

Minor Illness Care & Telephone advice.



We offer nurse led minor illness care. You will be seen by a specialist nurse who can give advice and if necessary provide prescriptions. You will be asked by the receptionist for brief details about your illness so that an appointment can be given. We also provide telephone consultation.

New Patients Registration

New patients who are residents in our practice area are welcomed to register with our practice. New patient check by the Healthcare Assistant/Nurse is routinely carried out for patients joining the practice.

Laboratory Test Results

Test Results can only be given to the actual patient because of confidentiality. Please telephone for the results between 12 noon to 2 pm.

Please inform the practice of any change of name, address and telephone number.

Your Comments

Your views on the quality and type of services provided by the surgery and any suggestions on how to improve these services are welcome.

The Practice area

The practice area covers Yiewsley, West Drayton, parts of Hillingdon and Cowley.



Otterfield Medical Centre **NHS**



Patient Information Leaflet

25 Otterfield Road, Yiewsley,
West Drayton, Middlesex, UB7 8PE
Tel: 01895 452540, Fax: 01895 446626

Welcome to Otterfield Medical Centre

This practice is a one-stop centre, providing personal medical services. It is managed by skilled team of doctors, nurses and administrative staff. Our aim is to provide quality healthcare with emphasis on disease prevention and healthy lifestyle.

Surgery Opening Hours



- Monday to Friday - 8 am to 6 pm

Extended Hours (by appointment)

- Tuesday – 6.30 pm to 8.30 pm

Practice Team

General Practitioners

Dr V Paramanathan (Male) MBBS DFFP, Dr F Mian (Male) MBBS MRCGP DCH
Dr H Sabharwal (Female) MBBS DFFP, Dr M Zulfiqar (Male) MRCGP, MRCP
Dr S Welkhu (Female) MBBS MRCGP

Practice Manager - Mrs J Nijjar

Practice Nurses -Mrs Tina Thomas & Mrs Jane Bailey

Healthcare Assistant - Mrs J Burrows

Appointment



We operate an appointment system. Reception staff will answer calls from 8 am. We provide an appointment:

- Within 24/48 hours
- Routine appointment can be booked 2 weeks in advance, with the doctor of your preference
- Urgent cases requiring medical attention will be dealt with on the same day.
- **Please let us know if you cannot keep your appointment.**

Home Visits



If you are housebound or too ill to come to the surgery, a doctor or a nurse either will provide telephone advice or visit you if appropriate. Please understand that we would prefer you to attend the surgery where all the facilities are available. Please make your request before 10 am.

Out of Hours Cover

When the surgery is closed, please telephone 01895 452540 where a recorded message will give you the **NHS 111** number (Call 111) for you to contact. You will be triaged by a fully trained advisers.

Repeat Prescriptions

If you are on regular medications, please leave your request for repeat prescription at the reception. Please allow **two working days** for collection. **Telephone requests are not accepted.**

Online Services Available

Registered patients at this practice may request access to the following online services

- Book & cancel appointments online
- Order your repeat prescription
- View your medical records
- Update your contact details

Child health Clinic

- Child Health Clinic is held weekly for immunisation, developmental assessment and advice

Information Technology



The practice uses information technology for most of its day to day activities, prescribing and information. Patients' records are held in accordance with the guidelines of the data protection act.

Privacy Notice

Privacy notice explains why the GP Practice collects information about you, how that information may be used and which organisations the information will be shared with to ensure you receive the best possible care. More details on privacy notice can be found in our surgery website under further information.

Smoking cessation

Smoking cessation clinics with successful outcome is available in our practice. If you need help in giving up smoking, you may consider joining our smoking cessation clinics. For more information ring the surgery between 9.00am – 6.00pm on Monday – Friday.

Clinics

We provide the following clinics here at the surgery.

- Asthma & COPD
- Diabetes
- Hypertension & Heart Disease
- Well Women Clinic
- Family Planning & Cervical Smears



Additional Services

- Maternity care
- Counselling
- Minor Surgery and treatment of warts
- Lifestyle (smoking cessation, weight reduction) clinic
- Extended surgery

Chronic disease review



If you suffer from diabetes, chronic airway disease, heart disease and high blood pressure, please ensure that your health status and repeat medications are reviewed annually.