



**CAVENDISH
HEALTH
CENTRE**

Lower Ground Floor
15 Marylebone Road
London
NW1 5JD

Telephone: 020 7487 5244

www.cavendishhealth.nhs.uk

Welcome to Cavendish Health Centre

Cavendish Health Centre has moved from a four storey Victorian house between Harley Street and Wimpole Street to purpose-built modern, accessible premises in the heart of central London at the top of Marylebone High Street.

The centre was established in 1991, extensively refurbished in 1999 and again in 2009 and having moved in 2022, provides excellent facilities. It is a national Health Service (NHS) centre, providing primary care services free of charge to all registered patients. The practice is funded through a contract with NHS England.

Our practice population includes residents of Marylebone and also people who live further afield but work or study locally.

Practice Mission Statement

The Centre aims to provide the best possible care for the patient population in the local community using the resources available.

We aim to

- Treat patients with respect and dignity, irrespective of differences in age, sexual orientation, colour or religion
- Take a holistic approach to health and wellbeing
- Involve patients and their families in their own healthcare whenever possible
- Welcome individuals from every background and every belief, both as patients and as staff

Our catchment area

We accept registrations from patients living within the borough of Westminster and contained within the boundaries of the following streets;

- As far North (and including) Marylebone Road,
- As far West (but not including) Edgware Road,
- As far South (and including) Grosvenor Street and Great Marlborough Street,
- As far East (but not including) Cleveland Street and Newman Street.

We are located in the lower ground floor of 15 Marylebone Road, situated on the corner of Marylebone Road and Marylebone High Street. Our entrance is on the Marylebone High Street side via stairs or lift. Our premises are fully accessible to wheelchair users via an external lift at pavement level.

Buses numbers: 2, 13, 18, 27, 30, 74, 82, 139, 89, 274 and 453 stop nearby.

Tube stations: Baker Street and Regent's Park

From Baker Street station walk past Madame Tussauds, turn right on Marylebone High street, and the practice is located on your right hand side once you are in Marylebone high street.

From Regent's Park station, walk towards baker street, turn left on Marylebone High street (Street is right before you reach the church), and the practice is located on your left hand side once you are in Marylebone high street.

Our Opening Hours

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*

Care Quality Commission

Registered with CQC to provide the following procedures

- Diagnostic and screening procedures
- Family planning
- Treatment of disease, disorder or injury
- Maternity and midwifery services
- Surgical procedures

We had a routine inspection by the Care Quality Commission on 11th November 2015. You can view the report on the CQC website: www.cqc.org.uk and search for 'Cavendish Health Centre'

Our website

Remember you can keep up to date with all our recent news, book appointments and order your repeat prescription online:

www.cavendishhealth.nhs.uk

Registration

We are delighted to welcome you to the practice. To register with our practice, please follow the link on our website to complete the online registration form.

After you have completed and submitted the form you must attend the surgery within 7 days with two forms of identification.

Acceptable identification includes:

- Passport
- Birth Certificate
- HC2 Certificate
- Rough sleepers' identity badge
- Hostel Registration/mail forwarding letter.

How to see a doctor or nurse

Routine Appointments

Appointments can be made in the following manner:

- By telephone by calling 020 7487 5244
- In person at the reception desk
- By contacting us online using PATCHS
- By the clinician you are seeing if they need to arrange a follow-up for continuity of care.

At the moment we have paused online booking of appointments to enable our team to better direct you to the right clinician that can help you, as soon as possible. Online bookings did not allow any triage of appointments. We are keeping this under review at the moment.

We may sometimes invite you via a text or email invitation to book an online appointment if we need to see or speak to you.

Video Appointments

To book a video appointment please telephone us on 0207 487 5244 or pop by and speak to our friendly reception team. Please ensure you give the receptionist your preferred telephone number. Video consultations are through Airmid which is patient portal to SystemOne.

Training Practice

We are proud to be a teaching practice which means we have Specialist Trainees (STs) and Foundation Doctors (F2s) working in our team. All are fully qualified doctors - the STs are training to become General Practitioners and the F2s are doing more general training in the second year after qualification as doctors.

We also sometimes have medical students sitting in on consultations as part of their educational process. Your support in this is very much appreciated. We always ask you consent for this and if you prefer the student not to be present, your care will in no way be affected.

Research

We are sometimes involved in research projects, which we hope you will support, as they are also aimed towards improving patient care. We will keep you informed about any such projects and will always ensure both confidentiality and ethical approval. Again, you have the right not to participate in such research and your care will in no way be affected by this choice.

