

Balham Park Surgery

236 Balham High Road

London, SW17 7AW

Telephone : 020 8772 8772

Updated: September 2019

Next Review Date: December 2019

Managing Partner

Natalie Whyte - FIHM

Practice Booklet

Doctor Team

Dr Sangeeta Patel

Dr Clare Macmichael

Dr Previna Chana

Dr Marietta Swanne

Dr Shilts Shah

Dr Shehla Baig

Dr Elizabeth Marston

Dr Heather Watson

Dr Rebecca Holland

Dr Claire Taylor

Dr Taryn Walker

Dr Morag Lenman

Dr Akshala Gnanakulasekaran

Dr Oluwatosin Familusi

Dr Rehana Meeajan

Dr Alexander Drake

Dr Jennifer Paris

Dr Miranda Haggie

Dr Oliver Mumby

Dr Kavita Sharma

Dr Jennifer Williams

Dr Laura Seymour

Nurse Team

Sara Moloney

Kate Taylor

Elizabeth Eastham

Vivienne Higgins

Aleksandra Gawlik

-Lipinski

Claire Pridham

Lynne Ager

HCA

Gloria Elie

Valbona Gjura

Phlebotomy

Valbona Gjura

Website: <http://www.balhamparksurgery.co.uk>

Balham Park Surgery Information

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This document is subject to change without prior notification.

Introduction

Balham Park Surgery warmly welcomes you to the practice. We have a team of approximately 59 people, servicing over 19,831 patients. This pack has been designed to give you information about the services we provide and some of the procedures that we follow. It is worth keeping for future reference. If you have special requirements or queries about the contents of this pack please do not hesitate to ask. We are always keen to improve our practice. If you have any suggestions on how we can offer a better service please use the section 'Comments, Suggestions or Complaints' at the end of this booklet and pass to reception, or directly to Natalie Whyte (Managing Partner).

Surgery Opening Hours

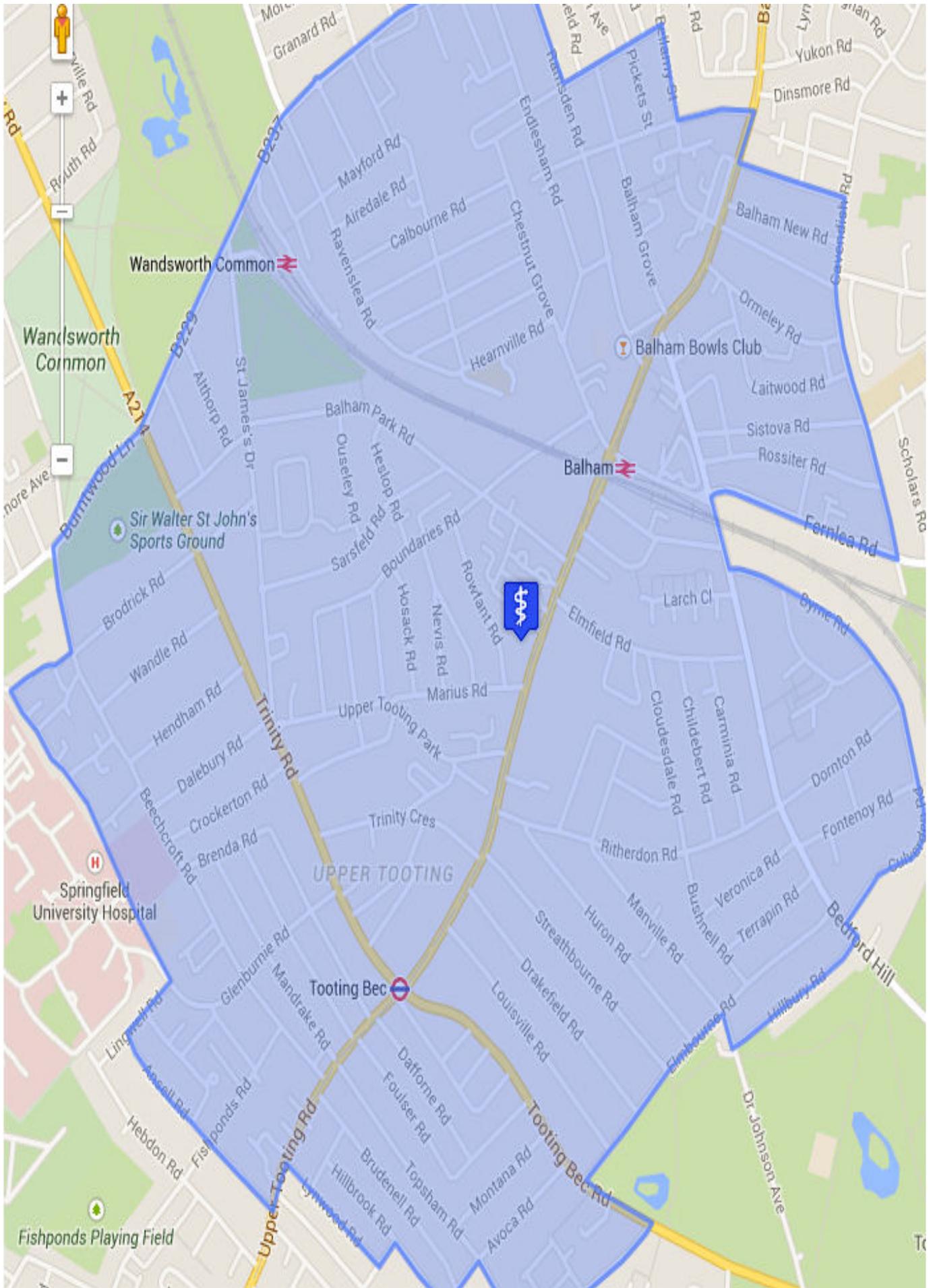
Monday	7:00am - 8:30pm
Tuesday	7:00am - 8:30pm
Wednesday	7:00am - 8:30pm
Thursday	7:00am - 8:30pm
Friday	8:00am - 6:30pm
Saturday	9:00am - 11:30am (routine nurse/doctor clinic)

The Reception desk is staffed for queries during these hours but please note that the **telephones lines are only open from 8:00am to 6:30pm Monday to Friday**. For information on how to contact a GP when the surgery is closed, please refer to the section in this booklet on "Contacting a GP".

