

Useful Telephone Number

Charing Cross Hospital 020 8846 1234

Hammersmith Hospital 020 8383 1000

Chelsea & Westminster Hospital 020 8746 8000

Queen Charlotte's Hospital 020 8748 4666

Ealing, Hammersmith & Hounslow Health Authority 020 8893 0303



Telephone : 020 7602 3797

Fax: 020 7371 3347

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www.sterndalesurgery.co.uk

Welcome to the Practice

The General Practitioners

Dr Sue Vigars (F)	Partner
Dr James Stratford-Martin (M)	Partner
Dr Anna Shirley (F)	GP Registrar

Practice Manager

Laura McKersie

Receptionists

Shannon Stokes, Subhan (Ali) Khan

Administrator

Yasmin Uddin

Practice Nurse

Joy Marivate

Health Care Assistant

Ann O'Connor

Opening Times

Monday	08:30am - 1:00pm	3:00pm - 6:30pm
Tuesday	08:30am - 1:00pm	3:00pm - 6:30pm
Wednesday	08:30am - 1:00pm	3:00pm - 6:30pm
Thursday	08:30am - 1:00pm	3:00pm - 6:30pm
Friday	08:30am - 1:00pm	3:00pm - 6:30pm

across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off. Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

German Measles (Rubella)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints.

It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date. The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor. Immunisation can prevent this disease.

Measles

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight or ten days after that date. Immunisation can prevent this disease.

Mumps

Symptoms are swelling of the gland in front of one ear often followed, after a couple of days, by swelling in front of the other ear.

It is infectious from two or three days before the swelling appears until eight or ten days after that date. If the pain is severe you should consult your doctor. Immunisation can prevent this disease.

Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding them a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

Sprains

Treat with a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Then apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period.

Nosebleeds

Sit in a chair, lean forward with your mouth open, and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

Minor Cuts and Grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

Insect Bites and Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

Chickenpox

On the first day a rash appears as small red patches about 3-4mm

Out of Hours

If you require medical attention while the surgery is closed that cannot wait until we re open please call 111.

Extended Hours

In line with the government initiative to make GP services more accessible, this practice is participating in the 'Extended Hours Direct Enhanced Service'. We now provide booked appointments from 07:00 to 08:00 on Monday's, Wednesday's and Fridays.

How to register

You can register at our practice providing you live within our catchment area. You will be required to

- Complete a **Registration form**, in order for us to register you promptly please ensure you include your NHS number, Town and Country of birth (if from abroad we also require the date you came to the uk), and your previous GP details.
- Complete a **New patient health questionnaire**, this will include details about any medical conditions, family history and medical requirements.
- Provide us with **Photo ID**, we need this to confirm your identity. This can include passport, driving license.
- Provide us with **Proof of address**, we need this to confirm your address. This can include utility bills, bank statements ect
- If registering a child we require the **red book** so we can keep our records up to date on the childhood immunisations.

Once we have the above information you will be register on our system within 2 working days. If you require any assistance in completing the registration forms please do not hesitate to ask a member of our reception for help.

Keeping your records up to date

It is important that we have your most up to date address and contact details. Please notify the reception team in writing if you change address. Please ensure we also have your current landline, mobile telephone and email address. If you move out of the catchment area you may be required to register with another GP practice.

Online Services

You can now access a number of services via the surgery website www.sterndalesurgery.co.uk.

- Book, check and cancel appointments
- Order repeat medication
- Update your contact details
- Check test results
- Check your patient record (New)

To do this you will require log in details for the surgery website, these must be collected in person. Please contact the surgery for more information.

Friends & Family Test

We are dedicated to improving the treatment you receive here and would like to know whether you would recommend us to your friends and family. Your feedback can be given in a number of ways, filling out a form at receptions or online through our website www.sterndalesurgery.co.uk. We would appreciate any comments you wish to make about the service

sure points such as heels, elbows, buttocks and hips, inform the doctor before they get worse.

Sore Throats

Four out of every five sore throats are caused by viruses and therefore antibiotics are useless. If your throat is sore but you are otherwise okay there is no need to see the doctor. Simply give children paracetamol syrup and fluids (aspirin should not be given to children under 16). For adults, gargling with soluble aspirin is the most effective remedy. Dissolve two aspirin in one inch of warm water in a glass. Take sips of the solution and gargle with each sip for as long as you can without swallowing. If you are very hot and unwell and can see white spots on your tonsils you may have a true tonsillitis and you should come and see us at the surgery.

