

provide secretarial services to the Practice Team and maintain the practice computer database.

The **Practice Nurses** carry out a wide range of nursing procedures at the Practice. They are also specially trained in conducting a wide variety of well-person screening, (including the Practice's cervical smears), giving health promotional advice, monitoring some long-term medical conditions and providing some contraceptive advice. They are supported by Health Care Assistants who are trained to take blood samples, blood pressure monitoring and general health checks.

The **Health Visitors** are general Nurses with further training in health care for all ages, but especially families with young children. They offer a service at home or at the Health Centre. They can be contacted at the centre between 9.00am - 5.00pm Monday to Friday on 020 8237 2984/2985/2039.

The **District Nurse** works with your Doctor and performs nursing procedures in your home for anyone not able to come to the surgery.

There are numerous other services provided at Richford Gate by Hammersmith and Fulham Primary Care Trust. These include Chiropractic, Dietetics, Child Psychology and Physiotherapy.

## HELP US TO HELP YOU

You will be treated as an individual and will be given courtesy and respect at all times, irrespective of your ethnic origin, religious belief, personal attributes or the nature of your health problems. In return we ask you to appreciate that we are all trying to satisfy the needs of all our patients and would appreciate your co-operation.

Medical staff will advise you of the treatment they think appropriate which you may discuss if you wish. No care or treatment will be given without your informed consent.

You have the right to see your health records written after 1 November 1991, subject to any limitations in the law. Please ask for an information leaflet, if required.

People involved in your care will give you their names and ensure that you know how to contact them. It is very important that you notify us of any changes of name and address. Please note that if you move out of our practice area, it will be necessary for you to register with another GP locally. A map of our area is displayed at Reception.

It is our job to give you treatment and advice. In the interest of your health it is important for you to understand all the information. Please ask us if you are unsure of anything.

We aim to see patients within 20 minutes of their appointment time. If not, an explanation will be given. If for any reason you have been waiting for over 30 minutes please speak to the Receptionist.

If a Doctor agrees that a routine referral is necessary, this will be completed and sent within one week. Urgent referrals will be made within 24 hours.

## KEEP IT OR CANCEL IT!

If you have made an appointment to see any member of the health care team and you no longer require it, please use our 24 hour cancellation line, 020 8846 2004 or email us via the practice website.

## ZERO TOLERANCE

All staff at the surgery have the right to carry out their work without threat of violence. The surgery has a policy of removing from our list any patient who is physically or verbally abusive or threatening towards any member of our staff or other patients. We promise to treat all our patients with respect - in return, we feel our staff are entitled to the same respect.

## LET US KNOW

If you have arranged to meet somebody here, please inform the Receptionist as, in the interest of confidentiality, we are otherwise unable to tell anyone whether or not you are in the building.

## FEEDBACK AND COMPLAINTS

We welcome feedback as a positive way of improving services. Suggestion cards are available in the waiting areas. The practice undertakes a comprehensive annual survey and involves patients in discussing the results.

The Executive Partner is responsible for our in-house practice complaints procedure. An information leaflet is available in Reception and on the website.

## HAMMERSMITH AND FULHAM PCT

We are contracted to provide services for you by:  
Hammersmith and Fulham Primary Care Trust  
Parsons Green Centre  
5 - 7 Parsons Green  
London SW6 4UL  
Tel: 020 8846 6767  
www.hf-pct.nhs.uk

**Walk-in Centre** (opening times)  
Charing Cross  
8am - 10pm • Monday - Sunday

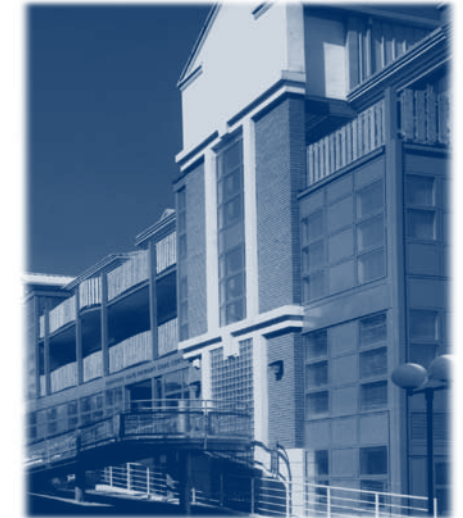
Parsons Green  
8am - 8pm • Monday - Friday  
9am - 1.30pm • Saturday (Limited Service)  
9am - 5pm • Bank Holidays

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# Richford Gate Medical Practice

Richford Gate Primary Care Centre  
Richford Street, London W6 7HY

[www.richfordgate.org.uk](http://www.richfordgate.org.uk)



**Tel: 020 8846 6655**

**Tel: 0845 4647**

(NHS Direct - 24 hour advice line)  
[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)



Welcome to Richford Gate Medical Practice. We are committed to giving our patients high standards of care in a friendly and supportive environment. We aim to achieve this by working together with our patients. If you have access to the internet please make a point of visiting our website [www.richfordgate.org.uk](http://www.richfordgate.org.uk) on a regular basis.

