



## Jai Medical Centre (Brent)

Staglane Location	Sheldon Location
82 Stag Lane Edgware HA8 5LP	19 Chichele Road Cricklewood NW2 3AH
Telephone: 0300 033 7863 Email: <a href="mailto:jmc.brent@nhs.net">jmc.brent@nhs.net</a> Website: <a href="http://www.jaimedicalbrent.nhs.uk">www.jaimedicalbrent.nhs.uk</a>	
<p><b>Jai Medical Centre</b> is dedicated to providing high-quality patient-centred care to improve the health, well-being and lives of our patients.</p> <p>We strive to ensure fair treatment and share a broader commitment to provide equal opportunity for all.</p> <p>We recognise and value our differences to provide an environment in which everyone is included and welcomed.</p>	
<p><b>General Medical Services</b></p> <p>General Medical Services are the basic things you expect of a doctor which we are contracted by the NWL Integrated Care Board (ICB) to provide. This is from 8:00 am to 6:30pm Monday to Friday (except bank holidays).</p> <p>In practice this means we provide you with access to a doctor, through appointments usually, and in an emergency see that you get urgent attention. We will also provide you with medication that you need by issuing a prescription, and refer you to a specialist when necessary. We will also visit you at your home to provide these services if it is appropriate to do so. Outside these hours we will help you to access the out of hours services (by ringing NHS 111).</p>	
<p><b>The practice is part of K&amp;W Federation &amp; also Primary Care Network (North and South)</b></p>	
<p><b>Clinical Team</b></p>	
<p><b>Doctors</b></p> <p>Dr <b>Patel</b> Vidya (Principal GP)[f]            Dr <b>Patel</b> Sapna (Lead GP) [f]            Dr <b>Hussain</b> Samina [f]            Dr <b>Vijayanathan</b> Pradipan [m]            ~Dr <b>Jothibal</b> Prasanna (m)</p> <p><b>Advance Nurse Practitioner</b>            Ms Rosana Ibrahim (f)</p>	<p><b>Nurse</b>            Ms <b>Esanu</b> Andrea</p> <p><b>Health Care Assistant</b>  <b>Reszke</b> Katarzyna [f]  <b>Meghani</b> Rekha [f]  <b>Sidhadhapara</b> Reena [f]  <b>Shah</b> Manisha [f]</p>
<p>The practice also has Social Prescriber, Dietician, First Care Practitioner &amp; Pharmacist provided through the Primary Care Network.</p>	

## Appointment

Telephone are open from 8:00 hrs to 18:30 hrs Monday to Friday  
(except Weekends and Bank holiday, when the practice is closed)

## Opening Hours

Days	Practice	Clinical Consultation Hours
Monday to Friday	09:00 hrs to 18:30 hrs	9:00 to 12:00 (AM) 16:00 to 18:00 (PM)

### Consultations are by appointment only,

Please call **0300 033 7863** or book online (please speak to reception if you are not already signed up for online services, ID will be required).

Appointments may be made at any time between 8.00am and 6.30pm. If you cannot keep an appointment please cancel it so it can be given to another patient. You may ask to see any doctor you choose, but if he/she is fully booked, you will be given the opportunity to see another doctor.

The doctors are also available for telephone advice for things that might save you having to make an appointment. The reception staff may ask for a contact number and details of what the call is regarding, this is to assist the doctor deciding on a course of action

## Urgent telephone triage

The telephone triage list is for urgent medical problems which must be dealt with that day. If you need to be added to our telephone triage list, s/he will take your details and ask for a brief description of the problem. Our on call doctor will then review your notes and take the most appropriate action. You may ask to go online and complete eConsult.

If you are experiencing an medical emergency, for example chest pain and you suspect a heart attack, please dial 999.

**“Urgent” consultations are just that, so please do not expect to have non urgent matters dealt with.**

## Online Appointments

You may also book appointment online,  
visit <http://www.jaimedicalbrent.nhs.uk> ,

However this is currently restricted to selected appointment during the Covid19 pandemic.

## eConsult

**eConsult** enables NHS based GP practices to offer online consultations to their patients. This allows patients to submit their symptoms or requests to their own GP electronically and offers around the clock NHS self-help information, signposting to services, and a symptom checker. Visit <https://stagmedicalcentre.webgp.com/> to complete online.

## Out of Hours – when the practice is closed

### NHS 111

Dial 111 for urgent medical advice out of hours. An appointment or home visit will be arranged if clinically appropriate.