REGISTRATION:

New patients must come into the surgery at any time during our opening hours and complete the registration forms. You can also complete registrations online via our website. Please allow up to 48 hours for you to be active and registered on our system, to make an appointment. If you need to see a GP sooner, please contact the surgery.

To register to become a patient at Balham Park Surgery, firstly please check if you are living within our catchment area.



New arrangements introduced by NHS England from January 2015 gave people greater choice when choosing a GP Practice. Patients were able to approach any GP Practice, even if they live outside the practice area, to see if they will be accepted onto the patient list. Under these arrangements we have been accepting patients who live outside our catchment area.

As a result, our list size grew significantly and we have found that we were unable to provide the desired levels of service that attracted patients to our practice. We have therefore taken the difficult decision effective from the 2nd November 2015 not to accept out of area patients. We will continue to accept new patients who fall within our catchment area, which can be found on the website.

If you are registered with us and move to the outer area, found on the website, you will be able to remain with the Surgery. If you move outside of our outer catchment area you will need to register with a new GP and will be deducted from our system after 6 weeks.

There are 4 parts to complete for adults:

- Registration Form
- New Patient Questionnaire
- Alcohol Questionnaire
- Accessibility Form
- For children you will only need to complete stages 1 and 2. Please be aware that at least one parent/legal guardian must be registered at our practice or registering at the same time if a child is registering.

Please note that once you are registered at Balham Park Surgery, you will be de-registered from your old practice and they will send your records here. So please let us know as soon as possible if you change your mind.

The practice welcomes registrations from asylum seekers, refugees and is happy for this information to be shared with local community organisations.

Appointments

You will need an appointment to see one of the doctors or practice nurses. Please telephone, or as one of our Care Navigators at reception. Each person needs their own appointment.

You can usually choose which doctor you would like to see, but if you want a same day appointment and your doctor is busy, you may have to see someone else. Please note that surgery times may differ from those shown below. Care Navigators (reception) will advise you of the times. A doctor is not usually available outside surgery times.

Doctors and Nurses generally operate surgeries during the following times:

Monday	7:00am – 12:00pm	2:00pm – 4:00pm	4:00pm – 8:30pm
Tuesday	7:00am – 12:00pm	2:00pm – 4:00pm	4:00pm – 8:30pm
Wednesday	7:00am – 12:00pm	2:00pm – 4:00pm	4:00pm – 8:30pm
Thursday	7:00am – 12:00pm	2:00pm – 4:00pm	4:00pm – 8:30pm
Friday	8:00am – 12:00pm	2:00pm – 4:00pm	4:00pm – 6:00pm
Saturday	9:00am – 11:30am (Routine pre-booked appointments only)		

If You Are Unable To Make Your Appointment

We understand that sometimes you may not be able to make an appointment that you have booked, or may need to reschedule. It would greatly assist us if you could telephone us in advance to notify us that you cannot make your appointment or no longer need to see a clinician. This may mean that patients who need medical attention can be seen sooner.

Our telephone lines are open 0800am-6:30pm Monday-Friday.

ONLINE BOOKING:

As an alternative to booking appointments via reception, you can use the online booking system. We encourage our patients to use this, as we hope this service will be more convenient for you, this is also gives our reception staff more time to deal with other queries.

To use this service, please notify a Care Navigator at our reception desk who will arrange this for you with our IT Team. You must have a valid email account for online access. Once you get the registration details you will need to activate your account via our website. Online access also enables you to book GP appointments and blood tests, order repeat prescriptions and send non-urgent secure messages to doctors. They will be responded to within 48 hours, the response can only be viewed by actively logging in to your online account.

ACCESS TO MEDICAL RECORDS ONLINE:

In addition to booking appointments, requesting repeat prescriptions and sending non-urgent messages to the surgery; patients now have the opportunity to view their medical record online. To access this you will need to provide photographic proof of identification(Passport, Driver's licence, National ID, Employee ID). You will also need provide proof of address, (utility bill, bank statement, tenancy agreement), which is dated within the last three months.

Access to your medical records online can take up to three weeks.

Lateness

If you are running late for an appointment, please call the surgery and one of our Care Navigators will inform the clinician you are seeing. If you are more than 10 minutes late, you will need to re book your appointment.

GP's can often run late in their clinic's due to unforeseen circumstances. Our Care Navigator's aim to inform patients when there are delays in clinics.

External Appointments

Hub

We are now working in conjunction with other walk in medical practices whereby we can offer you an appointment, if we do not have any availability at Balham Park.

These appointments are Fridays after 6:30pm, Saturday after 11:30am and Sunday all day. Please call our surgery for further information or for bookings.

The Junction Health Centre

Arches 5-8 Grant Road

Clapham Junction

SW11 2NU

Directions: Immediately to the left of the Clapham Junction National Rail Station– Grant road exit

