

SADBURY SURGERY

Sudbury Primary Care Centre
Vale Farm, Watford Road
Wembley, Middlesex
HA0 3HG

Tel: 020 3114 7100

Fax: 020 8904 6241



Doctors Omodu & Akumabor

Welcome To Sudbury Surgery

Our aim is to provide a comprehensive primary healthcare service for all our patients. We will treat you promptly if you become sick and provide support for your long-term health care needs with a special emphasis on preventative care. Please ask at reception for details of our practice area. The surgery has full disabled access.

THE GENERAL PRACTITIONERS

Dr Uke Omodu	MBBS DRCOG	Nigeria, 1985
Dr John Akumabor	MBBS	Benin, 1988

PRACTICE STAFF

Practice Nurse

Shahrzad Hooshangi

Practice Manager

Valerie Stanislas

Deputy Manager

Masooma Muraj

Receptionist

Selma Harvey

PRACTICE OPENING HOURS

The premises are open from:

Monday to Friday 8.30am - 6.00pm

(Closed half day on Thursday from 1.30pm)

The surgery is closed on Saturday, Sunday and Bank Holidays.



Sudbury Chemist
Support your local pharmacy
Mr C K Shah Mrs M C Shah Pharmacists

*For all your prescriptions
and medical advice*

*Free repeat prescription
collection and delivery service*

Opening Hours
Monday - Friday 9.00am - 6.30pm
Saturdays 9.00am - 5.00pm

Tel: 020 8908 2451
879 Harrow Road, Wembley HA0 2RH
www.sudburychemist.co.uk

*Serving
the
Community*

Make the most of your Pharmacy...

The pharmacy is where you go for medicines and for the pharmacist's advice on how to take them. Pharmacists are trusted health professionals whose job is to help people to get the best out of their medicines. They know exactly what's in your medicine and will be happy to answer any questions. You can be sure that your pharmacist will see that your medicine is at the right strength, in the right dose and will check that you know how to take or use it properly. They will also cross reference any other drugs you are currently taking. Many chemists now offer a prescription collection and delivery service.

If you're feeling off-colour, but don't feel ill enough to go to the doctor, ask your pharmacist for advice. Pharmacists have been trained to offer helpful, easy-to-understand advice on the treatment of everyday minor ailments, anything from headaches and coughs and colds, to cold sores or dermatitis.

Your pharmacist will know when medical help is needed, and will not hesitate to refer you to your doctor if your symptoms demand it. Often, however, an over-the-counter remedy will be all you need, and it's worth remembering that pharmacies offer far more medicines than any other outlets. That's because many of today's effective non-prescription medicines can only be supplied under the supervision of a pharmacist, which means they are only available at a pharmacy. Remember, too, that you can talk to your pharmacist in confidence, even about the most personal symptoms. All the more reason to make the most of your local pharmacist!

For the latest information click to: www.sudburysurgery.co.uk

To feature your business in our booklet call 0800 612 1516

CONSULTING TIMES - DOCTOR

Monday	9.00 - 11.30am	4.00 - 6.00pm
Tuesday	9.00 - 11.30am	4.00 - 6.00pm
Wednesday	9.00 - 11.30am	4.00 - 6.00pm
Thursday	9.00 - 11.30am	Closed
Friday	9.00 - 11.30am	4.00 - 6.00pm

In addition, on Tuesday and Wednesday we offer booked appointments at our Late/Commuter Clinic 6.30 - 7.10pm

Tuesday and Wednesday - Diabetes/Respiratory Clinic

Monday - Antenatal/Baby Clinic 11.00am – 12 noon

CONSULTING TIMES - NURSE

(By appointment only)

Monday	8.30 - 11.45am	3.00 - 5.30pm
Tuesday	8.30 - 11.45am	
Wednesday	8.30 - 11.45am	3.00 - 5.00pm
Thursday	8.30 - 11.45am	Surgery half day
Friday	8.30 - 11.45am	3.00 - 5.30pm

Phlebotomy Service in the mornings 8.30 – 9.20am

Tuesday and Wednesday - Diabetes/Respiratory Clinic

TELEPHONE TIMES

Appointments	8.30am
Home Visits	10.00 - 11.00am
Clinical Telephone Advice	11.30am - 12 noon
General Enquiries	11.00am - 12.30pm
Test Results	11.30am - 12.30pm

The surgery has an advanced access system so you need to call on the morning of the day you want to see the doctor. Please note that you need to make a separate appointment for each person that needs to be seen and if you need to discuss more than one problem, you need to ask for a double appointment. Advanced pre-booked appointments can be made for up to four weeks.

If you are unable to keep your appointment, please notify the surgery as soon as possible in order that other patients can be offered your appointment. If you are more than 10 minutes late, you may not be seen.

TELEPHONE CONSULTATION

Please telephone the surgery between 9.30 - 10.30am. The receptionist will take your details including the reason for your call. The doctor/nurse will contact you after the surgery. This service is specifically for queries regarding current condition, medication or medical advice. The receptionist is unable to give an exact time when your call will be returned.