Please dial 999 for serious emergencies or visit the nearest A&E at Northwick Park or Barnet General Hospital

### Home visit

Patients, If you need a consultation but are too ill to come to surgery, a doctor may visit you at home.

Patients are expected to attend the surgery if they are able to travel, with the necessity for a home visit being at the discretion of the doctor. If there is doubt the doctor may ring you to discuss the problem before deciding the most suitable place for the consultation to take place.

If you live more than 1 mile from the surgery, we cannot guarantee a home visit. You may want consider registering with a GP nearer to your home.

### Health Visitor

The health visiting service is available to all families in Brent with a child under five years old, although you must be living in the borough or registered with a local GP to be able to use it. A targeted service is also offered for children and families who require extra support, such as speech and language therapy. Contact the reception staff or visit <https://clch.nhs.uk/services/new-baby-and-parent-resources>

### Community Nurse

District Nurses liaise with the doctor to undertake nursing procedures at patients' homes if they are unable to attend the surgery.

### Chaperones

Chaperones are available to doctors and patients. If you would like a chaperone to be present during a consultation, please request one at the time of booking the appointment or when you arrive

### Travel Clinic

If you are planning to travel outside the UK, and know you need to be vaccinated against diseases which are prevalent in the area of the world you are visiting, please obtain a copy of our Travel Health Pack and Travel Risk Assessment form. These can be obtained from our reception or you may print them yourself (from our website).

Please read the Travel Health Pack and fill out the Travel Risk Assessment Form which must be handed in at the reception EIGHT weeks BEFORE you travel. This allows us sufficient time to arrange which vaccines are required and allow you time to book and attend any relevant appointments.

Due to challenges faced with Nursing appointment for Child immunisation, Long term conditions and Cervical smears, there may be very long delays in offering travel clinic appointment.

For more information on travel vaccinations, please visit the NHS website, <https://www.nhs.uk/conditions/travel-vaccinations/> .

## Who should I see?

We offer a range of routine appointments with doctors and nurses for ongoing health complaints and more serious conditions which cannot be treated by self-care but that are not considered a medical emergency.

It is therefore important to consider whether an appointment with a doctor or nurse is the most appropriate route.

### Self Care

Cough, colds, headaches and other minor ailments may be more better being treated at home in the first instance.

Saving a visit to the doctor for more serious conditions can help free up our GPs' time making it easier to get an appointment when you really need it. Visit <http://www.nhs.uk/selfcare>

### Pay a visit to your pharmacy

Pharmacists are highly trained and are experts in medicines with clinical and practical expertise. They can advise you on common problems including coughs, colds, aches and pains and give lifestyle advice and support from losing weight to stopping smoking.

Often a pharmacist can help you decide whether you need to see a health professional and consider the alternatives when you are thinking of making an appointment to see you GP.

## NHS 111 is a free non-emergency number

If you need urgent medical help or advice and its not an emergency, you can call 111 and speak to a fully trained adviser. The service is available 24 hours a day, 7 days a week. Contact 111 if:

- you need medical help fast but its not life threatening
- you think you may need to go to A&E or an urgent care centre
- you aren't sure who to contact and need health information or reassurance about what to do next

## Accident & Emergency

A&E is for patients who need emergency care for serious and life-threatening conditions. If you are unsure whether you should go to the emergency department consider using another service. Contacting NHS 111 if you require urgent medical help which is not life threatening ,

contact your local GP if it's serious but not a non-urgent condition or pharmacist if you feel self care may be more appropriate. Save A&E for when you need it most. More information regarding A&E can be found on <https://www.nhs.uk/using-the-nhs/nhs-services/urgent-and-emergency-care/when-to-go-to-ae/>

## Practice Team

### The Receptionist

They are here to help you make appointments, explain registration procedures and deal with general but not medical queries. If you would like to see a particular clinician, please inform the receptionists and we will do our best to accommodate you.

### Administrative staff

They provide secretarial services and manage practice data for the surgery.

