

Belmont Health Centre

www.belmonthealthcentre.co.uk, jwbelmonthc@nhs.net

Belmont Health Centre (Main Surgery)

516 Kenton Lane, Harrow, Middlesex HA3 7LT

Tel: 020 8863 6863 (General) | 020 8861 5663 (Appointments) | Fax: 020 8424 0542

Long Elmes Surgery (Branch Surgery)

252 Long Elmes, Harrow, Middlesex HA3 6LF | Telephone/Fax: 020 8428 4249



Practice Boundary

Individuals living within our boundary can register at either Belmont Health Centre main surgery or Long Elmes branch surgery as they wish.



Welcome to the Belmont Health Centre

Dr Wijith Wijeratne	Male	BM, MRCP (1995)
Dr Somil Wijendra	Male	MB BS, LRCP FRCS, FRCS Ed (1974)
Dr Irunika Ekneligoda	Female	MD, MD (Paed), MRCPCH, DFFP (1993)
Dr Jaimini Tanna	Female	MBBS, BSc, MRCGP, DRCOG
Dr Madhavi Munasinghe	Female	BSc, MBChB, MRCP, MRCGP, DRCOG
Dr Mio Kwan	Female	MA (Cantab) MBBS MRCGP DFSRH DRCOG PGCMDE
Dr Graham Sado	Male	BSc, MBBS, MRCS, LRCP, MRCGP

The doctors practice together as a non-limited partnership

Surgery Times

Belmont Health Centre (Main Surgery)

Monday	8:00am – 6:30pm
Tuesday	8:00am – 8:00pm*
Wednesday	8:00am – 6:30pm
Thursday	8:00am – 6:30pm
Friday	8:00am – 6:30pm
Saturday	9:00am – 12:00pm**
Sunday	CLOSED

* Please note the phone lines close at 6:30pm on Tuesday

** Please note the phone lines are not answered on Saturday

Long Elmes Surgery (Branch Surgery) – OPEN WITH LIMITED SERVICES

Monday	8:30am – 1:30pm
Tuesday	3:00pm – 7:00pm
Wednesday	8:30am – 1:30pm
Thursday	2:00pm – 6:00pm
Friday	8:30am – 1:30pm
Saturday	CLOSED
Sunday	CLOSED

Your responsibility to us - Help us to help you:

Please let us know if you change your contact details (address, telephone number, mobile number, email address, etc.)

Please make every effort to keep your appointments. Inform us as early as possible if you cannot. Other patients may have to wait longer unnecessarily.

Please request for home visits only when the person is too ill to visit the surgery.

Please keep your phone call brief and avoid calling during the peak morning time for non-urgent matters.

Test results take time to reach us, so please do not ring before you have been asked to do so. Enquiries about test results ordered by the hospital should be directed to the hospital, not the practice.

We ask that you treat the doctors and practice staff with courtesy and respect.

Please ask if you wish to see your doctor.

Please read our practice booklet. This will help you to get the best out of the services we offer. It is important that you understand the information given to you. Please ask us questions if you are unsure of anything.

Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.

Practice Staff

Our mission is to provide an excellent, high quality health experience for all our patients. Our team are fully trained and compliant with NHS confidentiality policies and all mandatory training. We regularly run in-house team based training to improve our service Practice Team

Saththar Ghouse – Practice Manager
Sharon Jayasinghe – Admin Manager
Samra Gillani – Reception Manager
Sri Ruban Jayanthan – Assistant Reception Manager
Jon Sado – Operations Manager

Administrators

Radhika Gokani
Raj Parmar
Kajal Shah
Agana Nanayakkara
Misba Ramziya

Clinical Administrators

Duminda Abeywardhana
Azhar Ghouse

Administrator/Receptionists

Hasina Bhuva
Vasanti Patel
Prithma Kumar
Myra Tordjman
Daxa Gami
Sue Jacobs

Priti Shah
Furhana Aslam
Gunjan Sanghani
Simon Varella
Niket Shah
Ankita Shah

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will be removed from the practice list. In extreme cases, we may summon the police to remove offenders from the practice premises.

Practice Charter Standards

These are the local standards set within the practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health, it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

Our responsibility to you:

We are committed to giving you the best possible service.

Waiting time: Where an appointment is given, you will be given a time at which the doctor or nurse hopes to be able to see you.

Access: You will have access to a doctor rapidly in case of an emergency. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery. Telephone: We will try to answer the phone promptly and to ensure that there are sufficient staff available to do this.

Test results: If you have undergone tests or x-rays ordered by the practice, we will inform you of the results at your next appointment. If no further appointment needs to be arranged, we will advise you when and how to obtain results.

Respect: Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious or cultural beliefs.

Information: We will give you full information about the services we offer. Every effort will be made to ensure that you receive the information which directly affects your health and the care being offered.

