

Dr Asaad Nm & Partners

# A guide to our services

**Telephone: 01753 542424**

## Our Team

**Dr Naeim Michel Asaad** (male)

MBCHB DRCOG

**Dr Indranil Kundu** (male)

MBBS DFFP

## Our practice area

Our practice is located in postcode area SL3 7TY. If you would like to know if your address is covered by our catchment area, please contact the main practice with your address details.

## Contacting Us

### Dr Asaad Nm & Partners

The Orchard Surgery, 324 Trelawney Avenue, Langley, Slough, SL3 7TY

**Tel: 01753 542424**

Also branches at:

The Surgery, 12 Wheelwrights Place, High Street, Colnbrook, SL3 0JX

Opening Hours:

Monday	14:15 - 17:15
Tuesday	Closed
Wednesday	Closed
Thursday	Closed
Friday	Closed
Saturday	Closed
Sunday	Closed

## Evenings and weekends

For urgent advice and treatment when our practice is closed, please call the surgery telephone number 01753 542424 and we will explain how to contact our out of hours service or how to contact the PCT out of hours service if appropriate.

## Registering

If you live in our practice area and would like to register with us, please complete one of our registration forms that are available from all our receptions. When registering on the form, you will be able to say which practitioner you would prefer to see. However, you will be registering with the practice rather than an individual GP.

### NHS Direct

For free expert NHS health advice and information 24 hours a day, please call NHS Direct on 0845 46 47 (calls charged at local rates), or log on to [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

■ Your local pharmacist will be able to give you free health advice and you don't need an appointment. Many pharmacies operate extended hours on a rota basis. For details, call NHS Direct on 0845 4647.

Your nearest three pharmacies are:

**(1) McParland HA Ltd**

306 Trelawney Avenue, Langley, Slough, SL3 7UB

**Tel: 01753 541939**

**(2) McParland HA Ltd**

6 The Harrow Market, High Street, Langley, Slough, SL3 8HJ

**Tel: 01753 546464**

**(3) Lloyds Pharmacy**

18 Parlaunt Road, Langley, Slough, SL3 8BB

**Tel: 01753 543429**

## Walk-in Centres

The following are the three nearest Walk-in Centres to Dr Asaad Nm & Partners:

**(1) Slough NHS Walk-In Centre**

Upton Hospital, Slough, SL1 2BJ

**(2) Ashford NHS Walk In Centre**

Ashford Hospital, Ashford, TW15 3AA

**(3) Weybridge NHS Walk-In Centre**

Weybridge Hospital and Primary Centre, Weybridge, KT13 8DY

### Other health care services

Primary care services not available at our practice are provided by Slough PCT.

## Prescriptions

Please call our main practice for details of how we deal with prescriptions.

## Repeat Prescriptions

Please call our main practice for details about obtaining a repeat prescription.

## Appointments

Ring our main switchboard number on 01753 542424 to book an appointment at either our main practice or one of our 3 branch surgeries. Patients who are aged 16 years or over and under 75 years and who have not been seen by us in three years may request a consultation at the practice.

Patients who are aged over 75 years and who have not been seen by us may, also request a consultation. This may be at the practice or in your home if appropriate.

### You can help us by:

- Being on time for your appointment
- Letting us know if you need to cancel

## Home visits

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible.

## Other Information

### Complaints

We are happy to receive any comments or complaints about any aspect of the service we provide, please contact our Practice Manager. However, you might feel more comfortable raising such issues through the Independent Complaints Advisory Service (ICAS). Advice on this and about how to use the NHS complaints procedure generally can be found on a Self Help Guide on the website [www.icasresources.com](http://www.icasresources.com).

### Patients with particular needs

The following facilities are available for people with special needs:

Parking

If you need more information, please contact the main practice with your query.

## **Patient confidentiality**

We respect your right to privacy and keep all your health information confidential and secure.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care.

This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care.

You have the right to know what information we hold about you. If you would like to see your records, please call our practice manager at our main practice.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

**GP Complaints,  
Slough PCT,  
Slough PCT Trust HQ, Beech House,  
Upton Hospital,  
Albert Street,  
Slough,  
SL1 2BJ,**

## **About this fact sheet**

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## Notes