

We need to be very careful because of the prevalence of Covid19. Please **DO NOT** come into the practice unless you have an appointment. Most things can be dealt with online or over the phone and you have an online account which is very easy to use. If you do have to attend the surgery, please **WEAR A FACEMASK**, and **COME ALONE**, unless you need a carer or a parent with you.

Registration

We are a growing practice and welcome new patients living within our practice boundary (TW3, TW4, TW5, TW7). Patients can register at any time online through our website using this link:

<https://hiyos.org/new-patients/>

Test Results

Patients will get an online message, text message or call 7 -14 days after an investigation has been performed. Your test results can be reviewed online through your online account.

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.

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.

Interpretation services

We can arrange interpretation services for patients who don't speak English. This can be done at the same time as a phone appointment, but if your appointment is in person we need at least 48 hours' notice.

Patient rights & responsibilities

Patients have a right to be treated with respect and courtesy- practice staff expect the same. Your personal info will be held in confidence by staff. You'll be seen by your preferred doctor where possible. Please attend appointment times promptly/inform us if you can't attend 24 hours in advance.

Phone Consultations

You can message us 24/7 via your online account, or call us on **0208 630 1111** between 8 and 10am Mon-Fri, we can book you in for a consultation with a clinician. Many things can be dealt with over the telephone quickly and efficiently.

Face to face appointments

Please message us via your online account (or call btwn 8am & 10am Mon-Fri) for appointments at the practice. Your message/call will be assessed by a clinician and if necessary you will be asked to come in for a same day appointment, or scheduled for a future date.

Online access

You can do so much online, 24 hrs a day, through your online account. Ask one of our Care Navigators now for your username & password if you don't have access already. See here what is possible!

<https://youtu.be/9Fdc0LMrvao>

Repeat Prescriptions

Requests for repeat prescriptions can be made online - and really quickly too. Most repeat prescription requests are dealt with within an hour or two! We will message you online or by text when your medication is ready to collect!

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 (hiyos.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 hiyos.manager@nhs.net

Out of Hours

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

Personal Contact Details

Please tell us your mobile number & email to improve communication from the practice. If you change email, 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. Sometimes the practice puts together statistics to support audit & 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.

HIYOS stands for 'Healthy In Your Own Skin'








We want our patients to have the confidence & skills to manage their own health. We give the tools & support to empower you! Meet The Barkers & follow their journey to lead healthier lifestyles - and have some fun!

<https://youtu.be/U8dZ81-2kuI>



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 be 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.

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

Disabled Access

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

Discrimination

The practice ensures that all patients & visitors are treated equally, with dignity & 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.

Where are we?

Blenheim Centre
Prince Regent Rd
Hounslow
TW3 1NL
0208 630 1111



www.hiyos.org