Telephone Number: 0333 200 1718

Email: enquiries.thejunction@nhs.net

Website: www.junctionhealthcentre.nhs.uk

Bedford Hill Family Practice

120-124 Bedford Hill,

Balham

London

SW12 9HS

Telephone Number: 020 8673 1720

Email: WACCG.bedfordhill@nhs.net

Our Practice Charter

Our Service to You

As a patient of this practice you can expect

- To register with us, if you live within our catchment area.
- To be seen the same day for conditions you and the doctor agree are necessary.
- To have your records treated confidentially.
- To be seen at home at your doctor's discretion.
- To have your long term medication and treatment reviewed at agreed intervals.
- To be informed (through leaflets, etc.) of the practices' services and how best to use them.
- To receive health care in clean, comfortable and appropriate surroundings.
- To be treated with courtesy.
- To be told to whom you are speaking when you make a call to the surgery.
- To be able to book appointments up to a month in advance with a practitioner of your choice.
- To be able to speak with a GP or Nurse via the telephone the same day as your request.
- Due to our decreasing resources we may be unable to ensure an appointment with your usual GP within timeframes that fit your needs, however we still aim to provide the highest level of care by utilising an On call/ duty Dr system.
- Should the need for a same day appointment arise or you feel your problem can not wait until the next routine appointment , we are able to provide a call back from a GP who would be able to offer an appropriate pathway of care or arrange to see you if needed.
- To see your usual GP, we offer their next available appointment— in the event that this is too far in advance, we can usually organise a telephone consultation with them when they are next available,

Help us help you

As a patient of this practice we expect you;

- To treat the doctors and practice staff with courtesy.
- 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 so that we can use it for someone else.
- To make more than 1 appointment if more than 1 person needs to be seen, or if two issues need to be discussed,
- 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 extra time on another occasion.
- To ask for a home visit only if the illness prevents you from attending the surgery. Children can usually be brought to the surgery.

National Rights

As a patient you have the right to;

- Be registered with a GP and to change your doctor easily and quickly.
- Be offered a health check on joining a doctor's list for the first time.
- Ask for a health check if you are between 16 & 74 years old and have not seen a GP in the last three years.
- Receive emergency care at any time through a GP. (The PCT commission 111 Out of Hours)
- Receive health care on the basis of clinical need, regardless of ability to pay.
- Be given a clear explanation of any treatment proposed, including any visits and any alternatives, before you decide whether you will agree to the treatment.
- Have appropriate drugs and medicine prescribed.
- Be referred for a second opinion if you and GP agree this to be desirable.
- Have access to your health records, subject to any limitations in the law, and know that those working for the NHS are under legal duty to keep the contents confidential.
- Choose whether or not to take part in medical research or medical student training.
- Be given detailed information about local family doctor services through the Primary Care Support Services (PCSS).
- Receive a copy of your doctors practice leaflet, setting out the services he or she provides.
- Receive a full and prompt reply to any complaints you make about NHS services.

Referrals to secondary care services;

It is the Governments priority in England to:

- provide patients with an offer of choice when it has been decided they need a first consultant outpatient appointment; and
- offer patients booked appointments in secondary care by delivering booking arrangements through the national Choose and Book system.

When it is decided with your GP to refer you to a specialist you should be offered the choice of at least 3 or more hospitals you would like to be referred to, please ask you doctor for further details as there are certain exceptions.

Practice Staff

Partners

Natalie Whyte	Managing Partner (FIHM)
Dr. Clare Macmichael	(MBChB Bristol 1988, MRCGP, DRCOG) female
Dr. Sangeeta Patel	(MBBS London 1986, MRCGP, DRCOG) female
Dr. Previna Chana	(BSc MBBS London 1994, MRCGP, DCH, DRCOG) female
Dr. Marietta Swanne	(LMS Navarra 1989, MRCGP, DRCOG, DFFP) female
Dr. Shilts Shah	(BM Southampton 2001, MRCGP, DRCOG, DFFP) male
Dr. Heather Watson	(MBChB Edinburgh 1998, MRCPCH, MRCGP, DRCOG, DFFP, DTM&H) female
Dr. Sian Morris	(MBBS, DRCOG, DFRSH) female
Sara Moloney	(MA, RGN, FPCert, SCM Asthma Dip, Tropical Medicine Dip)

Other Doctors

Dr. Shehla Baig	(BSc MBBS London 1993, MRCGP, DRCOG) female
Dr Claire Taylor	(MBChB Bristol 2003, MRCPCH 2007, MRCPGP 2009) female
Dr Kavita Sharma	
Dr Lizzie Marston	(MBChB, MSc, DRCOG, DFRSH) female
Dr Akshala Gnanakulasekaran/ Dr Oluwatosin Familusi/ Dr Laura Seymour (GP Registrar)	
Dr Taryn Walker	
Dr Morag Lenman	
Dr Rehana Meeqan	(MA (cantab), BMBS, MRCGP, DFRSH)
Alexander Drake	
Dr Oliver Mumby	
Dr Jennifer Paris	
Dr Rosie Lockyer	
Dr Jennifer Williams	Dr Sophie Weiss

Practice Nurses

Sara Moloney	(MA, RGN, FPCert, SCM Asthma Dip, Tropical Medicine Dip)	
Kate Taylor	(RGN, Diab Dip, Family Planning Cert)	
Elizabeth Eastham	(RGN, MN)	Claire Pridham
Vivienne Higgins	(RGN, Diabetic Diploma)	Lynne Ager
Aleksandra Gawlik– Lipinski	(RGN), BSc Paramedic	

Healthcare Assistants

Paa Siaw	(Smoking Cessation Counsellor)
Kim Fenech	
Gloria Elie	(Smoking Cessation Counsellor)
Valbona Gjura	Walk in blood service (Phlebotomy)

Care Navigators

Lorraine Hayles (Manager) (BA Business Studies MSE ENG)		
Anesha Khan (Deputy)	Katrina –Rose Morton	Matilde Rogerson
Victoria Mckenzie	Alice Martin	Michael Bangura
Sofiha Choudhury	Karla Beasley	Anilton De Oliveria
Akif Choudhury	Stephanie Johnson	Karen Edwards

Practice Staff

Administration

Chandni Khalsa	Finance Officer
Karlie Woods	Finance Manager
Shelby Gibbs	IT Manager
Lorna Behan	IT Administrator
Chantal Jack	IT Administrator
Roselena Morales	IT Administrator
Maria Nimer	Insurances/Non NHS Services
Annie Romero-Collins	Insurances/ Non NHS Services
Julia Walker	Personnel Officer

