



**DR GILLIES  
DR STEEDEN  
DR HUSSEIN  
DR BEDFORD**

**7 STANHOPE  
MEWS WEST  
LONDON  
SW7 5RB**

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**ADJUVARE  
ALIOS SE IPSOS  
ADJUVARE**

**[www.stanhopemewswest.co.uk](http://www.stanhopemewswest.co.uk)**

# WELCOME TO THE PRACTICE

## OPENING TIMES

### Reception

Monday	8.00am - 6.00pm
Tuesday	7.00am - 8.00pm
Wednesday	8.00am - 8.00pm
Thursday	8.00am - 6.00pm
Friday	7.00am - 6.00pm

### Surgery Times

Monday	8.00am - 12.30pm and 2.00pm - 6.00pm
Tuesday	7.00am - 12.30pm and 2.00pm - 8.00pm
Wednesday	8.00am - 12.30pm and 2.00pm - 8.00pm
Thursday	8.00am - 12.30pm and 2.00pm - 6.00pm
Friday	7.00am - 12.30pm and 2.00pm - 6.00pm

Please ring the front doorbell for physiotherapy, acupuncture, massage and baby clinic services outside our normal opening hours.

## THE DOCTORS

### Dr Kate Gillies

MB ChB BSc Manchester 1989 MRCGP DCH DRCOG JCFP

### Dr Andrew Steeden

MB ChB Glasgow 1987 JCFP

### Dr Shuman Hussein

MBBS BSc MRCP MRCGP Dip IMC RCS(Ed) DFFP London 1994

### Dr Jenny Bedford

MB ChB Sheffield 1999 DCH MRCGP DRCOG DFFP

You may have noticed on the front cover the words 'Adjuvare Alios Se Ipsos Adjuvare'. The practice has adopted this as their motto; it means 'HELPING OTHERS TO HELP THEMSELVES'.

We pride ourselves on holding no prejudice, and ask all our visitors to show equal respect.

Visit our website: [www.stanhopemewswest.co.uk](http://www.stanhopemewswest.co.uk)

## SITUATION

100 metres from Gloucester Road Tube Station. Buses: 74 and 49.

## THE PRACTICE TEAM

### Practice Nurses

The practice employs two nurses, who offer a wide range of services to patients including treatment of urinary tract infections and women's health problems. All consultations are by appointment.

### Health Visitor

Our health visitor works full time with our practice with the help of an assistant. She gives help, advice and support to promote and maintain holistic health care to the individual, particularly pregnant women and families with small children. She can be contacted by telephoning the surgery.

### District Nurses

A team of district nurses are based at the surgery. They provide nursing care especially for the chronically sick and terminally ill. They also provide all other aspects of nursing care in clinics and see those who are housebound in the community. They will also give health education and health promotion when necessary.

### Health Care Assistant

Our health care assistant is responsible for new patient health checks, INR clinics and blood tests, as well as assisting the practice nurses with their duties whenever possible. Appointments to see her can be made at reception.

### Practice Manager

The practice manager is responsible for the day-to-day running of the surgery as a whole.

### Assistant Practice Manager

The assistant practice manager is responsible for running all the computers in the practice and administration work.

For the latest information: [www.stanhopemewswest.co.uk](http://www.stanhopemewswest.co.uk)

## Practice Administrator

The practice administrator deals with most of the admin work generated by the practice and is responsible for insurance medicals/forms as well as invoices.

## Practice Secretary

All correspondence and referral letters are typed by the practice secretary.

## Receptionists

The practice employs five receptionists who are the core of the practice and will help you with all your enquiries and book your appointments. They also deal with clerical work and filing of medical records.

## APPOINTMENTS

For an appointment please telephone 020 7835 0400. **MEDICALLY URGENT** cases will always be seen the same day. Consultations are by appointment. Occasionally, you may be offered an appointment with a fully qualified locum or one of the partners. Please make one appointment per patient and let us know if you cannot attend. If you are more than 10 minutes late you may be asked to make another appointment. Please tell us if your appointment is for an insurance medical, contraceptive coil/cap fitting or minor surgical procedure, as these consultations will take longer.

