

## Confidentiality

All personal health information is recorded on our computers and you have the right to this information.

Remember, this information is used for our records and may be used when communicating with other health professionals about your care, when this is necessary. This information is kept confidential from other patients.

## Comments and Complaints

The Orchard Practice aims to provide an accessible and efficient service.

Your comments and suggestions are welcome. If you have a complaint or concern, please contact the Practice Manager. You will receive and acknowledgement of your complaint within two working days and a written response within ten working days of making your complaint. You can also use the **Patient Advice & Liaison Service** (known as PALS). This provides advice and assistance in solving any problems or concerns you may have with local health services. You can contact PALS on: **0800 953 0676**.

## Patient Information

The Orchard Practice offers a wide variety of information leaflets and booklets.

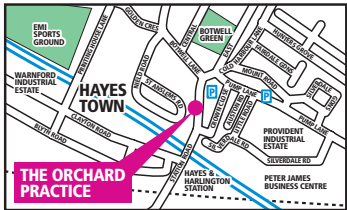
If you need information about a particular service or condition, please ask at reception. If you require information in a different language or format (such as large text or audiotape), please ask reception to help you.

If you would like this leaflet translated please speak to the Practice Manager. Haddii aad u baahato macluumaad inta ka badah weydii shagalaha carunta (Reception) - Somali, Hindi, Urdu, Punjabi, Nepalese.

## NHS Direct

You can contact NHS Direct for any health-related advice 24 hours a day. Phone **0845 46 47**. If for some reason NHS Direct is unavailable, you can then phone 020 8867 1402.

The practice boundry includes the area between Uxbridge Road, Bath Road, West Drayton and Cranford.



The nearest Walk in Centre is situated in the Hesa Centre (located opposite the Orchard Practice)

The practice has a Hearing Loop.

**The Orchard Medical Practice,**  
HESA Primary Care Centre, 52 Station Road, Hayes,  
Middlesex, UB3 4DD  
Tel: 01895 486052 Fax: 01895 486051

The local Primary Care Trust: NHS North West London,  
Kirk House, 97-109 High Street, Yiewsley, West Drayton,  
Middlesex UB7 7HJ

**NHS**  
Hillingdon

**NHS**  
Hillingdon



**The Orchard Practice**

[www.theorchardpracticehayes.co.uk](http://www.theorchardpracticehayes.co.uk)



# The Orchard Medical Practice CIC

Opening Hours Monday-Friday 8.00am - 6.00pm (Closed for Lunch between 12.30 - 1.00pm)  
Mondays 6.30pm - 7.30pm

Telephone calls from 8.30am - 12.30pm and 1.00pm - 6.00pm

[www.theorchardpracticehayes.co.uk](http://www.theorchardpracticehayes.co.uk)

HESA Primary Care Centre, 52 Station Road, Hayes, Middlesex UB3 4DD  
Tel: 01895 486052 Fax: 01895 486051

Visit us on

[facebook](https://www.facebook.com/theorchardpracticehayes)

# Practice Staff

## Clinicians

**Dr Satesh Sehdev - Male**  
General Practitioner  
BSc, MB, ChB, MRCP, DCH, DrCoG

**Dr Adem Mohamed - Male**  
General Practitioner  
JCPTGP, DrCoG, DFFP

**Ms Jennifer Rolland - Female**  
Advanced Practice Nurse  
RGN Obst, S.N. Cert, F.P. Cert,  
Asthma Dip, Counselling Cert,  
Independent Nurse Prescriber.

**Mrs Mary Freeman - Female**  
Advanced Practice Nurse, RGN, D.N.  
Cert, S.N. Cert, F.P. Cert, Asthma  
Dip, Diabetes Dip, Teaching Cert,  
NVQ Assessor, Community  
Practitioner Prescriber.

**Miss Gemma Culverhouse**  
Health Care Assistant

## Administration

**Mrs Wendy Chambers**  
Practice Manager

**Mrs Reshma Begum Gazi**  
Practice Secretary

**Mrs Elaine Rixon**  
Reception Administrator

**Miss Hanan Yusaf**  
Reception Administrator

**Mrs Anita Erdogan**  
Reception Administrator

## The following people work or are attached to the Practice

District Nurse  
Health Visitor  
Midwife  
Primary Care Counsellor  
Drug and Alcohol  
Counsellor.

## Where we are

We are located on the first floor of the Hesa building and there is suitable access for disabled patients.

Sometimes we have nurses and other health care professionals in training who sit in on consultations to observe the Doctor or the Nurse for learning purposes.

We will ask your permission before allowing this to happen and you must inform us if you would prefer to see the Doctor or the Nurse alone - we do understand.

## Making an appointment

All of our nurses have had special training and can also diagnose, manage, treat and prescribe for many conditions. These include acute (short term) and Chronic (long term) conditions.

The reception staff will help you make appointments and determine who you should see. You will always have a choice who you see.

- Appointments are usually available within 24-48 hours and can be arranged for up to 2 weeks in advance.
- If you feel your child needs to be seen on the same day please contact reception before 10.00am.
- Home visits are available for the house bound: please contact reception to speak to a clinician who will give further advice.

**PLEASE ALWAYS LET US KNOW IF YOU CANNOT MAKE AN APPOINTMENT - MANY APPOINTMENTS ARE WASTED BECAUSE PATIENTS FAIL TO ATTEND WITHOUT LETTING US KNOW.**

## Telephoning the surgery

The practice operates a telephone consultation service, if you would like to speak to a clinician over the telephone, please request this with reception.

**12.00pm - 12.30pm or 5.30pm - 6.00pm and nurses can usually take calls between 5.30pm - 6.00pm**

## Patient Participation Group

The practice has a patient participation group - if you are interested in getting involved please look at the patient information board or speak to the practice manager, Wendy Chambers. Alternatively log on to the practice website and E-Mail the group directly for further information.

## Practice Services

The Practice offers a variety of services these include:

- Blood pressure checks
- Diabetes check, Asthma reviews, Chronic Obstructive Pulmonary Disease (COPD) reviews
- Suture removal, dressings
- Cervical Smears tests for female patients aged between 25 and 64 years
- Dopplers and Electrocardiograms (ECG)
- Antenatal and child health care
- Help with stopping smoking, losing weight, healthy eating and lifestyle
- Counselling
- Text message appt reminder service
- Family Planning

## Vaccines and immunisations

Nurses are available to provide advice and vaccinations including:

- Child immunisations
- Flu immunisations
- Travel vaccines and other vaccines
- Yellow Fever vaccination centre

For more details, contact reception.

## Repeat prescriptions

Repeat prescriptions are those that are intended to be continued when your current supply of a particular medication has run out.

These medicines will be printed on a slip of paper attached to your current prescription. You can request a repeat prescription using the slip provided or in writing (including your details). We do not take requests by telephone as this can lead to mistakes. We will try to provide you with your repeat prescription up to a maximum of 48 hours from your request. The practice operates a pharmacy collection service for repeat prescriptions.

## Patients' rights and responsibilities

As a patient, you have the right to access our health professionals. You also have the right to patient confidentiality and the right to be treated as an individual with courtesy and respect.

Our staff have the right to work in a safe environment. The Orchard Practice operates a 'ZERO Tolerance' policy. If a patient is violent or abusive to any member of staff, verbally or physically, they will be asked to leave the premises immediately and the police will be called in if necessary