### Nurse and Health Care Assistant

- Checks for patients on hormone replacement therapy or contraceptive pills.
- Well man or well woman check. (If you think you are well and want to have some basic checks done as well as healthy lifestyle enquiries).
- Travel plans for getting the best health protection if you travel abroad. (nurse lead only)
- Contraceptive injections. (Nurse lead only)
- Over 75 health checks Patients over the age of 75 are invited to have a general check on their health every year. This can be arranged at home. This is to check on health and general welfare and is particularly important for those living alone and have not seen a doctor or nurse in the previous year.
- New Patient Health Checks
- NHS health check for over 40 year
- Advice on all aspects of healthy living. Diet advice, help with stopping smoking etc.
- Asthma
- Diabetes
- Dressings
- Suture removal
- Child vaccinations (Nurse Lead only)
- Cervical cytology (Nurse Lead only)
- Pertusis injection (Nurse Lead only)
- Zoladex injections (Nurse Lead only)
- Vitamin B12 injections
- Flu and pneumovax injection

Not all nurses do everything listed

### Advance Nurse Practitioner

Nurse practitioners are trained specialist nurses. They have undertaken additional medical education in order to provide advanced nursing care and to prescribe medication. ... The nurse practitioners can assess and examine you, make a diagnosis and provide advice and treatment including a prescription if required.

## Repeat Prescription

### How do I order my prescription?

In the interest of safety, repeat prescription cannot be requested over the phone, only on exceptional case for house bound patients.

If you are prescribed regular medicines, your doctor may sanction a repeat facility. This enables you to obtain further prescriptions without seeing a doctor by: handing the completed prescription counterfoil in at our reception; sending to us by mail or email or by online prescription service.

Please note prescription requests will not be dealt with on the reception desk and patients should follow the above options when requesting prescribed medication.

Please allow 72 working hours for the processing of your prescription request.

## Investigation and Results

To obtain test results over the phone, we ask you to ring between 1200 and 1300 each day. Allow 7 to 10 working days after having your test. An appointment will be booked with clinical member of staff to explain your result.

To ensure confidentiality, we only release results to the patient, unless alternative arrangements have been agreed in writing.

## Fit Notes (formely sick notes)

You only need a doctor's note if you are unable to work and are ill for longer than seven calendar days. If you require a fit note, please contact our reception. Your employer will provide you with an SC2 self-certification form for shorter periods of illness.

For more information on fit notes please visit <https://www.nhs.uk/common-health-questions/caring-carers-and-long-term-conditions/when-do-i-need-a-fit-note/>

### Support for people with long term health conditions

The NHS recognises that while it may not always be appropriate, continuing to work can be beneficial in the long term. As a medical practice we work to support patients hoping to return to work.

Following a consultation with your GP they can confirm if you are ready to return to work and if any workplace adjustments may help. If necessary they may issue you with a 'fit note' which could include useful advice to their patients about the effects of their health condition and how they might be able to return to work while they recover.

## Patient Information

### How to register

You can register with the reception by bringing along your photo proof of identity and confirmation of your current address; you will be given a new patient form to complete (GMS1) which must be completed in order to add you to our system.

### Temporary registration

If you require short term access to any of our services you may do so by registering as a temporary resident. Please speak to our reception who will provide you with the relevant forms and any further details, you must provide two forms of identity (one photographic and one proof of address).

### Practice Area of Registration:

Staglane location: HA8 and some of NW9

Sheldon Location: NW2

### Access to medical records

You may request to access your medical records without reason. In order to do so you must submit a Subject Access Request (SAR) which can be obtained from our reception. You should receive a response within 40 days. For more information <https://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-access-your-health-records/>

### Patient confidentiality and information sharing

To ensure compliance with the General Data Protection Regulation (GDPR), Jai Medical Centre (Brent) ensures that information is provided to patients about how their personal data is processed. We take the care of your data very seriously and work hard to keep your medical records up to date and accurate. We will collect information such as:

- Personal details, including name, address, next of kin
- Records of appointments, visits, telephone calls,
- Your health records, treatment and medications, test results, X-rays, etc.
- Any other relevant information to enable us to deliver effective medical care
- Your data is collected for the purpose of providing direct patient care; however, we can disclose this information:
  - If you give consent or
  - If it is required by law
  - If it is justified in the public interest.

### Care and Support

Speak to our receptionist, If you find it difficult to look after yourself and have care and support needs you may be able to get help from your local authority. In order to receive help you need to have a needs assessment. For more information on a needs assessment please visit the NHS webpage <https://www.nhs.uk/conditions/social-care-and-support-guide/help-from-social-services-and-charities/getting-a-needs-assessment/>

### Unreasonable, Violent or abusive behaviour

We do not expect our staff to tolerate any form of behaviour that could be considered defamation, abusive, offensive, or threatening or as defined by the Equality Act 2010, harassment, or discrimination. Or that contact becomes so frequent it makes it more difficult for us to complete our

work or help other people. We will take action under this policy to manage this type of behaviour, and this applies to all contact with us including the use of social media

We will take any appropriate action to protect them. Unreasonable, violent or abusive behaviour , we may exercise our right to have them removed from our list of patients

## Complaints policy

If you have any problems with our services or the way we conduct ourselves, please speak to a member of staff regarding your concern. If you feel this has not resolved the matter or your concern is not being taken seriously, please contact our manager.

