

HOW TO SEE YOUR DOCTOR

Please ensure you book an appointment before coming to see the doctor or nurse. The surgery does hold telephone consultations please ring the surgery if you wish to book. One appointment is for one patient not the family. You will be given the first available appointment. If you should wish to see a specific doctor, speak to the receptionist. In emergencies you will be seen by the first available doctor.

CONSULTATIONS

If you cannot keep an appointment, please ring and cancel it. We operate the 48hr access. Generally, you will be given an appointment within 48hrs, (not necessarily with the GP of your choice) Consultations are available on request to: Registered patients over 16, those who have not attended in the last 3yrs and all over 75yrs who have not attended within the last year. Both sites have disabled access and toilets.

REPEAT PRESCRIPTIONS

Unless a specific arrangement has been made for you to collect a prescription without seeing a Doctor, you will normally be asked to make an appointment before any further treatment is prescribed. **PLEASE NOTE THE GPs DO NOT DO REPEATS. ORDER REPEAT PRESCRIPTIONS AT THE RECEPTION COUNTER AND ALLOW 2 WORKING DAYS BEFORE COLLECTION. PLEASE NOTE WE DO NOT ACCEPT REPEAT PRESCRIPTIONS OVER THE TELEPHONE.**

You may also request your prescription by email, fax or post (with a SAE and we will post it back to you). Prescriptions for controlled drugs must be collected personally. We cannot hand over prescriptions to under 16.

NURSE SESSIONS

We have nurses available at both sites to suit all requirements. Please ring the surgery to book an appointment

DOCTORS

DR. SANDAR CHO MBBS MRCGP (Female)
DR. NANG MYINT MBBS MRCGP (Female)
DR. NAHIDA FARHOOD MBChB MRCGP DRCOG DFSRH (Female)
DR VINESH DHIR MBBS MRCGP (Male)

PRACTICE NURSE

Mrs. Ursulita Sito RGN

HEALTH CARE ASSISTANT

Ms Nang Sam Hom

PRACTICE MANAGER

We are recruiting for a new Practice Manager.

Asst Practice MANAGER

Mrs Nisha Diddee

RECEPTIONISTS

| | |
|---------------------|-----------------------|
| Mrs Mini Malhotra | (Southall & Hounslow) |
| Miss Phyo Phyu | (Southall & Hounslow) |
| Mrs Ramanjeet Malhi | (Southall & Hounslow) |
| Ms M Patel | (Southall & Hounslow) |
| Mr Ashok Modhvadiaa | (Southall & Hounslow) |
| Mr Asif Mirza | (Southall & Hounslow) |
| Mrs Jazmeet Kaur | (Southall & Hounslow) |

There are so many queries which the receptionist may be able to help with.

Primary Health Care Team includes:

Summariser, Health Visitor, District Nurse, Midwife, C.P.N.
- can be contacted through the surgery.

SURGERY PROCEDURES

NEW PATIENTS

Prospective patients who fall within our catchments area are interviewed by the Practice and will need to attend personally with a medical card. This practice does not discriminate on the grounds of race, age or sex etc. In order to keep your record accurate, it is crucial to inform the surgery about change in your contact details. Otherwise it can lead to removal from our list.

OPENING TIMES – 8am - 7pm

Consultation times are not the same as opening times



THE MWH PRACTICE

www.mwhpractice.co.uk
[email: mwh.practice@nhs.net](mailto:mwh.practice@nhs.net)

MWH PRACTICE SOUTHALL
71-73 THE BROADWAY
SOUTHALL, MIDDX UB1 1LA
TEL: 020-8574-7746
FAX: 020-8574-4795

MWH PRACTICE HOUNSLOW
1 VINCENT ROAD
HOUNSLOW, MIDDX TW4 7LH
Tel: 0203 006 7425
FAX: 0208 538 1467

We now provide late evening surgeries
Monday 6:30pm – 8:30pm (Southall)
Thursday 6:30pm – 8:15pm (Hounslow)

