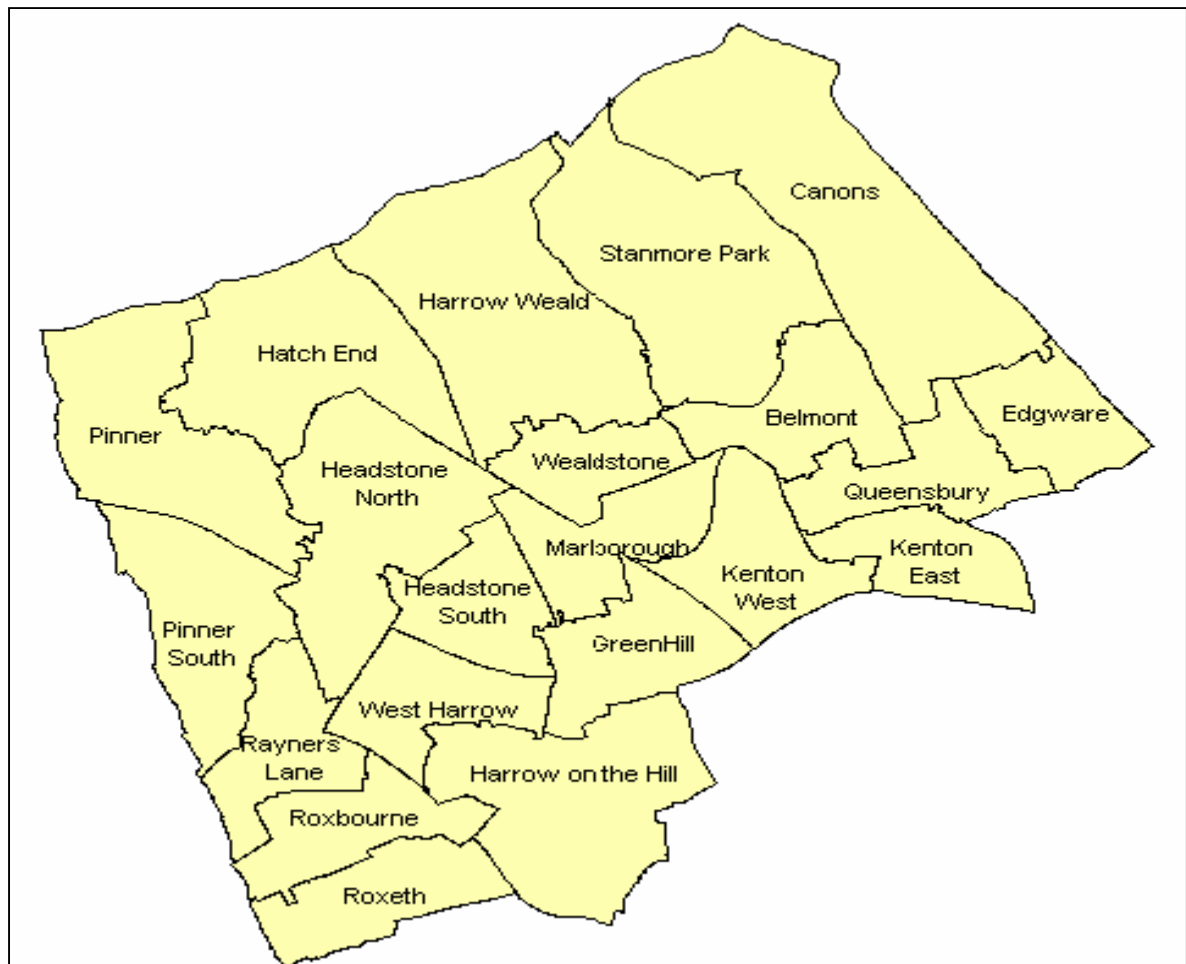


# Consultation On Options For The Continuing Medical Care of Patients Who Were With Mollison Way Medical Centre



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## **Consultation Document**

### **Continuing medical care for patients previously seen at the Mollison Way Surgery**

#### **Purpose**

Harrow Primary Care Trust (PCT) is undertaking a consultation process to seek your views about how future medical care for patients formerly registered with the Mollison Way Medical Centre, should be provided.

This consultation document seeks to provide patients and stakeholders with further information on the background to the current situation. It gives options for the future and the ways in which to feedback views within this consultation. These will be considered when deciding upon the future provision of services.

There is an attached sheet for you to feedback your views to us. Other ways that you can feedback are explained later in this document. You can send us your feedback at any time during the consultation period.

The consultation will start on the **12<sup>th</sup> July 2008** and close on the **12<sup>th</sup> October 2008**.

#### **Background**

Until the 30<sup>th</sup> April 2008 patients registered at the Mollison Way Surgery were provided with general practice services through a contract with Dr Goldsteine. On 1 May 2008 Dr Goldsteine retired and the NHS contract for services at the surgery terminated.