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

Colds

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take antibiotics as these will have no effect!

Diarrhoea

In adults, diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional kaolin and morphine mixture or by medicines containing codeine. Holiday diarrhoea is often due to bacteria. Again, kaolin and morphine can be taken. Consult your doctor if the symptoms persist for more than a few days.

Patient Participation Group (PPG)

We are keen to evolve our patients as much as possible in how we develop and improve the service we provide. We have an online Patient Participation Group (PPG) who receive emails about the improvements we plan and are required to feedback via patient questionnaire and other methods. If you are interested in being involved in our PPG please provide reception with your email and you will be included in the next email. We are looking for key patients in the future to take the group forward, if this is something you are interested in please email the surgery to let us know.

Self Treatment of Common Illnesses and Accidents

Many common aches and pains can be simply treated at home without the need to consult a doctor.

Back Pain

Back pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong. Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back. Take aspirin or paracetamol which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

Bed Sores

Bed sores are far easier to prevent than cure. They are caused by prolonged pressure to certain parts of the body when lying in bed for long periods. They can be prevented by encouraging the patient to shift position as often as possible. Take care to smooth out creases in the bottom sheet to avoid irritation. If red marks appear at the pres-

Appointments

Patients have the right to request to see a particular doctor but must be aware that they may have to wait a little longer to get an appointment with a doctor of their choice.

Emergency Appointments

We have an emergency clinic every morning, patients are advised to call as close to 8:30 as possible, details including a brief summary of the symptoms will be taken by the reception team who will pass this information on the duty doctor, who may ask reception to book you in that morning or they may give you advice over the phone. Please bare in mind that if you are given an appointment in the emergency clinic there are likely to be delays as some patients emergencies can take longer then others, the reception team will advise you of any delays upon arrival. It is important to note that the doctor will only deal with the problem requiring immediate attention.

Routine Appointments

Appointments can be made at the practice, by phone or via the surgery website. These can be made up to four weeks in advance. If you feel you cannot wait until the next available routine appointment, but do not consider yourself an emergency there are other options available to you. Please advise the receptionist of this when you call.

Self Check in Screen

We encourage all patients to use our quick and simple self check in screen to book in for your appointment. This will cut down your waiting time at reception and is available in a number of languages for ease of use.

Infectious Diseases

Please inform reception if you suspect you have an infections disease as this will enable us to arrange isolation for you during your visit to protect you and other susceptible patients.

Keep it or cancel it

Please help us to offer all our patients the best service we can. If you can no longer attend an appointment, please make sure you call to cancel or cancel online with us much notice as possible. Please ensure you arrive on time for an appointment. If you are running late please let us know and we will try to offer you options. If you are more than 10 minutes late the doctor or nurse may ask you to wait until the end of surgery or ask you to re-book. We will do our best to let you know if a surgery is running late and if your appointment is likely to be delayed.

Text messages

We use text messages to remind patients of their appointments. We also may text you with relevant information eg additional flu clinics or to ask for medical information. Please let us know if you would prefer not to receive texts.

Home Visits

If you believe that you may need a home visit, please telephone during surgery hours preferable by 10:30am. The doctor will wish to discuss your symptoms first before deciding to visit.

Weekend Plus Service

The weekend plus service allows you to book routine appointments with a doctor or nurse at the following surgeries on the weekend, early mornings and late evening:

- Brook Green Medical Centre, Bute Gardens, W6 7EG

Summary Care Record

There is a new Central NHS Computer system called the Summary Care Record (SCR). It is an electronic record which contains information about the medicines you take, allergies you suffer from and any bad reactions to medicines you have had. Storing information in one place makes it easier to for healthcare staff to treat you in an emergency, or when your GP practice is closed. If you choose to opt out of the scheme, please speak to practice staff who will provide you with an opt out form.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Comments, Suggestions & Complaints

We are constantly trying to improve our standards of service. We welcome comments and suggestions on all aspects of the care we provide. We also understand that there are times when you may feel it necessary to complain. Suggestions and complaints can both be made on the special slip located on the reception desk and placed in the box provided. In addition, we have a formal complaints procedure a leaflet detailing this is located in reception. Please ask for a call back from the practice manager or alternatively you can put your complaint in writing to the surgery.

