

Out of Hours Emergency No for Harmoni:

**0300 130 3015**

**Stag Lane Medical Centre**  
**245 Stag Lane**  
**Kingsbury**  
**NW9 0EF**

**Tel: 020 8204 0777**  
**Fax 020 8206 0602**

## The Doctors

Partner:

### Dr Upma Shah (Female)

MbChB (1990) DRCOG MRCGP DPD (dist)

Assistants:

### Dr Sandeep Shah (Male)

MBBS (1990) MBA DIC DFFP MBIRA TOPRA  
MRCGP

### Dr Lynsey Selman (Female)

MBChB BMedSc (hons) DRCOG DFSRH MRCGP

## Disabled Access

There is wheelchair access and toilet facilities are available for the disabled.

## Consultation times:

	am	pm
Mon	9.00-12.30	4.30-7.00
Tues	9.00-12.30	4.30-7.00
Wed	9.00-12.30	4.30-7.00
Thurs	9.00-12.30	CLOSED
Fri	9.00-12.30	4.30-6.30

## Surgery Opening Times:

	am	pm
Mon	9.00	-7.00
Tues	9.00	-7.00
Wed	9.00	-7.00
Thurs	9.00	-2.00
Fri	9.00	-7.00

*(These are not Consultation times)*

## Extended Hours Nurse or Doctors:

*Mon* 6:30 to 7:00pm  
*Tues* 6:30 to 7:00pm  
*Wednesday* 6.30 to 7.00pm

## Repeat Prescriptions

For your regular prescribed drugs please post, fax or drop in your computerised request slip in the box provided at reception or order online from our website (you will need an access code). Other items may not appear on your regular list because they need to be reviewed by a Doctor or Nurse before further issues.

**Please allow 48 hours before you collect your prescription.**

If you would like us to post your prescription to you, please provide a stamped addressed envelope. If you wish for any of the local chemist to pick up your prescriptions, please speak to our Administration team. If you wish to use the Electronic Prescription Service please ask at reception for details.

**Requests for prescriptions are not taken over the telephone.**

You may fax your prescription requests to:

**020 8206 0602**

## Website

Our surgery website address is: [www.staglanemedicalcentre.com](http://www.staglanemedicalcentre.com)

## Appointments

When you need to see a Doctor or Nurse please telephone or come in to reception during surgery hours to make an appointment. You can also book appointments online from our website (you need special access so please ask at reception).

A number of morning and evening appointments can be booked up to 4 weeks in advance and appointments are released every day for the following day to ensure there is plenty of choice including of your preferred doctor. On the day appointments are also available in our Kingsbury Hub daily M- F from 3-9pm and on Saturdays.

If you feel your need is especially urgent and all the appointments are booked please alert the receptionist who will advise you and liaise with the doctor/nurse and offer you an appointment or advice slot as soon as possible.

All appointments with the nurse can be pre booked.

For Home Visit requests call before 11.30 in the morning and speak to the duty doctor.

If you are unable to attend an appointment, please cancel it as soon as possible so that the appointment may be offered to other patients. Our policy for dealing with patients that Do Not Attend (DNA) appointments is to discuss with patients the reasons for repeated DNAs (may result in rights to book appointments in advance being withheld or in extreme cases being asked to leave the practice list).

Patients aged between 16-74 not seen in the last 3 years are invited to see the Practice Nurse for a "health check" appointment and she will refer you to the doctor as appropriate. Patients aged 75 and over are invited to see us at least annually for a routine review.

## Emergencies

If you have a medical emergency when the Surgery is closed, you can contact the Out of Hours service on 0300 130 3015. For Medical Advice you can telephone 111. Alternatively, there is an A & E Department as well as an Urgent Care Centre at Northwick Park Hospital and a GP Led Health Centre at Wembley Centre for Health & Care and a Walk in Centre at Edgware Hospital.

## Test Results

Investigations such as blood tests etc will usually be available in about 7 days, but X-rays, some blood tests and cervical smears can take 2 to 3 weeks to be ready. We usually contact you if there is anything abnormal in your test results but to get your test results yourself you can phone the doctor or nurse or book an appointment to be seen. To protect patient confidentiality results will only be given to the patient if aged over 16 unless there are special circumstances.