Prior to that date, and for an extended period, there was a long-term GP locum in place to see patients, supported by a number of other locum doctors covering surgeries at Mollison Way. Patients were also treated by a part-time nurse at the practice. The Mollison Way Medical Centre's opening hours were 9.00am to 12.00pm and 4.00pm to 6.00pm, Monday to Friday, except Thursday afternoons when it was closed.

At the time of her retirement Dr Goldsteine was not in a partnership and short-term arrangements needed to be made to care for those registered patients while a long-term solution was decided upon. Those temporary arrangements eventually had to be made at very short notice because of circumstances beyond our control. From the 1st May 2008 services were made available at the Honeypot Medical Centre on Honeypot Lane, Harrow and these arrangements will remain in place in their current form until a decision is taken on the long term solution.

Current arrangements are temporary and the PCT now needs to determine the best way for services to be provided to those patients in the long-term.

The PCT is seeking feedback from patients and stakeholders through this consultation process that can be taken into account when taking a decision.

## **The Need for Consultation**

The PCT has a duty to secure medical services for the people of Harrow. In making any decisions on changing how services are delivered we have an obligation under Section 242 of the National Health Service Act 2006<sup>1</sup> to consult the public and key stakeholders that may be affected. In accordance with this obligation, the PCT will run a 3 month consultation period which will run from 12<sup>th</sup> July 2008 until 12<sup>th</sup> October 2008.

The information received from you during this consultation process will along with other relevant information, be used to help decide how services will be continued for patients formerly seen at Mollison Way Medical Centre.

The PCT has already undertaken some pre-engagement to consultation work with the practice patient group to capture their initial views. This was to get their support in ensuring this consultation process is as accessible to patients and stakeholders as possible. We have also received several letters from individual patients voicing their wishes which will also be taken account of when a decision is taken.

## **What are the options?**

The ways in which a PCT can address the provision of medical services in these circumstances is regulated and governed by legislation. A PCT can decide not to commission an entirely new service based on information available and after taking into account the feedback from public consultation. Equally, a PCT can also decide to commission a provider to supply primary medical services in an area.

Broadly there are two routes to choose from when deciding how to provide for continuing service provision to patients formerly served by the Mollison Way surgery that we need you to consider and feedback on.

### **Option One**

The first option is for patients to be registered by existing surrounding practices either by re-registering themselves or by the PCT allocating them to a practice.

### **Option Two**

The second option is to tender for a new provider of services – who may be an existing provider within the vicinity or an entirely new provider in the area.

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<sup>1</sup> Section 242 of the National Health Service Act 2006 places an obligation to make arrangements for people to whom those services are being or may be provided, directly or through representatives, to be involved in and consulted on the planning of the provision of those services.

Initial feedback from the pre-engagement meeting with the practice patient group gave the PCT some insight of those patients' views on both options.

The group indicated that if **Option One** was decided upon patients would need full details about the surrounding practices such as the number and gender of General Practitioners at each practice and opening hours.

The group indicated that if **Option Two** was decided upon the following areas would be important when provider applications were invited.

- Location of service with Premises either on or close to Mollison Way
- Continuity of care and General Practitioners
- The ability to book appointments in advance
- The provision of accessible and potentially longer opening hours
- Higher levels of nursing provision
- Multiple (more than two) telephone lines
- The provision of additional services such as minor surgery, podiatry or physiotherapy would be beneficial

### **More detail on the options**

**Option One** enables patients to choose to register with a GP from an existing list of established practices in the area. There are 17 general practices within one mile of Mollison Way who are accepting new registrations. Seven of the practices are situated in the London Borough of Harrow, five are in the London Borough of Brent and five are in the London Borough of Barnet. The Borough in which the practice is located does not affect people asking to register as long as they are within the practice's catchment area.

These practices range from single handed GPs to larger group practices. All provide general medical services and a range of additional services.

The PCT would liaise with the practices to ensure they were aware of the approximate numbers of patients they could expect to approach them to re-register and to collate any additional information they may want the PCT to provide to patients when making a choice of practice.

When considering this option its important to take into account the transport available to people travelling to these practices. The current list of patients at the Mollison way surgery is fairly widely spread across the borough, although there is a concentration of people in the Queensbury, Edgware and Kingsbury areas. There are several bus routes in those areas; the 114, 614, 288, 303 and 292. The nearest tube stations are Queensbury and Kingsbury Stations. However, despite good transport links in the area, people with mobility problems, complex needs or young families may still find it difficult to access other practices.

The time it would take to implement this option would be relatively short, approximately two months, and support with registering would be given to patients who are more vulnerable or who find it difficult to register.

