

Out of hours access:

If you need access to a doctor at times when surgery is closed please dial 111 when it's less urgent than 999.

111 is a 24 hours non-emergency helpline. Out of hours are provided by the North West London Integrated Care Board. For more information, please visit: www.nwlondonicb.nhs.uk/contact-us



Urgent Care Centres:

Charing Cross Hospital: Fulham Palace Road, London, W6 8RF

Ealing Hospital: Uxbridge Road, Southall, UB1 3HW

Northwick Park Hospital: Watford Road, Harrow, HA1 3UJ

Patient Participation Group (PPG)

If you want to become a member of the PPG – please inform the practice and we can include you in our next meeting.

You can also submit your request online at www.boileauroadsurgery.nhs.uk/patient-participation-group/
We can include your views and opinions even if you cannot attend in person- you can phone or email us at admin.brs@nhs.net.

Patients' feedback and complaints:

We also have a patient survey forms available in reception (or online at www.boileauroadsurgery.nhs.uk/friends-and-family-test) to feedback us for our service and/ or after a consultation.

We value your input and experience!

In reception, you will also be able to find the Complaint leaflets displayed or you can download it from our website at www.boileauroadsurgery.nhs.uk/practice-policies-patient-information/

Patient confidentiality/ Data Protection:

Our GP practice takes data protection seriously and we are Data Protection Registered with Information Commissioner's Office (ICO).

NHS App

The NHS App allows you to access a range of NHS services. You can download the NHS APP on you phone or tablet. You can access the same services in a web browser by logging in through the NHS website by visiting:

www.nhs.uk/nhs-app/account/

You must be aged 13 or over to use the NHS APP. You also need to be registered with a GP surgery in England or the Isle of Man. Find out more about who can use the NHS APP by visiting: www.nhs.uk/nhs-app/nhs-app-help-and-support/getting-started-with-the-nhs-app/who-can-use-the-nhs-app/

What you can do with the NHS App

- Order repeat prescriptions and nominate a pharmacy
- Book and manage appointments
- View some of your GP Health records: Blood test results, allergies and medicines
- Get your NHS Covid Pass and many more.

Boileau Road Surgery

104 Boileau Road

Ealing, W5 3AJ

020 8997 6604

admin.brs@nhs.net

www.boileauroadsurgery.nhs.uk

INFORMATION LEAFLET

Our Statement of Purpose

To Improve the Health, Well-Being and Lives of Those We Care For

Dr Luna Das MRCGP, MBBS, DRCOG, FSRM
(Principal GP)

Dr Miraj Patel MBBS, BSc (Hons), DRCOG

Dr Rebecca Barber MB BCh, BSc (Hons)

Dr Dilip Patel MB, ChB, DRCOG, MRCGP

Dr Lucy Rigg MRCGP, MBChB

Mrs Lucia Tapaoan Registered Nurse

Mrs Sarah Holroyd Health Care Assistant /HCA

Mrs Enida Cipa Practice Manager/ HCA

Ms Esther Abba Phlebotomist

Ms Avani Malde BSc (Pharmacy)

(Clinical pharmacist)

*We are a training practice for
Foundation Year 2 doctors*

Surgery Premises/ Wheelchair access

The Boileau Road Surgery premises have been specially converted to provide modern accommodation for both patients and staff and include a treatment room. There is easy access for wheelchairs

Registration & Practice Catchment Area

Please attend the surgery during opening hours to register. For patients 16 years and over -please bring in your photo ID (i.e passport or Full UK Driving licence) and proof of address. For children under the age of 16, parents, please bring in your child's birth certificate, passport and their vaccination history. To check our **surgery catchment area** please visit the following link:

www.primarycare.nhs.uk/publicfn/catchment.aspx?oc=E85694&h=400&w=600&if=0

Clinics/ Services

Child Immunisations; Travel Vaccinations; Dressings, Wound Care; Family Planning: Coil Fitting provided by GP. Contraceptive pills and injections please see practice nurse; Minor Surgery- Joint Injections; Phlebotomy; Warfarin Clinics, Free NHS CVD health checks for patients above the age of 40; Chronic disease monitoring, i.e diabetes, hypertension, respiratory and so on, Cancer Screening: Bowel Cancer, Breast Screening and Cervical Screening – Cervical screening can also be booked late evenings and Saturdays at a nearby location. Please contact surgery for more information.