HOME VISITS

Requests for home visits where possible are to be made before 10.00am. Home visits are for people who are too ill to attend the surgery. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. The doctor will decide whether it is an appropriate request.

Please remember that several patients can be seen at the surgery in the time that it takes to do a home visit. It is beneficial to you to visit the surgery as we are equipped to meet most needs.

ETHNIC MONITORING

Patients will be asked about ethnicity, religion and preferred language. This data is collected in order to provide culturally sensitive services. This information is confidential like all your medical details.

EMERGENCY CONTRACEPTIVE SERVICE

The practice provides an emergency contraceptive service. Please ask the receptionist for an appointment with the practice nurse/doctor.

TEST RESULTS

Results for blood/urine and x-rays take approximately 5-10 working days to be received from the hospital. Some tests might take a bit longer. We will only contact patients if the doctor needs to discuss the results with you or you need treatment. If you need to enquire about results, please call between 11.30am and 12.30pm.

Please note that the receptionist can only give results to patients once the doctor has checked the result and given authorisation.

In order to maintain patient confidentiality, results can only be given to the patient themselves unless they are under the age of 16 years.

CHAPERONES

During your appointment with a doctor or nurse, you are welcome to ask for a chaperone. If the nurse is unavailable another staff member can chaperone with your agreement.

OUT OF HOURS

If you need to be seen in an emergency outside of surgery hours, call 020 3114 7100 and you will be given the emergency contact numbers. If you need advice you can contact NHS DIRECT on 0845 4647 or via their website www.nhsdirect.com

ADDRESS/CONTACT DETAILS

Please notify us in writing if you move or change your contact phone number. If you move out of our practice area, you will need to register with another GP. We will provide you with the health authority phone number. They will assist you in finding a new GP. You will be given four weeks to find a new GP.

REPEAT PRESCRIPTIONS

Requests for repeat prescriptions must be made using your repeat prescription slip. If you leave an SAE we will post your prescription back to you. Please DO NOT telephone your request as this will only be accepted in exceptional circumstances. At least 48 hours' notice is required (two working days), allowing a longer period for Public/Bank Holidays or weekends. Please do not ask for repeat prescriptions when you see the doctor.

If you have lost your request slip please write very clearly your name, address, date of birth, a contact number and the name of each item required.

HEALTH VISITING SERVICE

The health visitor attached to this practice can be contacted on 020 8795 6030 at Wembley Centre for Health and Care. If she is not available you will be able to speak to another health visitor.

CARERS

The practice would like to know if you are a carer, especially those people who, whatever their age, may be caring without help or support. Carers are often "hidden" looking after a family member or helping a friend or neighbour with day to day tasks and may not see themselves as a carer.

Caring for someone is an important and valuable role in the community, which is often a 24-hour job that can be very demanding and isolating for the carer. Carers should receive appropriate support by way of access to accurate information on a range of topics such as entitlement to benefits and respite care and not least, a listening ear when things get too much.

As a carer, you are also entitled to have your needs assessed by Social Services. A carer's assessment is a chance to talk about your needs as a carer and the possible ways help could be given. It also looks at the needs of the person you care for. There is no charge for an assessment.

COMMENTS, COMPLIMENTS AND SUGGESTIONS

The practice welcomes any comments, compliments or suggestions regarding the service provided. There is a suggestion box available or comments can be given to any member of staff. The practice will try and improve on your good ideas.

COMPLAINTS PROCEDURE

We always try to provide a good quality service. When a complaint is made, we would like to resolve the complaint at practice level as far as possible. We hope that any complaint received will be sorted out easily and quickly. When we receive a complaint we use it to look at our service and make changes if necessary.

All complaints should be made in writing to the practice manager or lead GP. A leaflet (*How to make a complaint about NHS services*) is available from reception.

ZERO TOLERANCE POLICY

We are here to help you, however our staff deserve the right to work in an environment that is free from fear of violence, aggression or abuse. The NHS has a zero tolerance policy. Aggressive, abusive or violent behaviour may result in you being removed from the practice list.

PALS (PATIENT ADVICE AND LIAISON SERVICE)

What does PALS do?

In particular, PALS will:

- Provide you with information about the NHS and help you with any other health-related enquiry
- Help resolve concerns or problems when you are using the NHS
- Provide information about the NHS complaints procedure and how to get independent help if you decide you may want to make a complaint
- Provide you with information and help introduce you to agencies and support groups outside the NHS
- Inform you about how you can get more involved in your own healthcare and the NHS locally
- Improve the NHS by listening to your concerns, suggestions and experiences and ensuring that people who design and manage services are aware of the issues you raise
- Provide an early warning system for NHS Trusts and monitoring bodies by identifying problems or gaps in services and reporting them.

USEFUL CONTACT NUMBERS

Brent PCT.....020 8795 6000
PALS.....020 8795 6771/6753/6752

SMOKING CESSATION

Our practice, along with Brent PCT, encourages patients to stop smoking. Leaflets regarding Brent Stop Smoking Services (telephone: 020 8795 6669) are available from the nurse or doctor. Our Stop Smoking Advisor is Valerie Stanislas. She can be contacted on 020 3114 7100.

