

## District Nursing Service Guidelines



November 2004

# Contents

<b>Introduction</b>	<b>3</b>
<b>Aim of the service</b>	<b>4</b>
<b>Philosophy of care</b>	<b>4</b>
<b>Referral Criteria</b>	<b>5</b>
<b>Prioritisation of visits</b>	<b>6</b>
<b>Other information</b>	<b>6</b>
<b>Out of hours service</b>	<b>7</b>
<b>The structure of the DN team</b>	<b>8</b>
<b>Skills of District Nurses</b>	<b>8</b>
<b>Clinical Governance</b>	<b>10</b>
<b>Conclusion</b>	<b>11</b>
<b>Referral forms</b>	<b>12</b>
<b>Adult Urinary Incontinence Flowchart</b>	<b>16</b>
<b>Referral Flow chart</b>	<b>17</b>
<b>DN Contact numbers</b>	<b>18</b>



## Introduction

In a climate of continuing change in the National Health Service and Brent Teaching Primary Care Trust, District Nurses in Brent have defined their role and set a baseline working framework. This has been achieved in consultation with the teams across Brent and has been fully supported by the managers.

District nurses in Brent are at the heart of community care and play a leading role in the drive for quality, process of change and innovation. Using effective leadership and a team approach district nurses are at the epicentre of health and nursing care delivery.

The guidelines highlight the specialist role and skills district nurses provide in meeting complex health and nursing needs of communities within a dynamic, multicultural and diverse borough. They aim to convey a better understanding of the District Nursing Service and, consequently, towards a more efficient and appropriately used service. This in turn will bring tangible benefits to the local population in terms of knowing what the service can offer and how it can be accessed; an enhanced working relationship between hospital, community staff and other allied health and social services.

The document is available on Brent tPCT website and the Public Folder. It will be reviewed yearly to reflect changes within the service.

# District Nursing Service

## 1. The aim of the District Nursing Service is to...

- Assess patients and carers holistically and plan care to meet identified health and nursing needs. This may lead, with patient's consent, to referrals to other health and social services, including voluntary agencies.
- Provide care for meeting the health and nursing needs identified; enable, support and teach patients and carers to achieve independence and self-care by sharing knowledge and skills and promoting health education.
- Care for people in their own homes, prevent unnecessary hospital admissions and A & E attendance and ensure continuity of care, act as the patient's advocate and liaise with other professionals.
- Practice in a proactive manner that meets professional standards and is up to date and based on clinically effective evidence-based practice in line with national and local policies, guidelines and protocols.

## 2. Philosophy of care...

- We believe that patients are entitled to a high standard of care based on needs while respecting confidentiality, dignity, multicultural, and religious beliefs.
- We believe in working in close partnership with family and informal carers and other social and allied health professionals to provide seamless, patient focused care.
- We believe that we are knowledgeable and highly skilled professionals providing quality care to our patients and our community.

### **3. Referral criteria to the District Nursing Service**

- 3.1 Patients need to be adults, aged 16 and over and have clear needs for skilled nursing intervention.
- 3.2 Home visits are primarily for housebound patients.
- 3.3 The patient's needs should be fully considered before being referred to the service.
- 3.4 Patients' consent should be obtained prior to referral being made.
- 3.5 Referrals need to include, at minimum, basic information regarding the patient, the support network in place, GP details, the reason for referral, including relevant medical and surgical history and details of the referrer, including contact number(s).
- 3.6 Good practice demands that a printout of the patient's details should accompany any referrals from GPs and hospitals.
- 3.7 Referrals for administration of medication should be clear and signed by the doctor.
- 3.8 Re referrals from hospitals – staff should verbally contact DN teams and process a faxed letter, to ensure smooth and safe transfers home. The DN team should be informed, as soon, as the need has been identified. Up to date information should be given on the day of discharge. Dressings, medications, etc. should be given for at least 5 days to enable the GP or Nurse Prescribers to assess and issue prescriptions.
- 3.9 While in hospital, district nurses should be included in case conferences of patients with complex needs.
- 3.10 Before making a referral, hospital staff should check if the patient is self-caring or can receive help from carers, friends or relatives.
- 3.11 Re referral for equipment – patients requiring equipment need to be assessed by a trained health care professional. Home environment and equipment already in place should be taken into consideration, before referring for equipment. Ideally, family and carers should be involved in the assessment and the decision making process.
- 3.12 The frequency of district nurse visits will be determined during the initial home visit.
- 3.13 Patients referred with bladder or bowel problems will be fully assessed, and a plan of treatment initiated. The aim is to achieve continence (see diagram for management of adult urinary incontinence at the end of the document).

## 4. Prioritisation of visits

There is no waiting list, but there are criteria for prioritising visits and assessments.

- 4.1 **Urgent** – Immediate access within 4 hours: acutely and terminally ill patients who want to be cared for at home; visits that can prevent a hospital admission or a visit to an A & E Dept, e.g. blocked catheters, patients in need of intensive nursing care e.g. diabetes, cancer, chronic diseases etc.
- 4.2 **Non-urgent** – Access within 24–48 hours: patients in need of curative care e.g. acute and chronic wound management, post-operative patients, medications.
- 4.3 **Routine** – Access at a convenient time: health checks, support visits, bereavement visits, immunizations, and continence assessments.