Details of other practices in the area are attached at Appendix Two.

**Option Two** involves inviting applications from providers to take up a contract to provide primary medical services to patients of Mollison Way surgery and for the area of Mollison Way. There is a formal procurement process that PCTs follow in such cases that ensures the process of selecting a provider is fair and transparent.

Part of the process is preparing a service specification for the providers to consider when applying. This specification would detail:

- The range of services that would have to be provided
- The times when services should be available
- The quality standards required
- The specific health needs of the patient group that would have to be catered for
- Possible future service developments or expansion of the practice and/or its services
- The profile of the practice population and the wider geographical area
- Premises requirements and location eg. the preference for a surgery to be sited on or near Mollison Way.

This is not an exhaustive list but gives an indication of the level of detail necessary.

It is important that the specification is both explicit in describing what is required but is flexible enough to ensure that a range of providers are able to apply and does not exclude certain types of provider.

In any specification for services developed by the PCT the standards and quality required from providers would be high and would seek to satisfy the needs and wishes of the patients.

As part of the consultation process views expressed can be used to shape a specification e.g. views on the range of services to be provided, opening hours and premises location. It is not possible to specify particular doctors or exact addresses in such a document but it is permissible to express a preference (e.g. prefer to have a choice of a male and female doctor at a practice or the premises that are within a certain distance of the previous site).

A range of providers would be eligible to apply including individual GPs, existing practices from within or outside Harrow or corporate providers.

Following the consultation period the time it would take to complete the procurement process and have a new provider in place would be 6-12 months.

## How to Feedback

Taking account what you have read in this document and / or what you hear and read at the local consultation events and information points listed below we would be very grateful for your feedback in one of the following ways:

- On the feedback form attached to this document (pre-paid envelope enclosed)
- On the feedback forms available at events or at places local to Mollison Way
- By telephoning 020 8537 3170
- On the PCT website [www.harrowpct.nhs.uk](http://www.harrowpct.nhs.uk)

## CONSULTATION QUESTIONS

We would like your feedback on the following two questions, ideally using the feedback form attached at the end of this document at Appendix 5.

### Question One

Having read the consultation document, which is your preferred option for continuing the family doctor services previously provided by the Mollison Way surgery?

Option 1 - The first option is for patients to be registered by existing surrounding practices either by re-registering themselves or by the PCT allocating them to a practice.

or

Option 2 - The second option is to tender for a new provider of services in the area.

### Question Two

How do you want to be kept informed about this process?

This consultation process was launched at an event on

**10am – 12pm, 12<sup>th</sup> July 2008**  
**The Rochdale Scout Centre**  
**42 Roch Avenue**  
**Edgware**  
**HA8 6DW**

There will be another consultation event **2nd September 2008**. Flyers for the event will be sent to all patients and stakeholders and advertised in the local press.

**Below is a summary statement translated from English to other languages on the following pages.**

Harrow Primary Care Trust (PCT) is undertaking a consultation to seek your views about how future medical care for patients previously registered with the Mollison Way Medical Centre, should be provided.

Following Dr Goldsteine's retirement, a long term solution for patients' medical care needs to be decided upon.

### **Option 1**

The first option for the future is for the PCT to assist patients to join other existing local GP practices.

### **Option 2**

The second option is for the PCT to advertise for a new provider of medical care services in the area.

The 2 questions we would like you to consider are;

1. Which is your preferred option for your continuing medical care?
2. How would you like to be kept informed about this process?

The consultation will start on the **12<sup>th</sup> July 2008** and close on the **12<sup>th</sup> October 2008**.

If you or someone you care for would like the consultation document in your language, please call 020 8537 3170.



હેરો (Harrow) પ્રાયમરિ કેઅર ટ્રસ્ટ (PCT), મોલિસન વે મેડિકલ સેન્ટર (Mollison Way Medical Centre) સાથે અગાઉ રજિસ્ટર્ડ થયેલ દરદીઓની ભાવિ મેડિકલ કેઅર કેવી રીતે પૂરી પાડવી જોઈએ તે વિષે તમારા અભિપ્રાય મેળવવા તમારી સાથે સલાહમંત્રણા હાથ ધરે છે.

ડો ગોલ્ડસ્ટેઈનની (Dr Goldsteine's) નિવૃત્તિને અનુસરીને, દરદીઓ માટે લાંબા સમય ગાળાની તબીબી કે મેડિકલ કેઅર સેવાઓના ઉકેલનો નિર્ણય કરવાની જરૂર રહે છે.

### વિકલ્પ (ઓપશન) 1

PCT ના ભવિષ્યનો પહેલો વિકલ્પ કે પસંદગી દરદીઓને બીજી સ્થાનિક ચાલુ જીપી (GP) પ્રેક્ટિસમાં જોડાવા માટે મદદરૂપ બનવાનો છે.

