.co.uk](http://www.nottinghillgp.co.uk)

### Access to your medical records

- Ask at reception for an access form entitled Application to Access Medical Records
- **Your request will be considered and you will be advised of the decision within 21 days. There is no facility for immediate access.**

### Information about your Personal health

GP Practices receive applications for access to records via a number of different sources, for example:

Medical Insurance Companies  
Patient's solicitors  
Patients  
Patient Carers  
Parents of under 16 year old patients

Requests should be in writing, with a patient signature. However the practice will need to be satisfied that a valid signature exists prior to disclosure or release. Where a solicitor or other representative is making the request, ensure that you have patient signed consent, and sufficient information to clearly identify the patient.

### **Alternatives to A&E**

We know that finding the right place to go when you become ill or are injured can be confusing. We want to help you to select the right service for your

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illness or injury, and in doing so, you will not only be looking after your health but using NHS services appropriately.

We can all help to ease the pressure on our emergency services by only visiting A&E or calling 999 with the most serious, or life-threatening injuries or illnesses and only dial 999 if you think you need an emergency ambulance.

A&E department (also known as emergency department or casualty) deals with genuine life-threatening emergencies, such as:

- *loss of consciousness*
- acute confused state and fits that are not stopping
- *chest pain*
- breathing difficulties
- *severe bleeding that cannot be stopped*
- *severe allergic reactions*
- severe burns or scalds
- *stroke*
- major trauma such as a road traffic accident

Less severe injuries can be treated in urgent care centres or minor injuries units. A&E is not an alternative to a GP appointment.

### **What to do for less serious injuries or illnesses**

#### **Self-Care**

Self-care is the best way to treat common illnesses and injuries, such as; coughs and colds, slight cuts and grazes, sprains and strains, sore throats, sinusitis, earache, constipation and headaches.

You can treat them at home with a range of medicines and a first aid kit bought from a pharmacy or supermarket.

You can prepare for many common illnesses and injuries by having a chat with your local pharmacist who can give you advice on what self-care medications to have at home.

With all self-care if your symptoms recur, or if you are no better after two days, call NHS 111 for advice or contact your GP.

#### **NHS 111**

If you require medical help but you're not sure where to go, then please **Talk before you Walk**. You can call NHS 111 free, 24 hours a day, 365 days a year and, where appropriate, a clinical advisor will assess your symptoms, decide what medical help you need and advise where you need to go. This will ensure you get the right care from the right service in the timeliest way.

NHS 111 clinical advisors can arrange an appointment for you at an out of hours GP or extended hours hub if your condition means you need to see a health care professional within the next 12 hours. They can also give you self-care advice and information.

You should call NHS 111 if:

- You need medical help fast, but it is not a 999 emergency
- You think you need to go to accident and emergency or another NHS urgent care service
- You do not know who to call for medical help or you do not have a GP to call
- You require health information or reassurance about what to do next

For less urgent health needs, you should still contact your GP in the usual way.

## Pharmacies

Your local pharmacist is a healthcare professional who can give you clinical advice and treatment for common illnesses such as coughs, colds, aches and pains. They can also help you decide whether you need other healthcare services.

You can talk to your pharmacist in confidence, even about the most personal symptoms without an appointment. Many pharmacies now have a consultation area where you can discuss health concerns in private.

Some of the services available from your local pharmacy include help for:

- Emergency contraception (morning after pill)
- Raised temperature/fever
- Coughs, colds, flu
- Ear infections and earache
- Urine infections and cystitis
- Diarrhoea/vomiting
- Skin infections/rashes/allergic reactions
- Conjunctivitis
- Emergency repeat prescription service

For details of your nearest local pharmacy, and opening hours, go to the

[Find Pharmacy Services](#) pages on the NHS Choices website.

## GP Surgeries

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	Violet Melchett Clinic 30 Flood Walk London SW3 5RR	St Charles Centre for Health Exmoor Street London W10 6DZ
<b>Monday to Friday</b>	6.30pm-9.00pm	6.30pm-9.00pm
<b>Saturday</b>	8.00am-4.00pm	8.00am-8.00pm
<b>Sunday &amp; Bank Holidays</b>	8.00am-2.00pm	2.00pm-8.00pm

As your local GP surgery we provide a wide range of family health services that include advice on health concerns, how to prevent you becoming unwell, vaccinations, examinations and treatment, and prescriptions for medicines. We can also refer you to other health services.

## GP Out of Hours Service

The out of hours GP service is a separate facility where a team of GPs and Nurse Practitioners provide services from 6:30pm to 8am weekdays, bank holidays and weekends. They offer help, advice and treatment if you have an urgent clinical need that cannot wait for your own GP Practice to open.

If you need to see or speak to a GP when your surgery is closed, call NHS 111 and, where appropriate, a clinical advisor will assess you, give advice on when and where to go for treatment, or book you in to see an out of hours GP if needed.

## Extended Hours Hubs

If you are registered with a local GP you can access evening, weekend and bank holiday GP and Nurse Appointments at West London's extended hour's Hubs.

Extended Hours Hubs are staffed by local and experienced GPs and Nurses and offer assessment and treatment for adults and children.

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Appointments are available after your registered GP has closed, to ensure that Patients have access to a GP during week day evenings up to 9pm and weekends when most local Practices are closed

To access the service

- Call your GP Practice and ask for an extended access appointment
- Call NHS 111 and they can book you an appointment at one of the hubs

You can also book appointments through the NHS app at St Charles Health & Wellbeing Centre to see healthcare professionals over the weekend when your GP surgery is closed.

Please ask at reception if you need help or advice.

Download the NHS app to see your medical record including blood results.