PLEASE NOTE WHEN CALLING THE SURGERY, YOUR CALL MAY BE RECORDED FOR AUDIT PURPOSES.

## Booking GP and Nurse Appointments on the Internet

Please contact the surgery or speak to reception to obtain the necessary instructions/information regarding internet booking.

## HOME VISITS AND EMERGENCIES

If you are unable to come to the surgery and a home visit is required, please telephone 020 7835 0400 before 10.30am if possible. After 6.00pm, at weekends and on bank holidays, a doctor is always available on the surgery number, but for **MEDICAL EMERGENCIES** only.

You will hear recorded instructions on how to contact the duty doctor, so have a pen and paper ready to write down the message.  
**PLEASE NOTE THAT THE SURGERY RECORDED MESSAGE SYSTEM DOES NOT TAKE MESSAGES.**

## NHS DIRECT

If you require health information or advice, you may contact NHS Direct, a nurse-led advice line, on 0845 4647, or visit their website [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## OUT OF HOURS

We belong to a GP co-operative which is based in Kensington and offers an out-of-hours service which includes telephone advice and home visits where necessary. You may be asked to attend the centre to see a doctor if you are fit enough to travel. The service also runs on some weekends.

## REPEAT PRESCRIPTIONS

Your doctor may re-issue certain prescriptions without the need for further consultation. To request repeat prescriptions please inform us in writing, by post, fax or in person of the drug(s), dosage and amount required. Patients with computerised prescription sheets should tick the drug(s) required. Please enclose a stamped, addressed envelope or arrange collection (please allow one working day for your prescription to be processed). We do accept requests by fax, but the prescriptions will be left at reception ready for collection.  
**WE REGRET WE ARE UNABLE TO ACCEPT TELEPHONE REQUESTS.**

## CONFIDENTIALITY

All patient notes are treated with the strictest confidentiality and we comply with the Data Protection Act 1998.

## NEW PATIENTS

When first registered with the practice, all patients will be offered an appointment to see one of our nurses for a general health screen. This is a particularly useful consultation which we encourage you to attend.

## DISABLED ACCESS

We have access to the surgery for wheelchairs and a toilet for the disabled and elderly on the ground floor.

## **TEACHING**

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This is a teaching practice. Doctors and medical students studying general practice may be working with your doctor occasionally.

## **SUGGESTIONS AND COMMENTS**

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We hope you will discuss any ideas/problems relating to the running of the practice with the practice manager in the first instance. Please put any ideas or comments into the suggestion box found at reception, with your name, address and telephone number if you would like a direct response.

## **COMPLAINTS**

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Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible. You can make a complaint either verbally or in writing. Please ask to speak to the practice manager should you wish to make a complaint in person.

We shall acknowledge your complaint within two working days and aim to have looked into your complaint within 10 working days. We shall then be in a position to offer you an explanation or a meeting with the people involved.

You can request a copy of our complaints procedure from reception.

## **PRIVATE FEES**

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Fees are payable on certain services not available under the NHS, eg verification of private insurance claims, passport application forms etc. Details of these prices are available at reception.

## **FAMILY PLANNING**

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A full range of contraceptive services is provided by all the partners and both nurses. The nurses have a particular interest in women's health issues and offer gynaecological examinations, including smears, and health education. We also offer advice regarding emergency contraception.

## **MATERNITY CARE**

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The partners offer antenatal care during surgery in conjunction with hospital antenatal clinics. Antenatal classes are offered through your midwife. The midwives are based at various offices and the numbers are as follows: Holland Park 020 8846 6204, Violet Melchett 020 8846 6675 and South Kensington 020 8846 6510.

It is recommended that 400mcg of folic acid should be taken daily for three months before conception and up to week 12 in pregnancy.

## **BABY AND PRE-SCHOOL CHECKS**

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Your child will be offered regular checks and the recommended childhood immunisations. We will send you an appointment for the checks and a reminder letter for immunisations. If your child has been immunised elsewhere then please inform us.

## **CHILD HEALTH AND WELL BABY CLINIC**

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For advice about child health and development, the health visitors are available at the surgery on Wednesdays 2.00 - 4.00pm.

## **TRAVEL IMMUNISATIONS (Yellow Form)**

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Our nurses offer travel advice and vaccinations. Please make an appointment. We are a registered yellow fever centre.

