

Chiswick Family Practice



**Unit A, Kelton House, Corbet Gardens,
Acton. W3 8TF**

Tel: 0208 995 6707

All calls are recorded for training and quality purposes

WEBSITE: www.cfpdrsbhattandszyszko.nhs.uk
EMAIL: admin.chiswickfamilypractice@nhs.net
prescriptions.bhattvb@nhs.net

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We strive to be an environmentally friendly and sustainable Practice. To assist with this, we try to use digital / online services wherever possible.

ABOUT THE PRACTICE

PRACTICE OPENING TIMES

MONDAY	08:00 – 18:30
TUESDAY	08:00 – 18:30
WEDNESDAY	08:00 – 18:30
THURSDAY	08:00 – 18:30
FRIDAY	08:00 – 18:30

Weekends and Bank Holidays Closed

When the surgery is closed and you have an urgent medical problem which cannot wait until we re-open please call **NHS 111 service**.

ACCESSABILITY

Our Practice provides suitable access and toilet facilities for disabled patients. The Practice has a front entrance, a lift and patient toilets adapted to the need of disabled patients. All consulting rooms are wheelchair accessible.

SMOKING

There is a strict non-smoking policy in the Practice and within the Practice's grounds. This includes vaping.

DISCRIMINATION

We are a diverse and accepting practice, therefore we do not tolerate any discrimination against our staff. If you feel that you are being discriminated against, please speak to the Practice Manager.

ZERO TOLERANCE POLICY

The practice staff work hard to provide patients with the best possible service. Please treat them with courtesy and respect they deserve. We may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.

With regard to violence and abuse, the Practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation, we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

IMPROVING YOUR ACCESS TO CARE

The following links is information that help you understand how we are improving our service for you.

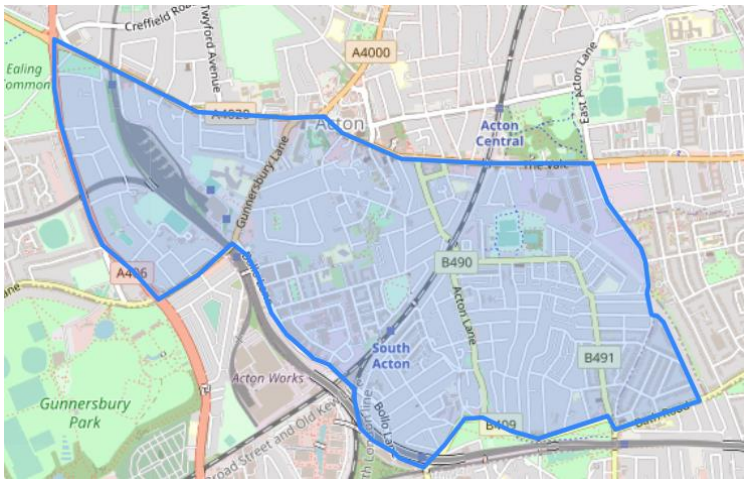
[Improving Your Access to Care – Our Plans for 2025/26](#)

[You and Your General Practice](#)

REGISTRATION WITH THE PRACTICE

We register patients who live in our *catchment area*. We are members of North West London ICB who are responsible for provision of medical services to the population of **Borough of Ealing**.

If for any reason you are refused registration on our list, we will provide you with written explanation.



PRACTICE TEAM

GP Practices are required to allocate a named accountable GP to all patients. The named accountable GP will take lead responsibility for coordination of all services required under the contract and ensure they are delivered to each of their patients based on the clinical judgement.

Where a patient expresses a preference as to which GP they have been assigned, the Practice will make reasonable effort to accommodate this request.

GP Partners	Dr J Szyszko	MBBS DRCOG MRCP
	Dr V Bhatt	MBBS DRCOG MRCP
Salaried GP	Dr Emily Lister	MBBS
	Dr Petra Vella	MD
Practice nurse	Nicky Smith	Clinics run by appointment only. Main services: Asthma, COPD, Diabetes, Dressings, Immunisations, Phlebotomy, Removal of stitches, Travel Clinic, Women's Health.
Registered nurse	B. Bromont	Clinics run by appointment only. Main services: Dressings, Phlebotomy, Removal of stitches, Women's Health
Health care assistants	M. Baraky & B. Gemei	Clinics run by appointment only. Main services: Blood Pressure check, CVD Screening, Flu, Pneumococcal and Shingles immunisations, Phlebotomy.

