

DR S MERALI, DR Z HAKIM
DR A DAHYA
& DR A AL-UGHALLI

Brampton Health Centre

5, BRAMPTON ROAD KINGSBURY

LONDON

NW9 9BY

Tel: 020 8204 6219

nhsnw1.BramptonHealthCentre@nhs.net

Commitments from the Practice	Rights & Responsibilities of Patients
You will be treated with courtesy & respect	You will treat practice staff with a courtesy and respect
You will have the choice to be seen by a male or female doctor for routine appointments (if available)	You will be a 'patient' patient
You will have appropriate treatment prescribed and clearly explained	You will respect that we are working very hard to provide the best service we can for all our patients, and any violent, aggressive or abusive behaviour may lead to being removed from the practice list, and/or police involvement
You will be seen the same day if you have a medically urgent complaint, though you may not be able to see your usual doctor	You will notify us as soon as possible if they are unable to keep an appointment as this allows other patients to be seen and keeps waiting times down.
You can submit an e consultation and we will endeavour to respond within two working day; your e consultation may be forwarded to another clinician, or a GP assistant, if the clinician you wish to deal with is out of the practice	You will ring the practice after 10.30am if you have a non-urgent enquiry



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<p>You will be referred to a consultant when your GP feels it necessary and be referred for a second opinion if both you and the GP agree this is desirable; this may be to another doctor/clinician within the practice</p>	<p>You will only request a home visit if you are genuinely unable to come to the practice e.g. housebound, physically incapacitated. If a visit is required please ring before 10am.</p>
<p>All referrals will usually be sent within 1 working day unless an internal second opinion is sought first.</p>	<p>You will be on time for your appointments and notify us as soon as possible if you need to cancel an appointment; persistent missed appointments may lead to being removed from the practice list</p>
<p>You will have access your Health Records, including online access (subject to this facility being available through our clinical supplier)</p>	<p>You will allow 2 full working days when requesting a repeat prescription; repeat prescriptions will not be taken over the telephone (requests can be made via online request service, by visiting the practice and via the pharmacy; this avoids the unnecessary blocking of telephone lines.)</p>
<p>You will be offered appropriate advice by the Practice Team regarding keeping healthy</p>	<p>You will ring the practice after 10.30am if you have a non-urgent enquiry</p>
<p>You will be able to make suggestions to improve the practice and services we provide through feedback to the</p>	<p>You will request your repeat prescriptions in good time (consider Bank holidays closure as well)- this will avoid delays</p>

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management team and/or the Practice Participation Group -PPG	
Your complaints will be investigated thoroughly and promptly as per NHS complaints procedure. We endeavour to resolve complaints verbally but where a complaint requires investigation we will write to you with the outcome.	You will avoid ringing the practice for test results; most results are normal and, therefore, we will contact you if a doctor has identified an abnormality. Alternatively you can access all your test results via the online medical records service; just ask reception for a consent form
All children will be offered immunisation.	You will not expect a prescription every time you visit your GP - good advice is often the best medicine
We recognise your need to discuss your concerns in private and will ensure privacy for consultations and confidentiality at all times.	You will inform us if you change address or telephone number – we may need to contact you urgently
If you have any special needs or difficulties please discuss them with the doctor or other member of staff and we will do our best to appropriate arrangements	Although we aim to offer you a choice of clinicians, and aim to offer continuity of care, you will accept that this is not always possible (eg holidays) and you will therefore be willing to see any clinician at the practice
In the same way as patients can choose their doctor, the doctors reserve the right to accept or remove a patient from their list.	You will make allowances when waiting in the surgery for the fact that emergency cases will have to be given priority.



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This may happen if a patient is unable to work cooperatively with the Practice	
Your records, both written and computerised, will be kept secure and confidential at all times, in line with data protection guidelines, and NHS confidentiality policy	You will understand that there is a charge for non-NHS work e.g. holiday cancellation forms, insurance forms, or medical report and they will take up to two weeks to process as NHS work will always take priority
We endeavour to answer all telephone calls to the surgery within six rings	You will take care of your own health by appropriate action, for example by not smoking, avoiding excessive alcohol or weight gain, eating sensibly and keeping active.
Waiting times at the surgery are usually kept to a minimum, but delays are sometime unavoidable and you will be advised if there is more than 10-15 minutes, and you will be offered the choice of waiting or making an alternative appointment.	If you are coming to see a clinician regarding a recent hospital appointment please ensure you bring a copy of your discharge / outpatient letter (the hospital should provide this to you) in case the hospital has not sent this to the practice
Non-NHS work e.g. insurance forms, will not be treated as a priority over NHS medical care	