

Home Visits

Patients are requested to telephone before 10.00am if a visit is required that day. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the medical centre in the time that it takes to do a home visit. Home visits are made at the discretion of the doctors, based on medical need. Lack of transport is not a reason to request a home visit.

The Medical Centre has suitable access for disabled patients via the entrance and all our consulting rooms are on the ground floor.

Evenings & Weekends [Urgent Care Centre]

Hillingdon Hospital

Out of Hours Care: Ring 111

We are closed on Weekends and ALL National Bank Holidays

Repeat Prescription

Please note you are able to request prescriptions online via PATCHs, alternatively you can download the NHS App or Patient Access to order repeat prescriptions.

Please inform the medical centre which pharmacy you would like to nominate for your prescriptions to be electronically sent to.

You are also able to request prescriptions in writing using the repeat prescription slip. Repeat prescription slips may be dropped into the medical centre or posted. Please remember to make an appointment to see the doctor before your review date expires.

We are unable to take orders or issue repeat prescriptions over the phone or at weekends, public holidays or out of normal hours.

Please allow 72 working hours before collection and make allowances for weekends and public holidays. Where possible give exact medication names when ordering.

Care Services	Name of holder	Operation Day Clinic Hours
Vaccinations	Practice Nurse	Tues-Fri
Mental Health	GP	Mon-Fri
Health Checks	HCA	Mon - Fri
Asthma/COPD	Practice Nurse	Mon - Fri
Childhood Imms	Practice Nurse	Tues-Fri
Minor Surgery	GPs	Tues-Fri
Mother & Baby	Practice Nurse	Tues-Fri
Cervical Screening	Practice Nurse	Mon-Fri

Sick Child & Urgent Appointments

All cases are triaged and booked according to clinical priority. Please remember you may not always see the doctor of your choice.



Otterfield Medical Centre

Opening Times:
Monday to Friday: 8am-6.30pm

25 Otterfield Road, Yiewsley, West Drayton, UB7
8PE

Tel 01895 452540
www.otterfieldmedicalcentre.co.uk

For advice on illnesses and local health services

Website: <http://www.nhs.uk/pages/home.aspx>

Colne Union Primary Care Network

Our practice is part of the Colne Union Primary Care Network. Our patients are able to access PCN services which include Physiotherapy triage, Pharmacist medication reviews, Dietitian advice, Social Prescribing and Health & Wellbeing Coaches. Please speak to Reception for further information.

Appointment

Please phone the medical centre if you require seeing a Doctor or Nurse. We triage and offer appointments based on clinical priority and capacity.

Please let reception know your preference of Doctor or Nurse at the time of booking an appointment.

You are also able to request appointments online via PATCHs which is available through our website, www.otterfieldmedicalcentre.co.uk

Accident & Emergency 999

If you or someone in your care experiences severe chest pains, loss of blood or suspected broken bones, go to your nearest Accident & Emergency Department or **call 999**

Hillingdon Hospital

Pield Health Road

Uxbridge

UB8 3NN

Tel. 01895 238282 - - Open: 24 hours

Practice Catchment Areas [Boundaries]

Our practice covers Yiewsley, West Drayton, and parts of Hillingdon and Cowley. You are able to check if you are in the catchment area using the tool on our website under 'new patients' section.

Patient Services Online

You are able to download the NHS App or Patient Access to view recent results and request repeat medication.

Please ask the reception staff for more details.

Carers

Please inform the practice if you are a carer, this will enable the practice to add you onto the carers register.

More support can be found on

www.hillingdoncarers.org.uk

Telephone: 01895 811206

Email: office@hillingdoncarers.org.uk

Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The medical centre will ensure that patient confidentiality is maintained at all times by all members of the medical centre team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the medical centre that abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the medical centre premises.

Freedom of Information

The Freedom of Information Act 2000 obliges the medical centre to produce a publication scheme. A publication scheme is a guide to the 'classes' of information the medical centre intends to routinely make available.

Registered/Named GP

All our patients have a registered/named GP who is responsible for your overall care at the medical centre, you should contact the medical centre if you wish to know who this is, and that if you have a preference as to which GP that is, the medical centre will make reasonable efforts to accommodate your request.

Clinical Commissioning Group

NHS Hillingdon Clinical Commissioning Group

Boundary House

Cricket Field Road

Uxbridge

Middlesex, UB8 1QG

Tel. 01895 203000

Website: www.hillingdonccg@nhs.uk

Investigations and Specimens

Please call the practice between 11am-3pm Mon-Fri for investigation results.

Change of Personal Details

Patients are requested to notify the medical centre as soon as possible of any change of name, address or telephone number; not forgetting to indicate all the persons involved in this change. In an emergency this could be absolutely vital.

Sickness Certification

If you are off work for seven days or less, no certificate is required. However, you may need to complete a self-certification form, which is obtainable from your employer or the UK Gov. website.

If you are absent from work for seven days or more, because of illness, you may require a doctor's certificate. In which case, you must arrange an appointment with a doctor; otherwise a certificate will not be issued

Chaperone

Should you need a chaperone present at a consultation or procedure then please alert reception staff that can ensure that one is available for the appointment. It is standard practice policy for patients to be offered a chaperone for any examination.

Late Arrivals for Appointments

If you are late for a routine appointment, it is practice policy to ask you to make another appointment, however, the doctor or nurse may still see you if time allows. Time keeping is essential if we are to provide patients with the best treatment and service they expect. We do ask for your patience if the clinician is running slightly late. We endeavour to run to time but the nature of our work does not always allow this to be possible.

How to Complain

In the first instance if you have a complaint or concern, please write to us for the attention of the Practice Manger at: 25 Otterfield Road, Yiewsley, West Drayton, UB7 8PE

There is also a 'Complaints and Comments leaflet' available from reception.

How to Register

Please call or attend our medical centre to complete the **GMS1 Form**. You can also complete this via our website www.otterfieldmedicalcentre.co.uk We may ask for 'Proof of Identity' when registering children in your care. E.g. passport or driving licence and current utility bill or bank statement [within the last 3 months].