

Patient Access



Routine Appointments Online

- **Book**
- **View**
- **Cancel**

Routine Repeat Prescriptions

- **Renew prescription request**
- **Check status / Track order**
- **View current medication list**

Medical Records

- **View your own medical records**

PRACTICE CHARTER



Thurleigh Road Practice

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OPENING HOURS

Doors Open	8.00am - 6.30pm (Mon - Fri)
Telephone Lines	8.00am - 6.30pm (Mon - Fri)
Clinic Hours	7.30am - 7.30pm (Mon - Fri)
Walk-In Baby Clinic	2.00pm - 3.30pm (Thu)
Test Results	Phone after 12 noon

Our aims are for you:

- to be seen the same day for conditions you and the doctor agree are urgent and cannot wait until the next routine appointment
- To offer you a routine appointment with a doctor within five working days, unless you want to see a specific doctor when you should please allow 10 working days (unless that doctor is on vacation, study leave, etc.)
- To have your records treated confidentially. Subject to your wish to have relatives and friends informed of the progress of your treatment
- To be seen at home at your doctor's discretion
- To receive medical advice 24 hours a day by dialling 111 for the NHS 111 service
- To have your repeat prescription ready for collection after 2 working days
- To have your long term medication and treatment reviewed at agreed intervals
- To be informed on how to get results of investigations
- To be informed of the practice's services and how best to use them (newsletter, leaflets, website)
- To receive health care in clean, comfortable and appropriate surroundings
- To be treated with courtesy and respect
- To have your concerns dealt with appropriate and rapidly if you have any problems or complaints.

As a patient of this practice, we expect you:

- to treat the doctors and practice staff with courtesy and respect
- To be punctual for your appointment time
- To give the practice as much notice as possible if you are unable to keep a booked appointment
- To make more than one appointment if more than one person needs to be seen
- To be prepared to make further appointments if you have numerous or complicated problems
- To be patient if appointment times are running late—it may be you who needs the extra time on another occasion
- To book a telephone consultation if your query can be dealt with by telephone
- To ask for a home visit only if the illness prevents you from attending the surgery—children can usually be brought to the surgery
- To only contact the out of hour service in cases of an emergency which cannot wait until the next working day
- To inform us as soon as possible of any changes to your personal details
- To find out about how to treat minor illnesses yourself and about disease prevention
- To take advantage of our screening programmes