## DOCTORS

Richford Gate Medical Practice is a non-limited partnership.

- Dr Ivan Koppel • Dr Sarah Jarvis
- Dr Beverley McDonald • Dr Tony Willis
- Dr Claire Sleight • Dr Holly Simms
- Dr Mohamed Maloufi

Assistants:

- Dr Stewart Drage • Dr Katy Willis
- Dr Ben Braithwaite

Executive Partner:

- Renos Pittarides

## PRACTICE AREA & REGISTRATION

The practice area consists of most parts of W6 and W12.

Patients who live in our practice area may register with our practice. If you would like to see a particular doctor, please inform the receptionist and we will do our best to accommodate you. Please see our website or speak to a receptionist for more details.

## PRACTICE OPENING HOURS

The reception is open:

Monday - Friday	8.15am	-	12.30pm
	2.30pm	-	6.30pm

Please note that the building is closed at weekends and bank holidays.

## HOW TO SEE A DOCTOR

To maintain continuity of care it is best to consult one doctor but it may be necessary to see other doctors from time to time.

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

We offer a flexible appointment system. About half of our appointments are bookable up to 10 days in advance and the rest are available on the day.

**Prebookable appointments:** Please ring after 9.30am and 3.00pm as the lines are less busy.

**On the day appointments:** To make an appointment for a morning appointment please ring from 8.15am. To make an appointment for an evening appointment please ring from 2.30pm.

## MOBILE NUMBERS

We offer a text messaging appointment reminder service. Please make sure we have your current mobile number and remember to let us know if you change it.

## HOW TO SEE A NURSE OR HEALTH CARE ASSISTANT

Appointments with the Practice Nurse or Health Care Assistant are made by appointment by ringing 020 8846 6655, preferably after 9.15am.

## TELEPHONING THE SURGERY

The **020 8846 6655** number can be used **24 hours** a day. The clinical members of our team are available to take telephone calls at set times during the week. If you need to speak to one of them, please ask at reception when they are next available.

## HOME VISITS

If possible try and get to the surgery as we can offer more comprehensive care here. If you do need a visit please try to make the request by 10.00am. A doctor will discuss the problem with you before deciding if a home visit is necessary.

## OUT OF HOURS EMERGENCIES

Hammersmith and Fulham Primary Care Trust is responsible for your care from 6.30pm to 8.00am weekdays and throughout the day and night at weekends and bank holidays. If you require assistance please ring the PCT out of hours service: 020 8969 0808.

## REPEAT PRESCRIPTIONS

If you are on long-term medication please speak to your doctor about our repeat prescription service. Authorised requests for repeats must be handed in at least 48 hours before needed.

## SERVICES AVAILABLE

As well as providing general medical services the practice offers family planning, maternity services, cervical smears, child health surveillance, minor surgery and travel immunisations.

## HEALTH CHECKS

We offer and encourage patients to have health checks as follows:

New Patients - As soon as you register with us;

Patients over the age of 75 - once a year unless you are being seen regularly;

All patients - Every three years if you have not been seen for another reason.

## USE OF COMPUTERS AND PERSONAL HEALTH INFORMATION

We are registered under the Data Protection Act and have robust systems in place to protect your confidentiality. Personal health information is used to monitor the practices screening activities.

Occasionally anonymised health information is sent to the PCT to monitor quality standards and for post-payment verification purposes.

## ACCESS

Access for patients in wheelchairs is by ramp to the front door, followed by a lift.

## GP TRAINING

Richford Gate Medical Practice is approved as a training practice to help qualified doctors in the last stage of their preparation to become GP's. Since we are involved in training, we do occasionally use video recordings of our consultations. These are taped only with the patient's consent and are used for carefully controlled training purposes only.

We would be really grateful if you would consider helping us to keep up our high standard of medical care by agreeing to take part in a video consultation if requested.

## THE PRACTICE TEAM

The **Executive Partner** is available to discuss any queries about the running of the practice and general services within it.

The **Receptionists** are here to help you make an appointment, take requests for visits, pass messages to the Doctors and Nurses and answer general but not medical queries. Administrative Staff are here to