

DRS J J WIJERATNE & PARTNERS BELMONT HEALTH CENTRE (MAIN)

516 Kenton Lane, Harrow, Middlesex HA3 7LT
Telephone: 020 8863 6863 (General) | 020 8861 5663 (Appointments) | Fax: 020 8424 0542

LONG ELMES SURGERY (BRANCH)

252 Long Elmes, Harrow, Middlesex HA3 6LF
Telephone/Fax: 020 8428 4249
www.belmonthealthcentre.co.uk



INFORMATION FOR PATIENTS

Welcome To The Surgery

The Doctors

Dr Jayantha Wijeratne (senior partner)	(m)	MB BS, MRCS (Lond.) MD, MRCP (UK)
Dr Hardeep Mangat	(f)	MB BS, DRCOG, MRCP (1977)
Dr Somil Wijendra	(m)	MB BS, MRCS, LRCP FRCS, FRCS Ed (1974)
Dr Oswald Deepa Ratnayake	(m)	MB BS, DFFP (1974)
Dr Wijith Wijeratne	(m)	BM, MRCP (1995)
Dr Irunika Ekneligoda	(f)	MD, MRCPCH, DFFP

The doctors practise together as a non-limited partnership.

Practice Staff

Business Manager

Nick Highton AMSPAR (Dip in Practice Management)

Reception Manager

Jean Cooper

Senior Receptionists

Jan Johnson and Bernie Jarvis

Receptionists

Our reception staff are here to help. They include Vanessa Cadore, Kathy Lee, Raj Parmar and Jo Mills.

Administration Staff

Maureen Golden, Nila Patel, Radhika Gokani and Yvonne Barham

Practice Nurses

Siew Lai Chee RGN
Ishla Ali RGN

Medical Assistants

Jay Bambhania
Amal Ibrahim

Attached Staff

The PCT employ these and other staff who work from within the health centre:

Salma Mehar –	Dietician
Miriam Willmott-Powell –	Midwife
Maria Lavelle –	District Nurse
Geraldine Kerr –	Treatment Room Nurse
Health Visitors	

GP Registrars and Students

We are fortunate to have medical students attached to our practice for short periods. If you do not wish to have the student present during your consultation, please inform the reception staff prior to seeing the doctor.

Appointments

Routine appointments may be made well in advance (maximum two months) by telephoning or calling at the surgery. At the Belmont Health Centre, the first five appointments of the morning clinics and the last three appointments of the afternoon clinics are bookable in advance. All other appointments are booked on the day. Patients should telephone, or come into the surgery from 08.00 onwards – first-come, first-served. At the Long Elmes surgery, all morning clinics are by appointment only and all evening clinics are walk-in. If you cannot keep an appointment, please inform us as soon as is possible as this will assist in oversubscribed situations.

Emergencies

If you are confronted by a serious problem such as severe chest pain or severe bleeding, call an ambulance (tel:999) before calling the surgery.

Home Visits

Patients are requested to telephone before 10.00 if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the surgery in the time that it takes to do a home visit.

Weekend and Night Cover

If you are in need of medical attention when the surgery is closed, please call Harmoni out-of-hours service on 020 3402 1000.

Local Walk-in Centres

Edgware Walk-in Centre
Burnt Oak Broadway
Edgware
HA8 0AD
Tel: 020 8732 6459

Open seven days a week 07.00 - 23.00

The Pinn Medical Centre
37 Love Lane
Pinner
HA5 3EE
Tel: 020 8866 5766

Open 365 days a year 08.00 - 20.00

NHS Direct

NHS Direct provides health information by telephone 0845 4647 and via the website www.nhsdirect.nhs.uk 24 hours a day, seven days a week.

Repeat Prescriptions

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. Requests for prescriptions should be made in person, in writing, by calling at the surgery or by emailing JWBelmontHC@gp-E84069.nhs.uk (Belmont Health Centre patients only). We are unable to take orders or issue repeat prescriptions out of normal surgery hours. Telephone requests can be taken for housebound patients only between 11.00am - 12.30pm. Please allow two complete working days before collection and make allowances for weekends and public holidays. Where possible give exact drug names when ordering.

Clinics

Antenatal Clinic

The doctors run an antenatal clinic on Wednesday afternoons from 13.30-15.45 at Belmont Health Centre.

Baby Clinic

The baby clinics are run by the doctors and Nurse Chee for child development checks and immunisations and allow an opportunity to discuss other problems, eg sleeping, feeding and child health worries, with a doctor or health visitor. The health visitor at Joseph's Children's Centre runs a walk-in clinic on Wednesday mornings.