## 5. Other information

- 5.1 Patients or carers will be contacted within 24 hours of referral and an appointment will be made for the first visit. For non-timed treatments, visit times are not specified, as this will lead to inequity of care provision, rushed practitioners and broken promises.
- 5.2 A named nurse within the District Nursing Team will be allocated to each patient; however, patients can contact other members of the team, when required.
- 5.3 Hospital discharge teams (Collaborative Care Team and Health and Rehabilitation Team) should liaise with District Nursing Teams to facilitate smooth transition and prevent duplication of services.
- 5.4 District Nursing Teams work in partnership with hospital teams for the benefit of the patients to provide appropriate equipment. Equipment is provided based on identified needs only.
- 5.5 Incontinent patients - pads are one management option and can be provided in the short term whilst treatment is carried out, or, as a last resort, for intractable incontinence. Pads are given only following a full assessment.
- 5.6 The Audit Commission (1999) noted, in its report on district nursing, that inappropriate referrals are time consuming, wasteful and a burden to the district nursing teams. Inappropriate referrals will be monitored and training and support offered, as appropriate.
- 5.7 Brent tPCT has a zero tolerance policy. Abuse to district nurses, either verbally or physically, by patients, carers or staff, will be addressed in accordance with the policy and may lead to services being withdrawn.

## 6. Out of Hours Service (5 p.m. - 8.30 a.m.)

The 'Out of Hours Service' works with the Day District Nursing Service in collaboration with Brent tPCT's partners in health and social care and the voluntary sector to:

- Deliver seamless nursing care to clients over 24 hours
- Promote health and prevent illness
- Prevent admissions and facilitate hospital discharges

The service is the link for the District Nursing Service from 5.00 p.m. – 8.30 a.m. every day of the year. The service currently operates from:

Perrin Road Clinic

Perrin Road,

Wembley HA0 2NW

Tel: 0208 904 9331 (9.00 a.m. – 5.00 p.m.)

Tel: 0208 969 2488 (5.00 p.m. – 9.00 a.m. St Charles Hospital)

Fax: 0208 904 8392

### 6.1 Referrals for the Out of Hours Service

The team accepts appropriate referrals from other health professionals, Social Services, voluntary services, carers, friends, family and patients. Referrals from professionals must be in writing and in accordance with Section 3 of the District Nursing Service Guidelines. Referrals for patients and carers must have identified nursing needs requiring:

- Timed interventions, which have to be undertaken between 5.30p.m. – 8.00 a.m. (e.g. PEG Feeds, injections, IV antibiotics, etc). **This must be discussed and agreed with the Out of Hours Service Team on an individual basis.**
- Terminal care
- Crisis management of acute or chronic conditions to support patients, families and carers and prevent hospital admission where possible.
- Late hospital discharges that require nursing interventions.

Telephone only referrals would be accepted from patients, their families and carers, especially in crisis situations. Telephone referrals are via a central messaging system at St Charles Hospital, upon receipt of which, the patient is called back by a member of the team and offered:

- Telephone consultation and advice
- Face to face consultation and care (where necessary) at a time and place agreed with patient or his/her carer.

## 7. The structure of the district nursing team

7.1 District nurses are attached to GPs and cover a geographical area for those patients who live outside the GP's catchment area. District nursing teams can be contacted directly through health centres/clinics or through the Single Point of Referral (list available at the end of the document).

7.2 The district nursing teams are lead by a Specialist Practitioner (District Nursing), who holds a qualification, usually at the degree level. They have the ultimate responsibility for the delivery of care to meet the assessed health and nursing needs of patients and carers. Team members are Registered Nurses and Health Care Support Workers:

**Specialist Practitioner Community Health (District Nursing) - G/H grade**  
**Senior Staff Nurse (District Nursing) – E/F grade**  
**Staff Nurse (District Nursing) – D grade**  
**Auxiliary Nurse (District Nursing) – B grade**  
**Health Care Assistant (District Nursing) - B grade**

7.3 **District Nursing Leads** have the responsibility to clinically lead, co-ordinate and support the District Nursing Service; to prioritise and promote seamless and efficient patient pathways and services to the population within the allocated locality. They have a leading role in improving quality of clinical standards and service delivery. They assist in developing innovative ways of working to use resources effectively and flexibly, as the service requires.

## 8. Skills within district nursing teams

The District Nursing staff have a wide variety of skills, some of them very specialised. These have been obtained through training, post registration and postgraduate courses and they include clinical, management and educational skills.

- Assessment, planning, implementing and evaluating needs of the patients and their carers in their own homes. This may include actual and potential health and nursing problems. Patients may be acutely ill, terminally ill, chronically ill or in need of clinical care, advice and support
- Assessment and prescribing of appropriate equipment to facilitate care in the patient's home and manage risks and prevent complications to patients and staff
- Assessment and treatment of incontinence
- Chronic Disease Management, e.g. Diabetes, Coronary Heart Disease, Chronic Obstruction of Airway Disease
- Initiating and co-ordinating care, including referrals to other agencies
- Health checks, immunisation programs, prevention of ill health and health promotion in line with the Department of Health and Brent PCT objectives

- Participate and plan local health campaigns to target known health risks and reduce them in line with the Health Promotion and Public Health Department objectives
- Health Promotion and Education
- Compiling a caseload and community profile
- Diagnose, treat and prescribe from the Nurse Formulary
- Wound management, e.g. leg ulcers and surgical wounds
- Pressure area care, with an emphasis on prevention
- Rehabilitation following an episode of ill health
- Medication, including intravenous antibiotics and management of central venous lines, peripheral lines, re-hydration therapy and syringe drivers
- Parental and enteral feeding
- Ear Care
- Managing and leading a team of qualified and ancillary staff
- Teaching and assessing pre-registration students
- Act as a resource, mentor and facilitator for pre and post registration students and staff placed within the DN team.

