

## 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 disable 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)

## PRACTICE NURSE

Mrs. Ursulita Sito RGN

## HEALTH CARE ASSISTANT

Ms Nang Sam Hom

## PRACTICE MANAGER

Mrs Amarjit Ranadev

## Asst Practice MANAGER

Mrs Nisha Diddee

## RECEPTIONISTS

Mrs. Nisha Diddee	(Southall & Hounslow)
Mrs.Jasmeet Arora	(Southall & Hounslow)
Mrs Mini Malhotra	(Southall & Hounslow)
Miss Phyo Phyu	(Southall & Hounslow)
Mrs Ramanjeet Malhi	(Southall & Hounslow)
Ms M Patel	(Southall & Hounslow)
Ms Anita Shalaby	(Southall & Hounslow)
Mr Ashok Modhvadiaa	(Southall & Hounslow)
Mr Asif Mirza	(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](http://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

<b>Monday</b>	<b>09.30 – 12.30</b>	
	<b>16.00 - 18.00</b>	
	<b>18.30 – 20.30</b>	
<b>Tuesday</b>	<b>09.30 – 12.30</b>	
	<b>16.00 – 18.00</b>	
<b>Wednesday</b>	<b>09.30 – 12.30</b>	
	<b>16.00 - 18.00</b>	
<b>Thursday</b>	<b>09.30 – 12.30</b>	
	<b>16.00 - 18.00</b>	
<b>Friday</b>	<b>09.30 – 12.30</b>	
	<b>16.00 - 18.00</b>	

To book 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 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 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

<b>Monday</b>	<b>09.30 – 12.30</b>	
	<b>16.00 - 18.00</b>	
<b>Tuesday</b>	<b>09.30 – 12.30</b>	
	<b>16.00 - 18.00</b>	
<b>Wednesday</b>	<b>09.30 – 12.30</b>	
<b>Thursday</b>	<b>09.30 – 12.30</b>	
	<b>16.00 - 18.00</b>	
	<b>18.30 – 20.15</b>	
<b>Friday</b>	<b>09.30 - 12.30</b>	
	<b>16.00 - 18.00</b>	

### 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 out of hour's 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](http://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, comments or suggestion please write to the Practice Manager

### 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 9am to speak to the GP/Nurse for test/investigation results (Depending on availability).

### 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 Manager