Health promotion: The practice will offer patients' advice and information on steps they can take to promote good health and avoid illness and self-help which can be undertaken without reference to a doctor in the case of minor ailments.

Health records: You have the right to see your health records, subject to limitations in the law. These will be kept confidential at all times.

Non-NHS Examinations

The doctors are happy to carry out medicals, e.g. insurance and driving licence. Please telephone the surgery for an appointment. Please ask at reception for the charges for these services.

Comments and Suggestions

We are happy to accept and consider comments and suggestions from our patients. Please send your views in writing to the surgery or speak to the practice manager. We have a Patient Participation Group to review these comments. Patients who wish to join our Patient Participation Group, please speak to the Practice Manager.

Disabled Access

Reserved car parking spaces for the disabled are marked near the front door at Belmont Health Centre. Wheelchair access to the building is via a ramp near the front entrance. Patient services are provided at ground floor level. A disabled patients' WC is provided. If access proves difficult to any of our disabled patients, we would be happy to consider any suggestions for improvement.

Complaints Procedure

We always try to provide the best services possible, but there may be times when you feel this has not happened. Our in-house complaints procedure is drawn up to respond to patient grievances. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look and, if necessary, correct any problems that you have identified, or mistakes that have been made. Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person. If you wish to complain, you may speak to our practice manager or write to him.

Confidentiality

We ask for your personal information so that you can receive care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team, it is necessary that information about you is shared between members of the team.

Urgent care

If you are in need of medical attention when the surgery is closed, you may visit the:

Urgent Care Centre (UCC) / A&E
Northwick Park Hospital, Harrow, HA1 3UJ
Open seven days a week, 24 hours Tel: 0208 864 3232

Or call 111 for non-life threatening matters

Or 999 if it is urgent

Repeat Prescriptions

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. Requests for prescriptions should be made in person, in writing, by calling at the surgery or by emailing: belmonthhealthcentre.prescriptions@nhs.net (Belmont Health Centre patients only).

We are unable to take orders or issue repeat prescriptions out of normal surgery hours. Telephone requests can be taken only for housebound patients and those over 75 years of age between 11.00am - 12.30pm. Please allow two complete working days before collection and make allowances for weekends and public holidays. Where possible give exact drug names when ordering. You can also use our 'Online' option by visiting our surgery web page www.belmonthhealthcentre.co.uk

Appointments

Routine appointments may be made well in advance by telephoning or calling at the surgery. Also you can book appointments via our automated telephone booking system or online by visiting our surgery web page at www.belmonthhealthcentre.co.uk. You can book, check or cancel appointments through these systems.

Generally, we reserve few appointments in the morning and in the afternoon for pre-book. All other appointments are booked on that day. Patients could telephone, or walk into the reception from 08.00am onwards to book appointments. At our Long Elmes branch surgery, we run morning and evening clinics by appointment and few pre book- able appointments are available for each day. If you cannot keep an appointment, you must inform us as soon as possible, since this will help other patients when appointments are oversubscribed.

Emergencies

If you are confronted by a serious problem such as severe chest pain or severe bleeding, call an ambulance (tel: 999) before calling the surgery.

Home Visits

Home visits are for the bedridden or housebound patients only. These should be requested in the morning (before 10.00am) to enable the doctors to organise the call if it is required that same day. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Emergency requests in the evenings for Belmont & for Long Elmes will be dealt by the 'on call' doctor. Please remember that several patients

Antenatal Clinic

The surgery runs antenatal clinics on Wednesdays and Thursdays at Belmont Health Centre.

Asthma Clinic

This clinic is by appointment only and is run by the health care assistants and the practice nurses.

Baby Clinic

The baby clinics are run by the doctors and Nurse for child development checks and immunisations and allow an opportunity to discuss other problems, e.g. sleeping, feeding and child health worries, with a doctor or health visitor.

Diabetic Clinic

This clinic is by appointment only and is run by the health care assistants and the practice nurses.

Family Planning

Contraceptive care is provided by all the doctors during surgery hours. The practice offers an IUCD "coil" fitting service. Please make an appointment with Dr Ekneligoda to discuss your condition.

Well Woman Clinics

Smear tests are carried out by the practice nurses and postnatal checks are carried out by Dr Ekneligoda at Belmont Health Centre.

Minor Surgery and Cryotherapy

Dr Somil Wijendra carries out minor surgical procedures and Cryotherapy at Belmont Health Centre; only through appointments.

Patients Over 75 Years

If you are aged 75 years or over, you should be seen annually by your doctor, the Practice nurse, district nurse or health visitor. This can be arranged at the surgery or, if that is not possible, a home visit will be arranged.

Travel Immunisations/Vaccinations

Currently the surgery is unable to provide travel vaccinations. Please contact your local pharmacy for this service.