

Knightsbridge Medical Centre



***71-75 Pavilion Road
Knightsbridge
London
SW1X 0ET***

Tel: 020 8237 2600

Fax: 020 8237 2626

www.knightsbridgemedicalcentre.org.uk

Knightsbridge Medical Centre

TELEPHONE & SURGERY HOURS

Monday	08.15 – 18.15
Tuesday	08.15 – 19.45
Wednesday	08.15 – 19.45
Thursday	08.15 – 19.45
Friday	08.15 – 18.15

Weekend Urgent Walk in Surgery

Saturday 09.00 – 17.00

Sunday 09.00 – 17.00

SPECIALIST CLINICS

Monday

INR Anti-coagulation Clinic – 8:30 am to 11:00 am

Tuesday

Lunch Time Surgery – 12:00 pm to 2:00 pm

Late Evening Surgery – 5:30 pm to 7:30 pm

Wednesday

Baby Immunisation Clinic – 3:00 pm to 5.00 pm

Late Evening Surgery – 5.30 pm to 7.30 pm

Thursday

Nurse Led CDM Clinic – 9:00 am to 11:00 am

Health Visitor Baby Clinic – 2:30 am to 4:00 pm

Phlebotomy Service

Tuesday - Friday – 9:00 am to 11:00 am

All Consultations are by appointment only

Primary Healthcare Clinical Team

Dr M. Sweeney

GP – Male MSc(Hons) MBBS DRCOG DFSRH MRCGP

Dr K. Brunton

GP – Female MBBS DRCOG DFSRH MRCGP

Dr. B. Sapuay

GP – Female MBBS DRCOG MRCGP

Dr. J. Hazon

GP – Male MBBS MRCGP DFSRH DRCOG

Dr. N. Al-Saraf

GP – Female MBBS DFSRH MRCGP

Dr. W. Squier

GP – Male MBChB DCH DSFRH

Dr . M. Kotecha

GP Registrar – Female BSc MBChB DRCOG

Dr. L Freeman

GP – Registrar-Female MBChB

Mrs. E. O'Connor

Practice Nurse RGN FP

Mr. K. Lawrence

Practice Nurse BSc(Hons) Nursing & Healthcare

Health Visitors

Nicola Boyle

Health Visitor Team Leader

Julia Carter

Health Visitor

District Nurses

Belgravia District Nursing Team

Violet Melchett District Nursing Team

Primary Healthcare Administration Team

Practice Manager

Mr Martin Levantine

PA to Dr. Sweeney

Ms Norma Rahim

Financial Manager

Mr Mustaf Mohamed

Clinical Administrator

Ms Mikki LeBailly

Reception Manager

Ms Katie Connell

Receptionist

Ms Jackie Coley

Receptionist

Ms Sandra Ine

Receptionist

Ms Tracey Duffey

Receptionist

Ms Shellina Ladha

Registration Officer

Ms Bridget Evans-Acquah

APPOINTMENTS

Appointments are of 10 minutes duration with our Doctors and Nurses. They may be booked through our Reception Desk in advance. We do offer a walk-in service, on specific days. Please contact Reception for current availability.

OUT OF HOURS

Out of Hours medical help can be accessed by calling the new NHS 111. You can ring 111 number 24 hours a day, 7

days a week, 365 days a year. Call from landlines and mobiles are free. If you need urgent emergency medical help, you should call 999.

EMERGENCIES

There is always a Doctor on call to deal with medical emergencies. The Receptionist will contact that Doctor should the need arise.

HOME VISITS

Home Visits are at the discretion of the Doctor. Please do not ask for a home visit unless you or the patient you are phoning about, is genuinely too ill to come to the surgery. When the condition of a patient does require a home visit, please try to telephone before 10:30 am of the same day the visit is required.

We are unable to guarantee that a specific doctor will visit you as this depends on availability and other factors. The decision to undertake a home visit will be at the doctors' discretion.

KEEPING APPOINTMENTS

By not attending your appointment it could result in patients who need an appointment not being able to be seen on that day. If you are unable to attend please notify the surgery as soon as possible so that the appointment can be given to someone else. If you regularly fail to attend or cancel Appointments without prior notice, without good reason this may result in steps being taken to have you removed from our practice, an action which we trust will not be necessary.

REPEAT PRESCRIPTIONS

Please allow **48 hours** (2 working days) for repeat prescriptions. You can submit these by hand, by fax on 020 8237 2606/2626 or by post – please include a stamped addressed envelope if you wish it to be posted back to you. Your request can also be made by email to

mail.kmc@nhs.net.

Please note no requests will be taken over the telephone.

Issuing of Prescriptions from Specialists in the private sector is at the discretion of the GP.

To ensure the best possible knowledge of your personal health, these will be signed by your usual GP wherever possible.