Here are our active projects <https://centrallondonhealthcare.org/research>

Practice Staff

Medical Team - GPs

Dr Chatsuda Chierakul (Partner)
Dr Maya Chowdhury (Partner)
Dr Rachna Savani (Salaried GP)
Dr Sama Yasso (Salaried GP)
Dr Cath Games (Salaried GP)
Dr Yulia Peysakhova (Salaried GP)
Dr Joanna Lovett (Salaried GP)
Dr Mayurika Rashmi Wimalaratna (Salaried GP)
Dr Simon Hodes (Salaried GP)

GP Registrars

Dr Faisal Alani (ST3)
Dr Ashimedua Ofili-Okonkwo (ST3)
Dr Nour Houbby (ST1)

Nursing/Healthcare Assistant/ Phlebotomist Staff

Iwona Kopka (Practice Nurse)
Timea Farago (Practice Nurse)
Aria Afif (Healthcare Assistant)
Rosemarie Griffiths (Phlebotomist)
Raouia M'samri (GP Assistant)

Clinical Pharmacist

Tina Moy

Practice Management

Tamsin Dart (Practice Manager)

Marouane Aidir (Assistant Practice Manager)

Medical Secretary

Lorraine Isaacs

Reception and Admin Staff

Jill James
Rosemarie Griffiths
James Purdham-Cook
Raouia M'Samri
Rokaya Ben Moulay Ali Lalaoui
Andreina Astacio Gonzalez
Arlene Green
Hana Hoti

Medical Summarisers

Zuva Dengu
Kiera Leonard
Isabella Mugerwa
Lakshmi Linkeshwaran
Freja Forrest

Attached Staff

Maria Mistrangelo (Care Navigator)
Ross Gardner (Health & Wellbeing Coach)

For video consultations you will need a smartphone with a camera. You will receive a text message from the practice which you click on to start the consultation. Please allow access to your video and microphone.

Please make sure you are somewhere quiet and confidential with a good internet connection for your skype or video consultation.

For more info, please visit our website.

Urgent Appointments

From Monday to Friday, some appointments are reserved for patients with conditions needing urgent medical advice and attention on the same day. These spaces are not to be used for long-standing medical problems, problems that could wait a day or two, medical certificates or repeat prescriptions. If you think you need to be seen on the same day, please phone between 08:00 and 10:00.

If you have requested an urgent appointment, you will be called back by the doctor on call who may offer you advice, a same day appointment or a routine appointment, depending on the condition. It may not always be possible to see the doctor of your choice in an emergency.

Telephone Appointments

Need to speak to a doctor about a test result, a recent clinic appointment, a follow up discussion regarding a recent change in medication, a simple medication review, or to request a repeat medical fitness certificate? Book a telephone appointment!

Evidence shows that patients perceive telephone appointments to be more convenient and quicker. Telephone appointments are useful for patients who live far from the surgery, or have no means of transport, or with a physical or psychological disability that makes trips to the surgery difficult, or for those in work or their dependants.

Home Visits

Visits are made at the doctors' discretion for patients that are house-bound or are too ill to visit the practice. Requests for urgent visits can be made at any time, but if possible please make your request between 8.00am and 10.00am, as doctors do most of their visits in the middle of the day. Your GP will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed. Please bear this in mind and be prepared to provide suitable details to enable the doctor to schedule house calls

You can also be visited at home by a community nurse if you are referred by your GP. You should also be visited at home by a health visitor if you have recently had a baby or if you are newly registered with a GP and have a child under five years

Cancellations

We do understand that sometimes you may forget your appointment, or that other important incidents happen and that you sometimes no longer need the appointment. We ask that if you cannot attend appointments for any reason please inform us as soon as possible. You can telephone us on 020 7487 5244, cancel via SystmOnline. Please enquire at reception if you do not have access to our Online Services.

Helping us to help you

Please come on time for appointments. If you arrive more than ten minutes late for an appointment, you are unlikely to be seen on that occasion—unless it is an emergency, in which case you will be seen at the end of the clinician's list. In turn, we try our best not to keep you waiting. However, due to the nature of medical care, there are often unavoidable delays for which we apologise.

Zero Tolerance Policy

The practice fully supports the NHS Zero Tolerance Policy. The aim of this policy is to tackle the increasing problem of violence against staff working in the NHS and ensures that doctors and their staff have a right to care for others without fear of being attacked or abused. We understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint. We ask you to treat your doctors and their staff courteously and act reasonably. All incidents will be followed up and you will be sent a formal warning after a second incident or removed from the practice list after a third incident if your behaviour has been unreasonable.

Data Opt Out

There's no deadline for opting out of sharing your confidential patient information for research and planning. Make your choice about sharing data from your health records www.nhs.uk/your-nhs-data-matters/manage-your-choice

Chaperone Policy

The Surgery prides itself in maintaining professional standards. For certain examinations during consultations an impartial observer (a "Chaperone") will be required.

