

# GP Direct Patient Newsletter

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## GP Direct regrettably announces the closure of its Preston Hill premises

It is with regret to inform all our patients that our premises at Preston Hill will be closing as of the 1<sup>st</sup> May 2006. The decision was taken by the partners at GP Direct due to the difficulty of operating in two different Primary Care Trust (PCT) areas. As you are probably aware the other three sites of GP Direct are located in Harrow PCT while Preston Hill is located within Brent (PCT). The problems associated in operating in two different PCT areas and the location of Preston Hill in relation to our other surgeries have made this an inevitable decision.

The options open to our patients who attend Preston Hill are the following:  
1) To remain registered with GP Direct. However choosing to do so will mean that you will need to travel to our sites located in West and South Harrow. We appreciate that this may not be possible for those without transport or those who are in the elderly age bracket.

on their list.

3) For those who wish to register elsewhere they have the option to approach other Brent based practices.

You can contact Brent PCT on 020 8427 7888 for more information on registering with a GP in Brent.

2) Dr Afzal Khan and Dr Ryhana Bathool across from us at 121 Preston Hill have kindly agreed to take additional patients

We would like to take this opportunity to thank all our Preston Hill patients and to wish them the best in their future.

## Road Traffic Accident Examinations

In accordance with the Road Traffic Act (1988) GP Direct will charge a fee of £20 for Road Traffic Accident Examinations.

The £20 fee, reimbursable from your insurance company, is charged by the first medical professional to examine a patient involved in a road traffic accident.

When you call or attend the surgery to make an appointment please inform the receptionist that this is following a Road Traffic Accident. Before the appointment with the doctor you will be required to make payment of £20 and will be given a receipt. You can then claim this fee from your insurance company.

If it only becomes apparent that you are seeing a doctor for a road traffic accident examination whilst in the consulting room, the doctor will request that you make payment at the reception following the appointment.

## Specialist Nurse Practitioner Clinics

Since July 2005 Lynn Hunt a Nurse practitioner joined GP Direct's clinical team. She can deal with a whole host of medical issues and can also prescribe certain medications. She deals with

1. Morning after pill
2. Minor illnesses E.N.T (with less than 2 weeks history of illness) e.g. conjunctivitis, colds and coughs, diarrhoea, vomiting,

## Parking on Furness Road

It has come to our attention that people parking on Furness Road while attending Welbeck Road Surgery have been blocking large vehicles from passing, this recently prevented a large refuse lorry from getting through. Also in the past few months a parked car was hit by a vehicle because of the narrow road. Therefore please avoid parking on Furness Road.

## Non-Attendees Policy

As part of our commitment to offering our patients the best possible service we have introduced a clear policy for non-attendees from the start of 2006.

Every week dozens of appointments go wasted as patients who book appointments fail to turn up. This is not only a loss of time and money but also results in precious appointments that could have been used by patients with genuine health issues going to waste.

Therefore patients who miss two appointments with any healthcare professional will be sent a letter informing them that GP Direct reserves the right to remove them from the practice if they miss any further appointments. The information on missed appointments will be held for one year at the end of which you will start with a clean record.

If for any reason you cannot make your appointment you must call the surgery to cancel it beforehand. We have a special cancellation line where you can leave a message to **cancel an appointment, the number is: 020 8515 9328**. Even if you have just missed your appointment due to something outside your control, (e.g. car breaking down) call the surgery so as we can update our records.

thrush, cystitis.

3. Rashes (e.g. bites, allergies, etc)

4. Minor injuries (e.g. cuts, burns)

5. Eye Problems

6. Foreign bodies (anywhere)

7. Smears, vaccines, b12, travel immunisations, dressings and BP checks