

Always Here to help

Our Team:	
Doctors: Dr Sagar Dhanani Dr Jyoti Singh Dr Umbreen Khan	Nurses: Donna Fleming Rebecca Mandimutsira
Admin Staff Practice Manager: Laura Tyrrell Medical Secretary: Preeti and Joanne Reception Staff: Susan, Helen and Sally Administration: Mamta, Kulvinder, Julie and Andreea	

The High Street Practice
 Yiewsley Health Centre
 20 High Street
 Yiewsley
 UB7 7DP
 Phone: 01895 422 292
 Fax: 01895 422 134
 E-mail:
 nhsnwccg.highstreetpractice@nhs.net
 Website:

The Practice consists of a well established team of caring doctors, nurses and administrative staff.

We aim to provide a high standard of care to our patients with emphasis on healthy

Reception Opening Hours:
 Monday 8:30 am—1:00 pm & 2:00 pm—8.30 pm
 Tuesday 8:30 am—1:00 pm & 1:30 pm—6:30pm
 Wednesday: 8:30 am—1:00 pm & 1:30 pm—6:30pm
 Thursday: 8:30 am—1:00 pm & 1:30 pm—6:30pm
 Friday: 8:30 am—1:00 pm & 1:30 pm—6:30pm

The Telephone Lines are closed between 1:00 pm and 2:00 pm Monday to Friday

Named GP

Dr Sagar Dhanani is the Named GP for all patients registered at The High Street Practice. This is a formality but you can see any doctor of your choice. It is recommended that you see the same doctor if your problem is ongoing.

If you have any feedback on this Newsletter please give this to the practice manager in person, writing or email to nhsnwccg.highstreetpractice@nhs.net

The High Street Practice Newsletter

Some of our Services:



- Diabetic Clinic
- Diabetic Group Consultations
- Asthma Clinic
- COPD Clinic
- Post Natal Clinic
- Family Planning and contraception
- Wound Care & Stitch removal
- Travel advice and vaccinations
- Community Paediatric Matron
- NHS Health Checks
- Paediatric Phlebotomy
- Adult Phlebotomy

Appointments with a GP

Since Covid 19 the practice has changed its method of patients booking appointments to speak to a GP.

Predominately, we offer telephone consultations. The GP will then decide if you need to be seen face to face. Reception team have been provided with guidance from our GPs and will ask questions to determine whether you may need a face to face to reduce the need for 2 appointments.

This process is being reviewed on a regular basis in conjunction with NHS England guidelines.

Due to the increase in demand, we may offer you an appointment to speak to a GP who is based outside of the practice. They will be able to assist you over the phone and arrange to see you if needs be.

eConsult

eConsult is a clever bit of software that allows you to quickly and safely get help and advice from our GPs and staff online, for free, from anywhere.

It is a form-based online consultation & triage platform that collects your medical or administrative request and sends it through to your us to triage and decide on the right care for you and everyone else.

It can be accessed via our website: yiewsleyhighstreetpractice.co.uk during our opening hours.

Requesting Medication

If you rely on your regular pharmacy ordering your repeat medication, they are no longer providing this service.

You will need to order the medication yourself by one of the following methods;

- Via Patient Access—ask at reception for your unique log in details.
- Coming to the surgery to complete a repeat medication slip
- You can email a request to nhsnwlccg.highstreetpractice@nhs.net

We do not accept these requests over the phone

Blood Tests

We have a phlebotomist here on Tuesday, Wednesday, Thursday and Fridays mornings.

She can take bloods as requested by the GP.

We do not take bloods requested by the hospital. The hospital have their own walk in phlebotomy clinics.

Help from Pharmacies and Over the Counter Medications

Did you know that a pharmacist can help with your minor health concerns.

They are healthcare experts who can give you clinical advice quickly. No appointment necessary.

And if symptoms suggest its more serious they will ensure you get the help you need.

Medications that can be bought over the counter and may be cheaper than on prescription are include the following:

- Coil Sore treatment
- Acne treatment
- Gaviscon
- Calpol/simple linctus
- Head lice treatment
- Eye drops



If you look after someone with a disability, who is ill, has a drug or alcohol problem or mental the issues, Hillingdon Carers is there for help and support available

You can call them directly on 01895 811206. If you need any leaflets please speak to our Carer Champions Mamta and/or Helen.

Di you know that you can self referral online for the following services

Counselling

<https://talkingtherapies.cnwl.nhs.uk/hillingdon/refer-yourself-hillingdon>

Antenatal

https://www.thh.nhs.uk/services/women_babies/refer.php

General Advice

<https://www.nhs.uk/>

Out of Hours Access

There are now appointments with GPs and nurses available to book outside of the standard GP practice opening hours. Ask at reception desks for availability. The nearest locations to West Drayton are

HESA Primary Care Centre, 52 Station Road, Hayes UB3 4DD
Weekdays 6.30pm to 8.00pm
Saturdays 4-8pm Sunday 8-12pm

Uxbridge Health Centre Hub George Street Uxbridge Middlesex
Weekdays 6.30pm to 8.00pm

Patient Participation Group

We are looking for volunteers to join our patient participation group.

It is not a platform to complain but to provide constructive feedback and bring ideas to the table/forum.

We do hold face to face but can hold virtually if we have enough interest.

Please email the practice manager on nhsnwlccg.highstreetpractice@nhs.net if interested

Services at Hillingdon Hospital

The Radiology (x-ray) department at Hillingdon Hospital is open from 8am to 5pm Monday to Friday.

The blood test department is open from 7am to 4.45pm Monday to Friday.