## **FLU CLINICS**

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Flu vaccinations are available from late October to November and are given during special clinic sessions by the nurses. Please contact reception at this time for dates.

## **MINOR SURGICAL OPERATIONS**

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Some minor surgical operations are performed by the partners on the premises. Please consult your doctor first.

## **PRIVATE SERVICES AVAILABLE AT THE SURGERY**

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Chartered Physiotherapist	- Amanda Stockton MSc MCSP
Private Acupuncture	- Barbara Barrymore Lic Ac M BAcC
Homeopathy	- Ros Floyd and Veronica Rago
Osteopath	- Alan Coles
Counsellor	- Merry Graham

## **COUNSELLING**

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Our practice counsellor Ione Alexander Somerville is available to help patients cope with a wide range of family, marital and emotional problems. Ione also runs an alcohol support clinic at the practice. Referrals should be made through your GP or nurse. We also offer self-help counselling and cognitive behavioural therapy.

## HEALTH PROMOTION

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We strongly support the emphasis on health promotion, disease prevention and regular review of special diseases.

## MOBILE PHONES

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Due to the high volume of calls received at the surgery, where possible please give a landline number when asking for a call to be returned.

## USEFUL TELEPHONE NUMBERS

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Blood Transfusion Service .....	020 7580 8772
Boots the Chemist (Gloucester Road) .....	020 7584 4753
Strickland Pharmacy .....	020 7581 5563
Charing Cross Hospital .....	020 8846 1234
Chelsea & Westminster Hospital .....	020 7746 8000
Dajani Pharmacy - Open till 10.00pm (Mon-Fri) Sat till 9.00pm Sun 10.00am-8.00pm .....	020 7589 8263
Harleys Chemist .....	020 7584 1202
John Hunter Clinic (GUM/STD) .....	020 8846 6171
KCW Health Authority .....	020 7725 3333
South Kensington Clinic .....	020 8846 6500
Town Hall Chelsea .....	020 7352 1856
Kensington .....	020 7937 5464
Zafash Pharmacy - Open till midnight (365 days a year) ...	020 7373 2798

### Family Planning Clinics

Violet Melchett Clinic .....	020 8846 6540
Emperors Gate .....	020 8237 5353

### Helplines

Age Concern .....	020 8679 8000
AIDS Line .....	020 8440 5644
ASH .....	020 7637 9843
British Association for Counselling .....	020 7696 9000
British Diabetic Association .....	020 7323 1531
CRUSE (Bereavement Care) .....	020 8940 4818
Malaria Reference Laboratory .....	020 7636 3924
Meningitis Helpline .....	0845 538118
Samaritans .....	020 7734 2800

## THE FAMILY MEDICINE CHEST

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Here is a list of useful medicines and dressings with a description of their uses. All are quite cheap and worth stocking at home in readiness for minor illnesses. Keep them in a box or cupboard with a lock - or store them well out of the reach of children.

### Soluble Aspirin Tablets

For adults and children over 16. Good for headaches, colds, sore throats and painful bruises.

### Paracetamol Mixture

For relief of pain or fever in young children.

### Sedative Cough Linctus

For dry or painful coughs - but not coughs caused by common colds.

### Menthol Crystals

Add to hot water to make steam inhalations for treating catarrh and dry or painful coughs.

### Vapour Rub

Again, for steam inhalations. Also useful for children with stuffy noses or dry coughs. Rub on the chest and nose.

### Ephedrine Nose Drops

For runny noses in children over one year old. Use before meals and at night but not for more than four days.

### Antiseptic Solution

One teaspoon diluted in warm water for cleaning cuts and grazes.

### Antiseptic Cream

For treating septic spots, sores in the nose and grazes.

### Calamine Lotion

For dabbing (not rubbing) on insect bites, stings and sunburn.

### Dressing Strips

For minor cuts.

## 3" Wide Crepe Bandage

To keep dressings in place. To support sprained or bruised joints.

## Cotton Wool

For cleaning cuts and grazes.

## Thermometer

For fevers.

## Tweezers

For removing splinters.