### 8.1 What District Nurses don't do

In order to avoid creating false expectations, or overloading the District Nursing service with inappropriate referrals, it is important to list what the District Nurses don't do.

- Check visits or social calls
- Collect and deliver prescriptions
- Emergency calls
- Help with routine personal hygiene, bathing, meals, housework, day care, respite care, getting up, going to bed or toileting. This should be referred directly to Social Services, as they may be considered as part of the package of care.

## 9. Clinical Governance

### 9.1 Professional qualifications

All qualified nurses who work in the district nursing teams are registered with the Nursing and Midwifery Council (NMC). Many nurses hold post registration and postgraduate qualifications. Each district nurse is responsible for ensuring that his or her clinical practice is safe, clinically effective and based on up-to-date researched evidence.

### 9.2 Quality

Clinical Governance is a framework, which helps all clinicians, including district nurses, to improve quality and safeguard standards of care. District nurses are committed to exercising their profession by following the principles of Clinical Governance.

District nurses are committed to treating patients in their journey through the health care system, with respect and honesty, ensuring that good practice is based on relevant, up-to-date skills and expertise.

The District Nursing Service aims to set clear standards of care and have Clinical Audit incorporated in the service in order to improve quality of care, as directed by the National Institute for Clinical Excellence.

**9.3 District Nursing Professional Facilitators** act, as the lead resource for the professional development of the district nursing professional standards, tPCT Clinical Governance and controls assurance standards and national initiatives. They advise the professional executive, board and managers on the development, co-ordination and planning of the PCT District Nursing Services. They ensure that all district nurses are able to access professional development, supervision and training.

### 9.4 Training and Development

Brent tPCT has an internal Learning and Developing department, which delivers core development initiatives across the organisation. The objective is to ensure that the workforce has the skills and competencies to deliver a modern, customer-focused service to the communities we work within.

All registered nurses and support staff receive regular training to enable them to fulfil their role, as part of the service. The Trust has strong links with Thames Valley University, Brunel University, and Southbank University etc.

All staff receives an annual Appraisal Review, as part of their performance review and professional development.

## 10. Conclusion

The document is part of the drive to modernise and reshape the District Nursing Service in Brent, to develop services that are innovative, flexible and tailored to the needs of the population and make a real difference in improving the health of the communities. The guidelines are only a beginning to setting a framework to the service. It is not set in stone. It will develop and change in line with the tPCT's objectives and the national agenda. District nurses will add new dimensions to their increasingly changing role. They are all prepared and skilled to take up the challenge, lead the process of change and innovation, advance their practice and connect to a broader social, cultural, environmental and political context.

## References

Audit Commission (1999) *First Assessment. A review of district nursing services in England and Wales*. UK. Belmont Press.

Brent PCT (2004) *Learning Directory 2004/2005*. London. The Limehouse.

Brent Human Resources (2004) Covering Letter. Brent PCT.

Harrow PCT (2003) Criteria for admission to the District Nurses Service. Harrow PCT.

Parkside Health NHS Trust (1998) *Referral Criteria To The District Nursing Service*. Parkside Health. London.

Royal College of Nursing (2002) *District Nursing – changing and challenging. A framework for the 21<sup>st</sup> century*. RCN. London.

Royal College of Nursing (2003) *Developing Criteria for district nursing services. Guidance for nurses*. RCN. London.

Suffolk West PCT (2004) District Nursing Service Guidelines. Suffolk



<b>NHS No:</b>		<b>Hospital No:</b>	
<b>SSD No:</b>		<b>Other Ref No</b>	
<b>Family Name:</b>			<b>Forename:</b>

## CONTACT ASSESSMENT

<b>Name of individual completing the assessment:</b>	
<b>Organisation:</b>	<b>Tel:</b>
<b>Relationship: (Self / Carer / Assessor)</b>	<b>Fax:</b>
<b>The Person's view of their health and social care needs</b> (please use the Department of Health's seven key issues as a guide):	
<b>Carers / Family Members view:</b>	
Is a separate Carers Assessment indicated at this stage?    Yes <input type="checkbox"/> No <input type="checkbox"/> Unclear <input type="checkbox"/>	
<b>Action Plan</b> (include any referrals to be made):	
Has the person agreed to this information being stored on a database and it being shared with other concerned agencies?    Yes <input type="checkbox"/> No <input type="checkbox"/> If no, what databases or concerned agencies do they wish to exclude?	
<b>Signed:</b>	<b>Print Name:</b>
<b>Agency:</b>	<b>Date:</b>

<b>NHS No:</b>		<b>Hospital No:</b>	
<b>SSD No:</b>		<b>Other Ref No:</b>	
<b>Family Name:</b>	<b>Forename:</b>		