We also accommodate locum doctors and locum clinical staff, as required.

PRACTICE SERVICES

BOOKING APPOINTMENTS

Appointments

You may book your routine appointment by telephone or online. Please contact the reception on 020 8995 6707 between 8am and 9am to book a same day triage with a GP or visit our website to submit an E-Consultation form.

Our GP appointments are 10 minutes long. Our priority is to provide safe, effective and high-quality care for every patient. While we aim to address your concerns efficiently and thoroughly, we kindly ask that patients adhere to the “One appointment, one consultation / problem” guideline. This ensures that each issue can be addressed properly and safely, and that we provide the best care possible during your consultation.

A translation service is available, if you require to communicate in a different language, please let us know when you are booking an appointment.

CHANGE/CANCEL APPOINTMENTS

If you cannot attend your appointment, please contact the practice and inform Reception.

E-CONSULTATION

E-consultation service allows patients to submit their symptoms or requests to their GP electronically by completing a quick form that is sent and reviewed by the practice. It also directs patients to self-help, pharmacy advice and local self-referral services.

You may request to speak with the Doctor of your preference, but it may involve longer waiting time for an appointment.

HOME VISITS

If you are housebound or are too ill to visit the Practice, you can request a home visit. The duty Doctor will assess this and determine the urgency of you being seen.

DISTRICT NURSES

District Nurses visit those who are housebound for nursing procedures. This generally means the elderly, chronically sick or those who had recently had an operation. They can advise you about incontinence and other home nursing aids.

ON-LINE SERVICES

Visit: <https://www.cfprsbhattandszysko.nhs.uk/try-the-new-nhs-app/> to download the NHS App on your device. You can

- Request repeat medication
- View test results
- View medical records

ONE PROBLEM, ONE CONSULTANCY POLICY

Maximising Your Appointment Time

Our GP appointments are 10 minutes long. Our priority is to provide safe, effective and high-quality care for every patient. While we aim to address your concerns efficiently and thoroughly, we kindly ask that patients adhere to the “One appointment, one consultation / problem” guideline. This ensures that each issue can be addressed properly and safely, and that we provide the best care possible during your consultation.

Why this is important

This approach is essential for your clinical safety and well-being. We understand that getting an appointment with the doctor is sometimes difficult and that some patients ‘save’ their problems and present them to the doctor all at the same time. However, trying to address several problems in a single 10-minute appointment may compromise the quality of care, as each medical issue requires adequate time for thorough assessment, treatment, and explanation.

Presenting the clinician with multiple problems can lead to incomplete care, and in some cases, the conditions may not be properly managed. Moreover, if appointments run over, it can delay the rest of the clinic, impacting other patients that are waiting.

What to Expect During Your Appointment

During your 10-minute appointment, your clinician will:

- Listen to your concerns and ask relevant questions to understand your issue
- Order prescriptions, tests, or referrals as needed
- Examine you (if required) and discuss possible diagnoses or options
- Provide advice and reassurance
- Agree on a treatment plan or next steps
- Document a comprehensive record of your consultation

Is This a Rule?

It's not a strict rule, but it is a general principle we follow to keep your care safe, focused and effective. If there's time at the end of your appointment and your GP feels it's safe to do so, they may be able to address another concern. Please do not be offended if the doctor asks you to rebook for your other problems. We are working in your best interests to keep you safe.

What If My Problems Are Linked?

Sometimes symptoms that seem separate may be connected — and your GP will always use their clinical judgement to explore this fully. We won't ignore anything that's urgent or could be related.

What If I Need More Time?

If you think you'll need a longer appointment, please let our reception team know. We may be able to arrange a double appointment, where appropriate. We understand that your health concerns are important, and we never want you to feel rushed.

