

V1.18 - Jan 18

Comments & Suggestions

We welcome your suggestions & comments about any aspects of our service & we have a general comments book at reception. If you feel you need to make a formal complaint please put the details in writing to the Practice Manager. We ask that all complaints are put in writing so that the detail is properly recorded & so that the matter can be fully investigated & responded to. Details of our complaints procedure is available at reception or on our website.

Please refer to further information on the Friends & Family test question which you can answer on our website or using the tablet in the sub-waiting area on site before you leave.

Zero Tolerance

We strongly uphold the NHS policy on zero tolerance. Anyone attending the practice who abuses doctors, other staff or patients either verbally or physically or in any threatening manner whatsoever, will risk removal from the practice list.

Disabled Access, Parking & Drop Off Facilities

The health centre can be accessed from Shotfield & there are several disabled parking spaces for use by visitors with a blue badge displayed at the front of the building. This area is now controlled by an automated barrier entry & exit system & these spaces are for a max parking period of 1hr. There are also 2 pay & display car parks with disabled spaces in Shotfield. There are **NO** other on-site parking facilities. There is a drop off bay at the front of the building for the drop off of disabled, elderly & frail visitors with limited mobility only. Cars should not park or wait here, once you have dropped off please move on. It is not for use by those physically able who are dropping off or picking up other items such as prescriptions. There is 30 mins free parking in the car park adjacent to the library.

Shotfield Medical Practice



**Jubilee Health Centre
Shotfield
Wallington
Surrey SM6 0HY**

**Tel: 020 8669 7612
Fax: 020 8773 1801**

**Website:
www.shotfieldmedicalpractice.co.uk**

Welcome to Shotfield Medical Practice

We are a friendly team whose aim is to provide you with the best possible health care for you and your family. We are based within the Jubilee Health Centre and share the premises with another practice (Wallington Family Practice) and a number of other health services.

Jubilee Health Centre

If you need to make enquiries about a community or hospital service based in the Jubilee Health Centre please check your letter from that service and contact them on the number provided. Alternatively you can telephone the information desk at the health centre on 020 3458 5733.

Opening Times & General Information

Our main reception is open Mon-Fri 8.00am to 7.00pm. You can also telephone us Mon-Fri 8.00am to 6.30pm.

We offer a wide range of appointments with GPs, our Physician's Associate (PA), Nurses and Health Care Assistant (HCA) throughout the day. For extended hours, appointments are also available from 7.30am and until 7.30pm some weekdays. Please note the practice is not open at the weekend but you can obtain information on how to get urgent medical attention by dialling our usual telephone number **02086697612**.

Outside our normal opening hours, and on all public holidays, you will be directed to call NHS111 if you need urgent advice or treatment from a doctor. All routine matters should be directed to the practice when next open.

Results

If you have had a blood test, x-ray or other investigation you can get the results online if you are registered. Please go to our website at www.shotfieldmedical.practice and set this up as it will save you time in the future. You will need to complete the consent form and bring it to the surgery with one piece of photo ID to complete the process. **Please allow at least 5 working days** for the results to reach us from the hospital. We will always notify patients of abnormal results or where further action is required.

Change of Personal Details

Please help us keep our records up-to-date by letting us know if you change your name, address or contact telephone numbers using the form provided at reception. Change of name will also require legal evidence to be provided. Change of address requires a recent letter or utility bill to you at that new address. We are keen to keep up-to-date mobile telephone numbers for all patients so please notify reception if this changes.

Accessible Information Standard

The Accessible Information Standard aims to ensure that people who have a disability or sensory impairment receive information that can be accessible and understood. Please make us aware of such issues for patients so we can assist.

Fees

Some services we provide are not covered by the NHS and you will be asked to pay a fee. This includes employment and private medicals, private sick certificates, insurance claim forms, holiday cancellation certificates and some travel vaccinations. Details of our fees are available at reception or on our website. Fees must be paid in full at the time you attend to collect the item or have the vaccination. **We currently only accept payment by cash or cheque.**

Confidentiality

All information about you is treated in absolute confidence by the doctors and staff. Results of blood tests, x-rays and other information will only be given to the patient or the parents/guardians of children, if this is confirmed and verified.

Repeat Prescriptions

If you take medication regularly you may be able to order it as a repeat prescription. You can request these by:

- Handing in a written request or using the tear off slip from your last prescription at reception
- Posting a written request or tear off slip
- Faxing your request to 02087731801
- Using our on-line request service
- Using a service provided by a local pharmacy

To avoid mistakes and ease telephone congestion we **DO NOT** take **any** requests for repeat prescriptions over the telephone. Please ensure you order your repeat medication in good time and allow **at least 3 full working days** for your prescription to be prepared, signed and ready for collection. Your prescription can be left at reception, sent to a local pharmacy electronically, or posted back to you if you provide a stamped addressed envelope. When you receive your prescription you may be asked to make an appointment with the Doctor, Nurse or HCA to check your health and make sure no change to the medication is required. Please take note of these messages to avoid future delays to prescription requests.

