

Information guide

The Randolph Surgery

Welcome to The Randolph Surgery
We provide general practice
services, offering residents of
Maida Vale, and the surrounding
area access to healthcare.

More about us

The Randolph Surgery is an NHS GP Practice in Maida Vale. Our services are provided to registered patients by our dedicated team of general practitioners, nurses, managers and administrative staff.

The Randolph Surgery's contract with NHS England is held by a Partnership of three GPs. The GP Partners have ultimate responsibility for managing the practice and have chosen to receive back office support from Virgin Care, a healthcare company experienced in NHS GP and community services. Virgin Care provides a range of back office functions that enable the clinical team to spend more of their time treating patients and less time on the administrative duties that all NHS GP practices face. We believe that this is a very positive step for our patients and the idea behind this change was welcomed by our patient participation group who represent our registered list and who understand the immense pressures GPs experience across the country to deliver great services.

We are always grateful for feedback from our patients with ideas to help us improve.

Our services

All clinics are by appointment only. Please see the Get in touch section for our contact details.

Antenatal and postnatal care

Our doctors provide comprehensive antenatal and postnatal care.

Baby clinics and checks

Health visitors:

We work with health visitors and community children's nurses to offer formal eight week baby checks as well as provide advice on weaning, feeding, toileting, sleep and other issues. Appointments with the health visitor (e.g. for the eight week developmental check) are on Thursday mornings.

Appointments with the nursery nurse (for advice, weighing, etc.) are on alternate Tuesdays. Please ask reception for details.

Nurse-led child immunisations:

Our nurses lead on all childhood immunisations. This clinic takes place on Tuesday and Thursday mornings. Please ask reception for details.

Please note that written consent is required for all vaccinations if any person other than the parent or guardian is accompanying the child.

GP baby checks:

Eight week developmental checks are undertaken by our GPs. Appointments are available for these important checks at various times across the week. Please ask at reception for details.

There is also a walk-in baby clinic every Wednesday 10.30am to 12pm at:

St Johns and Elizabeth Hospital
60 Grove End Road
London NW8 9NH

Portman Early Childhood Centre
12- 18 Salisbury Street
London NW8 8DE

Chronic disease management

Our nurses offer appointments to patients with diabetes, chronic lung diseases and high blood pressure.

Cognitive behaviour therapy (CBT)

Patients can refer themselves or be referred for CBT by one of our GPs to help manage conditions such as anxiety and mild depression. Please speak to one of our doctors or nurses for more information about this clinic.

Counselling

Our psychodynamic counsellor offers appointments. If you feel that you require counselling, please speak to your GP and they will refer you.

District nurses

The Maida Vale district nursing team is based at Lisson Grove Health Centre. They provide nursing care and other assessments to housebound patients, including:

- Ear syringing
- Incontinence assessments
- Dressings
- General nursing advice

Maida Vale District Nursing Team
Gateforth Street
London NW8 8EG

t: 020 7563 6100

Men's health clinic

This clinic is run by one of our male doctors and is for male patients only. Please ask reception for details.

Booking an appointment

Appointments are available at the times outlined in the Opening times section. There are three different appointment types.

Emergency appointments

These are available throughout the day from Monday to Friday (typically 10am to 6.20pm) and are booked in by the duty doctor after they have had a telephone discussion with you during the telephone triage time. If you feel your problem requires assistance that day, please call and request a call-back from the duty doctor at the following times:

Monday to Friday 8am to 9.15am
Monday to Friday 2pm to 3.15pm

Same day appointments

A number of same day appointments will open up every day to allow you same day access to our GPs. These appointments are placed across the whole day and become available at 8am every morning from Monday to Friday. They are limited in number and it is recommended that you come in or call as close to 8am as possible.

Advance appointments

You may book these appointments at any time.

Commuter clinics

Late evenings: we have same day and advance appointments available until 7.50pm on Tuesdays and Wednesdays.

Appointments may be booked by coming into the surgery, by phone or via The Randolph Surgery online services page on our website. Please ask at reception for information on how to register for this.

Who will I be seen by and how do I know that they are qualified to treat me?

You will be seen by a qualified clinician who is registered with a nationally recognised professional body and has undertaken specific training.

You may have a medical student, under the supervision of one of our GPs, sit in on your consultation. You have the option to decline this if you wish.

Test results

Test results can be obtained on the phone anytime throughout the day. Urine, swab and blood test results are usually back within three days. Cervical smears can take up to six weeks.

In order to maintain confidentiality, test results will only be given to you, or a parent or guardian if you are a minor.

Repeat prescriptions

Requests can be made in person at the surgery, online, by post or by fax. We require two working days to process a repeat prescription, so please remember to request your medication before it runs out.

For safety reasons, requests cannot be accepted by telephone. Only items on our repeat prescription system can be requested. It may be necessary for a GP to review these items at six to 12 month intervals or, in some cases, more frequently.

Prescriptions can be picked up in person or posted to you if you include a stamped address envelope with your request. We can also deliver them to the Vineyards Pharmacy on your behalf.

Private fees

Certain services provided by the surgery are not covered by the NHS, and you may be asked to pay a fee. These include parking permits, private health insurance and citizenship forms.