## Telephone Advice

We offer telephone consultations for problems that you feel the doctor or nurse can help you with by giving advice over the telephone. Please request a telephone consultation when speaking to the receptionist and call between 12 and 12.30pm M-F. Much advice can be given over the phone; this includes advice for minor illnesses and feedback from routine tests.

Please let the receptionist know if your call is urgent.

**020 8204 0777**

## Registering as a New Patient

Generally we accept patients living within our practice catchment area. This is a circular area approx 1.5 miles around the practice. Please check at reception if you are in our area. You may register by presenting your NHS card, if you do not have one you will need to fill in a form.

If you have come from abroad, you must bring your passport. Please check if you are eligible for NHS treatment here. In general if you are "ordinarily resident" in the UK you can claim free NHS treatment. All New Patients registering will be asked to provide 2 proofs of their current address (I.e. utility bills, Rental agreements or statements).

When you register you will be asked to fill in a questionnaire. You will be offered an appointment with one of our nurses or Health Care Assistants for a Health Check. Children must bring their previous immunisation details to this appointment. We will start children on our Immunisation programme (approved by World Health organisation) if appropriate. When you attend for this health check, please bring a urine sample, (collect a urine sample bottle from reception) and Immunisation records of your children and any medication you are taking.

## Patient Representative Group

The practice has an active patient representative group. The Co-Chairs is currently Mr D Kunverji and Mrs Pauline Powell. Please see the notice board for updates and forthcoming meetings and events to which all patients are welcome. Please speak to the Practice Manager if you wish to join the group.

## Patient Responsibilities

We request patients behave in an acceptable manner whilst on the premises both towards staff and others, cancel unwanted appointments in good time (including those we have made for you at the hospital), inform us straight away of any change of address or telephone number. Patients are also encouraged to follow the care plan agreed with their Clinician and take medication as directed.

We also request your understanding if you are kept waiting - urgent, unplanned problems will always occur and sometimes it causes delays.

## Violent Patients

Verbal and physical abuse of any type towards staff will not be accepted. The Practice supports the NHS Zero Tolerance Policy and patients will be removed from the list without warning in the event of abuse of staff.

## Comments, Suggestions, Complaints

Stag Lane Medical Centre aims to give a friendly and professional service to all our patients. However errors and omissions can occur. If you have any concerns about any aspect of your service, please let us know. Speak to whomever you feel most comfortable with - your GP - our practice manager - or reception staff will be happy to help. Our Practice Manager will always be pleased to speak to you regarding any complaints, suggestions or queries. Please telephone or call in to arrange a time.

We have a suggestion box in the waiting room.

If you feel we have not dealt with the issues you have raised in house:

You have the right to approach NHS England or the Ombudsman. The contact details are:

**NHS England, PO Box 16738, Redditch B97 9PT**  
**Tel: 0300 311 22 33 email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)**

**The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, SW1P 4QP Tel: 0345 0154033**  
**Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

**You may also approach ICAS for help or advice;**

Independent Complaints Advocacy Service (ICAS) on 0845 337 3063. Their email address is [pohwericas@pohwericas.net](mailto:pohwericas@pohwericas.net) and their website is [www.pohwer.net](http://www.pohwer.net)

## Non NHS Services

The practice is happy to carry out services not covered by the NHS, but it must be recognised that NHS commitments take priority. Private medical certificates, passport signing, insurance medicals, HGV Licences etc will be done by appointment. A fee will be charged for all non NHS work. Charged are made in accordance with BMA recommendations. These are advertised in the practice.