**Remember that your local chemist can give you advice about medicines.**

## VISIT OUR WEBSITE

The surgery website is a most effective way of giving our patients access to help and the latest information 24 hours a day, seven days a week. It contains complete information about all the services we offer. It also details how the practice is organised and introduces our doctors, other medical and administrative staff and describes their various responsibilities. For easy, convenient access to our website, *bookmark* or place our website address in your *favourites* folder today.

## FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

## 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 risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Visit our website: [www.stanhopemewswest.co.uk](http://www.stanhopemewswest.co.uk)

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## What is Massage Therapy?

Massage originated in China and is one of the oldest and simplest forms of therapy. It is a system of stroking, pressing and kneading different areas of the body, which can relieve pain, relax, stimulate, and tone the body.

Massage works on the soft tissues which can improve muscle tone. Although it normally affects those muscles just under the skin, the benefits may also reach the deeper layers of muscle and possibly even the organs. Of course, there is the added bonus that it also creates a pleasant sensation on the skin.

Massage also stimulates blood circulation and assists the lymphatic system, so improving the elimination of waste throughout the body.

A single massage will be enjoyable, but the effects of massage are cumulative and a course of massage treatments will bring the most benefits.

Whilst massage therapy is not a regulated profession, therapists can affiliate to one of several professional bodies, all of which serve to protect the public by delivering best practice.


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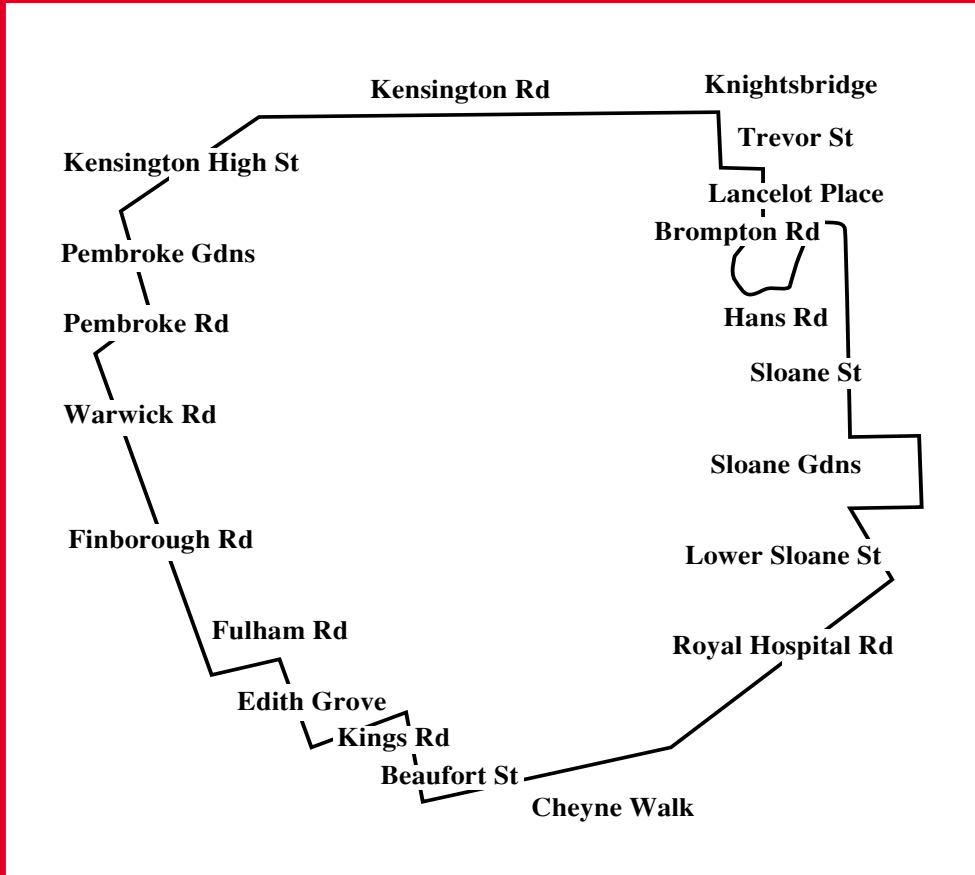
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# PRACTICE AREA



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for Drs Gillies, Steeden, Hussein & Bedford of Kensington

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