We now have a prescription clerk available 8.30am-12.30pm Mon-Fri who takes calls about general prescription queries only, not requests for items over the phone. If you wish to speak to the prescription clerk please choose **option 3** on our phone system.

The Practice Team

The Doctors:

Dr H Lings (female)	MBBS DRCOG DFFP MRCGP
Dr B Lewis (male)	MBBS MRCGP DRCOG
Dr J Munden (female)	BSc MBBS DRCOG DFFP FRCGP
Dr H Mahfooth (male)	MBChB MRCGP
Dr S Pattani (male)	MBBS DRCOG MRCGP
Dr K Kansagra (male)	MBBS BSc(hons) MRCGP DRCOG
Dr L Fisk (female)	BSc MBChB DFFP MRCGP
Dr E Martinez (male)	MBBS MRCGP
Dr L Rodriguez (female)	MBBS

Other Clinical Staff:

Physician's Associate	Eunice Ashley
Senior Nurse	Jennie Morrison
Practice Nurses	Sally Bullen, Amy Corbett, Lewis Daines, Kathryn D'Imperio & Yodit Tewelde
Health Care Assistant	Claire Coleman

Other Staff:

Practice Manager	Sarah Kavanagh
Assistant Practice Manager	Agnieszka Wierzbicka
Senior Administrator	Anne Dally
Secretaries/PAs	Lynn Chilvers, Christine Dullaway, Lisa Ireland, Linda Joiner, Sarah Kallender & Anne Palmer
Referral Secretary	Cheryl Deas
Prescribing Clerks	Charlene Baldwin and Arti Bheekha
General Administrators	Loga Baskarathas, Jenny Bridges, Purnima Patel & Kimberley Scott
Reception Co-ordinators	Genevieve Davis & Laura Rickus
Receptionists	Lesley Brown, Jay Crisp, Seher Gani-Kalsi, Alka Gupta, Rebecca Kavanagh, Linda Mcintyre, Shilpa Patel, Smita Patel, Olena Tychna, Alison Walton & Janet Wright

Seeing a Clinician

Routine Appointments

If you need to book an appointment you can telephone, call in at reception or use our **on-line facility**. Once registered for the on-line service you can make & cancel routine appointments with a doctor even when the surgery is closed. Ask at reception or see our website for details. If you have an appointment please arrive in good time & check in using the touch screen provided. If you have an appointment & get better or cannot attend please cancel in good time so the appointment can be offered to someone else. **You can cancel appointments by phone, online if you are registered for that service & by text if you have received a reminder text.** If you wish to have a chaperone present during your consultation/exam please let reception or the GP know as early as possible so this can be arranged. Also please see our leaflet on 'what is a chaperone' available at reception & on our website.

Emergency Appointments

If you feel that you have an urgent need on the day please ring as early as possible. You will be appropriately triaged by a member of the clinical team by phone & you may be asked to come in later that day but you won't necessarily be seen by a doctor or one of your choice. In cases of extreme urgency, e.g. suspected heart attack, severe shortness of breath, you may consider going straight to A&E or dialling 999.

Home Visits

You will be seen more quickly if you can attend the surgery where examination is easier. The time taken for a home visit is considerably longer than a surgery consultation. Please only request a home visit if it is absolutely necessary. If you do need a visit please telephone as early as possible & choose option 2 to speak to the secretarial team who will pass your details to the relevant duty doctor.

Telephone Advice

Sometimes you may have a question about a health problem or medication which does not require you to have an appointment to see someone. If you feel your query can be dealt with by telephone please ring and speak to the secretarial team (option 2 on our phone system) who will raise your query and they will ask an appropriate clinician to call you back later.

Practice Nurses

Our Nurses undertake a wide range of services such as reviews for long term conditions, smear tests, dressings, removal of stitches, ear irrigation, immunisations and travel vaccinations. Our Health Care Assistant (HCA) undertakes blood pressure checks, new patient health checks, NHS Health Checks (when these apply), removal of stitches & some wound care. All consultations with the Nurse or Health Care Assistant are by appointment only. You can make appointments by telephone or at reception, but unfortunately you cannot make appointments with any of the nursing team using the on-line facility as who you see and how long is required is dependent on what you need to be seen for.

New Patients

We are currently accepting new registrations. We have a designated catchment area which we have to adhere to so please ask at reception if your address is within that area. All those registering over the age of 16 yrs will normally be asked to make an appointment with the HCA for a new patient health check. This allows us to update your medical history and any current medical problems you may have. The check also allows you to ask any questions about the practice or other services. It can take several weeks for us to receive your full medical records from your previous GP.