Who Sets This Guidance?

This approach follows best practice guidance from:

- The General Medical Council (GMC), which advises doctors to practice safely and communicate clearly
- The British Medical Association (BMA), which supports the safe and sustainable delivery of general practice
- The NHS, which recommends 10-minute GP appointments as the standard nationally

We thank you for your understanding and co-operation.

PRESCRIPTION AND TEST RESULTS

REPEAT PRESCRIPTIONS

We DO NOT take prescription requests over the telephone.

Requests for prescriptions can be handed in person, posted to the Practice, e-mailed at prescriptions.bhattvb@nhs.net . It takes 48 hours to process the request and is then sent electronically to your nominated Pharmacy. Contact your Pharmacy for any details regarding collection times, medication deliveries and other related services.

We are unable to process any requests on a Saturday, Sunday or bank holiday until the following Monday (or the next working day).

TESTS AND RESULTS

It usually takes 5 working days for test results to reach the Practice and 2 weeks for cervical screening. You will be contacted if there is reason for concern.

You can also view your results on-line via NHS App. If you do not have online access, please contact the practice and inform Reception.

Administration staff can advise you only when your result has been received. We do not give the results to persons other than the patient involved so you may be asked for identification.

Samples MUST be handed into reception before 1pm any weekday. Please ensure any specimen bottles are securely sealed and labelled with your name, your date of birth and NHS number with a completed request form.

Any tests requested by or done at a hospital will need to be followed up with the requesting clinician.

NON NHS SERVICES ATTRACTING A FEE

Some of the services we provide are not a part of the GMS contract and we will charge for them accordingly. These include: certain travel vaccinations, insurance reports and medicals, private sickness certificate and school forms.

PHARMACY FIRST

Pharmacy First will enable community pharmacists to supply prescription-only medicines, including antibiotics and antivirals where clinically appropriate, to treat seven common health conditions without the need to visit a GP.

Usual prescription charges will apply for the seven common conditions.

Patients that were already exempt from prescription charges will still be exempt.

+ *Sinusitis* + *Sore throat* + *Earache* + *Impetigo*
+ *Urinary tract infection* + *Shingles* + *Infected insect bite*

SELF-REFERRAL

Patients are welcome to self-refer to certain services offered by North West London CCG. These include:

Alcohol Services – Recovery Intervention Services Ealing RISE

TEL: 020 8567 4772 or 0800 195 8100 (24-hour line)

EMAIL: ealing.rise@nhs.net

WEB: <https://www.cnwl.nhs.uk/services/mental-health-services/addictions-and-substance-misuse/recovery-intervention-services-ealing-rise-central-hub>

Contraceptive services – Mattock Lane Health Centre:

TEL: 020 3255 0084

EMAIL: LNWH-tr.familyplanning@nhs.net

WEB: <https://shc.lnwh.nhs.uk/mattock-lane-centre>

CHISWICK FAMILY PRACTICE (CFP) PATIENT INFORMATION PACK

Maternity Care at Imperial College Healthcare

TEL: 020 3313 5000

WEB: <https://www.imperial.nhs.uk/our-services/maternity-services/choosing-us/refer-to-this-service>

Mental Health – Ealing IAPT:

WEB: <https://www.westlondon.nhs.uk/our-services/adult/iapt/iapt-ealing>

Physiotherapy – Ealing MSK:

TEL: 0300 123 4544

WEB: <https://www.westlondon.nhs.uk/ecp-msk>

Sexual health services – Mattock Lane Health Centre:

TEL: 020 8966 6380

EMAIL: LNWH-tr.gum@nhs.net

PATIENT PARTICIPATION GROUP

A Patient Participation Group (PPG) is a group of volunteer patients, carers and GP practice staff who meet to discuss and support the running of their GP practice. They aim to ensure that the GP practice puts the patient, and improving health, at the heart of everything it does.

A PPG is open to every patient on the GP practice list. If you wish to become a member of the PPG, please visit our website or inform our Reception or Admin Teams. We value your input and experience.