Asthma Clinic

This clinic is by appointment only and is run by the practice nurses and medical assistants.

Diabetic Clinic

This clinic is by appointment only and is run by the practice nurses and medical assistants.

Family Planning

Contraceptive care is provided by all the doctors during surgery hours. The practice offers an Intra Uterine Contraceptive Device (IUCD) fitting service. Please make an appointment with Dr Ekneligoda to discuss your suitability.

Well Woman Clinics

Smear tests are carried out by the practice nurses. Postnatal checks are carried out by Dr Ekneligoda at Belmont Health Centre.

Minor Surgery and Cryotherapy

Dr Wijendra carries out minor surgical procedures and Cryotherapy at Belmont Health Centre by appointment only and the doctors will be happy to advise you on this.

Non-NHS Examinations

The doctors are happy to carry out medicals, eg insurance and driving licence. Please telephone the surgery for an appointment. Please ask at reception for the charges for these services.

Patients Over 75 Years

If you are aged 75 years or over, you should be seen annually either by your doctor, the practice nurse, district nurse or health visitor. This can be arranged at the surgery or, if that is not possible, a home visit will be arranged.

Travel Immunisations/Vaccinations

Please make an appointment well in advance (at least one month) of your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. The nurses can advise you of these charges.

Flu Vaccination

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes, and residents of nursing and rest homes. Please contact the reception staff in October for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit will be arranged to undertake this facility.

Comments and Suggestions

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing at reception. We have a Patient Participation Group who also consider all comments received.

Disabled Access

Reserved car parking spaces for the disabled are marked near the front door at Belmont Health Centre. Wheelchair access to the building is via a ramp near the front entrance. Patient services are provided at ground floor level. A disabled patients' WC is provided. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement.

Complaints Procedure

We always try to provide the best services possible, but there may be times when you feel this has not happened. The following information explains our in-house complaints procedure, drawn up to respond to patient grievances. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure it will not affect your right to complain to the Health Services Authority or the Health Board in Scotland or Northern Ireland. Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person. If you wish to complain, please write to our practice manager. Full details will be taken and a decision made on how best to undertake the investigation.

Confidentiality

We ask for your personal information so that you can receive care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is necessary that information about you is shared between members of the team.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Freedom of Information

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the "classes" of information the practice intends to routinely make available.

Primary Care Trust

Harrow PCT
4th Floor, The Heights
59-65 Lowlands Road
Harrow
Middlesex HA1 3AW
Tel: 020 8966 1001
Fax: 020 8426 8646
www.harrowpct.nhs.uk

Practice Charter Standards

These are the local standards set within the practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

Our responsibility to you:

We are committed to giving you the best possible service.

Waiting time: Where an appointment is given, you will be given a time at which the doctor or nurse hopes to be able to see you.

Access: You will have access to a doctor rapidly in case of an emergency. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery.

Telephone: We will try to answer the phone promptly and to ensure that there are sufficient staff available to do this.

Test results: If you have undergone tests or x-rays ordered by the practice, we will inform you of the results at your next appointment. If no further appointment needs to be arranged, we will advise you when and how to obtain results.

Respect: Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious or cultural beliefs.

Information: We will give you full information about the services we offer. Every effort will be made to ensure that you receive the information which directly affects your health and the care being offered.

Health promotion: The practice will offer patients advice and information on steps they can take to promote good health and avoid illness, and self-help which can be undertaken without reference to a doctor in the case of minor ailments.

Health records: You have the right to see your health records, subject to limitations in the law. These will be kept confidential at all times.

Your responsibility to us:

Help us to help you.

Please let us know if you change your address or telephone number.

Please do everything you can to keep appointments. Tell us as soon as possible if you cannot. Otherwise other patients have to wait longer.

We need help too. Please ask for home visits by the doctor only when the person is too ill to visit the surgery.

Please keep your phone call brief and avoid calling during the peak morning time for non-urgent matters.

Test results take time to reach us, so please do not ring before you have been asked to do so. Enquiries about test results ordered by the hospital should be directed to the hospital, not the practice.

We ask that you treat the doctors and practice staff with courtesy and respect.

Please read our practice booklet. This will help you to get the best out of the services we offer. It is important that you understand the information given to you. Please ask us questions if you are unsure of anything.

Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.

Please ask if you wish to see your doctor.

Notes

Practice Boundary

Individuals living within our boundary can register at either Belmont Health Centre main surgery or Long Elmes branch surgery as they wish.