## REFERRAL FORM

<b>Referral To:</b>				
<b>Referral Completed By:</b>				
<table style="width: 100%; border: none;"> <tr> <td style="width: 60%; padding: 5px;"><b>Organisation:</b></td> <td style="width: 40%; padding: 5px;"><b>Tel:</b></td> </tr> <tr> <td style="padding: 5px;"><b>Date Sent:</b></td> <td style="padding: 5px;"><b>Fax:</b></td> </tr> </table>	<b>Organisation:</b>	<b>Tel:</b>	<b>Date Sent:</b>	<b>Fax:</b>
<b>Organisation:</b>	<b>Tel:</b>			
<b>Date Sent:</b>	<b>Fax:</b>			
<b><u>Reason for Referral</u></b>				
<p>Do you feel this requires urgent attention?    Yes <input type="checkbox"/>    No <input type="checkbox"/></p> <p>If yes, state why:</p>				
<p><b>Risk Factors:</b></p> <p>Are there any safety issues when visiting?    Yes <input type="checkbox"/>    No <input type="checkbox"/></p> <p>If yes, what are they?</p> <p>Self Harm <input type="checkbox"/> Violence to others <input type="checkbox"/> Threats of violence <input type="checkbox"/> Harm to others <input type="checkbox"/> Others <input type="checkbox"/></p> <p><b>Please Detail:</b></p>				

NHS No:		Hospital No:	
SSD No:		Other Ref No:	
<b>Family Name:</b>		<b>Forename:</b>	

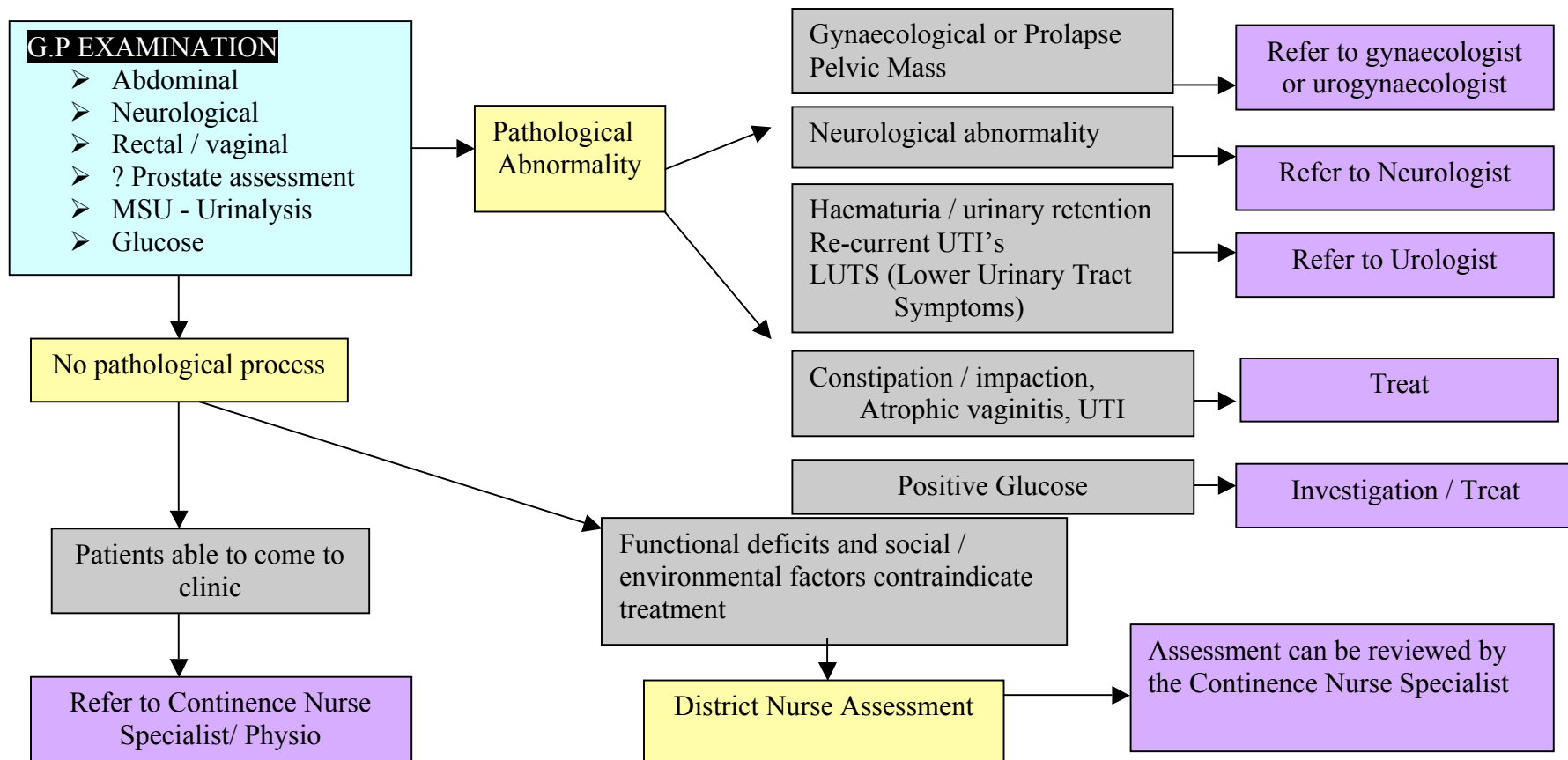
## CURRENT SERVICES

Service Provided	Agency	Contact Details
<p><b>Diagnosis/ Medical Information/ Onset of Current Problem:</b></p> <p>Is the condition : Acute <input type="checkbox"/> Chronic <input type="checkbox"/></p>		
<p><b>Current Medication:</b></p> <p>Able to self medicate? Yes <input type="checkbox"/> No <input type="checkbox"/></p>		
<p>Is the Person aware of this referral? <b>Aware</b> <input type="checkbox"/> <b>Not aware</b> <input type="checkbox"/> If <b>Not Aware</b>, please detail your rationale for referral (i.e. you believe it is in the Person's best interest, or there is a serious risk to the Person or the public should you not make this referral).</p>		
<b>Signature of Referrer:</b>		<b>Date:</b>
<p>To be completed on <b>Receipt</b> of referral:  <b>Action taken by:</b>  <b>Referrer notified of action – Date:</b></p> <p>Completed by:  Designation: <span style="float: right;">Date:</span></p>		