[Click here](#) if you would like to join our Patient Participation Group



YOUR DATA AND CONSENT

ACCESS TO RECORDS

Under The General Data Protection Regulation, you are entitled to access your medical Records.

Please submit your request in writing to the Practice Manager. We have a verification process to establish that access is granted to the right person.

If you require any further information, please contact Reception.

PERSONAL INFORMATION

All information held by NHS is treated according to The General Data Protection Regulation. We share your data with other NHS organisations such as hospitals or approved research companies (anonymous data only) used for public Health Protection, training and planning of services. To opt out from data collection, please let your Doctor know and your records will be amended.

Your data is confidential and released to another party only with your consent. Everyone working for the NHS has legal duty to maintain the highest level of confidentiality. For more information, please ask Reception for the leaflet.

COMPLAINTS AND COMMENTS

We welcome comments from our Patients on the provision of general medical services in our Surgery. If you wish to lodge complaint, please contact our Practice Manager – Barbara Bilski in person, by telephone or in writing. We will acknowledge your complaint within 2 days and do our best to address the issue and provide you with a satisfactory reply.

To contact NHS England email at englandcontactus@nhs.net or call

CHISWICK FAMILY PRACTICE (CFP) PATIENT INFORMATION PACK

0300 311 2233. For more information, please visit:

<https://www.england.nhs.uk/contact-us/>.

Copy of the Practice complaint procedure is available on request.

YOUR RIGHTS AND RESPONSIBILITIES

We aim to provide our patients with the best possible care and treatment. When necessary we will refer you to the Specialist for further management of your illness.

- Patients will be treated fairly, with courtesy and respect at all times. Practice staff expects the same attitude from our patients.
- We strive to provide you with up to date information about available services
- We ask our patients **to keep us updated about change of address, telephone number or name.** We may request written proof for some of the changes.
- We utilise a service providing translation and ensure that access to health care is fair and equitable.
- We strive to continually improve our services and provide staff members with appropriate training.

OTHER EXTERNAL SERVICES

HEALTH VISITOR

We do not have an on-site Health Visitor. If you require one, please contact Acton Health Centre on 020 8992 6768.

The Practice Nurse or Health Visitor can provide you with information regarding children immunisation schedule.

WALK-IN CENTRE

Services the NHS provides if you need urgent or emergency medical help, you may find by visiting:

<https://www.nhs.uk/nhs-services/urgent-and-emergency-care-services/>

WALK-IN_PHLEBOTOMY

If you wish to have a blood test done on different days than those proposed by Reception, please pre-book an appointment on Ealing Hospital's website as they provide phlebotomy service 5 days a week.

Patients need to present a **valid phlebotomy form** to attend appointment.

Website: <https://www.lnwh.nhs.uk/blood-tests-at-ealing-hospital/>

Address: Uxbridge Road
Southall, UB1 3HW

Location: Phlebotomy Unit, Outpatients 1, Level 2

Service hours: Monday to Friday, 8am to 4.30pm

CHISWICK FAMILY PRACTICE (CFP) PATIENT INFORMATION PACK

ARE YOU USING THE RIGHT SERVICE?

					
Self Care Care for yourself at home	Pharmacy Local expert advice	NHS 111 Non-emergency help	GP Advice Out of hours: Call 111	UTCs Urgent Treatment Centres	A&E or 999 For emergencies only
Minor cuts & grazes Minor bruises Minor sprains Coughs and colds	Minor illnesses Headaches Stomach upsets Bites & stings	Feeling unwell? Unsure? Anxious? Need help?	Persistent symptoms Chronic pain Long term conditions New prescriptions	Breaks & sprains X-rays Cuts & grazes Fever & rashes	Choking Chest pain Blacking out Serious blood loss

WHERE TO FIND US

We are located on the corner of Bollo Bridge Road and Corbet Gardens.

Bus route **440** towards Wembley – nearest stop: T Stanley Road
Bus route **440** towards Turnham Green – nearest stop: K Stanley Road
Nearest **Tube** station: Acton Town (Piccadilly Line)
Nearest **Overground** station: South Acton