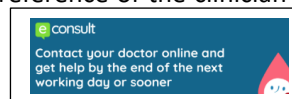
Meet our admin team

Mrs Enida Cipa	<i>Practice Manager</i>
Ms Surili Patel	<i>Deputy Practice Manager</i>
Miss Khin Lay Wai	<i>Senior Admin</i>
Ms Suzanne Buckler	<i>Receptionist</i>
Miss Molly Bhowmick	<i>Receptionist</i>
Miss Emma Hancock	<i>Receptionist</i>

Accountable GP: Your principal GP is your accountable GP

Appointments

We offer a variety of pre-booked, book on the day and emergency appointments, which can be telephone consultations, video consultations or face to face consultations. Appointments can be booked 2 weeks in advance. You can express a preference of the clinician you wish to see.



Online Appointments

To contact your doctor online and get help by the end of the next working days or sooner. Please visit our website:

<https://www.boileauroadsurgery.nhs.uk/>

Chaperones: All patients and clinicians are entitled to have a chaperone present for any consultations. Please request this at the time of the booking or speak to your clinician.

Pharmacy FIRST

Patients' access got even better. Some of you might have heard of 'Pharmacy First Service'. In May 2023 NHS England and the Department of Health and Social Care announced a Delivery plan that enables patients to get certain prescription medications and consultations directly from a pharmacy, without a GP appointment.

Benefits of Pharmacy first:

- * Pharmacist equally trained as doctors on the following treatments. (If pharmacists cannot treat you on their end, they will inform the practice so you will not miss out)
- * Faster care - you will be contacted within 3-5 working hours – opened weekdays & Saturdays
- * They can do telephone and face to face consultations - depending on the condition and the patient, they would call patient first and decide if need to be seen face to face.
 - Can prescribe medications on prescriptions
 - Pharmacists can treat patients from 1-year-old and above
 - They use same clinical system as GP surgeries

Patients' responsibilities

The Practice have a strict policy to tackle the issue of appointments that are called 'DNA'S'. These are appointment slots that are pre-booked by patients and then that patient fails to attend, without letting the Practice know. As you are aware, appointments are scarce within the whole of General Practice, as we are busier than we have ever been before. This is the reason that sometimes it can be a wait for an appointment. Therefore, when we have a patient that does not attend, it is extremely frustrating for the Practice, as someone else could have been given that appointment. We always ask that you let us know if you cannot make an appointment. In some cases, if you repeatedly fail to attend for appointment you may be removed from the practice list and have to find an alternative GP Practice.

Zero tolerance policy

We expect that our patients will treat all our staff and other patients with respect at all times. Any physical or verbal abuse will not be tolerated in any way. The practice fully supports the NHS zero tolerance policy on these matters. The practice reserves the right to have any patient betraying our trust in these ways removed from our list, and they will be expected to find another GP Practice.

Repeat Prescriptions: To order a repeat prescription you can request in person - in writing or via online services, or by email at admin.brs@nhs.net. Please allow **3 working days** for the prescription to be issued. Most of the prescriptions now go electronically which you can collect directly from your pharmacy or any pharmacy.

Home Visits: Only for bed bound or housebound patients. Patients are asked to make requests for visits before 10am. The doctor will always ring first to discuss the problem with your before deciding if a home visit is necessary. The home visits will usually be conducted by community paramedic service who report to GP. If you are under the community nurses or Rapid Response, please ring them first as they will visit you and liaise with the Doctor afterwards.