# Re: Guidelines For the Management of Adult Urinary Incontinence

- HISTORY**
- Period of symptoms
  - Associated disease
  - Current Medication
  - Type of symptoms
  - Functional deficits
  - Social / Environmental factors

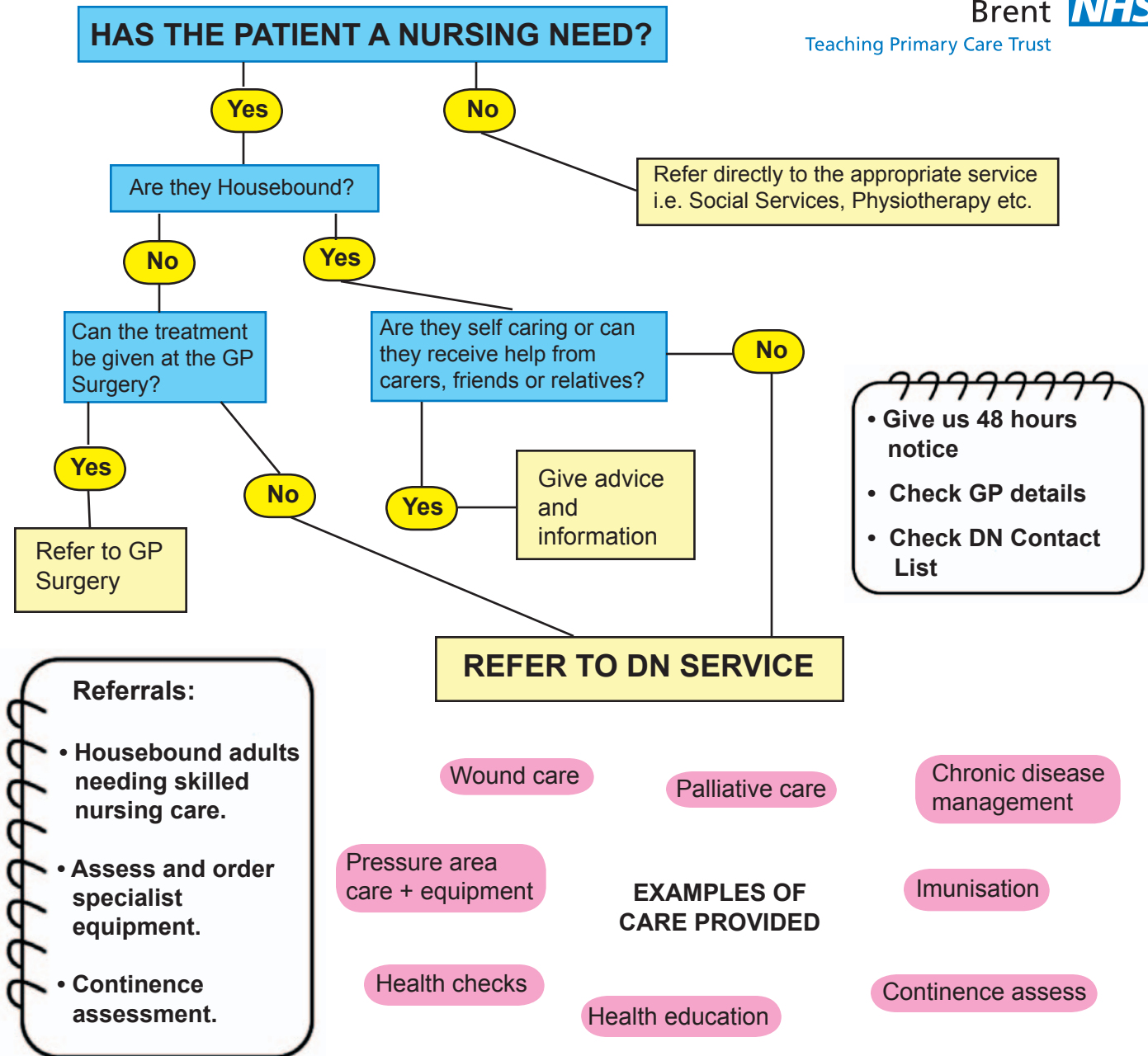
- G.P EXAMINATION**
- Abdominal
  - Neurological
  - Rectal / vaginal
  - ? Prostate assessment
  - MSU - Urinalysis
  - Glucose



# CRITERIA FOR ADMISSION TO THE DISTRICT NURSES SERVICE

## The aim / principles:

- Assess patients and carers holistically and plan care to meet identified health and nursing needs. This may lead, with patient's consent, to referrals to other health and social services, including voluntary agencies.
  - Provide care for meeting the health and nursing needs identified; enable, support and teach patients and carers to achieve independence and self-care by sharing knowledge and skills and promoting health education.
  - Care for people in their own homes, prevent unnecessary hospital admissions and A & E attendance and ensure continuity of care, act as the patient's advocate and liaise with other professionals.
  - Practice in a proactive manner that meets professional standards and is up to date and based on clinically effective evidence-based practice in line with national and local policies, guidelines and protocols.
- ◆◆◆
- We believe that patients are entitled to a high standard of care based on needs while respecting confidentiality, dignity, multicultural, and religious beliefs.
  - We believe in working in close partnership with family and informal carers and other social and allied health professionals to provide seamless, patient focused care.
  - We believe that we are knowledgeable and highly skilled professionals providing quality care to our patients and our community.