### વિકલ્પ (ઓપશન) 2

PCT ની દ્વિતીય કે બીજા નંબરની પસંદગી વિસ્તારમાં મેડિકલ કેઅર સેવા માટે કોઈ એક નવા ડોક્ટરની જાહેરાત કરવાની છે.

તમારે વિચારણા કરવા માટે 2 પ્રશ્નો છે;

1. તમારી મેડિકલ કેઅર ચાલુ રાખવા માટે તમારો પસંદગીનો વિકલ્પ શું છે?
2. આ કાર્યવાહી વિષે તમને કેવી રીતે જણાવવામાં આવે તે તમને પસંદ રહેશે?

આ સલાહમંત્રણા (કન્સલ્ટેશન) તારીખ 12<sup>th</sup> જૂલાઈ 2008 ના રોજથી શરૂ થઈ અને 12<sup>th</sup> ઓક્ટોબર 2008 ના રોજ પૂરી થશે.

જો તમને અથવા તમે જે કોઈ એકની કેઅર કે સંભાળ રાખતા હો તેઓને આ સલાહમંત્રણાનો દસ્તાવેજ તમારી પોતાની ભાષામાં જોઈતો હોય તો, કૃપા કરી 020 8537 3170 ઉપર ફોન કરો.

હરો પ્રાઇમરી કાર ત્રાસ્ટ (PCT) મતેહ શ્દે તા ડર મુરડ ન્હુે અર્રાે હ્દમત પ્ઝશ્કી મલિસન મ્દિકલ સન્ટર ડર આંદે રા બ્રાઇ બિમારની કે ફિલા બા અઇન મરકઝ રજિસ્ટર શ્દે અંદ અઝ શમા નઝર હુાહી બેમલ ઓરડ.

બેદાઝ બાઝ નશ્સ્ટે શ્દન ડક્ટર ગ્લડસ્ટઇન, ઝમાન અં રસિદે કે બ્રાઇ બ્ર ઓરડે સાહ્તન અહ્તિયાજાત બિમારન મ્દિકલ સન્ટર અક્ટુન ટવ્સિમ ગિરી શુડ.

### انتخاب اول

اولین راه برای (PCT) در آینده این خواهد بود که به بیماران کمک کند تا در جی پی های دیگر موجود در محل نام نویسی کنند.

### انتخاب دوم

راه دوم برای (PCT) این است که جهت فراهم کردن یک مرکز جدید جهت ارائه خدمات مراقبتهای پزشکی در محل آگهی دهد.

از شما تقاضا میکنیم که به این دو سؤال ما پاسخ دهید،

1. کدام یک از راههای ذکر شده در بالا برای دریافت کمکهای پزشکی شما مناسب میباشد؟
2. مایل هستید که پیشرفتهای بدست آمده در این مورد چگونه به شما اطلاع داده شود؟

تاریخ شروع نظرخواهی اول ماه جولای سال ۲۰۰۸ شروع شده و اول ماه اکتبر سال ۲۰۰۸ به اتمام میرسد.

چنانچه برای خود یا شخصی که از او مراقبت میکنید مایل هستید که فرمهای این نظرخواهی را ترجمه شده به زبان خود دریافت دارید لطفا با این شماره تلفن ۰۲۰ ۸۵۳۷ ۳۱۷۰ (020 8537 3170) با ما تماس بگیرید.



हैरो प्राइमरी केअर ट्रस्ट (पी सी टी) सलाह मशविरा लेने का काम कर रहा है, जिसके द्वारा आपके विचार जाने जाएंगे कि जो मरीज पहले मौलीसन वे मैडीकल सेंटर (Mollison Way Medical Centre) के पास रजिस्टर थे, उनकी सेहत की देखरेख आने वाले समय में कैसे की जाए।

डाक्टर गोल्डस्टाईन के रिटायर होने के बाद मरीजों की मैडीकल देखरेख के संबंध में निम्नलिखित कामों में से किसी एक को चुना जा सकता है।

#### पहला काम

एक काम यह किया जा सकता है कि पी सी टी इस समय काम कर रही जी पी डाक्टरों की सर्जरियों में जाने में मरीजों की मदद करे।

#### दूसरा काम

दूसरा काम यह किया जा सकता है कि इलाके में मैडीकल देखरेख करने के लिए कोई डाक्टर रखने के लिए पी सी टी विज्ञापन दे।

जिन 2 प्रश्नों के बारे में विचार करने के लिए हम आपको कह रहे हैं, वे प्रश्न हैं –

1. आपकी मैडीकल देखरेख का काम चलता रखने के लिए आपको इनमें से कौनसी बात अधिक पसंद है?
2. इस काम के आगे बढ़ने के बारे में जानकारी आप किसे ढंग से लेना पसंद करेंगे?

