

HELP US TO HELP YOU

At Thurleigh Road Practice you are an individual.

You will be treated with courtesy and respect by all our staff. We ask that you return this courtesy to staff and fellow patients alike. Please appreciate that we always try to provide a good service to our patients.

It is our job to give you treatment and advice.

Medical staff will advise you of the treatment they think you should have, and will be happy to discuss any questions you have.

Please ask us if you are unsure of anything.

It is important that you understand all the information you are given. No care or treatment will be given without your informed consent.

Let us know of any changes of name or address.

If you move out of our catchment area, you will need to register with another GP near your new home. There is a map of our catchment area in Reception.

We aim to send referrals within five working days.

Urgent referrals are processed within 48 hours. You can also be referred to private care if you wish.

GP TRAINING

The Practice has strong links with the London Deanery for Postgraduate Medical Education. We have three doctors who are approved trainers and act as mentors for GP Registrars. Our registrars are experienced hospital doctors who are attached to the practice, training to become GPs.

THURLEIGH ROAD PATIENT GROUP

The 'Thurleigh Road Patient Group' is our patient liaison group. They act as an advocate for patients to ensure that they get the best services possible, help establish closer links between the practice and the community it serves, and raise funds for specific items of benefit to patients. Please see Patient Group notice board for more information. Membership leaflets are available from Reception.

DISABLED ACCESS & INFORMATION

Please ring the disabled buzzer for help with access to the building. Disabled toilets are available on the ground floor and on the second floor. Braille translation for letters and correspondence can be organised. Please contact us.

PRACTICE TEAM

Partners	Dr Roger Schofield	(M)
	Dr Niki Salt	(M)
	Dr Ismat Nasiruddin	(F)
	Dr Cath Ellis	(F)
	Dr Shazia Ovaisi	(F)
	Dr Sajid Patel	(F)
Associate GP	Dr Eva Liu	(M)
Salaried GPs	Dr Victoria Poole	(F)
	Dr Nick Walder	(F)
	Dr Selena Chester	(M)
GP Registrars	Dr Rachel Knightly	(F)
	Dr Edward Robinson	(F)
GP Regular Locums	Dr Alex Gilkes	(F)
Nurse Practitioners	Jo Russel Fisher	(F)
	Tor Godfrey	(F)
Practice Nurse	Jen Moses	
Health Care Assistants	Vacant	(F)
	Margaret Connolly	(F)

ADMINISTRATION

Management Partner	Sandra Reeves	(F)
Practice Manager	Keighly O'Connor	(F)
Operations Manager	Ana de Freitas	(F)
Finance & Insurance Administrator	Eva Stoklosa	(F)
Referrals Administrators	Olivia Grimmitt	(F)
	Shenai Murray	(F)
Registrations Administrator	Emile M-Toussaint	(M)
Reception Administrator	Maxine Dixon	(F)
Reception Team Leaders	Felicity Marcel	(F)
	Ameer-Hasan Razvi	(M)

Thurleigh Road Practice

Patient Information

March 2018



88a Thurleigh Road
London
SW12 8TT

Tel: 020 8675 3521

Fax: 020 8675 3800

Email: waccg.thurleighroadpractice@nhs.net
www.thurleighroadpractice.nhs.uk

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

**PLEASE ASK RECEPTION IF YOU NEED
THIS LEAFLET IN LARGE PRINT**

REPEAT PRESCRIPTIONS

Repeat prescriptions of regular medications can often be issued without you having to see your doctor each time. Please submit your **previous prescription form**, ticking the boxes next to the medications you need. **Handwritten, emailed, faxed or online requests** will also be accepted. We aim to complete all repeat medication script requests within 48hrs. Please collect after 2pm. New medications or hospital scripts will take longer.

CHARGES TO NHS PATIENTS

Some services, such as private medicals and insurance claims, are not covered by the NHS. A list of these services and applicable fees is available in Reception.