SOUTHALL SURGERY

Consultation Times

| | | |
|------------------|----------------------|--|
| Monday | 09.30 – 12.30 | |
| | 16.00 - 18.00 | |
| | 18.30 – 20.30 | |
| Tuesday | 09.30 – 12.30 | |
| | 16.00 – 18.00 | |
| Wednesday | 09.30 – 12.30 | |
| | 16.00 - 18.00 | |
| Thursday | 09.30 – 12.30 | |
| | 16.00 - 18.00 | |
| Friday | 09.30 – 12.30 | |
| | 16.00 - 18.00 | |

To book an appointment you can either ring us or come in person. Appointments can also be booked using online access. You can book a GP appointment up to two weeks in advance and three months in advance for a nurse appointment. We also have one extended evening surgery at each site. This is a pre-booked session. You must book before attending.

HOME VISITS

If possible, try to get to the surgery as we can offer you a more comprehensive range of care here. If a home visit is requested please try to inform the surgery before 10.30 as it helps the doctors to arrange their rounds, unless an emergency arises later. If you are not sure whether a home visit is necessary, the doctor or nurse would be pleased to advise you.

ZERO TOLERANCE

The surgery has a policy of removing any patient who is verbally or physically abusive towards staff or other patients.

Treat others as you would like to be treated

HOUNSLOW SURGERY

Consultation Times

| | | |
|------------------|----------------------|--|
| Monday | 09.30 – 12.30 | |
| | 16.00 - 18.00 | |
| Tuesday | 09.30 – 12.30 | |
| | 16.00 - 18.00 | |
| Wednesday | 09.30 – 12.30 | |
| Thursday | 09.30 – 12.30 | |
| | 16.00 - 18.00 | |
| | 18.30 – 20.15 | |
| Friday | 09.30 - 12.30 | |
| | 16.00 - 18.00 | |

OUT OF HOURS INSTRUCTION

If you ring when the surgeries are closed, you will hear a recorded message giving you instructions of how to gain access to our out of hours service.

IF YOU HAVE TROUBLE BREATHING OR CHEST PAINS DIAL 999 TO CALL AN AMBULANCE AND GO TO HOSPITAL

Brent, Ealing, Harrow and Hounslow have launched the new phone service NHS 111 for urgent but non-emergency health advice (and where appropriate, referral to local healthcare services). The NHS 111 service will be provided by Harmoni. You can obtain more information about NHS 111 at www.nhs.uk/111.

COMPLAINTS, COMMENTS OR SUGGESTION

We try to offer all our patients a quality service and welcome input from patients. If you have any comments, complaints or suggestions please write to the Practice

PATIENT/PRACTICE RESPONSIBILITIES

We have a charter for patients and the Practice. We will offer you the best service possible and expect full cooperation from our patients. For more details see full practice guide

CLINICS HELD AT THE SURGERIES

HOUNSLOW

Monday: 1.30pm – 2.30pm (By appointments only) Baby Clinic & Immunisation

TEST RESULTS

Please ring after 9:00am to speak to the GP/Nurse for test/investigation results (Depending on availability). If not available, message will be taken and passed on to the clinicians to call back.

SPECIALIST CLINICS & SERVICES

We also run clinics such as Asthma, Diabetic, Hypertension, COPD, Travel, Cervical Cytology, Smoking cessation, Adult Vaccination, Health Promotion, Warfarin Clinic, Drug Misuse, Refugee/Asylum seekers, Minor Surgery, Family Planning clinic. Contact reception for details.

DATA PROTECTION & CONFIDENTIALITY

The health-care professionals, who provide you with care, maintain records about your health and any treatment or care you have received previously (e.g. NHS Trust, GP Surgery, Walk-in clinic, etc). In order to provide continuous and further care, we may share your information with other linked services like Hospitals and Out of Hours GP. We process and manage information in accordance with our legal duties under the Data Protection Act 1998 and GDPR.

To support our legal duties, the Practice has a robust suite of Information Governance policies in place, including policies on information security, confidentiality and Data Protection.

Please contact the reception if you require any further information on Information Governance or visit our website.

For more information please contact the Practice