सलाह मशविरा लेने का काम 1 जुलाई 2008 को शुरू होकर 1 अक्टूबर 2008 को पूरा होगा।

जिनकी देखरेख आप करते हैं, यदि उन्हें सलाह मशविरा वाला पर्चा किसी अन्य भाषा में चाहिए, तो कृपया नंबर 020 8537 3170 पर फ़ोन करें।

HINDI

ये सब रोगीरा पूर्वकृत मलिसन ओवे मेडिकल सेन्टर-एर [Mollison Way Medical Centre] साथे निवक्रुडुत तादेर भविष्यते की भावे डाक्टरि सेवा देओरा उचित, सेई ब्यापारे आपनार मतमत जानार जन्य ह्यारो प्राइमरी केयर ट्रस्ट [Harrow Primary Care Trust] (PCT) एकटि आलोचनासभार आयोजन करछे।

डाः गोल्डस्टेईन-एर [Dr Goldsteine] अबसरग्रहणेर पारे, रोगीदेर जन्य एकटि दीर्घमेयादि डाक्टरि परिवेवार व्यवस्था करार, सिद्धान्त निते हवे।

#### बिक्ल 1

भविष्यतेर जन्य प्रथम बिक्लटि हछे PCT रोगीदेर अन्य विद्यमान स्थानीय GP टिकिंसाणारे योग देवार जन्य साहाय्य करवे।

#### बिक्ल 2

द्वितीय बिक्लटि हछे PCT एशाकार्य एकजन नतून डाक्टरि परिवेवोपातार जन्य विज्ञापन देवे।

वे 2 टि प्रश्न आमरा टाई आपनारा विवेचना करण सेओलि हण;

1. आपनार अव्याहत डाक्टरि सेवार जन्य आपनार पछन्सई बिक्ल कौनटि?
2. आपनि कीभावे एई कार्यप्रणालीर विषये अवगत थाकते टान?

आलोचनासभा 1 ला जुलाई 2008 तारिखे शुरु हवे एवंग 1 ला अक्टोबर 2008 तारिखे शेष हवे।

आपनि अथवा अन्य केउ वार जन्य आपनि टिकित बदि एई आलोचनासभार दलिल आपनार मातृभाषाय पेते टान, ताहले अनुग्रह करे 020 8537 3170 नम्बरे फोन करण।

[Bengali]

Zespół Podstawowej Opieki Zdrowotnej (PCT) na Harrow organizuje naradę, aby poznać Państwa opinię na temat przyszłości opieki medycznej pacjentów, poprzednio zarejestrowanych w Mollison Way Medical Centre.

W rezultacie przejścia na emeryturę Dr. Goldstein, musi być powzięta decyzja o zapewnieniu pacjentom długoterminowej opieki medycznej.

## Opcja 1

W opcji pierwszej Zespół Podstawowej Opieki Zdrowotnej(PCT) pomógłby pacjentom w przeniesieniu się do innych lokalnych przychodni lekarskich.

## Opcja 2

W opcji drugiej Zespół Podstawowej Opieki Zdrowotnej(PCT) ogłosiłby nabór na nowego lekarza w tym rejonie.

Dwa pytania, na które chcielibyśmy, aby Państwo odpowiedzieli to:

- 1) Którą opcję Państwo wybieracie?
- 2) W jaki sposób chcieliby Państwo być informowani o przebiegu tego procesu?

Zbieranie opinii rozpocznie się **12.07.2008** a zakończy się **12.10.2008**

Jeśli Państwo lub ktoś kim Państwo się opiekują życzyliby sobie, aby otrzymać document dotyczący tej sprawy w swoim języku proszę dzwonić pod numer 0208 537 3170

POLISH

Mas'uuliyada daryeelka aasaasiga Harrow (Harrow Primary Care Trust) PCT waxay ku jirta hawl;-gal weydiin ra'yigaaga ku saabsan mustaqbalka daaweynta daryeelka dadka mar hore ku diiwan gelisan bukaan socodka ama dhakhtarka (Medical Centre) Mollison Way, qaabilid ama daawaynta, maadaama Dr Goldstein oo shaqada joogiyay da' daradeeda (retirement), go'aamin ayaa loo baahan yahay muddo dheer sidii daawaynta daryeelka dadka.

### Xalka 1aad

Xalka koowaad ee PCT waa mustaqbalka in la caawiyo dadka inay isku qoraan dhakhtar ama GP kale oo xaafadda ku yaalo.

### Xalka 2aad

Xalka labaad waxaa uu taala PCT inay xayaysiin sameeyan dhakhtar cusub khidmada daryeel caafimaad ku yaal xaafadda.