Health Visitors

Daisy Barnswell	Helen Thurston	Samantha Evans	Idongesit Umoren
Sarah Danquah	Chandra Soogrin	Monique Hudson	

District Nurses

Emilia Abbiw-Jackson	Community Nurse
Patricia Delaphena	Community Nurse
Henrietta Brughoro	Community Nurse
Yasmeen Kara	Community Nurse

Physiotherapist

Tom Flannagan (St George's)	Gabi Guscott (Surrey)
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Psychologists

Maya Cooray (Wandsworth Psychological Therapies– Talk Wandsworth)	
Amanda Blok (Family Action)	Percival MCcooke (Drug & Alcohol specialist)
Chris Allen (Primary Care Support)	

Other Doctors Working Here

Apart from our regular doctors, we have GP registrars, who are fully qualified, experienced doctors, studying more about General Practice before becoming a GP. We occasionally have temporary doctors, for example, to cover for our regular GPs when on long term leave.

Medical Students

Sometimes medical or nursing students sit in with the Doctors or Nurses as part of their training. If you do not want the student to be present, inform a receptionist who will pass the information on before you are seen.

Trainers for new GP's

We have 4 GP trainers. As a training practice, from time to time we are inspected by external clinicians. Part of this exercise involves reviewing patient notes to ensure that we are recording clinical entries in the appropriate format, on such occasions a notice would be displayed.

Medical Students

We host medical students from St Georges Healthcare in some clinics. Please feel free to say if you do not wish to have a medical student present during your consultation.

Languages Understood at the Practice

(Punjabi/Urdu - Dr Chana), **(Urdu**-Dr Baig),**(Spanish** - Dr Swanne), **(Gujarati** - Dr Patel) ,

(Swahili/Gujarati-Dr Shah), **(French**-Dr Mitchell), **(Spanish**-Roselena), **(Creole**-Gloria), **(Polish**- Aleksandra), (Portuguese- Candida and Anilton, Care Navigators).

If you require an interpreter for a doctor's appointment, we are able to offer this service. We require a double appointment along with the details of the language spoken. Please inform reception and they will arrange this for you.

How Nurses can Help You

Our practice nurses Sara, Kate, Vivienne , Alex, Claire, Lynne and Elizabeth, have clinics throughout the day, offering many services, some of which are listed below. If you would like to see any of them, please make an appointment at the reception desk. They are available from 8:00am - 6:20pm weekdays. The Care Navigator will need to know which type of clinic you wish to attend.

There is also a Saturday Nurse Clinic, from 9:00am - 11:00am for routine nurse appointments. Late Night Clinics are open on Wednesdays until 8:30pm.

- Regular health checks for men and women.
- Regular checks for people with diabetes, asthma and high blood pressure.
- Advice on avoiding heart disease.
- Advice on a healthy diet / weight reduction.
- Pre-pregnancy advice
- Nursing procedures such as dressings, removing stitches, injections & ear syringing.
- Family planning, Contraception and Emergency Contraception (Morning-after pill)
- Cervical Smears
- Travel Health
- ECG
- Spirometry

Adult Immunisations + Travel Vaccinations

These are mostly free and are given by the nurses. For travel vaccinations it is best to start 6 weeks before leaving the country. We can also give Yellow Fever immunisation (a fee is payable for this).

Family Planning

Any of the practice nurses can advise you about methods of contraception. You will usually need to be seen before we can prescribe contraception. Diaphragms (caps) are fitted by the nurses and there is no need to see a doctor.

Our practice nurses can prescribe emergency contraception (Morning-after pill) following a telephone consultation with the patient.

If you would like to discuss or book a coil fitting. Please first see the podcast on the Balham Park Surgery website before contacting the surgery. A nurse will call you to book an appointment with Dr Swanne or Dr Marston.

Clinics and Additional Services

Minor Surgery

Sara Moloney (Specialist Practice Nurse) and Dr Elizabeth Marston do minor surgery here for skin problems such as small cysts, moles and skin tags. You will need to see one of the doctors first, before booking for the minor surgery clinic. Treatment is quick and easy.

Maternity

If you are planning a pregnancy, please make an appointment to see the nurse for pregnancy advice. During pregnancy we usually provide shared care with your hospital. You can see your doctor in a normal surgery for antenatal and postnatal checks, or see the midwife at Balham Health Centre. To make an appointment with the midwife, phone 020 8725 2536 at either 9:00am or 3:00pm. Our Health Visitors have information on Parent-craft classes, phone 0208 812 6212

Baby Clinics and Child Health

Health Visitors will provide help and support in the weeks following birth and up until your child is 5.

Please contact the Health Visitors on 0330 0581 679 for 8 month and 2 year checks and any other queries.

The drop in clinic is for advice and routine child check ups (Your health visitor will tell you when these are due). The clinic is run on an appointment only system and you can make an appointment via the Health Visitors.

There is also a baby immunisation clinic held on most Mondays, Tuesdays and Wednesdays from 1:00 pm with one of our practice nurses, if you just want to have your child immunised.

If you want to weigh your baby, scales are provided in the waiting room (no appointment necessary). 8 week check appointments are also held during baby clinics. This is carried out by one of our doctors.

If your baby is ill please make an appointment to see a doctor in a routine surgery.

Managing Moods, Anxiety and Psychological Therapies

If you are having difficulty in coping due to stress or are in need of counselling, please see your GP who will decide whether to refer you to one of our psychologists.

You can also self-refer by contacting Talk Wandsworth. This is a service provided to people over the age of 18 living in Wandsworth, who offer access to a range of talking therapies.

www.talkwandsworth.nhs.uk / 0203-513-6264

Help Us Help You

Home Visits

If you think you will need a home visit, please try to telephone the surgery before 11.00am on the day of the visit. The Care Navigator will take all the necessary details. There may be occasions where a visit is necessary (and this will be decided by the doctor) but in most cases attendance at the surgery is reasonable and more appropriate. We encourage patients who can, to attend the surgery rather than request home visits as we can often make a better assessment of patients at the practice.