If you would like to make a formal complaint please write to General Manager. Following receiving your complaint we will endeavour to resolve the matter as quickly as possible and will contact you in writing.

Where a complaint cannot be resolved locally, you could contact  
NWLCU.CBLondonComplaints@nhs.net or 020 3350 4500 or  
NHS England - London Region complaints team who can be contacted at  
NHS England, PO Box 16738, Redditch,  
B97 9PT. Tel: 0300 311 22 33  
email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

## Updating your details

If you change your name, move address, get a new telephone number or discontinue an old number, please inform our reception.

If you move outside the practice area you may need to find a doctor in your new area. If you need to register with a new practice more information can be found on the NHS England website  
<https://www.england.nhs.uk/contact-us/how-can-we-help/how-do-i-choose-and-register-with-a-gp/>

## Non-NHS services

The NHS does not pay for some of the services we provide. These include private sick notes, insurance forms, holiday cancellation forms, medical reports, fitness to travel certificates, private prescriptions and some vaccination services. Our fees for these services, which are in line with BMA approved national guidelines, are displayed in the surgery.

## Important Contact Details

Brent Community Services <https://www.lnwh.nhs.uk/brent-community>

Brent Community Transport visit <https://www.brentct.org.uk/>

Age UK <https://www.ageuk.org.uk/>

Brent Mental Health Services  
<https://www.brent.gov.uk/services-for-residents/adult-social-care/mental-health-services/>

Cancer Information and Support  
<https://www.macmillan.org.uk/cancer-information-and-support>

NHS England <http://www.england.nhs.uk/>

NHS Choices <http://www.nhs.uk/Pages/HomePage.aspx>



Care Quality Commission <http://www.cqc.org.uk/>

Health & Social Care Act 2012 – fact Sheet

<https://www.gov.uk/government/publications/health-and-social-care-act-2012-fact-sheets>

### Important Contact Details (continued)

#### **ACCIDENTS & EMERGENCIES**

In case of a serious accident you may need to go to hospital for treatment. The nearest HOSPITAL ACCIDENT AND EMERGENCY unit are at:

Northwick Park Hospital, Watford Road  
Harrow, Middlesex HA1 3UJ  
Tel: 020 8864 3232

Barnet Hospital, Wellhouse Lane  
Barnet, Herts EN5 3DJ  
Tel: 020 8216 4000

#### **NHS Brent Clinical Commissioning Group**

116 Chaplin Road  
Wembley  
HA0 4UZ

### Patient Participation Group

Jai Medical Center (Brent) has an active Patient Participation Group (PPG), a group of volunteers who are all patients with the practice.

The practice is committed to improving their services within governmental and financial constraints and the PPG are able to bring suggestions and ideas on how to do this.

There is enormous change within the NHS, which will impact on us as patients and a patient voice is even more important. The new NHS constitution defines specific roles for Clinical Commissioning Groups (CCGs), GP Practices and PPGs. The Primary Care Network of which Jai Medical Centre (Brent) is one of members, PPGs have an important and defined role in ensuring that patient views and opinions are fully taken into account.



**We are committed to giving the best possible service. The best way to achieve this is by working together. Help us to help you.**

***We undertake to:***

- Treat you as a partner in the care and attention you receive.
- Treat you as an individual and give you courtesy and respect at all times.
- Following discussion, provide you with the most appropriate care and treatment, given by people who are suitably qualified. No care or treatment will be given without your consent.

***We ask you to:***

- Ask us if you don't understand or are unsure about anything to do with your treatment.
- Keep your clinic appointments and tell us as soon as you can if you cannot make them. Our usual appointments are for 10 minutes each. You might need to return with further appointment(s) for things that cannot be dealt with within the time the appointment is booked for.
- Be ready to give us full information about past illnesses, medication, hospital admissions and anything else that is relevant.
- Let us know your change of address or telephone number as soon as possible.

**Tell us when we fail to meet these standards so that we can put them right. Put your ideas in the suggestion box.**