This impartial observer will be a practice Nurse or Health Care Assistant who is familiar with the procedure and be available to reassure and raise any concerns on your behalf. If a nurse is unavailable at the time of your consultation then your examination may be re-scheduled for another time.

You are free to decline any examination or choose an alternative examiner or chaperone. You may also request a chaperone for any examination or consultation if one is not offered to you. The GP may not undertake an examination if a chaperone is declined.

The role of a Chaperone:

- Acknowledges a patient's vulnerability.
- Provides emotional comfort and reassurance.
- Assists in the examination.
- Assists with undressing patients, if required.

Language Requirements

If you need an interpreter, please inform the reception staff at least 1 week before your appointment so they can arrange this for you. If you have a hearing impairment, a sign language interpreter can be booked for you.

Other Policies

Please visit our website www.cavendishhealth.nhs.uk/practice-policies or you can ask the practice.

Confidentiality and Access to Medical Records

The practice complies with the General Data Protection Regulation and Data Protection Act 2018. All information about patients is confidential: from the most sensitive diagnosis, to the fact of having visited the surgery or being registered at the Practice. All patients can expect that their personal information will not be disclosed without their permission except in the most exceptional of circumstances, when somebody is at grave risk of serious harm.

All members of the primary health care team (from reception to doctors) in the course of their duties will have access to your medical records. They all adhere to the highest standards of maintaining confidentiality. As our reception area is a little public, if you wish to discuss something of a confidential nature please mention it to one of the receptionists who will make arrangements for you to have the necessary privacy.

Under 16s

The duty of confidentiality owed to a person under 16 is as great as the duty owed to any other person. Young people aged under 16 years can choose to see health professionals, without informing their parents or carers. If a GP considers that the young person is competent to make decisions about their health, then the GP can give advice, prescribe and treat the young person without seeking further consent.

However, in terms of good practice, health professionals will encourage young people to discuss issues with a parent or carer. As with older people, sometimes the law requires us to report information to appropriate authorities in order to protect young people or members of the public.

Summary Care Record

Your Summary Care Record contains important information about any medicines you are taking, any allergies you suffer from and any bad reactions to medicines that you have previously experienced. Allowing authorised healthcare staff to have access to this information will improve decision making by doctors and other healthcare professionals in an emergency or when we are closed. Your SCR also includes your name, address, date of birth and NHS number. You can speak to your GP if you want to add additional information.

For more information see <https://digital.nhs.uk/services/summary-care-records-scr> or view our Policies section on our website.

However, aggressive behaviour, be it violent or verbal abusive, will not be tolerated and may result in you being removed from the Practice list and, in extreme cases, the Police will be contacted if an incident is taking place and the patient is posing a threat to staff or other patients.

Our Specialist Services

Antenatal Care - This is usually shared between the practice midwife, GP and local NHS hospital services.

Baby Clinic - This is run by one of our GPs. We also offer immunisations, developmental checks and advice.

Contraceptive and Sexual Health Services - These are available through your doctor or practice nurse. As well as oral contraceptive pills and emergency contraception, we offer contraceptive implants, injections and intrauterine devices (i.e. coil or Mirena coil), sexual health checks and treatment.

District Nurses - These nurses are specially trained to care for people who are housebound due to serious illness, age or chronic disability. They offer a service seven days a week, liaising closely with the GPs and practice nurses.

Practice Nurses, Healthcare

Assistants and Phlebotomists - The nursing team provides a wide range of services including the following:

- Minor illness and injury: triaged first by the GP
- Travel advice and vaccinations: please book an appointment 6 weeks before travel. Please note that a fee is payable for some vaccines
- Cervical cytology and reproductive and sexual health
- Diabetic clinic: by invitation
- Asthma clinic: by invitation
- Blood tests
- ECGs
- Dressings and suture removal
- Childhood immunisations

Hospital Aftercare - Care services at home after discharge from hospital are usually arranged by hospital staff before discharge. This may include visits by the district nurse or other specialised nurses, GP, physiotherapists, occupational therapists or social services. Please let us know if you require any of these services and they have not been put in place.

Travel Clinic - If you are going abroad, a one-off prescription for 2 months repeat medication can be given. For longer periods away we would recommend a consultation with a doctor, but it is likely that you would be eligible for private prescription only.

Non-NHS Services - Some services we provide at the practice are not covered by the NHS and hence there is a fee payable for these. Examples include certificates, forms, medical examinations and various travel vaccinations. A list of charges is available at reception. If you do not qualify for health care under the NHS you may be seen privately at the Centre, at the doctors' discretion.

Mental Health Services - We provide an extensive range of clinics to promote mental wellbeing. We can help you access an experienced team of counsellors and psychologists who are able to provide a range of talking therapies.

