**Shotfield Medical Practice**

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**Jubilee Health Centre**

**Shotfield**

**Wallington**

**Surrey SM6 0HY**

**Tel: 020 8669 7612
Website:** [**www.shotfieldmedicalpractice.co.uk**](http://www.shotfieldmedicalpractice.co.uk)

**Comments and Suggestions**

We welcome your suggestions and comments about any aspects of our service. There is a general comments book at reception. Should you feel you need to make a formal complaint this needs to be put in writing to the Practice Manager. This is so that the detail is properly recorded and that the matter can be fully investigated and responded to. Our complaints procedure is available at reception or on our website.

You can also leave comments or suggestions on the Friends & Family test question which you can answer on our website.

**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 and exit system. These spaces are for a maximum parking period of 1 hour. There are also 2 pay and 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.

**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
* Using our on-line request service
* Using a service provided by a local pharmacy

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.

**GDPR and Policies**

Our Privacy Notice and Policies are available on our website, or available on request.

**The Practice Team**

**The Doctors:**

Dr H Lings (female) MBBS DRCOG DFFP MRCGP

Dr B Lewis (male) MBBS MRCGP DRCOG

Dr H Mahfooth (male) MBChB MRCGP

Dr S Pattani (male) MBBS DRCOG MRCGP

Dr K Kansagra (male) MBBS BSc(hons) MRCGP DRCOG

Dr E Martinez (male) MBBS MRCGP

Dr L Rodriguez (female) MBBS

Dr A Sheridan (female) MBBS

**Other Clinical Staff:**

Physician's Associate: Eunice Ashley

Senior Nurse: A Corbett

Practice Nurses: J Morrison, L Daines, K D’Imperio and Y Tewelde

Health Care Assistant: C Coleman

**Other Staff:**

Practice Manager: Agnieszka Wierzbicka

Senior Administrators: Anne

Secretaries/PAs: Lynn, Christine, Lisa, Linda, Anne and Janet

Referral Secretary: Cheryl

Prescribing Clerks: Charlene and Annie

General Administrators: Loga, Jenny, Purnima, Kim and Helen

Reception Co-ordinators: Gene and Laura

Receptionists: Jay, Seher, Alka, Shilpa, Smita, Olena, Alison, Angie, Sue and Julie