

WELCOME To St Quintin Health Centre

Tel: 020 8960 5677

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Dr Elizabeth Densham
BM, MRCGP, DCH, DRCOG, MSc.

Your health and well being is our priority

Call 111 for Out of Hours or Advice
Or 0208 969 7777

www.nhsdirect.nhs.uk

NWL NHS
15 Marylebone Road
London NW1 5JD
Tel: 7150 8000

PRACTICE OPENING TIMES

Monday, Thursday, Friday 8am to 6pm

Tuesday 8am to 7pm

Wednesday 8am to 1pm

Appointments

You need to make an appointment, which can be made by telephone, to see the Doctor. Consultations are for 10 minutes, If you have more than one problem or feel you need longer, please tell Reception.

Appointments can be booked more than 48 hours in advance.

If you cannot keep your appointment please telephone to cancel.

Children under 16 years must be accompanied by an adult.

Surgery Hours

Monday 8.00am – 6pm

Tuesday 8.00am - 7pm

Wednesday 8.00am - 12.30pm

Thursday 8.00am – 6.00pm

Friday 8.00am – 6.00pm

Phoning to speak to the Doctor

Please phone and leave a message with the receptionist and the Doctor will return your call when available.

Home Visit

Please contact the surgery before 11am. The Doctor will call back before visiting.

Emergencies

Please call Out of Hours service on 111 or 020 8969 7777, NHS Direct on 0845 4647. There is an Urgent Care Centre at St Charles, St Mary's, Charing Cross, Hammersmith and Chelsea and Westminster Hospitals. The Hospitals also have A&E Departments.

Repeat Prescriptions

These should be made on the form attached to your prescription or written separately and posted or left at reception. Please give 48 hours notice. Housebound and elderly patients can telephone for their prescriptions between 14.00 -16.00. Prescriptions can be posted to you if a stamped addressed envelope is supplied.

How to Register

Please come to the Surgery where you will be given a Registration Form and an appointment to have a new Patient Check by our Doctor or Nurse. Please bring any current medication with you.

Temporary Registration

You must be residing with someone who is registered at the practice as a patient.

Moving House or Change of Personal Details

Please let us know if your personal details, address or telephone change.. If moving out of our practice area, we may not be able to continue to care for you.

Out-of-Hours (Evenings, Weekends and Bank Holidays)

There is always a Doctor "on-call" outside Surgery times in case of emergency. If you need a doctor urgently, please call the Surgery, if no staff are in attendance, a recorded message will let you know how to phone for a doctor. Out of hours, phone 020 8969 7777 (Available 24 hours a day, 365 days a year)

NHS Direct

You may also obtain advice from NHS Direct on 0845 46 47. Please note that these phone calls may be recorded. Additionally, health information can be sought from www.nhsdirect.nhs.uk

Disabled Access

The surgery has been designed for wheelchair access and all the consulting rooms are on the ground floor. There is also wheel chair access to the toilet.

Medical Records

Under the Data Protection Act 1984, you have the right to see the records which we hold about you on the computer. You can also have access to any written or printed records, but we do maintain the right to withhold that information if, in the opinion of the Doctor, it is considered detrimental to your health.

Personal Health Information

This information is treated in the strictest confidence and respect. Clearly when we need to pass on information e.g. to a hospital, this is done on a need to know basis.

Comments, Suggestions and Complaints

We are always pleased to receive your comments both formally and informally, and any suggestions about how we can improve our services would always be welcome. Please address all correspondence to the Practice Manager.

If you have a complaint, please contact the Practice Manager in writing. She will acknowledge your letter within 3 working days and respond more fully, after investigating the matter, as soon as reasonably practicable.

Zero Tolerance

We support the NHS policy of zero tolerance. Anyone who abuses or acts violently to any member of staff at the Practice, be it verbally, physically or in a threatening manner will risk removal from the Practice list.

Local Walk-in Centres

St Charles Hospital - Minor Injuries Unit for matters such as sprains, minor burns, cuts and bruises.

Practice Area

The area covered by the Surgery is made up, in the main, of Kensington and Chelsea, but we also take Hammersmith, Ealing and Fulham and Brent and Harrow. Please check with the Receptionist.

Patient Responsibilities

In the same way that a patient can make a complaint and have access to their medical records, patients also have responsibilities to use the available medical facilities sensibly. This will include:

- Arriving on time for appointments
- Notifying the Practice of cancellations
- Ordering repeat medication in good time
- Complying with medical advice given, including medication
- Not abusing the out-of-hours service
- Having reasonable expectations when seeking medical help
- Behaving in an acceptable manner (verbally and physically) when dealing with the Practice staff.

SERVICES

Our Practice offers the full range of general medical services and there are clinics for chronic diseases for example diabetes, heart disease, COPD and asthma. We also offer health check ups for all men over the age of 50 and encourage men to attend. There is also a Practice Counsellor. A limited service of Complementary therapies is available on Tuesday afternoons, therapeutic massage, reflexology and Reiki.

DIRECTIONS

The Health Centre is situated on St Quintin's Avenue just before the corner with Pangbourne Avenue. Nearest tube stations are Latimer Rd and Ladbroke Grove. Bus Routes: 7 and 70 from Barlby Road

Patient Advice & liaison Service (PALS)

Freephone: 0800 030 4563

THE TEAM

Dr Elizabeth Densham MRCGP, BM, DCH, DRCOG, MSc

Dr Densham qualified in 1983 and completed her GP training in 1988. She has been practicing as a GP at St Quintin Health Centre since 1991. Her special interests are in the field of Nutritional Medicine, Sports Medicine and Child Health

Angela Feather BSc (Hons), RGN, NP, ITEC

Prescribing Advanced Nurse Practitioner.

Angela came to St Quintin's in 1995. She is qualified to see patients with undiagnosed problems and to prescribe treatments, medications and refer. Working closely with Dr Densham she seeks a second opinion whenever necessary. Angela is trained in reflexology, therapeutic massage and Reiki and limited sessions of these are offered on Tuesday afternoons.

Amanda Luscher RGN

Practice Nurse

Amanda is trained in taking cervical smears, travel advice, vaccinations and childhood immunisations. She performs ear syringing, dressings, removal of sutures, blood pressure checks and new patient registrations. Gym referrals and smoking cessation advice are also available.

Practice Manager

She is responsible for the smooth running of the Practice, and is available for any queries or problems you may have. We welcome feedback, good or bad so we can improve and give you a high quality service.

Reception

Stacey Meade & Simone Brown