Annaga waxaan doonayna inaad tix-gelidid labada su'aal oo yihiin;

1. Qobod kee kugu habboon sii waddida daryeelka caafimaadka?
2. Sidee u jeceshahay in lagula socodsiiyo macluumaadka ku saabsan arrintan?

La-tashiga waxaa bilaabi doona **12da July 2008** ilaa **12da Oktoobar 2008**.

Oo la joogin doono.

Haddii adiga ama qof kale oo adiga daryeeshid oo doonaysiin Dukumeentiga la-tashiga oo luuqaadaada ku qoran, Fadlan wac 020 8537 3170.

Somali

## **List of Appendices**

1. Information about the Mollison Way practice population / area
2. Brief listing of local practices
3. List of those stakeholders included in the consultation
4. Glossary
5. Feedback form

## Appendix One

### Information about the Mollison Way practice population / area

#### Patient population

The number of registered patients (2908) is smaller than PCT average practice list size of 6,096 but is high for a sole practitioner practice. Mollison Way sits in or near some of the most densely populated wards in Harrow (Edgware and Kenton East). The practice area consists of mixed private and social housing with moderate multiple deprivation scores rising to high multiple deprivation scores in Edgware. 11% of households in Kenton East and 9% of them in Edgware and Queensbury have annual gross incomes under £10,000 per year. A breakdown of the practice population by age is detailed below.

0-5	6-17	18-29	30-41	42-53	54-65	66-77	78+	Grand Total
131	352	613	459	521	455	244	133	2908

The practice elderly population accounts for 13% of the practice population which is around the average for the practices in the area.

The practice population is spread across a fairly large area but the highest concentration of patients is in HA8 (Edgware) and NW9 (Queensbury/Kingsbury) areas.

#### Deprivation status

Multiple deprivation scores in Harrow are well below the national average, with Harrow ranking 232<sup>nd</sup> out of 354 districts in England. Just two of Harrow's 137 areas (within Pinner and Roxbourne wards) are in England's most deprived 20%, and 38 (largely in West Harrow) are in the country's 20% least deprived. The practice population sits in an area of moderate deprivation with patients coming from areas of moderate to high deprivation.

#### Ethnicity

It is estimated that more than 52% of the practice list are from minority ethnic groups including white ethnic minorities, which is above the Harrow average. In the wards around Mollison Way a high percentage of patients are of Asian or Asian-British origins.

#### Health and illness data

Raw data on practice prevalence of chronic diseases was in line with or slightly higher than the Harrow PCT average (March 2008).

**Appendix Two – Information obtained from [www.nhs.uk](http://www.nhs.uk)**

**1. The Stag Hollyrood Practice** Distance from Mollison Way 0.3miles

82 Stag Lane, Edgware, Middlesex, HA8 5LP  
Tel: 020 8952 8484

**Doctors:** Dr AKM Shah (M), Dr H Bano (F)

**Clinics:** Contraceptives, Maternity Services, Child Health Surveillance

**Open:** Mon-Fri:9am-1pm, 4.30-6.30pm except Thurs afternoon. Sat: 9-11am

**2. Dr BANERJEE** Distance from Mollison Way 0.4miles

46 Gorton Avenue, Kingsbury, London, NW9 9SU  
Tel: 020-8206-1490, 020-8

**Doctors:** Dr N Banerjee (F)

**Open:** Mon-Fri: 8.30am-1pm, 4.30-6.30pm except Thurs afternoon

**3. KING'S EDGE MEDICAL CENTRE** Distance from Mollison Way 0.5miles

Kings Edge Medical Centre, 132 Stag Lane, Kingsbury, NW9 0QP  
Tel: 020 8204 0151

**Doctors:** Dr PV Kumar (M), Dr M Ahmad (M)

**Open:** Mon-Fri: 09.00am-12pm, 4.30-6.30pm except Thurs afternoon

**4. ZAIN MEDICAL CENTRE** Distance from Mollison Way 0.5miles

Zain Medical Centre, 122 Turner Road, Edgware, Middlesex, HA8 6BH  
Tel: 020 8952 3721

**Doctors:** Dr S Kirmani (F)

**Open:** Mon-Fri:9am-1pm, 4.30-6.30pm except Weds afternoon

**5. Bacon Lane Surgery** Distance from Mollison Way 0.5miles

11 Bacon Lane, Edgware, Middx, HA8 5AT  
Tel: 020 8952 5073

**Doctors:** Dr C Capper (M), Dr S Kohll (F), Dr M Coreira (F), Dr G Parsons (F), DR L Hommel (M), Dr N Shah (M)

**Clinics:** Family Planning clinic, Ante Natal Clinic, Minor Surgery, Contraceptives, IUDs, Diabetes Clinic, Well Man Clinic, Well Woman clinic, Asthma Clinic.

