

Registration

We are a growing practice and welcome new patients living within our practice boundary (TW3, TW4, TW5, TW7). All new patients are entitled to a 15 min health check with the healthcare assistant. Patients can register at any time during opening hours Mon-Sun in person or online through our website.

Test Results

Patients will get a call or text message 7-14 days after an investigation has been performed, and these results can also be viewed online.

Personal Contact Details

Please advise us of your mobile number and email to improve communication from the practice. If you change name, address, or phone number please tell us. Name changes must be backed by supporting docs.

Personal Health Info

Patients have the right to expect that their personal info will be held in confidence by the practice. From time to time the practice puts together statistics which support audit and research; patient info will be kept anonymous whenever possible. You'll be free to decline to participate in research studies if you wish, with no impact on your medical care.

Interpretation services

We can arrange interpretation services to patients who don't speak English. We need at least 48 hours notice.

Patient rights & responsibilities

Patients have a right to be treated with respect and courtesy, and practice staff expect the same from patients. Patients have the right for personal info to be held in confidence by our staff. You will be seen by your preferred doctor where possible. We ask that you attend appointment times promptly and inform us if you can't attend 24 hours in advance.

Self-care		Grazed knee Cough or cold Sore throat	Keep your cupboards stocked Make sure your medicine cupboard is stocked with over the counter remedies
NHS 111		Unsure, unwell Need to know where to go?	Talk before you walk! Call 111 When you need medical help fast but it's not life-threatening
Pharmacy		Diarrhoea Runny nose Headache	Use your local pharmacist For advice on common illnesses such as coughs, colds and medicines to treat them
Your GP and Out of Hours		Ear pain Backache Throat infection	For illnesses and injuries that are not urgent, make an appointment with your GP. If you need a GP out of hours, call 111 and you will be directed to another GP or the most appropriate service
Urgent Care Centre		Strains Sprains Stitches	For more serious illnesses and minor injuries
A&E/999		Choking Chest pain Blackout/collapse Blood loss	Life threatening situations and emergencies
Mental health		Mental health crisis	For help in a mental health crisis call West London Mental Health NHS Trust, single point of access on 030 0123 4244

Appointments

Appointments are released between 8am and 10am Mon-Fri for same day GP appts, and after 11am for appointments with a Nurse or Healthcare assistant. Call us on 0208 630 1111, or come into the practice.

Phone Consultations

Many things can be dealt with over the telephone quickly and efficiently. This includes discussing investigation results, prescription queries, issuing medical certificates and some minor ailments. Call between 8am and 10am Mon-Fri to speak to a GP.

Feedback

We aim to provide the best service we can, and we welcome feedback! If you wish to comment on any aspect of our service, please let our practice manager know (firstcare.manager@nhs.net).

PPG

We are keen to hear what our patients have to say and want to involve patients in the development of our services. Please ask at reception if you are interested in joining our PPG, or email firstcare.manager@nhs.net

Out of Hours

If you require medical attention or advice outside surgery hours please call 111.

HIYOS (Healthy In Your Own Skin)

We aim to empower patients to manage their own health and provide tools and support to do this. Meet The Barkers and follow their journey to lead healthier lifestyles. <https://www.youtube.com/watch?v=U8dZ81-2kuI&t=2s>



Disabled Access

Premises are wheelchair accessible and purpose built for disabled patients - we've a lowered reception desk, computer access point and disabled toilet. We have a hearing loop for those with hearing impairment, and braille signage. Please speak to staff if you need further help.

Discrimination

The practice ensures that all patients and visitors are treated equally, with dignity and respect, and will not tolerate any discrimination against anyone for reason of age, gender, marital status, race, ethnicity, disability, medical condition, social class, appearance, sexual orientation, religion or belief.

Online Access

You can do so much online, 24 hrs a day. Request repeat prescriptions, see your medical records incl. blood tests results and vaccination history. Ask reception now for your username & password.

www.firstcare.org

Repeat Prescriptions

Requests for repeat prescriptions can be made online, in person, by fax, or by post. We do not accept requests by telephone. Please allow at least 48 hours before collection. We can send your prescription electronically to your local pharmacy. Speak to our reception staff for more information.

Urgent Care

The local Urgent Care Centre is located at West Middlesex University Hospital, Twickenham Road, Isleworth TW7 6AF

Home Visits

Home visits are for the house-bound/ patients too ill to come to the surgery. If you need a visit let us know before 10am. Whenever possible please try to attend the surgery, as you will be seen more promptly.

Zero Tolerance

Unreasonable/offensive/threatening behaviour, attacks on staff or the general public, or damage to surgery property will result in patients being removed from the practice list and the police may be contacted.

Primary Healthcare Team

The clinical and admin staff work together as a team, so we can coordinate high standards of care. Every team member plays an important and valuable role in allowing the practice to run efficiently. Many tasks that were previously undertaken by a doctor can now done by the nurse practitioner, practice nurse, healthcare assistant or physician associate, all of whom have a wealth of medical expertise. This allows more time for the GP to concentrate on more difficult cases. The doctor may arrange for you to have follow up appointments with other members of the team.

Where are we?

Firstcare Practice, Blenheim Centre, Prince Regent Road, Hounslow, TW3 1NL

