

GP Direct Patient Newsletter

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Building work in full swing

As you may have noticed in the past few weeks building work has started on 3 Welbeck Road. A major part of the project is to build a ramp for easy access into the surgery. Additionally the building will be refurbished internally to make it suitable for patient clinics.

The commencement of work at 3 Welbeck Road signals the real desire of GP Direct towards

greater centralisation. It is only with centralisation that we can continue to improve and increase the services we offer to our patients. We indeed hope to have a baby clinic for all patients at the new site as well as Physiotherapy, Dietetic, ECG, Phlebotomy & Counselling amongst other services.

With more and more services being offered by the surgery, it is inevitable

that we will need to centralise our specialist clinics under one roof.

Therefore the face of general practice is changing from a place where you just see your doctor into a centre where you may have minor surgery or have specialist consultations.

Hay fever advice

With summer now upon us again we would like to give some advice to our patients who suffer from hay fever.

1. If you have been prescribed medication for your hay fever in the past you can request the same medication at the receptionist desk of any of our three sites. Just tell the receptionists that you have been prescribed the medication in the past by GP Direct and the prescription will be issued within 48 hours.
2. If you have not been prescribed a medication by GP Direct in the past or if you just prefer to speak to a doctor regarding your condition please call the surgery to book a telephone consultation, the doctor can then issue you a prescription.

Blood tests delay

In recent weeks we know that many patients have had great difficulty in booking blood tests at GP Direct. We at GP Direct are acutely aware of the shortage of phlebotomy appointments and have raised this issue several times with Harrow Primary Care Trust. We serve over 15,000 patients but yet we are only provided seven phlebotomy sessions every fortnight. In an attempt to deal with

Parking in front of the driveways or in the bays

We would like to remind all patients not to park their cars in or in front of the driveways at Welbeck Road, Butler Avenue or Eastcote Lane. You are also requested not to park your car in the doctors parking bays at Eastcote Lane Surgery. In the situation of an emergency it puts patients' health at risk.

Brand new Maternity Suite at NPH

Northwick Park Hospital has recently opened a newly refurbished delivery suite, comprising of 11 spacious delivery rooms, each with their own bathrooms, two large operating theatres, a four bed recovery room, a four bed high dependency unit and a triage room for assessment of women prior to admission.

Women and partners are welcome to tour the Maternity Unit, regular tours are held on Mondays, Wednesdays and Friday mornings – to attend a tour, clients should telephone 020 8869 2870.

The Brent Birth Centre also has open afternoons and tours on Friday mornings and Sunday afternoons – to book a tour clients should telephone 020 8963 7173.

the shortage we have setup some extra phlebotomy sessions on our own accord; however this is a temporary measure and the only adequate solution is for Harrow PCT to provide more appointments for our patients. We have recently written to the PCT outlining the shortage of phlebotomy services and are awaiting a reply from them. We will keep you posted.