September 2004

## District Nursing Teams Contact numbers & GP attachment

**Single Point of Referral (Monday – Friday 9.00am – 17.00):**

**Tel: 0208 451 8087**

**Fax: 0208 451 8297**

**Wembley:**  
**District Nursing Clinical Lead: Hedy Aggrey**

Clinic or Health Centre	District Nurse Team Leader	Telephone Fax	GP Attachment
<b>Wembley Centre for Health and Care</b> 116 Chaplin Road, Wembley, Middx HA0 4UZ	<b>Hedy Aggrey</b>	Tel: 0208 795 6124 Fax: 0208 795 6132	<b>Dr N C Amin,</b> The Surgery GP Unit - WCHC <b>Dr P B Patel</b> <b>Dr C D Notaney</b> <b>Dr S Notaney</b> <b>Dr S M Sodhi</b> <b>Dr M Mamtora</b> <b>Dr R Bhardwaj</b> WCHC, 116 Chaplin Road Wembley HA0 4UZ <b>Dr S Patel,</b> 26 Eagle Road Wembley HA0 8SH
<b>Perrin Road Clinic,</b> Perrin Road, Wembley, Middx, HA0 3NW	<b>Shanta Patel</b>	Tel: 0208 904 9331 Fax: 0208 8392	<b>Dr S Metha</b> <b>Dr G Thanki</b> <b>Dr H Patel</b> <b>Dr N Rajah</b> 228 Watford Road Wembley HA1 3TY <b>Dr S Metha</b> <b>Dr G Thanki</b> <b>Dr N Rajah</b> <b>Dr H Patel</b> 267 Ealing Road Wembley HA0 1EZ <b>Dr Krotosky</b> <b>Dr Singh</b> 1 Stanley Avenue Wembley HA0 4JF <b>Dr Malde</b> <b>Dr Barman</b> <b>Dr Chandrasekara</b> 32 Stanley Avenue Wembley HA0 4JB <b>Dr U Omodu</b>

			<b>Dr J Akumabor</b> <b>Dr Haththotuwa</b> 116 Sudbury Ct Drive Harrow HA1 3TG <b>Dr P Metha</b> <b>Dr S Metha</b> <b>Dr Dattani</b> 2 Lanfranc Ct Greenford HA1 3QE
<b>Monks Park Team</b> (Monks Park Clinic), based temporarily in Chalkhill Health Centre, Rook Close, Chalkhill Road, Wembley HA9 9BQ	<b>Ladi Adekunte</b>	Tel: 0208 901 1184 Tel: 0208 904 0911 Fax: 0208 9011056	<b>Dr N B Amin</b> <b>Dr N M Amin</b> <b>Dr M G Amin</b> Hazeldene M C 2B Wyld Way Wembley HA9 6PW <b>Dr Shields</b> <b>Dr Kapoor</b> <b>Dr St John</b> <b>Dr Koffman</b> The Law MC Practice 124 Harrow Road Wembley HA9 6QQ <b>Dr M C Patel</b> <b>Dr Wijeratne</b> <b>Dr Kirpalani</b> 262 Harrow Road Wembley HA9 6QP <b>Dr N N Sabharwal</b> <b>Dr C K Sabharwal</b> 19 Lancelot Road Wembley HA0 2AL <b>Dr Balan</b> 56 Preston Road Wembley HA9 8LB <b>Dr A R Patel</b> 23 Preston Road Wembley HA9 8JZ <b>Dr Raichura</b> <b>Dr Prasad</b> 95 Grasmere Avenue Wembley HA9 8TF
<b>Wembley Park Drive</b> 19-21 Wembley Park Drive Wembley - Middx HA9 8HD	<b>Agnes Nimmo</b>	Tel: 0208 795 4077 Fax: 0208 795 4902	<b>Dr Ross</b> <b>Dr Dave</b> <b>Dr Rodrigues</b> <b>Dr Pillayer</b> Wembley Park M C 21 Wembley Park Drive Wembley HA9 8HD <b>Dr Bernstein</b> <b>Dr MCGovern</b> <b>Dr Cohen</b> Beechcroft M C 34 Beechcroft Gardens Wembley HA9 8HD