DATA PROTECTION ACT

We are registered under the Data Protection Act. Your records are treated confidentially. Personal health information is used to monitor the Practice's health screening activities to ensure a quality service is provided to patients.

SUGGESTIONS & COMPLAINTS

We welcome feedback via our Suggestion Box in Reception. The Management Partner co-ordinates our in-house complaints procedure. Leaflets are available at Reception.

ZERO TOLERANCE

All staff at the surgery have the right to carry out their work without threat of verbal or physical aggression or intimidation. The surgery has a policy of removing from our list any patient who is physically or verbally abusive or threatening towards any member of staff or other patients.

NHS ENGLAND (LONDON)

We are contracted to provide personal medical services (PMS) for you by:

NHS England (London Region)
Skipton House 5th Floor
80 London Road
London
SE1 6LH

OUR SERVICES

- Family Planning
- Child Health Surveillance
- Cervical Smears
- Well Person Health Checks
- Maternity Services
- Immunisations
- Minor Surgery
- New Registration Health Checks 40+
- Smoking Cessation
- Yellow Fever Centre

At Thurleigh Road Practice we offer a variety of specialist services to our NHS patients— Annual reviews are available for patients with long-term medical conditions such as asthma, diabetes and heart disease.

Our **Nurse Practitioners** and **Practice Nurse** carry out some of these services and a wide range of nursing services including wound dressings, ear syringing, dietary advice and travel advice, and medication reviews.

Our **Health Care Assistants** are trained in blood pressure monitoring, ECG recording, spirometry, phlebotomy, dressings and stitch removal.

OUT OF HOURS CARE

Always dial **999** for serious or life threatening emergencies

If you have an urgent problem when the surgery is closed call **NHS 111**. You should call 111 if:

- You need medical help fast but it's not a 999 emergency
- You think you need to go to A&E or need another urgent care
- You need health information/reassurance on what to do next

The Junction Health Centre- 0333 200 1718
(8am-7.30pm every day of the year)

HEALTH VISITORS & DISTRICT NURSES

The **Health Visitors** are based at the Stormont Health Centre. They hold a 'Walk-in Baby Clinic' at the practice every Thursday from 2.00-3.30pm and will visit families with children under five. They can be contacted on 020 8812 5735.

Our experienced **District Nurses** provide a nursing service to elderly and housebound patients. They can be contacted on Tel: 020 8812 5666 Fax: 020 8812 5001.

APPOINTMENTS

Appointments can be made in person, by telephone, or online (for GPs only). Nurse and HCA appointments are not available online because certain items they deal with require appointments of varying length. **If you cannot keep your appointment please let us know** so that we can offer this to another patient. You can cancel by replying "Cancel" to your text reminder if you get these.

Routine Appointments

10/15 minute appointments, made in advance with the GP or Nurse of your choice— most suitable type to book if you have more than one issue to discuss. Clinics run every day between 7.30am and 7.30pm. Please note that before 8am and after 6.30pm (**extended hours clinics**) entry is by buzzer only.

Same Day Appointments

10 minute appointments available am & pm with a GP can be made each weekday morning from 8.00am in person, by phone or online. A few of these appointments are released automatically later in the afternoon to cater for patients with unexpected or urgent problems that cannot wait until the following day. Our Nurse Practitioners also have Same Day appointments for certain minor illnesses in adults and children *over the age of 2*. They can be made each weekday morning from 8.00am in person or by phone.

Telephone Triage for urgent matters

If there are no appointments left on the day, and your issue is urgent and cannot wait until the next day, please ask for a Telephone Triage slot.

Home Visits

For a home visit by the on-call doctor, **please telephone the Practice before 10.00am**. Home visits are primarily intended for our terminally ill and bedbound patients. We ask that children are brought into the surgery wherever possible.

Telephone Advice

All doctors and nurses are available to give telephone advice after their clinics in a pre booked slot. Please phone to book.

CHAPERONE

All patients are entitled to have a chaperone present for any consultation. Please request this when booking, or speak to your clinician.