

Our Team:	
Doctors: Dr Sagar Dhanani Dr Ibtihal Hussein Dr Sujata Chadha Dr Jyoti Singh	Nurses: Donna Fleming Rebecca Mandimutsira
Admin Staff Practice Manager: Laura Tyrrell Medical Secretary: Charlotte Lathwell Reception Staff: Susan Blake, Janice Jones, Preeti Bhambra Sally Matthews Administration: Mamta Madhavan	

The High Street Practice
 Yiewsley Health Centre
 20 High Street
 Yiewsley
 UB7 7DP

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 Fax: 01895 422 134
 E-mail: hillccg.highstreetpractice@nhs.net
 Website: www.highstreetpractice.com

The Practice consists of a well established team of caring doctors, nurses and administrative staff.

We aim to provide a high standard of care to our patients with emphasis on healthy lifestyle and disease prevention.

Reception Opening Hours:
 Monday 8:30 am—1:00 pm & **2:00 pm—9:00 pm**
 Tuesday: 8:30 am—1:00 pm & 1:30 pm—6:30pm
 Wednesday: 8:30 am—1:00 pm & 1:30 pm—6:30pm
 Thursday: 8:30 am—1:00 pm & 1:30 pm—6:30pm
 Friday: 8:30 am—1:00 pm & 1:30 pm—6:30pm

The Telephone Lines are closed between 1:00 pm and 2:00 pm Monday to Friday

Named GP

Dr Sagar Dhanani is the Named GP for all patients registered at The High Street Practice. This is a formality but you can see any doctor of your choice. It is recommended that you see the same doctor if your problem is ongoing.

Minor Ailment Scheme

If you have conditions such as conjunctivitis, athletes foot, mouth ulcers or hayfever you can come to the surgery to collect your 'Passport'. This can be used up to 10 times at participating local Pharmacies. The scheme excludes children under 1 and pregnant or breast feeding mothers. Not all Pharmacies are participating so please so check the passport for more information.

If you have any feedback on this Newsletter please give this to the practice manager in person, writing or email to hillccg.highstreetpractice@nhs.net.

The High Street Practice Newsletter



Some of our Services:

- Diabetic Clinic
- Asthma Clinic
- Post Natal Clinic
- Family Planning and contraception
- Wound Care & Stitch removal
- Travel advice and vaccinations
- Community Matron
- Community Pediatric Matron
- NHS Health Checks
- Minor Ailments Scheme

Book appointments online via Patient Access

Patients can book or cancel appointments, order repeat prescription or view their medical record online via patient access. A form will need to be completed to gain access to viewing medical records. This service is supplied by our clinical system provider EMIS Web.

Your personalised details can be collected from reception. Once you have received these you must create an account.

These details do expire within a week if not used.

For patients who like to book on the go there is an app you can download for android only.

Zero Tolerance Policy

The High Street Practice does not tolerate any form of abuse whatsoever, whether it be verbal, physical or mental. The Staff are here to help in any way they can, but can only do that with your co-operation and not when they are treated as an outlet for frustration.

Should the situation arise where our zero tolerance policy is ignored and someone's behaviour is deemed threatening in any way to staff or indeed other patients then they will be asked to leave immediately. Failure to comply with this instruction will inevitably lead to the police escorting them from the premises.

Abusive patients may even be removed from our list.

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Book on Day Service

This service runs on a Monday and Friday morning for one problem emergency only appointments.

You need to call between 8am and 8.30am and one of the receptionists will give you a time to come to surgery that morning. You may be asked a few questions to ensure that this is the most appropriate service

Please be patient when calling as this can be a busy time for calling.

There can be times when the clinics are full when you call so you maybe offered an alternative.

Hayfever Season

The time of year your symptoms start will depend on the types of pollen you're allergic to.

The symptoms of hay fever include:

- frequent sneezing
- runny or blocked nose
- itchy, red or watery eyes (allergic conjunctivitis)
- an itchy throat, mouth, nose and ears and cough caused by post nasal drip

When to seek medical advice:

Most cases of hay fever can be treated using over-the-counter medication. Your local pharmacist can advise you on treatments for you or your children.

You usually only need to see your GP if the symptoms cannot be controlled with over the counter help.

Care Connection Teams

Care Connection Teams are been introduced to practices in Hillingdon. They include a community matron, care co-ordinator and GP to provide intensive management for patients **over 65** who need extra support. The team will meet once a week at the surgery to discuss patients and make any necessary changes to their management. Our team will be shared with two other practices in the locality.

Non-attendance of appointments

145 Doctors and **87** Nurses appointments were not attended in March, April and May
As per BMA guidelines an approx. cost of **£25** per GP appointment and **£13** per nurses appointment means the amount of your money wasted totals approximately **£4,756.00** by patients.

By not attending or cancelling an appointment in good time, you are letting the appointment go to waste.

If you are wondering why it is difficult to get an appointment this may be one of the reasons.

If you repeatedly fail to attend appointments you may be removed from this practice list and will have to find an alternative Doctor.

These could have been given to someone in need of urgent care.

Did you Know?

There is now a Nurse Practitioner (NP) at the practice, so it may not always be necessary to see a GP. The NP can advise on ailments such as asthma, diabetes and high cholesterol. Likewise the local pharmacist is a useful alternative.

The cost of every item on a prescription is £8.40. However, some items purchased over the counter at a great saving to the patient ie Paracetamol (40p for 32 capsules), a saving of £8.

Blood Test Clinic

The blood test clinic is back up and running at Yiewsley Health Centre.

The clinics are on Monday, Thursday and Friday mornings. You can book an appointment by calling 01895 527697

Prescriptions

Repeat prescriptions can be ordered in writing or by your pharmacist. Please be reminded that our receptionist cannot take prescriptions requests over the phone. These can take 48 hours to complete.

If you would like your prescription to be sent electronically please let us know at the time of requesting.