Contacting a GP when the surgery is closed

Like other local practices, Balham Park Surgery contracts out its after-hours services to 111, from 6:30pm until 8:00am on weekdays and all-day on weekends and bank holidays. When you telephone the surgery after we have closed, the message you receive will give you details on how to seek medical assistance.

- Getting advice when it's not an emergency, but you need medical help fast call **111**.

Help Us Help You

Repeat Prescription Requests

From July 1st 2016 we will no longer accept telephone orders for repeat prescriptions. This is to prevent errors and reduce the pressure on the phone lines.

Please allow 48 hours for your script to be processed. Also, please have a nominated pharmacy, then you do not have to come into the surgery to collect the prescription; you can go straight to the pharmacy to collect your medication.

Direct request on the web site

You can go into your own medication screen via www.balhamparksurgery.co.uk and click on the Logon button for EMIS Access on the homepage. To use this service you must first register, you can contact the surgery to do this.

If you are on long term medication which rarely changes and doesn't require regular monitoring, you may be able to collect your repeats from the local pharmacy without coming into the surgery at all. Discuss this with your GP or Nurse when you see them to see if it would be appropriate for you. They can issue you with up to a year's worth of prescriptions which you take to your chosen pharmacy.

Electronic Prescription Service(EPS)

You can nominate a pharmacy of your choice and have your prescriptions sent electronically from the GP to that pharmacy. Please speak to reception about completing a nomination form.

In person

Bring the back of your prescription into reception with the items you want ticked.

Test Results

Please phone Patient Services on 020 8772 3330/3333 from 9:00am - 4:00pm or Reception on 020 8772 8772 (selecting option 3) from 8:00am - 6:30pm as the doctors may have already left a message or we can organise a GP to call you back.

Your blood tests and X-ray results are available in 3 working days (ultrasound tests may take up to 7 days).

When the results are back, the Dr's in the surgery will check them and pass a message to the Dr that requested the tests. When your Dr gets the results they may send you a text message.

After 7 days have passed and you have not heard anything, please contact the surgery.

Help Us Help You

Where to go for your blood test

If you are asked to bring in a specimen please do so before 11:30am Mon - Fri. as they are collected and taken to St. Georges Hospital, Tooting.

If the doctor asks you to have a blood test you can go to any of the following clinics:

Balham Park Surgery—We offer a phlebotomy service at the surgery which is held on most days for a pre-bookable appointment. This can be booked online or via Reception.

Balham Park Surgery walk in– We now offer a phlebotomy walk in service, which operates between 8.00am– 2.00pm Monday to Friday and Saturday 9:00– 11:00am.

St Johns Therapy Centre – 162 St Johns Hill, Clapham Junction, SW11 1SW:
Monday to Thursday 8:00am - 1:00pm and 2:00pm - 4:00pm. Friday 8:00am - 1:00pm only.
No appointment is necessary.

Balham Health Centre – 120 Bedford Hill:
Monday to Friday from 8:30am – 12:15pm. No appointment is necessary.

If you have been asked to FAST, you need to attend in the morning, having had nothing to eat for 12 hours before. You may have a drink of water on the morning of the blood test, but not tea, coffee, fruit juice etc.

How to prepare your ears for syringing

Please let the doctor or the nurse know if you have a history of a perforated (burst) ear drum, or a recent or current ear infection, as it may be unadvisable to proceed with ear syringing. Please follow these instructions prior to your ear syringing appointment with the Health Care Assistant (HCA) or Nurse.

Use olive oil to soften the wax. Do not use Otex, Earex etc. as these may cause eczema in the ear canal. Lie on your side.

1. Put 5 drops of oil into the ear that needs to be syringed.
2. Stay lying on your side for at least 5 full minutes.
3. Do not put cotton wool or tissue into the ear afterwards - this will soak up all the oil you have just put in!
4. Repeat this procedure 3 times a day or more, for a minimum of 4 days before your appointment.

Help Us Help You

If You are a New Patient

We ask new patients over the age of 40 to have an NHS Health check shortly after they register. Our Health Care Assistants offer appointments Monday to Thursday from 8am daily, and up to 6.10pm on some days.

It is important that you attend this valuable appointment as you will receive a health assessment and we can check we have all your appropriate information. This will include checking and recording your blood pressure, height and weight and also a basic urine analysis to check for protein and glucose.

Our trained member of staff will record any existing health conditions and family history of certain illnesses.

Please see or call reception to make an appointment on 020 8722 8772.

Smoking Cessation Advice

We have two in-house smoking cessation counsellors who can give advice, issue medication and provide support if you have given up, or are thinking of giving up smoking. Please make an appointment by contacting reception .

Disabled Patients

We have wheel chair access and all consulting rooms are on the ground floor. There is a toilet designed for disabled persons use. If you have any needs that we are not currently catering for, please advise us.

Reception is fitted with a induction loop for those with hearing difficulties.

Surgery Website

Please feel free to browse the surgery website at www.balhamparksurgery.co.uk You will have access to a wider range of information relating to our services, including the submission of repeat prescriptions requests and the booking of GP appointments on-line.

Patients registered for EMIS Access who have forgotten their passwords can call the surgery on 020 8772 3325 / 3326 / 3327 to retrieve their password.

Help Us Help You

Comments, Suggestions or Complaints

If you are worried about your illness or treatment, please speak to your doctor. Alternatively if there is something you are not happy about, Natalie Whyte, our Managing partner would be pleased to hear from you. We will always do our best to solve any issues that you may have.

We are also happy to receive your thoughts in writing. Please ask one of our Care Navigators for a suggestion / complaints form or use the form provided in this booklet or drop us a line on paper or via our website.

We aim to provide an acknowledgement within 3 working days and a full response within 15 working days.

We cannot improve our service unless we know what problems people experience.