You can also self-refer to local mental health services for counselling or talking therapies:

- Counselling provided by Westminster MIND.
- Relationship Counselling provided by Tavistock Relationships.
- Talking Therapies provided by CNWL IAPT.

We invite patients with severe and enduring mental illnesses or more complex mental health conditions to have a mental health care plan package of appointments which includes an assessment of physical health by a health care assistant, followed by a holistic mental health review by a doctor.

Health Checks

Everyone is at risk of developing heart disease, stroke, diabetes, kidney disease and some forms of dementia. The good news is that these conditions can often be prevented – even if you have a history of them in your family. If you're aged between 40 - 74y book in for your free NHS Health Check and you will be better prepared for the future and be able to take steps to maintain or improve your health.

Complaints

The doctors and staff at Cavendish Health Centre are committed to providing high quality health care and services to patients. We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

Anyone who is receiving a service or has received a service can complain. You can complain for yourself or on behalf of someone else, however it is important that consent is received from the patient if it is not them who is making the complaint.

To pursue a complaint please contact the practice manager, Tamsin Dart, who will deal with your concerns appropriately. All complaints are dealt with in the strictest confidence. Complaints should be made in writing and addressed to who is responsible for handling complaints. However, if you prefer, you may ask for an appointment or telephone call to discuss your concerns with Tamsin Dart.

We will acknowledge your complaint within three working days of receipt and invite you to discuss the manner in which your complaint will be dealt with, including the timescale.

Further information about our complaints procedure, including the Complaints Leaflet can be found on our website at www.cavendishhealth.nhs.uk

NWL ICB

We hope you are able to speak to our practice manager to discuss your complaint first, but if you do not feel the complaint has been resolved in this way, you can contact NWL ICB.

Senior Complaints Manager
NHS North West London
15 Marylebone Road
London NW1 5JD
0203 250 4141

Nhsnwl.complaints@nhs.net

Health Ombudsman

If you are not satisfied with the way we have dealt with your complaint, you can make a request for an independent review by contacting the Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP, telephone enquiries 0345 015 4033 (fax 0300 061 4000). Email: phso.enquiries@ombudsman.org.uk or www.ombudsman.org.uk

Other Support

[POhWER](#) support centre can be contacted via 0300 456 2370

[Advocacy People](#) gives advocacy support on 0330 440 9000

[Age UK](#) on 0800 055 6112

Rights and Responsibilities

We believe in working in partnership with our patients, recognising that both patients and staff have rights and responsibilities to each other.

This surgery expects you to:

- Treat the staff with courtesy and respect at all times. Remember they are working under the doctors' instructions. Any form of abuse or threatening behaviour towards doctors and/or other members of staff or public will not be tolerated and could result in your removal from our list. Any patients acting violently towards staff and/or other patients will necessitate us to call the police and your name will be immediately removed from our list
- Attend appointments on time. If you are more than 10 minutes late you may not be seen and asked to rebook. Please make every effort to cancel booked appointments as early as possible if you will not be attending.
- Tell us if you change your name, address or telephone number
- Make an appointment for one person only
- Not abuse the emergency appointment system. Only emergency medical conditions can be dealt with in emergency appointment slots
- Only ask for a home visit if you are too ill to visit the Health Centre
- Make every effort to attend the Health Centre to make the best use of professional time
- Give at least 48 hours notice if you are cancelling an appointment with a complementary therapist. Otherwise your future appointments with that therapist may be reviewed
- Tell us all the details of your past illnesses, medication, hospital admissions and any other relevant information
- Use the suggestion box if you feel there are things you want to see improved or changed in the practice.

Feedback

It is very important to hear your views on the service and care you have received at Cavendish Health Centre and we welcome any feedback you have about your experience with us. Please visit our website to provide feedback via our contact us page, or NHS Choices or Google to leave a review. You can also give us feedback in person!

Repeat Prescription System

The easiest, safest, and quickest way to order your repeat prescription is online. There is no need to make a phone call or visit us; instead computer, smartphone or tablet users can request repeat prescriptions from anywhere in the UK. You can also check what medication you should be taking and when.

If you are not already registered for GP online services please let a member of the practice team know you would like to use this service.

How to order your repeat prescription

Patients on long term medication can order repeat prescriptions by any of the following methods:

- Online – via the NHS App, SystmOne, or PATCHS
- In person – hand the right sided counterfoil in to reception with the required items clearly ticked.
- By post – send it to us with a stamped addressed envelope if you want us to post it back to you.
- Requests will not be taken over the telephone unless you are housebound.

Please allow two full working days for prescriptions to be processed and remember to take weekends and bank holidays into account.

We tend to prescribe medication monthly or in special circumstances every 2 months.

If you take medications on a regular basis and are not exempt from prescription charges, it may be cheaper to purchase a pre-payment certificate.

Repeat prescription requests are not taken by phone.