Data Protection & Confidentiality

The practice is very aware of confidentiality and data protection issues. We take such matter very seriously and have stringent confidentiality and data protection procedures, which are regularly reviewed.

Patient Information and Data

Patient information is held by the doctor and accessible the practice nurse, health care assistant, practice manager and reception team. It is also accessible to the Hammersmith & Fulham CCG. This practice shares patient information with local CCG to enable them to manage your services more efficiently. Strict access controls apply in line with the NHS care Records Guarantee and the relevant statute and common law. The NHS care records guarantee gives patient the option not to share their data if they so wish. Please contact the surgery, who will explain what to do if you decide not to share your data. For more information visit www.nigb.nhs.uk/guarantee. All these parties may not disclose any identifiable information to any outside agency without the patient's agreement. Patient data (anonymous) may be used for audit purposes. Under the Data Protection Act 1998, you have the legal right to access your health records. If you would like to see your medical records, please ask reception about the process or ask for an information leaflet.

Care Data

Information about you and the care you receive is shared, in a secure system, by healthcare staff to support your treatment and care. Information such as your postcode and nhs number, but not your name will be used to link your records in a secure system, so your identity is protected. Information which does not reveal your identity can then be used by others, such as researchers and those planning health services to make sure we provide the best care possible for everyone. If you have any concerns or wish to prevent this from happening, please speak to practice staff who will provide you with an opt out form.

- Cassidy Road Medical Centre, 651a Fulham Road, SW6 5PX
- Parkview Practice (Dr Canisius & D.Hasan) Parkview Centre for Health & Wellbeing, Cranston Court, 56 Bloemfontien Road, W12 7FG

To book an appointment please phone and speak to a member of our reception team 020 7602 3797.

Chaperones

If you would like a chaperone to be present during your consultation, please advise the receptionist upon arrival or the clinician at the start of your appointment. A chaperone will be offered for any intimate examination, you have the right to decline a chaperone.

Private Matters

We are aware that our reception and waiting area is relatively small and you may wish to discuss some matters more privately. You can either discuss these matters by phone or if you are in the practice just mention to the receptionist that you would like to discuss something more privately and the receptionist will call you into the corridor for some privacy.

Doctors

There are four permanent general practitioners (GPs) at Sterndale Surgery. You can see them by making an appointment.

Teaching

We are a training practice, which means we have GP Trainee Doctors (Registrars) who are fully qualified doctors training to become General Practitioners. The registrars have full access to patients computerised medical records, can consult with a more experienced GP when necessary and generally have longer appointment times, which enables them to spend more time with patients. We believe that standard of care offered by trainees is first class. In addition, we also train medical students studying general practice. We will advise you if we have a medical student at the practice, if you would prefer to not have one present please let us know.

Practice Nurse

We have one practice nurse Joy who works Thursday and Fridays. She offers various healthcare treatments including;

- Cervical smears
- Wound care
- Childhood immunisations
- Travel vaccinations and advice
- Chronic disease management including, Diabetes, Asthma and COPD Reviews.
- Spirometry
- Anticoagulation Clinic (INR)

Please book an appointment as necessary.

can also find more information on the www.nhs.co.uk by searching EPP.

Patients Rights

Patients have the right 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 practice policy, and to know that staff working under the NHS *are* under legal obligation to keep the contents confidential
- not be discriminated against on any grounds.

Patients' Responsibilities

- To be courteous to the staff at all times - remember they are working under doctors orders.
- To attend appointments on time or give the practice adequate notice that they wish to change. 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.
- To request out-of-hours calls (eg evenings, nights and weekends) only if they are felt to be truly necessary.

Medical Certificates for sickness

UK Law allows workers to self-certificate for the first seven days of any illness. To Obtain a certificate after seven days you must see a doctor.

Translation Services

If communicating in English is a problem, where possible we ask you to bring a friend or family member to translate for you. If you require a translator please let us know and we will add this to your records to ensure that we book one when you book an appointment.