Contacting Members of Our Practice Team

Care Navigators

The Care Navigators answer calls between 8:00am and 6:30pm Monday to Friday. During these times patients can contact a Care Navigator via the telephone and face-to-face. When the surgery is open for routine appointments out of usual hours we do not answer telephones and you will hear our voice message.

Managing Partner

Our manager, Natalie Whyte can be contacted directly on 020 8772 3320. There is an answer phone facility should the call not be immediately answered.

General Enquiries or Follow-Up of Hospital Referrals

Our Patient Services Administrators are available between 9:00am and 5:00pm. They can be contacted directly on 020 8772 3330 or 020 8772 3333.

These staff will either answer your query immediately, liaise with members of our clinical team or other organisations (e.g. St George's Hospital), or pass your message directly to a doctor to contact you.

Contacting Members of Our Practice Team

Health Visitors

Our Health Visitors can be contacted on 0330 0581679.

District Nurses

Our District Nurses can be contacted on 0333 3002350.

Psychology Services

Please contact 020 8772 3331 if you have any queries regarding psychology services.

Email / On-Line Appointments and Practice IT

For queries about our website and other information technology issues relating to the practice, please contact our IT Manager on 020 8772 3326.

Fees for Standard Non-NHS Services

Prices are updated in line with British Medical Association annual recommendations effective from 29th June 2017

We may require a £10 deposit for some services.

Certificates/Letters

Certificates without examination:

Straightforward certificates of fact	£ 20.00/£25
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More complex certificates without examination:

	£30 to £63.00
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- private sick note (incapacity certificate)
- accident or sickness insurance certificate - short certificate of incapacity
- without examination for patient to claim under accident or sickness insurance
- freedom from infection certificate, ie for school, travel or employment
- validation of private medical insurance (PMI) claim form, to support a claim or benefit in connection with private medical insurance, or completion of a 'pre-treatment' form
- school fees and special circumstance letters for school/college/university
- medical health references and occupational health forms

complex health club brief written medical certificate to confirm that a patient is fit to exercise

Note: Patients have the right to see the report before it is sent to the insurance company. If a request is made, the insurance company should inform the GP and the patient has 21 days to arrange to see it.

Work in Surgery

Private Sick Note (Incapacity Certificate) - required by patient for presentation to an employer (except those that the doctor is obliged to provide for statutory sick pay (SSP) purposes)	£30- £63
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Extract from records	£67.00
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Report on a pro forma, no examination (ie 20mins)	£89.50
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Fire Arms medical report	£50.00
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Written report without examination, providing a detailed opinion and statement on the condition of the patient (ie 30mins). This could include:	£133.00
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- Accident or sickness insurance to support a claim for payment of benefit under accident or sickness insurance policy
- Employment report pre-employment, or report on an employee, requested by an employer
- Fitness for education to attend university, college, teacher and nurses training and, for dentists, completion of the form of application for first registration of a dentist issued by the GDC
- Pharmaceutical trials report on suitability of patient to take part as non-patient volunteer

Private medical insurance: report on prospective subscriber to a private medical insurance (PMI) scheme (eg BUPA, PPP, WPA, etc)

passport form countersignature	We no longer provide these services for our patients.
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- Certification of Identity

Countersigning pictures

Proof of registration letters ONLY given to asylum seekers / refugees on request from the Home Office	No Charge
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Medical Examinations	
Pre-employment, sports fees, other medical examinations	Charged at the rate of £205 per hour/ £102.50 per half hour / £51.25 per 15 mins
Fit/not fit to fly/passenger Med Clearance (MEDA) ir peanut allergy	£40
Fit/not fit to attend/participate sports/modelling/attend courses	£40
PADI scuba diving / parachute medical exam	£75
Indoor Skydiving medical exam	£45
COP3 with/without examination	£150/£85
Lasting Power of Attorney with/without examination	£150/85
ECG as part of a medical examination/ bloods as part of a medical exam	Extra £96/ extra £32
South East Commissioning Support Unit Assessments for Mental Health, Looked after Children and their Carers	
Mental Health Section 12	£173.37
Mental Health Section 12 Own GP	£53.76
Fostering & Adoption – IHA (=C, YP or RHA, C or YP)	£120.00
Fostering & Adoption – AH Form Adult 1 Full	£85.00
Fostering & Adoption - Form AH2 – supplementary to Adult 1	£35.00
Form IHA - Initial examination on a child (initial health assessment for looked after children)	£68.00
Form MB (Obstetric report on a birth mother and neo-natal report on a baby)	£46.40
Ofsted Childminder's Form	£87.50
BD8 (certification of visually impaired people/blind)	£70.70
BD8 re-examination	£47.47
Driving Medical	
Elderly, taxi, racing driver fitness, HGV, sports licence,	Charged at the rate of £205 /per hour
DVLA Medical Questionnaire without Examination	£40.00
DVLA Seat Belt exemption with/without medical exam	£50/£110
Access to medical records under Data Protection Act	
Computerised records only	No charge– unless deemed repetitive or excessive (set by practice)
Manual or combined manual/computerised records	No charge– unless deemed repetitive or excessive (set by practice)
Copy of Yellow Fever Booklet/Immunisation that requires nurses to go through paper medical records.	£10.00
Insurance Reports	
Holiday cancellation/insurance claim forms (Pruhealth/Bupa/etc..)	£35 (Bupa may reimburse £15 towards the fee)
GP report for insurance applicants (written or typed in templates)	£104
Supplementary report	£27
Targeted report/specific condition	£45.00-£50.00
CICA report	£40
Wandsworth Council Medical Assessment/Lambeth Disabled Person's Travel Permit Report	£25.15
WWC Disabled Person's Permit Report	£25.15
WWC Medical Assessment Forms	£22.15
WWC Medical reports	£25.15
DS1500	£17.00
DWP Factoring	£22.50

Paternity Test

Fee per person – For making arrangements and to take sample – Fee simplified by Dept of Constitutional Affairs

£37.90

Vaccinations

International certificate of vaccination

£20.00

Yellow Fever/Meningitis ACWY/Rabies

£65.00/shot

For further information on vaccinations please log on <https://www.balhamparksurgery.co.uk/content/travel-clinic>

Blood Tests for Immunity

Employers are responsible for arranging blood tests for immunity done with their own Occupational Health Dept. For private work such as for visa application or non-medical work where the patient requires medical exam to declare that the patient is fit to work or requires free from infection certificate with blood immunity test, the patient is liable for **£45 charge**. Employers are liable for the administration fee and we will require advance payment from the patient. Invoice/Receipt can be provided for reimbursement purposes. We are only able to perform blood immunity tests free of charge for care workers, teachers, etc. or for prospective NHS staff. We do not perform Manteaux test or blood type group in the surgery.