## Health Promotion

We recommend:

- All childhood immunisations as per the schedule in your parent held record and our Immunisation programme
- Cervical smear screening between the ages of 24-65 for all sexually active women.
- Breast cancer screening mammograms for women aged 45-70y
- Blood pressure check every 15 months if you are an adult and otherwise healthy.
- Adult immunisations for MMR, HPV and tetanus boosters as required.
- Rubella and thalassaemia screening for women considering pregnancy.
- Daily folic acid intake preconception for women considering pregnancy and continued for 12 weeks into the pregnancy.
- Chlamydia screening for all sexually active adults aged 15-24.
- Influenza vaccine annually to all patients aged over 65 and those in high risk groups under 65.
- Pneumococcal vaccine to those aged over 65 and other at risk groups.
- Shingles vaccine for those in high risk groups

## Useful Telephone numbers

Northwick Park Hospital  
**020-8864-3232**

Edgware Community Hospital  
**020-8732 6459**

Social Services Brent  
**020-8937 4421**

Harrow  
**020-8863-5611**

Red Cross  
**020-8427-8788**

Drugs support  
**020-8863-6432**

Alcoholics anonymous  
**020-7352-3001**

Gum Clinic NPH  
**020-8869 3142**

Health Visitor  
**020-8901 1053**

District Nurse  
Brent  
**020-8901 1118**

Church Lane Children's Centre Kingsbury  
**0208 9373890**

UNP Pharmacy Kingsbury  
**0208 206 1361**

McKenzie. Harrow  
**0208 952 4545**

## Address Of Local CCG

Brent CCG  
Wembley Centre of Health & Care  
116 Chaplin Road  
Wembley  
Middlesex  
HA0 4UZ

Tel: 8795 6000

## Clinics and other services

We provide the following services

Chlamydia Screening  
Child immunisation  
Child Development Checks

Ante and post natal checks  
Family Planning Services  
Preconception Counselling

Emergency Contraception  
Referral for abortion  
Advice on safe sex

Travel advice and Immunisation  
Yellow Fever Vaccinations as approved  
Centre  
Men C ACWY vaccination

Flu Vaccination  
Pneumococcal Vaccination  
Over 75 checks

Cervical Smears  
HRT

Diabetes Care  
Asthma Care  
Diet Advice  
Heart Disease prevention

Cryotherapy by arrangement  
Minor Surgery

# STAG LANE MEDICAL CENTRE

## Information on Using Your Medical Records & Keeping them Confidential

### Using your Medical Records

We and other health professionals ask you for information so that you can receive the best possible treatment and care from NHS.

We keep this information because we may need it if you are seen again for treatment.

### It helps us in following ways:

1. We and other health professionals involved in your will have accurate up to date information to assess your health and decide what care is best for you.
2. We can provide accurate records to another doctor if you need further care.
3. Staff can audit the care provided to make sure you have received high quality care.
4. We can fully investigate your concerns if you need to complain.
5. We can provide and plan services where needed most.
6. The information can be used to train NHS staff (you can choose not to be involved).
7. It can help with medical research. We will ask for your consent before doing this.

### Keeping your records confidential

Everyone working in NHS has a legal duty to keep your information confidential.

1. Sometimes you may receive care from other people-hospital, social services, etc. We need to share information so that you get the optimum care.
2. If someone who is not involved in your care asks for information, we will ask you for written permission before we tell them anything.
3. We will only give your relatives, friends, carers information with your written permission.
4. We keep your records secure and only share details when there is a genuine need to know.
5. If you change to another GP, we will send your medical records to the Health Authority so that it can be sent to your new GP. The Health Authority will also change your new address on the central register. This register contains basic personal details of all patients registered with a doctor. It does not hold any medical information.
6. We sometimes send information to the Health Authority about your treatment so that we can be paid for meeting some targets. Your personal details are not sent.
7. Some information and statistics are sent to the health authority and the Department of Health to help the NHS manage its services.
8. We give details of patients who need follow up treatment such as cervical screening to the health authority. Access to this information by NHS staff is strictly controlled and monitored. You can choose whether you want your information included.

### Exceptional Circumstances

At certain times we legally have to report information to the right authority.

1. Letting authorities know about certain diseases which may a risk to other people (Meningitis, measles but not HIV/AIDS)
2. New births to Authorities
3. If a formal court order has been received.
4. If child protection or safeguarding issues are involved.

**Under the Data Protection Act (1998). Section 7, you have the right to access your health records.**

**If you want to have copies of information in your medical records, you may have to pay for it. Ask the receptionist for an application form and further details.**