**Kingsbury:**  
**District Nursing Clinical Lead: Sharon Barlow**

<p><b>Chalkhill Health Centre</b> Rook Close, Chalkhill Road Wembley HA9 9BQ</p>	<p><b>Sarah Brown</b></p>	<p>Tel: 0208 901 1139 Tel: 0208 904 0911 Fax:0208 908 0329</p>	<p><b>Dr Levere</b> <b>Dr Babunarayan</b> 331 Church Lane Kingsbury NW9 8JD <b>Dr Bayer</b> <b>Dr Mills</b> <b>Dr Fleming</b> 46 Forty Lane Wembley Park HA9 9HA <b>Dr Gosain</b> Tudor House M C 1 Chalkhill Road Wembley Park HA9 9RS <b>Dr V Chandran</b> <b>Dr S Pattani</b> <b>Dr P Pattani</b> <b>Dr M A Kamal</b> Church Lane Surgery 282 Church Lane Kingsbury NW9 8LU <b>Dr Rapp</b> <b>Dr Hussain</b> <b>Dr Salinsky</b> <b>Dr Sivakumaran</b> <b>Dr Merry</b> Chalkhill Health Centre Rook Close Off Chalkhill Road Wembley HA9 9BQ <b>Dr Wills</b> <b>Dr J Patel</b> <b>Dr T Kaleem</b> 1 Uxendon Crescent Wembley HA9 9TW</p>
<p><b>25 Hay Lane</b> Kingbury London NW9 0NH</p>	<p><b>Dill Mohamed</b></p>	<p>Tel:0208 206 2525 Fax:0208 206 2727</p>	<p><b>Dr Lloyd</b> <b>Dr Selwyn</b> <b>Dr Shah</b> <b>Dr Zamir</b> <b>Dr Mitchell</b> The Willow Tree Family Doctors 301 Kingsbury Road Kingsbury London NE9 0PE <b>Dr Bannerjee</b> 46 Girtton Avenue London NW9 9SU <b>Dr Bano</b> <b>Dr Bhand</b> <b>Dr Shah</b> 82 Stag Lane Edgware Middlesex HA8 LP <b>Dr Sobti</b> 5 Brampton Road Kingsbury London NW9 9BY <b>Dr Modi</b> <b>Dr Vora</b> 245 Stag Lane</p>

			Kingsbury <b>Dr P V Kumar</b> Kings Edge M C 132 Stag Lane Kingsbury London NW9 0QP
<b>College Road Clinic,</b> College Road Wembley – Middx HA9 8RJ	<b>Marlene Lashley</b>	Tel: 0208 904 2299 Fax:0208 904 1214	<b>Dr Das</b> 7 Northwick Avenue Kenton Harrow HA3 0AA <b>Dr Golden</b> <b>Dr Levy</b> 155/171 Kenton Road Harrow HA3 0YX <b>Dr Shah</b> 475 Kenton Road Harrow HA3 0UN <b>Dr Bathool</b> 123 Preston Hill Kenton HA3 9SN <b>Dr Mereli</b> 120 Preston Hill Kenton HA3 9SJ <b>Dr David</b> 533A Kenton Road Kingsbury NW9 9SA

### Harlesden:

<b>Craven Park Health Centre</b> Shakespeare Crescent, Stonebridge, London NW10 8XW	<b>Marlene Simpson</b>	Tel:0208 965 0151 Fax:0208 963 9158	<b>Dr Mathews</b> <b>Dr George</b> <b>Dr Murugaesu</b> 2-4 Buckingham Road Harlesden NW10 4RR <b>Dr Panch</b> <b>Dr Kirubaharan</b> Freuchen M C 190 High Street Harlesden London NW10 4ST <b>Dr I P Patel</b> 85-87 Acton Lane Harlesden London NW10 8UT <b>Dr Israni</b> Greenhill Park M C Greenhill Park Harlesden London NW10 9AR
<b>Craven Park Health Centre</b> Shakespeare Crescent, Stonebridge, London NW10 8XW	<b>Andrea Wilson</b>	Tel: 0208 965 0151 Fax:0208 963 9158	<b>Dr A Gellert</b> <b>Dr S Gellert</b> <b>Dr R Hughes</b> <b>Dr C Amobi</b> <b>Dr Brice</b> <b>Dr Taylor</b> Brentfield Medical Centre 10 Kingfisher Way London NW 9 8TF
<b>Craven Park Health Centre,</b> Shakespeare Crescent	<b>Roseline Ezeagbo</b>	Tel: 0208 965 0151 Fax:0208 963 9158	<b>Dr S K Banerjee</b> <b>Dr Mondal</b> <b>Dr Khan</b> <b>Dr Bowman</b> <b>Dr Bhushan</b>

Crescent, Stonebridge, London NW10 8XW			<b>Dr K Banerjee</b> Craven Park H C Shakespeare Close London NW10 8XW
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### Willesden:

<b>Pound Lane Clinic,</b> Pound Lane, Willesden, London NW10 2HH	<b>Florence Opoku</b>	Tel:0208 459 5116 Fax:0208 459 4987	<b>Dr Chatlani</b> Pound Lane Clinic Pound Lane, London NW10 2HH <b>Dr Thompson</b> Burnley Practice Pound Lane Clinic London NW10 2HH <b>Dr Fletcher</b> <b>Dr Baura</b> 125 High Road Willesden NW10 2SL
<b>Pound Lane Clinic</b> Pound Lane, Willesden, London NW10 2HH	<b>Maria Sakyi-Prah</b>	Tel:0208 459 5116 Fax:0208 459 4987	<b>Dr Ray</b> 45 St John's Road Harlesden, London NW10 <b>Dr B B Patel</b> 26 Park Road Harlesden, London NW10 8TA <b>Dr Kong</b> <b>Dr Kay</b> <b>Dr Evbuomwam</b> Church End Medical Centre 66 Mayo Road Willesden, London NW10 9HP
<b>Neasden Team:</b>			
<b>Willesden Hospital</b> Harlesden Road Willesden London NW10 3RY	<b>Mavis Munroe</b>	Tel:0208 4518470 Fax:02084518474	<b>Dr S M Coates</b> <b>Dr J Imerson</b> 114 Walm Lane NW2 4RT <b>Dr N S De Kare Silver</b> 5 Dollis Hill Lane NW2 6SH <b>Dr J U Ranade</b> <b>Dr P Jagadambe</b> 25 Chichele Road NW2 3AH <b>Dr U U Shah</b> <b>Dr U R Shah</b> 19 Chichele Road NW2 3AH <b>Dr J G Sheth</b> 131 Dartmouth Road NW10 8XW
<b>Willesden Hospital</b>	<b>Rachel Panda</b>	Tel: 0208451 8471 Fax:0208 451 8474	<b>Dr S B Deshmukh</b> <b>Dr P Kumaran</b> <b>Dr A M Peter</b> <b>Dr S Samani</b> <b>Dr M Q Ibrahim</b>