- Medical record copy of existing blood test immunity - £10
- Blood taking (Phlebotomy) for blood test immunity without examination - £32
- Freedom from Infection Certificate with private medical exam (without blood immunity tests) - £35
- Medical exam with certificate and blood test for immunity (rubella, mumps, measles and hepatitis) - £45
- Completion of fit to study forms for medical students - £35.00 (£25 for St. George's students)
- Blood Immunity tests for care workers, teachers, NHS staff– Free
- Spirometry- £80.00

Work for pharmaceutical companies (Updated 01/04/2008)

Note: No fee can be charged for notification of adverse drug reactions.

a) Post-market surveillance forms

- per form
- more detailed form

£32.50

£42.50 to £106

Coroner's Report

For funeral director members of NAFD and SAIF

Allowances: Mileage at 56.4p per mile

Cremation forms

£82.00

Form 4 - certificate of medical attendant: £82.00 Form 5 - confirmatory medical certificate: £82.00

Fees for Standard Non-NHS Services

Vaccinations

International certificate of vaccination	£20.00
Private Yellow Fever	£65.00
Rabies	£65.00

Work for pharmaceutical companies (Updated 01/04/2008)

Note: No fee can be charged for notification of adverse drug reactions.

• Post-market surveillance forms	£16.50
* per form	£32.50
* more detailed form	£42.50 to £106.00
• Completion of medical research questionnaire	£223.00
• Participation in clinical trials	£196.00 / hour

Please note that we will no longer be able to accept cash payments at week-ends for Non-NHS work. Payments at week-ends must be by cheque or card only.

Prices are updated in line with annual recommendations. Last updated April 2015.

Please note that some Non-NHS requests require a £10 deposit, payable through Reception by Card, Cash or Cheque.

Blood Test for Immunity

Employers are responsible for arranging blood tests for immunity done with their own Occupational Health Dept. For private work such as for visa application or non-medical work where the patient requires medical exam to declare that the patient is fit to work or requires free from infection certificate with blood immunity test, the patient is liable for **£45 charge**. Employers are liable for the administration fee and we will require advance payment from the patient. Invoice/Receipt can be provided for reimbursement purposes. We are only able to perform blood immunity tests free of charge for care workers, teachers, etc. or for prospective NHS staff. We do not perform Manteaux test or blood type group in the surgery.

Confidentiality

Privacy And Confidentiality Of Your Medical Record

Your medical record is a lifelong history of your consultations, illnesses, investigations, prescriptions and other treatments.

Your GP is responsible for the accuracy and safekeeping of your medical record, whether it is a paper or computer held record. You can help to keep this information accurate by informing your GP of any change in your name, address, telephone number or marital status, and by ensuring your GP is informed about any changes in your health, or treatment that you receive.

If you move to another area or change GP, your GP will send your medical records to the Primary Care Agency, Roehampton to be passed on to your new practice. However a copy of all computer entries made onto your record during the time you were registered will be retained by the practice.

If you are under 16 years of age, you have rights to confidentiality where it is appropriate for your needs. For further information, please ask at the surgery.

How Can I Find Out What Is In My Medical Record?

We are required by law to allow you access to your medical record. If you wish to see your record, please contact the surgery for further advice. All requests to view your records should be made in writing to the practice. We are entitled to charge a small fee to cover our administrative costs. Your GP has a duty to keep your medical record accurate and up to date. Please feel free to inform him or her of any errors that have been made over the years.

What GPs Will Not Do

To protect your privacy and confidentiality, GPs will not normally disclose any of your medical information over the telephone or fax, unless we are sure that we are talking to you. GPs will not normally disclose any information to your family, friends or colleagues about any medical matters at all, unless they know that they have your consent to do so.

To protect your privacy, practice staff have been instructed not to disclose any patient information over the phone. Please do not ask them to do so.

If you have any queries, comments or complaints about privacy, confidentiality or your medical records, please contact your practice manager, or talk to your GP.

Disclosure of your details to a third party

As a patient you have the right to be seen in confidence. It is our duty to ensure that we protect this right.

If you would like us to disclose information to a third party, then you must inform us in advance and this instruction will be recorded.

If you have not informed us then we will not share your details with any other family member or friend. This includes details of whether you are on the premises.

Confidentiality

Who could see my record?	Why?
Doctors Practice Nurses Health Visitors District Nurses Midwives	Providing Health Care and Treatment: It is our policy to have a single medical and nursing record for each patient. We firmly believe that this offers the best opportunity for delivering the highest quality of care from a modern primary care team. Access to records will only be given to professionals directly involved in the treatment or investigation of your health needs.
Therapists Technicians	Access to records will only be given to professionals directly involved in the treatment or investigation of your health needs.
Medical Students GP Trainees	Some practices are involved in the teaching and training of medical students and doctors. If you see a medical student or GP during your consultation, they may be given supervised access to your health records.
Practice Staff	Practice Staff have access only to information that they need to perform their role within the practice, informing the Health Authority of registration and claim details, and performing various administrative tasks.
Government	We are required by law to notify the Government of certain infectious diseases for public health reasons
Law courts	The law courts can insist that doctors disclose medical records. When we are asked for medical reports from solicitors, we will only provide them if we can obtain signed consent to disclose information from the patient.
Primary Care Support England (PCSE)	We provide them with limited information so that they can organise national health care programmes such as childhood immunisations, cervical smear tests and breast screening. GPs also inform Health Authorities of registration changes, and certain procedures that they carry out on patients.
Social Services The Benefits Agency Local Authorities	We would not normally disclose any information without your signed consent. This is sometimes needed in order for benefits or other support to be provided.
Life Assurance companies	We provide information only when we have received your signed consent to do so.

