Welcome to Gordon House Surgery, Ealing
Come and join us.

We aim for excellent patient care and offer a range of services which include, repeat prescriptions, tests and results, immunisations, cervical smears and minor surgery.

Our principle GPs are:

Dr Marcus Soldini
BM (Southampton 1986) DGM
MRCGP (Male)

Dr Ian Bernstein
MA MBBS (London 1987) FRCGP
DRCOG DCH FPCert D MS Med MSc FLCOM
Registered Osteopath (Male)

Dr Vicki Ramage
MBBS (London 1990) BSc MRCGP DCH DFSRH
(Female)

Dr Naeem Qureshi
MBBS (Lahore 1987) MRCGP LRCP LRCS LRCPS
DRCOG DFFP T(GP) (Male)

Dr Ravi Ramanathan
MBCHB (Glasgow 1991) DRCOG MRCGP (Male)

Dr Antonietta Santodirocco
MBBS (Bari 1988) DFSRH (Female)

Dr Susan Myint
MBBS (London 1995) DRCOG MRCGP DFSRH
(Female)

Salaried GPs
Dr Emma Cheesman
MBBS (London 2001) DRCOG MRCGP DFFP (Female)

Dr Anjali Didi
MBBS (London) DFFP MRCGP (Female)
**Surgery Hours**

We are open Monday to Friday 8:00am to 6:30pm (we are closed for lunch between 1pm and 2pm).

Saturday surgeries are routine booked appointments for people who cannot make it to the surgery during the week.

We do not see emergencies on Saturday as this is covered by the out of hours service.

If you need a doctor urgently at the weekend, please phone Harmoni the out-of-hours service on **NHS 111**.

This service can also be used if you have an emergency or if you need a home visit out of surgery hours.

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**Our Team and their availability for Appointments:**

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**How to make an Appointment with us**

You can call us between 8:30am and 1pm or between 2pm and 6:30pm Mon – Fri. Or if you prefer use our internet service via our website. Just ask at reception on how to register for this service.

You can also make an appointment by just popping in on your way past. You are always welcome.

If you require an emergency appointment, we will do our utmost to accommodate you with an appointment that day. If we do not have any slots, we will ask you to come in either at the end of the morning or afternoon surgery where we can fit you in with one of our doctors.

The practice is also able to make home visits in certain circumstances, for example if you are house bound or unable to walk due to disability. If you require a home visit please call before 11:00am if possible and our reception will inform you if a home visit can be made. Our doctors routinely visit between 12:00 and 3:00pm.

If for any reason you cannot keep your appointment please notify us straight away so we can offer that slot to another patient.
What to do when you arrive for your Appointment

When you arrive in reception please check in using the ON-SCREEN screen facility. If you have any difficulty, ask at reception. Please then take a seat and wait for your name to appear on our electronic display. At our practice we always strive to see all our patients on time but sometimes this is not possible due to emergencies. We all do hope you understand if a previous patient has stayed longer than expected.

How to register with us as a new Patient

We always welcome new patients to our practice so if you are in our catchment area (W13, W5 and W7 as bounded by Scotch Common, Hanger lane, Popes Lane and Boston Road) please feel free to ask reception for a registration form. We do require proof of identification so please provide 2 items from the following list:
- Driving Licence
- Utility Bill (stating address)
- Phone Bill (stating address)
- Credit Card Bank Statement (most recent)
- Council Tax Bill / Council Rent Book
- Home office permit to stay
- TV Licence
- Pension Book

How to find us and get access to our Surgery

Mattock Lane Health Centre is located in West Ealing, London. (See above map on where we are located)

We have limited parking at the surgery so please do not stay longer than you need to after your appointment.
Ealing Broadway is the nearest underground station and West Ealing is the nearest Main Line station.

Wheelchair access is available at the front of the surgery and we have toilets for the disabled.
Our Services

Repeat Prescriptions
Please leave your request at our reception at least 2 working days before your current supply runs out. You may also send a stamped addressed envelope. We cannot take telephone requests for this service. You should always see your doctor before the review date.

Tests and Results
We have a Thursday and Friday Phlebotomy clinic. If your blood test is more urgent, you may go to Ealing Hospital. Please call for the results of blood or any other tests between 3pm and 5pm allowing two weeks for the results to arrive.

