Upton Road Surgery

Ground Floor, Colne House
21 Upton Road
Watford WD18 0JP

Www.uptonroadsurgery.nhs.uk

OPENING TIMES
Our reception is open daily between 08:30 - 18:30 and the telephones lines open at 08:00.

Doctor consultation times are as follows:
MON: 09:00 to 12:00 and 16:00 to 18:00
TUE: 09:00 to 12:00 and 16:00 to 18:00
WED: 09:00 to 12:00 and 16:00 to 18:00
THU: 09:00 to 12:00 and 16:00 to 18:00
FRI: 09:00 to 12:00 and 16:00 to 18:00
SAT: Closed
SUN: Closed

TELEPHONE NUMBERS
Telephone: 01923 226 266
Fax: 01923 222 324
GP Out of Hours Service:
Telephone: NHS 111

Upton Road Surgery

Practice Charter

Information for Patients

PARTNERS

Dr Sunitha Ramesh,
MBBS, MRCPG, DRCOG, DFFP

Dr Samantha Davis
MBBS, DRCOG

Dr Shalini Mailoo
MBBS

Dr Ramesh & Partners Philosophy:

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice Staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

PRATIC EX STAFF

Doctors:
Dr Sunitha Ramesh
Dr Samantha Davis
Dr Shalini Mailoo
Dr Meenakshi Karki

Practice Nurses:
Christina Morgan
Anicetas Parker

Healthcare Assistants:
Yahya Dehistani
Aruljothi Gnanaganesh

Phlebotomist:
Shazia Waheed

Practice Manager:
Catherine Bourel

Administration:
Janice Lett

Reception Team:
Jan Lett
Shazia Waheed
Nasmeen Ishtiaq
Seema Sanjay
Ildeko Alexa
Aruljothi Gnanaganesh
Priya Ratnasingham
Izabella Spazzolino
Zoe Nicholls
Patients' Rights to General Medical Services

- To be offered a health check on joining a doctor's list for the first time.
- To have appropriate drugs and medicine prescribed.
- To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- To choose whether to take part in research or medical student training.
- To receive a copy of their doctors practice leaflet, setting out the services that they provide.
- To receive a full and prompt reply to any complaint they make about the care they receive at Upton Road Surgery.

Our Practice Charter

- You will be treated with courtesy and respect by all Practice personnel.
- An urgent appointment with a Doctor or Nurse will be available on the same day.
- Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please ask the Receptionist for an explanation.
- We aim to answer the phone within six rings.
- An appointment with the practice nurse will be available within seven working days.
- Requests for repeat prescriptions will be dealt with within 2 full working days.
- All comments and suggestions about the service are welcome.
- If you have a complaint please speak to any member of staff who will forward the details to the Practice Manager. Your complaint will be dealt with in a professional and efficient manner.
- We wish to make Upton Road Surgery as accessible as possible. If you have hearing, visual or physical difficulties, please let the receptionist know so that we can enable you to fully use our services.

Patients' Responsibilities

- If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- If you are late for an appointment, you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery as early as possible.
- We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- Make a separate appointment for each patient and for each complaint. This allows the Doctor enough time to treat each patient with the time that they deserve.
- Please act in a responsible and courteous manner whilst on the Practice Premises for the safety and comfort of others.
- Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, and you may be asked to register with another surgery if this behaviour occurs.