Arranging home visits

We offer home visits for anyone who is housebound or too ill to go out. This is determined by our on-call doctor. If you are unable to come to the surgery and feel you need a home visit, please call the surgery.

How do I cancel or change my appointment?

If you cannot make the appointment, please contact us as soon as you can. This will enable us to use the time to arrange an appointment for someone else.

We also offer a 'text to cancel' service. Please text "Cancel", your name, and the date and time of your appointment to **07914 520 048**. Please try and provide 24 hours notice.

You may register to use the Randolph Surgery online services. Once you have this, you can cancel or change your appointment online. Please ask at reception for details.

If you repeatedly miss appointments or fail to cancel within two hours of your appointment time, you may be removed from our patient list.

Please be aware that if you arrive more than 10 minutes late for your appointment, you may be asked to re-book.

Non-English speakers and other formats

We provide all our leaflets in other languages and formats. Please let us know if you would like a different format or language.

Your records

We record all the information about you confidentially on our clinical system.

Keeping healthcare records are important as they help to:

- Record important clinical information
- Help health professionals to care for you
- Improve public health and the services provided to you

We will only share information about you with your consent unless required by law or the data is anonymised. If you would like to know more about how we look after and use data, or if you would like to know how to access your data, please speak to a member of staff.

Our commitment to you

We take your dignity and privacy very seriously and we will at all times respect your confidentiality. In order for us to provide you the best quality of care and ensure your safety, every member of our team has to provide evidence of their professional registration, training and criminal record status before they can work with you.

Please treat our staff with respect so we can provide you with the very best care we can. Ask a member of staff for a copy of *Your rights and responsibilities*.

What if I have a concern?

We are committed to providing you with the best service possible. We are always looking for ways to improve the service and would like to hear your comments, compliments or complaints. Please tell us what you think through the NHS Friends and Family Test.

If you would like to make a complaint, please speak to a member of the team caring for you. You can also speak to our Customer Services Team by phone on **0300 303 9509** or by email on **customerservices@virgincare.co.uk**.

The full complaints process is in our *What if I have a concern* leaflet and is also on our. If you need any help, please speak with a member of staff.

Our patient participation group

We would like to hear your views on how we can improve services here at The Randolph Surgery.

Our patient participation group meets regularly and is chaired by patients who are also involved in Central London Clinical Commissioning Group (CCG). Please speak to reception if you are interested in becoming involved.

Useful contacts

Helplines

Age UK (charity for older people)	0800 169 6565
Alcoholics Anonymous	020 7833 0022
ChildLine (counselling service for children and young people)	0800 1111
Crisis (charity for single homeless people)	0300 636 1967
Disabled Living Foundation	020 7289 6111
Beat (eating disorder helpline)	0845 634 1414
FRANK (drugs helpline)	0300 123 6600
MIND (mental health charity)	0300 123 3393
MENCAP (charity for people with learning disabilities)	0808 808 1111
National AIDS Helpline	020 7814 6767
National Domestic Violence Helpline	0808 200 0247
XRelate (support for couples and family relationships)	0300 100 1234
Royal National Institute of Blind People (RNIB)	0303 123 9999
Action on Hearing Loss (formerly RNID)	0808 808 0123
Samaritans	0845 790 9090
Shelter (housing and homelessness charity)	0808 800 4444
Smokefree	0300 123 1044
Victim Support	0808 168 9111

Local hospitals

Charing Cross Hospital	020 3311 1234
Chelsea and Westminster Hospital	020 3315 8000
Eastman Dental Hospital	020 3456 7899
Hammersmith Hospital	020 3313 1000
St Charles Hospital (NHS Urgent Care Centre)	020 8969 2488
St Mary's Hospital	020 3312 6666
Royal Free Hospital	020 7794 0500
University College Hospital (UCH)	020 3456 7890
Western Eye Hospital	020 3312 6666

Registrar of birth and death

Kensington and Chelsea Register Office	020 7361 3000
Westminster Register Office	020 7641 7500

Sexual health clinic

Jefferiss Wing St Mary's Hospital	020 3312 6626
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Late night chemist (open until midnight)

Bliss Chemist 5-6 Marble Arch W1H	020 7723 6116
Pharma Centre 149 Edgware Road W2 2HU	020 7706 4999

Your notes

The Randolph Surgery

Opening hours

Monday	8am to 6.30pm
Tuesday	8am to 8pm
Wednesday	8am to 8pm
Thursday	8am to 6.30pm
Friday	8am to 6.30pm
Saturday	Closed
Sunday	Closed

Phone lines are open from 8am to 6.30pm, Monday to Friday, and closed on weekends and bank holidays.

Out of hours

If the surgery is closed and you need medical assistance, please call **020 8969 7777**.

If you require health information or advice, please call the NHS 24 hour line at **111**.

There are also some weekend walk-in GP services in Maida Vale:

North West London Medical Centre

Saturday and Sunday 8am to 4pm

Lanark Medical Centre (third floor)

Saturday and Sunday 10am to 6pm

Get in touch

235A Elgin Avenue
Maida Vale
London W9 1NH

t: 0207 266 2621

f: 0207 266 2622

w: www.randolphsurgery.org