RESULTS OF TESTS

For results of tests please telephone **after 1pm Mondays -Fridays**. If you wish to discuss the results with the doctor or nurse please call between 2:00 pm and 3:00 pm. Should the GP need to see you to discuss the results the GP will telephone you or a letter will be sent to your home inviting you to make an appointment

TELEPHONE ADVICE

The most convenient time to contact the doctor or nurse for advice is between 12:00 pm and 3:00 pm – patients are advised to call between these times. Please understand that if a doctor or nurse is busy in consultation with Patients, they will not be interrupted. Doctors or Nurses are therefore restricted to calling patients back at the end of surgery. Please always leave a landline number should the need arise.

PREFERRED PRACTITIONER

Although patients are registered with the partners of the practice they have a right to request to see one of the other doctors in the practice. When booking an appointment please let the receptionist know which doctor you would like to see.

DISABLED ACCESS

We have automatic doors making access easy for wheelchair users, our toilets on the ground floor are equipped for disabled patients and we have a lift for those patients being seen on the first floor.

NURSE PRACTITIONER

Our Nurse Practitioner gives a whole range of advice on many health related matters and conducts special clinics such as Diabetes, Asthma and Family Planning. Please ask at Reception for further details for Anticoagulation Clinic and Travel Clinic.

EMERGENCY CONTRACEPTION

Emergency contraception can be obtained from any of the GP's or Nurse Practitioner. A copy of the Emergency Contraceptive leaflet is available on our display table on the ground floor waiting area.

DISTRICT NURSE

The District Nurse specialises in assessing for and providing nursing care, advice and support at home for individuals and families with a wide range of needs. The Chelsea team can be contacted on 020 7349 2862 at the Violet Melchett Clinic and the Westminster Team can be contacted on 020 7963 2508, Belgravia District Nurses.

HEALTH VISITORS

The Health Visitors are based at the Violet Melchett Clinic and can be contacted on 020 7349 2874. They run a weekly clinic, at the Violet Melchett Centre, on a Tuesday afternoon between 1:30 pm and 3:30 pm for general advice, advice on all health related matters for children under 5 years of age and advice to mothers on feeding and weaning. They also visit mothers and babies at home.

There is a Walk in Clinic on Thursday from 2.30 pm – 4.00 pm at the Knightsbridge Medical Centre

URGENT CARE CENTRES /WALK-IN CENTRES

There are walk in centres that non KMC patients can be referred to.

Soho Walk in Centre 1 Frith Street W1D 3HZ – 020 7534 6500

Parsons Green NHS Walk in Centre 5-7 Parsons Green SW6 4UL – 020 8846 6758

Fulham NHS Urgent Care Centre Fulham Palace Road W6 8RF – 020 313 3833

St Charles NHS Urgent Care Centre St Charles Hospital, Exmoor Street, W10 6DZ -020 8969 2488

REGISTRATION OF NEW PATIENTS

New patient registration appointments can be arranged with the Registration Officer, or in her absence a member of the Reception team, between 9.00 am to 4:00 pm on Monday to Friday. All new patients are advised to have a New Patient Health Check as part of completing their Registration at this practice. If you wish to see a doctor please advise the receptionist when booking your appointment.

PRACTICE AREA

We accept patients who reside in the following postal code areas:

SW1X, SW3 1, SW3 2 and SW7 1.

If your post code is outside our catchment area you will be directed to other GP's near to your postal code area or given the phone number of the NHS North West London, Telephone Number 0207 150 8000 who will be able to advise you of a GP in your area.

NON NHS SERVICES

Certain services are not available on the NHS and we have to charge for them. This includes Insurance Reports, Pre-employment Medicals, Claim Forms, "To Whom it May Concern Letters", etc. The list of fees is available at Reception.

NHS NORTH WEST LONDON

We are part of the West London Clinical Commissioning Group whose Headquarters are at 15 Marylebone Road London NW1 5JD – their number is 020 3350 4000. Some functions such as requesting of local GP's and putting new GP's on the supplementary list are carried out by CCG based at 15 Marylebone Road, London NW1 5JD. If patients are unable to find a GP in their area they can contact the North West London NHS on 020 7150 8000 and ask for Patient Information.

NHS DIRECT

During surgery closure a recorded message directs patients to **NHS 111**. Calls to 111 are free from both landlines and mobiles. If you are unable to access 111, please call **020 8969 7777**

VIOLENT OR ABUSIVE PATIENTS

Staff and patients have a right to common courtesy and respect and should not have to experience aggressive, abusive or obstructive behaviour, or verbal or physical abuse. Any patient who is violent or abusive to our staff will immediately be removed from our list. KMC has a duty of care to provide a safe and secure environment for all patients and staff and visitors to the practice.