**Open:** Mon-Fri: 8.00am-1pm, 2pm-6.30pm

**6. Oak Lodge Medical Centre** Distance from Mollison Way 0.5miles

Oak Lodge Medical Centre, 234 Burnt Oak Broadway, Edgware, Middlesex, HA8 0AP

Tel: 020 8952 1202

**Doctors:** Dr M Barnard (F), Dr A Whitby, Dr K Shah, Dr J Beney (F), Dr N Sebastianpillai, Dr S Ramanathan, Dr Z Majid (F), Dr L Stephenson (F)

**Open:** Mon, Tue, Thu: 9.00am-12pm, Wed & Fri: 09.00am-12.30pm

Mon: 1.30pm-7pm, Tue, Thu & Fri: 4pm-6.30pm, Wed: 4pm-7pm

**7. CHANDOS SURGERY** Distance from Mollison Way 0.7miles

82 Chandos Crescent, Edgware, Middlesex, HA8 6HL

Tel: 020 8952 7662 (Also at 85 Crowshott Avenue, Stanmore, HA71HS)

**Doctors:** Dr L Gould (M), Dr S Lakhani(M), Dr S Hassan (F), Dr J Gerrard (F)

**Open:** Mon-Fri: 9.00am-12.30pm, 3pm-6pm except Weds afternoons

**8. STAG LANE MEDICAL CENTRE** Distance from Mollison Way 0.7miles

245 Stag Lane, Kingsbury, NW9 0EF

Tel: 020 8204 0777

**Doctors:** Dr AJ Modi (M), Dr MS Vora (M)

**Clinics:** Contraceptives, Ante Natal Clinic, Family Planning clinic, Diabetes Clinic, Asthma Clinic

**Open:** Mon-Fri: 9.00am-12.30pm, 5pm-7pm except Thurs afternoon

**9. Honeypot Medical Centre** Distance from Mollison Way 0.7miles

The Honeypot Lane Med Ctr, 404 Honeypot Lane, Stanmore, Middlesex, HA71JP

Tel: 020 8204 1363

**Doctors:** Dr C Nagpaul (M), Dr A Patel (F), Dr M Thakur (F), Dr P Jain (M)

**Open:** Mon-Fri: 08.00am-1pm, 2pm-6pm

**10. Dr GUGENHEIM** Distance from Mollison Way 0.8miles

Gervase Road, Burnt Oak, Edgware, Middlesex, HA8 0NR

Tel: 020-8201-1812

**Doctors:** Dr A Tobias (M), Dr P Gugenheim (M), Dr M Gomes (F)

**Open:** 8.15am-12.30pm, 1.30-6.30pm except Thurs afternoon

**11. Charlton Medical Centre** Distance from Mollison Way 0.8miles

The Charlton Medical Centre, 223 Charlton Road, Kenton, Harrow, Middlesex, HA3 9HT

Te: 020 8204 2686

**Doctors:** Dr KR Kelshiker (F), Dr SM Shah (M), Dr H Kelshiker (F).

**Open:** Mon-Fri: 8.30am-3.30pm, 4pm-6.30pm except Wednesday afternoon



- 12. Dr MAKANJI** Distance from Mollison Way 0.8miles  
Woodcroft Medical Centre, Gervase Road, Edgware, Middlesex, HA8 0NR  
Tel: 020-8906-0500  
**Doctors:** DR H MAKANJI (M)  
**Open:** 9.00am-12.30pm, 2.00pm-8.30pm except Thursday afternoon
- 13. Dr MOODALEY** Distance from Mollison Way 0.8miles  
Woodcroft Medical Centre, Gervase Road, Edgware, Middlesex, HA8 0NR  
Tel: 020-8906-8700  
**Doctors:** DR D MOODALEY (M)  
**Open:** Mon-Fri: 9.00am-11.30pm, 5pm-6pm
- 14. Dr Sumners & Partners** Distance from Mollison Way 0.8miles  
108 Watling Avenue, Edgware, Middx, HA8 0NR  
Tel: 020 8906 1711  
**Doctors:** DR S AHLUWALIA (M), DR A PATEL (M), DR P TRAFFORD (F),  
DR J MOORE (M), DR M SALDANHA (F)  
**Open:** Mon-Fri: 8.30am-12.30pm, 1.30pm-6.30pm
- 15. The Medical Centre** Distance from Mollison Way 1 mile  
The Medical Centre, 177 Streatfield Road, Kenton, Middlesex, HA3 9BL  
Tel: 020 8204 5561  
**Doctors:** Dr K Vara (M), Dr S Vara (M).  
**Open:** Mon-Fri: 9.00am-1.00pm, 4pm-6.00pm except Thursday afternoon
- 16. WILLOW TREE FAMILY DOCTORS** Distance from Mollison Way 1 mile  
Willow Tree Family Doctorrs, 301 Kingsbury Road, Kingsbury, NW9 9PE  
Tel: 020 8204 7456  
**Doctors:** Dr A SELWYN (M), Dr C MITCHELL (F), Dr M DODHIA (F), Dr S  
KUMAR (F), Dr S THAKORE, Dr A HAYTER (M), Dr S DATTA (M), Dr R  
LLOYD (F), Dr A DENTSCHUK (F)  
**Open:** Mon-Fri: 8.30am-6.30pm
- 17. Kenton Clinic** Distance from Mollison Way 1 mile  
Kenton Clinic, 533a Kenton Road, Kenton, Harrow, HA3 0UQ  
Tel: 020 8204 2255  
**Doctors:** Dr PJ David  
**Open:** Mon-Fri: 8.00am-1.00pm, 2.00-7.00pm except Wednesday afternoons  
**Languages:**