Immunisations
We are keen for ALL children to be vaccinated by us. Our practice nurses can do this by appointment, at the baby clinic and we also offer adult boosters against tetanus and polio every 10 years and, to those at risk, we offer influenza vaccine before every winter. Our nurses can advise you about immunisation.

Cervical Smears
We strongly recommend cervical smear testing for all women. The tests are normally at 3-yearly intervals. Please make an appointment with a nurse. The results come back after 2-4 weeks.

Minor surgery
Our doctors offer minor surgery in our well-equipped treatment room here at the surgery. Please make a routine appointment to see your doctor first.

Anti-Coagulation
The practice offers an anti-coagulation service to all our patients who require Warfarin.

Private Work
We make standard charges for non-NHS work such as completing insurance claims, passport applications and some vaccinations. We are happy to perform pre-employment and insurance medicals. Payment needs to be made in advance. GPs are no longer allowed to sign passports.

Access to Records
Subject to certain restrictions, the law permits you to see your medical records and reports, and personal information that is stored on our clinical system. Please apply to the Practice Manager for this service.

Complaints and suggestions
We aim to provide a high standard of service and welcome comments or suggestions for improvement. We take all complaints seriously. Please contact our Practice Manager or your own doctor.

Patient Participation Forum
Patients at the Gordon House Surgery are invited to attend meetings of the Patient Forum. Meetings are held every 2 months between 7:00pm – 8:00pm. We discuss topics of interest to patients and staff alike. Please ask at reception or view our website for further details. Keep a look out for the patient forum notice board in reception.
Clinics

Child Development Clinic
Please book the appointments at our reception.
We offer development checks to all six week old babies.
The health visitor will contact you for all other development checks.

If your child is sick, please DO NOT come to the clinic but make a normal appointment. We always try to see sick children as soon as possible.

Family planning and Well Women Clinics
The doctors cover:
- Contraception (pills, cap, coil etc.)
- Menopausal problems
- Other gynaecological problems
- Well Women Checks

The Practice Nurse covers:
- Well women checks
- Contraception

Travel Clinic
We offer a comprehensive service to overseas travellers. Some injections are free while others incur a charge. Please book into the clinic four to six weeks before travelling.

Telephone Numbers

Main Switchboard: 020 8799 5699
Fax Number: 020 8840 0533
Website: www.gordonhouse.nhs.uk
District Nurses, Health Visitors
Chiropracists: 020 8383 5757
NHS Ealing: 020 3313 9303
NHS Direct: NHS 111
NHS Direct Website: www.nhsdirect.nhs.uk
Out of Hours (Harmoni): NHS 111
Ealing Hospital: 020 8967 5000
Charing Cross Hospital: 020 8383 0000
Hammersmith Hospital: 020 8383 1000
Northwick Park Hospital: 020 8864 3232
Queen Charlotte’s & Chelsea Hospital: 020 8383 1000
Central Middlesex: 020 8965 5733
Hillingdon: 01895 279314
**Patient Rights**

All patients will be treated fairly on the basis of need and not discriminated against on the basis of age, sex, race, religion, disability or sexual orientation.

Medical staff will advise you of the treatment options they think appropriate and aim to involve you in a discussion about the merits of each. No care or treatment will be given without your informed consent.

Gordon House Surgery is a group practice; patients have a choice of all of the practitioners here and may specify a preferred practitioner when they register. However it may not always be possible to see the doctor of your choice, especially in emergencies. Urgent queries will be referred to the duty doctor.

**Patient Responsibilities**

Please do everything you can to keep appointments and tell us as soon as possible if you cannot attend.

Change of Name, Telephone or Address: in order to prevent errors you must inform us IMMEDIATELY and in writing of any changes to your details.

Please only ask for home visits when truly necessary.

The practice has a zero tolerance policy towards violence or aggression towards its staff, patients and the public. Such behaviour may result in removal from the practice list.

**Personal Health Information**

Everyone working for the NHS has a legal duty to keep information about you confidential. All health professionals working at the practice will have access to your records but may not disclose information about you without your consent.

Anonymised patient data may be shared with other clinicians.

Further information on details of primary care medical services may be obtained from: NHS Ealing, 1 Armstrong Way, Southall, Middlesex, UB2 4SA
Tel - (020 3313 9303)

**Practice Security**

External and internal signs are displayed on the premises stating the presence of CCTV, and indicating the names of the Data Controllers and a contact number during office hours for enquiries.

*Gordon House Surgery is a non-limited partnership*