USE OF PERSONAL HEALTH INFORMATION

The use of all personal patient health information strictly follows Caldicott Principles, and the Access to Health Records Act 1990. Patients can be assured that:

- 1.No information about any patient is given without their consent.
- 2.Any information requested by the government on our patients is given in an anonymised format.
- 3.All staff sign and agree to be bound by the Patient Confidentiality Rules of the practice.
- 4.No external person is permitted access to any patients' records without the patient's consent.

ACCESS TO PATIENT INFORMATION

Your medical records are confidential and only accessible to clinicians directly involved in your care. Under the Access to Health Records Act 1990, you are entitled to see everything written in your medical records after November 1991.

NHS ENGLAND

The NHS England customer contact centre handles general enquiries, freedom of information requests and

complaints. Telephone:0300 311 2233 (Monday to Friday 8am to 6pm).NHS England P O Box 16738 Redditch B97 9PT.

There is also a wide range of helpful information available online at <http://www.nhschoices.nhs.uk>.

MAKING A COMPLAINT

If you have any complaints or concerns about the service you have received from the Doctors or Staff working for this practice please let us know. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

Within 6 months of the incident that caused the problem;

Or within 6 months of discovering that you have a problem, provided that is within 12 months of the incident.

The Practice Manager, Martin Levantine manages all complaints. He will explain the procedure to you and make sure that your concerns are dealt with promptly.

You can make your complaint:

In person – ask to speak to the Practice Manager, Martin Levantine

In writing – some complaints may be easier to explain in writing. Please give us as much information as you can, then send your complaint to the Practice, marked for the attention of Martin Levantine as soon as possible.

WHAT WE WILL DO

We operate a practice complaints procedure as part of an NHS system for dealing with complaints which meets national criteria. Our complaints procedure is designed to make sure that we settle any complaint as quickly as possible.

We will acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days from the date you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. We shall aim to look into your complaint to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where appropriate
- Identify what we can do to make sure the problem doesn't happen again

Some more complex complaints might require longer, but we aim to deal with all complaints within 28 days. At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

WHAT YOU CAN DO NEXT

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our service.

However this does not affect your right to approach NHS England Customer Contact Centre who handles general enquiries, freedom of information requests and complaints. Telephone: 0300 311 2233 (Monday to Friday 8am to 6pm). You can also contact them at NHS England P O Box 16738 Redditch B97 9PT.

If you remain dissatisfied with the outcome of the complaint procedure you can then take your complaint to the Parliamentary and Health Service Ombudsman for an independent review, their details are: Customer Helpline:0345 015

4033 Fax No. 0300 061 4000 Email: phso.enquiries@ombudsman.org.uk; Address: Millbank Tower Millbank London SW1P 4QP.

HELP US TO GET IT RIGHT

We endeavour to treat all patients with respect and dignity. If you feel this has not happened please contact the Practice Manager.

We are striving to improve the service we offer at Knightsbridge Medical Centre. Please let us have your suggestions.

CONTACTING THE CARE QUALITY COMMISSION (CQC)

If you have a genuine concern about a staff member or regulated activity carried on by this Practice, then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website:

<http://www.cqc.org.uk>

PATIENTS' CHARTER

ALL THE PRIMARY HEALTHCARE TEAM ARE DEDICATED TO MEETING THE PATIENTS' NEEDS, AND PROVIDING HIGH QUALITY CARE.

Practice Leaflet:

All new patients will receive a copy of our practice leaflet and copies will be displayed at the reception desk.

Surgery Premises:

Our surgery building will be welcoming, easy for patients to find their way around and appropriate to the needs of users, including the disabled.

Patients' rights to General Medical Services:

Patients have the right to:

- be registered with a General Practitioner
- change doctor if they wish
- 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 Access to the Medical Records Act 1998, and to know that those working for the NHS are under a legal obligation to keep the contents confidential.

Changes to Procedures:

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained, by means of its brochure, waiting room notice board or individual leaflets, giving as much notice as practicable.

Referrals:

Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation. Where you request, our GPs can refer you to a private health provider, but you should be aware that it is your responsibility to ensure that your Insurance Company will pay for all the costs of your treatment, if you are not self funding.

We will normally process non-urgent referrals within five working days of the patient consultation or the doctor's decision to refer.

Transfer of Medical Records:

The Practice will endeavour to despatch 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 patients' privacy, dignity and confidentiality at all times.

Appointments:

With a Doctor: For routine consultations we will endeavour to offer patients an appointment within **two** working days of the request. For medically urgent requests, we will offer an appointment on the same day.

With a Practice Nurse: For routine appointments we will offer an appointment within **two** working days.

If there is a delay in the appointment wait (when you arrive) of more than 20 minutes we will let you know. We are happy to update you on any delay situation if you feel that you have been waiting too long.

Waiting Times:

- we expect patients to be seen within **twenty** minutes of their appointment time, and in the event of a delay we will offer an explanation.
- when a doctor is called away on an emergency we will inform the patients and give them an opportunity to book an alternative appointment or, if preferred, to be seen by another doctor.

***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.

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.

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