## **Appendix Three**

### **List of Stakeholders**

#### Patients/Public

All Patients

Mollison Way Patient Participation Group

#### Healthcare Professionals

Pharmacies in area

GP practices in the area

Practice Based Commissioning Clusters

#### Statutory Bodies

Ward Councillors

MPs

Overview and Scrutiny Committee

Members of Transitional LINKs Group

Harrow PCT PPI Committee

LMC

LPC

Barnet PCT

Brent PCT

Honeypot Lane Clinic

#### Voluntary/Community Groups

Age Concern

HAVS

Harrow Association for Disabled

Harrow Carers

Sangat Centre

MIND

MENCAP

#### Other

Places of worship, churches, temple, mosques, synagogues

Harrow Observer

Harrow Times

Residents Associations

Library

## Appendix Four

### GLOSSARY OF TERMS

<b>PRIMARY CARE TRUST</b>	Part of the NHS responsible for the planning and securing of health services and improving the health of a local population.
<b>PRIMARY CARE</b>	<p>The first point of contact for many people when they develop a health problem is their doctor, dentist, pharmacist or optician.</p> <p>Together these health professionals work as part of the NHS front line team which is referred to as Primary care. They work alongside a variety of practice nurses, district nurses, health visitors, oral hygienists, dispensing assistants, speech therapists, chiropractors and other healthcare specialist to provide a wide range of non hospital-based health care services to our local population.</p>
<b>COMMISSION</b>	In this context the process of acquiring services to meet the health needs of the local population. Includes patient and carer focused service planning through reviewing, planning and prioritising service developments, implementing the NHS agenda, monitoring service agreements, allocating funds with service providers and investing/disinvesting appropriately in services. Commissioning is done through PCTs and their collaborative commissioning structure, partner agencies, health service providers and the voluntary sector
<b>PROCUREMENT</b>	Act of buying goods or services
<b>PROVIDER</b>	Supplier of Services
<b>QUALITY STANDARDS</b>	<p>As part of a new NHS contract, introduced in 2004, GP practices are rewarded for achieving clinical and management quality targets and for improving services for patients within a Quality and Outcomes Framework.</p> <p>It sets out a voluntary system of financial incentives for improving quality within the General Medical Services contract for GP payments.</p>
<b>DEPRIVATION</b>	A measure of material poverty based on a number of criteria, such as income, economic circumstances, environment, etc.



**Question Two:** How do you want to be kept informed about this process?

- Public Meeting
- Post
- E-mail (please give your e-mail address).....
- Other (please specify) .....

**Personal Details**

We would be grateful if you could provide the following information. This will help us to check that we have received responses from a representative group of people.

**Name:** .....

**Address:** .....  
.....

**Are you providing your own response**

**Giving your response on behalf of an organisation**

If you are responding on behalf of an organisation please indicate what category of organisation it is (refer to Appendix 3 for information)

- Patients/Public
- Healthcare Professionals
- Voluntary/Community Groups
- Statutory Bodies
- Other. Please specify: \_\_\_\_\_

**Please tell us how old you are:**

- Under 25
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or over
- Prefer not to say

**Are you:**

- Male
- Female
- Prefer not to say

***Please turn over***

**Which ethnic group do you consider yourself to belong to?**

- White
- Mixed
- Asian or Asian British
- Black or Black British
- Chinese
- Other (please specify) \_\_\_\_\_
- Prefer not to say

**Using the Disability Discrimination Act definition below, do you consider yourself to have a disability?**

*'A physical or mental impairment which has a substantial and long term adverse effect on their ability to carry out normal day to day activities'*

- Male
- Female
- Prefer not to say

***Thank you for taking the time to complete this feedback form.***

**Please return it in the attached pre-paid envelope (return address PALs, Harrow PCT, the Twenty One Building, 21 Pinner Road, Harrow HA1 4BB).**

**If you require further information please contact the Patient and Public Involvement Team on 020 8537 3170.**