Harlesden Road Willesden London NW10 3RY			<b>Dr T Mohammed</b> <b>Dr S Ramdahen – Gopal</b> <b>Dr Dattani</b> <b>Dr Gajjar</b> <b>Dr Davis</b> 144 High Road Willesden London NW10 2PT <b>Dr Agbim (Dr Fletcher)</b> 125 High Road Willesden London NW10 8XW
<b>Oxgate Gardens</b> 81 Oxgate Gardens Nesden London NW2 6EA	<b>Hannah Cronin</b>	Tel: 0208 208 1026 Tel: 0208 208 1026	<b>Dr S Bhargava</b> 20 Braemer Avenue London NW10 0DJ <b>Dr A Dalsania</b> <b>Dr R Dalsania</b> 157 Crest Road London NW2 7NA <b>Dr R E Jones</b> <b>Dr J M Kellerman</b> <b>Dr K G Haynes</b> <b>Dr J R Marshall</b> 81 Oxgate Gardens London NW2 6EA <b>Dr Rasooly</b> 21 Tanfield Avenue London NW2 6JH <b>Dr I F Z Neoman</b> 9 Dollis Hill Lane London NW2 6JH

### Kilburn:

<b>Mortimer Road Clinic</b> Mortimer Road Kensal Rise London NW10 5TN	<b>Kindi Kaur</b>	Tel:0208 969 4040 Fax:0208 964 2103	<b>Dr Hussain</b> 17-19 Clarence Road Kilburn NW6 <b>Dr Najim</b> 59 Anson Road Cricklewood NW2 <b>Dr Mamood</b> 341 Kilburn High Road London <b>Dr Richardson</b> <b>Dr Abrahams</b> <b>Dr Coffman</b> The Law Medical Group 9-11 Wrotesley Road London NW11 5UY <b>Dr Dattoo</b> <b>Dr Craig</b> <b>Dr Burch</b> <b>Dr Fernandez</b> <b>Dr Doko</b> Staverton Road Surgery 51 Staverton Road London NW2 5HL
<b>Mortimer Road Clinic</b> Mortimer Road	<b>Ellen Boakye</b>	Tel:0208 969 4040 Fax:0208 964 2103	<b>Dr Tooth</b> <b>Dr Landau</b> <b>Dr Rasooly</b> Parkhouse Medical Centre 18 Harvist Road

<p>Kensal Rise London NW10 5TN</p>			<p>London <b>Dr David</b> <b>Dr Ford</b> <b>Dr Iliffe</b> <b>Dr Pradham</b> <b>Dr Murray</b> <b>Dr Miller</b> <b>Dr H Davis</b> <b>Dr Dietch</b> 24 Lonsdale Road Kilburn London NW6 6Rr <b>Dr Patel</b> Chamberlayne Road Surgery London NW10 3JP</p>
<p><b>Kilburn Square</b> 91 Kilburn Square Kilburn London NW6 6PS</p>	<p><b>Desma Mathurim</b></p>	<p>Tel: 0207 625 5115 Fax:0207 372 3749</p>	<p><b>Dr Braunold</b> <b>Dr Tate</b> <b>Dr Hill</b> <b>Dr Joffe</b> <b>Dr Ishani</b> <b>Dr Shaw</b> <b>Dr Thomas</b> Kilburn Park MC Cambridge Road, London NW6 5AY <b>Dr Elahi</b> <b>Dr Lucas</b> 18 Cambridge Gardens, London NW6 5AY <b>Dr Obiekwe</b> Blessing Medical Centre 307 Kilburn Lane, London W9 3EG <b>Dr Shaikh</b> 3 Peel Road London NW6 5RE</p>
<p><b>Kilburn Square</b> 91 Kilburn Square Kilburn London Nw6 6PS</p>	<p><b>Joy Onigye</b></p>	<p>Tel: 0207 625 5115 Fax:0207 372 3749</p>	<p><b>Dr Wayne</b> <b>Dr Sheriff</b> <b>Dr Foster</b> <b>Dr Mendell</b> <b>Dr Rosenfelder</b> <b>Dr Halpern</b> Bronsbury Park Medical Centre 279 Kilburn High Road NW6 6SD <b>Dr Oliver</b> <b>Dr Mitchelly</b> <b>Dr Robinson</b> <b>Dr Skelker</b> The Windmill Practice 65 Shoot Up Hill London NW2 3PS <b>Dr Maheswaran</b> 60 Cricklewood Broadway London NW2 3ET</p>

### **Out of Hours Service (17.00 – 8.00):**

Work group: Hedy Aggrey, Shanta Patel, Ellen Boakye, Florence Opoku, Maria Sakyi-Prah,  
Rachel Panda, Sarah Brown  
October 2004

## **District Nursing Clinical Lead: George Bandasoah**

<b>Based at Perrin Road Clinic Messages also taken by St Charles Hospital</b>	<b>Marlene Lashley</b>	<b>St Charles Hospital:</b> Tel: 0208 969 2488 <b>Perrin Road Clinic:</b> Tel: 0208 904 9331 Fax: 0208 904 8392	All <b>Brent</b> patients
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