Referral to Hospital or Community Services

If your symptoms require a further investigation, or you require to be seen by a specialist we will need to refer you. You will have had to have seen a GP in order for a referral to be made to the most appropriate team. Please see our referral information leaflet in reception or on our website for more information on what to do once you have been referred.

Carers

We are interested in identifying carers, especially anyone who may be caring without help or support. We believe carers should receive appropriate support by way of access to accurate information and advice on a range of topics. If you would like more information please ask at reception for a carers pack, we have both young carer packs (for anyone under 18) and standard carer packs available. These are also available on our website.

Expert Patient Programme

The Expert Patient Programme (EPP) is a self-management programme for people who are living with a chronic (long term) condition. The aim is to support people by increasing their confidence; improving their quality of life and helping them manage their condition more effectively. For further details about EPP courses in your area, and any other general enquiries, contact 'self management UK' by emailing hello@selfmanagementuk.org or call 03333 445 840. You

Healthcare assistant

We have one healthcare assistant Ann, who works Monday, Tuesday and Wednesday mornings. You can book in the following with the HCA:

- Phlebotomy (Bloods)
- Blood Pressure Monitoring, we also offer 24hr ABPM
- NHS Health Checks, You must have received a letter to book an NHS Health Check.
- Mental Health Reviews
- Dementia screening
- High risk of diabetes Screening
- New patient health checks

Test results and advice

Results from your sample are normally available within five working days, but certain tests may take longer. Please try calling after 10:30 for results as our phone lines are less busy after these times. If you would like to discuss your results with a GP we can pass a message onto a GP and should expect a call back within a week.

Samples

These should be handed into reception before 13:00. Please ensure any specimen bottles are securely sealed and labelled and that a fully completed request form, with your name and date of birth is attached.

Maternity Care

All doctors are happy to provide pre-conceptual advice and shared care with the maternity unit of your choice to deliver you baby. We work closely with local midwives at the hospital.

Post-Natal Appointment

Between 6-8 weeks after the birth of your baby, you will need a post-natal check up with the doctor. This is not done at baby clinic. You can also self-refer to the antenatal clinic, please as at reception for more information.

Well baby clinic

Baby clinic is held on alternate Wednesdays between 13:00 - 14:30 with the health visitor. The clinic is specifically set up to carry out baby checks and weighing and to help with any queries and concerns. Appointments should be booked in advance.

Please note, sick babies can only be seen by a doctor in normal surgery. This service will be coming to an end at the surgery.

Immunisations

The NHS offers a range of immunisations to protect you and your family from potentially serious illnesses. We strongly recommend that you take up the offer and make sure all of your family has had the relevant immunisations. Please talk to our nurse if you have any questions about immunisations.

Non-Routine Immunisations

Immunisation to protect against TB and hepatitis B are offered only where children are considered at high risk. Contact your GP for more information.

Non Repeat Items

These take 1 week to process.

Hospital Prescriptions

As we require a copy of the clinic letter from the hospital these can take up to 2 weeks to process. If your medication is urgent you will have been given a 2 week supply from the hospital pharmacy to allow us time to add this to your medication.

When to order your medication

Repeat items can be ordered up to 1 week before they are due. Non repeat or hospital prescriptions should be requested as soon as possible.

Pharmacies

You are able to organise your prescriptions to go direct to one of our local pharmacies. This means you can request either via the pharmacy or in person/online and once ready your prescription will go to the pharmacy. You can then collect your medication from there.

Electronic Prescribing (EPS)

We are now set up for E-Prescribing, these means that you can assign a pharmacy that your prescription will go to electronically.

You need to assign a pharmacy in order for your prescription to go this way. You can do this at a pharmacy of your choice (eg one close to your work or home) or at the surgery.

Please note that once you have set this up your prescriptions will go there automatically, so you will no longer need to collect your prescription from the surgery.

Controlled drugs will not go electronically, so your pharmacy will require the printed prescription.

Sickle Cell

Sickle cell is a genetic (inherited) blood disorder that mainly affects people from African, African-Caribbean, Asian or Mediterranean backgrounds. A simple blood test can diagnose the condition. There is a national screening programme to test pregnant women and newborn babies. For more information visit the sickle cell society website at www.sicklecellsociety.org

Health Information Leaflets

Please note that there are a number of leaflets on various health issues available at the practice. These can be found in the waiting area. Please ask the receptionist for any leaflets you cannot find.