INTERPRETING SERVICES

Where possible it would be helpful if you could attend your appointment with a family member or friend. Language Line can provide interpretation services via the telephone during your consultation with the doctor or nurse.

FREEDOM OF INFORMATION ACT (FOI)

The FOI Act operates alongside the Data Protection Act, which allows people to access information about themselves.

DATA PROTECTION

This practice is fully computerized therefore your medical information is held on our EMIS medical computer system. This information is covered under the Data Protection Act.

ACCESS TO MEDICAL RECORDS

Under the Data Protection Act 1998 people have a right to see any files about them including their health records. Access can only be denied if there are compelling reasons.

All application to access medical records must be put in writing using the specific form which can be obtained from reception. The practice will respond within 40 calendar days of receiving a request. A fee will be charged if any copies are requested.

DID YOU KNOW?

Your GP is not the only person who can countersign your passport or driving licence application form. Opticians, dentists, civil servants, religious ministers, bank and building society officials and many other professionals can also do this for you.

MEDICAL CERTIFICATES

For illnesses that last less than seven days, you can use a self-certificate employers SC1 form. This form should be available from your employer. Please note that under current law we are not obliged to give medical certificates for illnesses that last less than seven days.

REGISTRATION

Please bring with you to the surgery your passport/travel documents, NHS card and two proofs of address for identity eg driving licence, or a utility bill. If you are unsure please speak to the receptionist. You can register between 10.00am - 12 noon and 3.30 - 5.00pm on Monday, Tuesday, Wednesday or Friday. You will be required to see the nurse for a health check prior to seeing the doctor.

PATIENTS' RIGHTS

1. To be registered with a GP.
2. To be seen by a health care professional within 48 hours.
3. To be referred to a consultant when the GP feels it is necessary.
4. Change your GP should you feel it necessary.
5. To be given a copy of the Practice Booklet.

PATIENTS' RESPONSIBILITIES

1. To cancel unwanted appointments.
2. To be courteous to the practice team.
3. To tell us if you have moved house or change telephone number.
4. To request a repeat prescription before completely running out of medication.

CK Pharmacy Ltd.

Full Dispensing Service



FREE home delivery service and repeat prescription collection

FREE medicine check up & management

- Blood pressure monitoring
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Tel: 020 8904 2305

820 Harrow Road, Wembley, HA0 3EL

Make the most of your Pharmacy...

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bringing up baby

We offer your child the best start in life

High quality childcare combined with an extremely caring and professional approach for 3 months to 5 year olds

Safe, welcoming, child friendly premises • Open 51 weeks a year



The Vale Day Nursery

Wembley Football Club • Vale Farm • Watford Road • Wembley • HA0 3HG

Part-time or full-time places • Free settling in sessions • Corporate and Sibling discounts
• 10% NHS discount • Childcare Vouchers accepted • Early Years Nursery Grant

Nurseries also in Brentford • Clapham • Hammersmith • Kentish Town

web • www.bringingupbaby.co.uk e-mail • office@bringingupbaby.co.uk
Head Office: 020 7622 5552 Nursery: 020 8385 1928

QUALITY CHILDCARE

At Vale Day Nursery, a part of the Bringing Up Baby group, nursery manager Kim Palmer and her dedicated team have one aim: to provide high-quality care for children aged from three months to five years.

"It's a standard of care we combine with an extremely caring and professional approach to provide quality childcare," explained Kim, who works with a team of 11 experienced staff, all of whom are qualified to NVQ Level 2 or above.

A safe, welcoming and secure environment for pre-school children of all ages, Vale Day Nursery has space for 37 children on a full or part-time basis. "We aim to be a place where children really feel at home, which is why we offer free settling in sessions to make sure we are the right environment for each child," said Kim.

The nursery, which works to the new Early Years Foundation Stage curriculum, is split into age-appropriate rooms and has both indoor and outdoor play areas to encourage healthy exercise in a play environment.

"Making sure that the children are active and stimulated, both physically and mentally, is one of the most important aspects of our care, and we couple this with a nutritional menu of wholesome food to maximise the children's health potential while they are with us."

The team at Vale Day Nursery work in partnership with parents, providing them with daily feedback and activity sheets. "We involve parents as much as possible, and even have a sports day and parents' evening."

Please call Vale Day Nursery on **020 8385 1928**, or see www.bringingupbaby.co.uk

To feature your business in our booklet call 0800 612 1516

Advertising Feature

Generate more business with a Pay - Monthly website from OPG



We will design and launch a top quality bespoke business generating website for you, update it regularly at your request and provide on-going advice and support every working day.

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OPG - HELPING THE SMALL BUSINESS GROW FOR OVER 30 YEARS

Why your business needs a website

WITHOUT a website, your business or practice is invisible to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

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Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

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So if you don't yet have a website, or are unhappy with the one you have, call today for a chat on 0800 612 1408. You'll be glad you did!

Advertising Feature

To advertise your business in our booklet call 0800 612 1516

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