Smoking cessation Advice

We have a stop smoking advisor available every Tuesday from 15:30—18:30. Should you require advice and help to give up smoking, please book an appointment at reception.

Requesting medication

You can request your repeat medication by:

- using a repeat slip (Tick list)
- via the surgery website (You will need your log in details, which can be provided to you by reception).
- through your pharmacy
- By post

We cannot take requests for medication over the phone or by email.

You will not be able to request non repeat items via the surgery website, these will need to be requested in writing.

Repeat Prescriptions

These take 48 hours to process.

Free Flu Vaccine

This is offered to people over 65, pregnant women, people with certain long-term medical conditions (for example, chronic respiratory and cardiac disease), health and social care workers. Flu clinics usually begin in October; eligible patients will be invited to attend. If you think you are eligible and do not receive an invitation, please contact the surgery.

Pneumococcal Vaccine

Is offered to people over 65 and people at higher risk due to other illnesses and medical conditions. The vaccine protects against a range of illnesses such as pneumonia, septicaemia and meningitis, when these are caused by the bacterium streptococcus pneumonia.

Travel Clinic

Please make an appointment at least four weeks in advance of your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges can be found on our website. You are required to book a double appointment initially where the nurse can discuss with you the vaccines required and the cost involved. We do not currently have a card machine so payments must be made by cash or cheque. If you require vaccinations for yourself and your family you will need an appointment for each of you to ensure adequate time.

Non registered patients will need to pay a £10 deposit to secure their appointment.

Sterndale surgery is an authorised Yellow Fever centre.

Following patient feedback we are looking into getting a card reader and offering facilities for patients to pay via our website.

Screening

The NHS offers free routine screening for some of the most common cancers. Screening can pick up problems early, sometimes even before they develop into cancer. Screening saves lives and we strongly recommend that everyone accepts invitations to screening appointments.

Breast

All women aged between 47 and 73 will receive an invitation letter for breast screening every three years.

Cervical

Regular screening helps prevent cervical cancer, which is the second most common cancer in women aged 35 and under. Please note that cervical screening is performed by female staff. Women are invited for screening (smear test) from the age of 25. Between 25 and 49 screening is every three years. From 50 to 64 is every five years. After 65, only women who have not been screened since 50 or have an abnormal screen need to continue.

Bowel

All men and women aged 60 to 69 are offered screening every two years. The programme sends a simple self-testing kit to patients to do at home and post back for analysis. Results are returned within two weeks.

If you fall into any of these groups and have not had a screen in the recommended time period, please contact the surgery.

TB (Tuberculosis)

Tuberculosis is not common in the UK but levels on the disease are high in other parts of the world. NHS Hammersmith and Fulham have a programme to offer TB screening to new residents arriving from countries with high levels of tuberculosis. Information is provided

when registering. Please ask reception for more details.

Chlamydia

Chlamydia is a very common sexually transmitted disease, one in ten sexually active young people are believed to have it. There are often no symptoms but if left untreated it can cause infertility and other health problems. Testing done by a quick urine sample and is free for all 16—24 year olds. Treatment is by a single tablet of antibiotics. Ask the doctor or nurse if you would like a test or visit www.check-kit.org.uk to request a confidential postal testing kit.

NHS Health Check

All patients aged between 40 and 75 who are not suffering from a disease are entitled to a free NHS health check every five years. Please contact the surgery to book a health check with Ann.

Diabetes

Diabetes is serious, if left untreated it can lead to heart disease, blindness, kidney failure and other life threatening complications. But if it is diagnosed early you can greatly reduce the risk of serious health problems. Type 2 diabetes is the most common. Risk factors include a family history of the illness, being overweight, high blood pressure and severe mental health problems. Age and ethnicity are also risk factors. Risk increases with age, and people from black, Asian and other minority ethnic groups are more at risk. For details visit Diabetes UK's website at www.diabetes.org.uk

We are offering screening to patients that are at risk of diabetes due to these factors. You should be invited to book an appointment for screening if we feel you are at increased risk.