Anyone authorised to see your medical records has a legal, ethical and contractual duty to protect your privacy and confidentiality.

Statistical information on the quantity and quality of health care provision and need is collected from your medical record to help us to plan and manage the NHS. This is essential if we are to ensure we attempt to match our resources to the public health needs. It also helps us to review the standard of care provided, and helps us to train and educate staff and undertake research approved by the Local Research Ethics Committee.

Patient Participation

Balham Park Surgery Patient Liaison Group (BPSPLG) - are patients of the surgery who meet every second Wednesday of each month 7-9pm to help shape the delivery of our services. We inform them of current issues and changes at the practice and they act as voice for other patients when we are considering new initiatives. The group produces a regular newsletter and you are invited to join as an active member or just be on their mailing list for regular updates. There is a member registration form at the back of this booklet.

Continuity of Care

At Balham Park Surgery, we try to enable patients to see the same doctor whenever possible as we believe that this provides patients with better care. This is particularly helpful if you are presenting with something that you have already consulted about.

Sometimes it might not be possible or appropriate to see the same doctor, for example if the doctor is away and if you feel that your problem cannot wait, or if you are advised to see another doctor in the surgery who has a special interest and skill in a specific area.

Please help us by requesting the same GP when you make your appointment. We also encourage patients who need to see a GP more frequently or have a GP who works reduced hours to choose a second GP, perhaps one that works more regular hours. You can discuss who should be your second GP with your doctor. All patients over 75 will be designated a usual named GP.

Seeing a Practitioner of Choice

At Balham Park Surgery we will do our best to offer you the practitioner of your choice but this might not always be possible. Some reasons for this are as follows:

- Some of our doctors work part-time and might therefore not be at the surgery when you need or would like to be seen.
- The practitioner of your choice might be fully booked on the day you need to be seen.
- The practitioner of your choice might be on leave.

It is always possible to leave a telephone message for the doctor of your choice to contact you on his or her return.

Speaking to a clinician on the telephone

It is possible for patients to speak to a clinician on the telephone. Please note that this is dependent on availability as clinicians may be running a clinic, in this case you may leave a message and the clinician will call you back or you may speak to another available clinician.

Useful Contact Details

Out of Hours Service '111' If you have any problems accessing the 111 service please dial-->		Tel : 111 0300 123 7763
The Junction Health Centre The Arches Clapham Junction Station 5-8 Grant Road SW11 2NU		Tel: 0333 200 1718
Primary Care Support England, PO Box 350, Darlington, DL1 9QN		Tel : 0333 014 2884
Jobcentre Plus / Benefits Agency Irene House 218 Balham High Road SW12		Tel: 0845 604 3719
Balham and Tooting Social Services 215 Balham High Road SW17 7BN	Adult & Elderly	Tel: 020 8871 7707
	Children	Tel: 020 8871 6622
	General	Tel: 020 8871 8707
Adult Wandsworth Social Services Welbeck House Wandsworth High Street SW18 2PS	General	Tel: 020 8871 7707
Balham Health Centre - Phlebotomy, Chiropody, Midwives 120 Bedford Hill SW12		Tel: 020 8 673 1720
St. George's Hospital Blackshaw Road SW17		Tel: 020 8672 1255
District Nurses– SPA (Single Point of Access) Open 8am– 8pm Monday to Friday and 8am-5pm Weekends		Tel: 0333 3002350
Balham Health Centre 120-124 Bedford Hill		Tel: 020 8 673 1720
Genito Urinary Clinic (GUM Clinic) The Courtyard Clinic St Georges Hospital Blackshaw Road		Tel : 020 8725 3353

Useful Contact Details

Blood Donation National Blood Service 75 Cranmer Terrace Tooting	Tel: 020 8258 8368
Wandsworth Carer Centre 181 Wandsworth High Street London SW18 4JE	Tel: 020 8877 1200
Health Visitors Balham Health Centre	Tel: 0330 0581679
ICAS Independent Complaints Advocacy Service www.pohwer.net	Tel: 01273 229 002
Talk Wandsworth First Floor Office Premises 56 Tooting High Street London SW17 0RN	Tel: 0203 513 6264

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HAVE YOU GOT A SUGGESTION, COMPLIMENT OR COMPLAINT?

We want you to be satisfied with our services. We welcome suggestions or ideas to help us improve. You can use this space to let us know what you think, or to complain.

Please hand it in, post it back to us or put it in the black suggestions box in the foyer.

Name:

Address:

Telephone Number:

Email:

My suggestion / compliment / complaint is

BALHAM PARK SURGERY PATIENT LIAISON GROUP (BPSPLG) - COME AND JOIN US

Your surgery's patient participation group, BPSPLG, has been active for more than fifteen years. BPSPLG's aim is to assist doctors and surgery staff to provide, and patients to access, the best possible health care at Balham Park Surgery.

Many patients receive our regular newsletters and attend our educational seminars on topics suggested by fellow patients.

Getting involved with BPSPLG is simple - just complete the form below and hand it in at Reception. You can access past newsletters, view our objectives and find out when the next meeting is on the BPSPLG section of the surgery's website. Just go to www.balhamparksurgery.co.uk and click on the BPSPLG button on the bottom left hand side of the screen.

BPSPLG's achievements include:

- successfully campaigning to keep extended hours appointments at BPS when the PCT threatened to cut off funding for this valued service
- demonstrating new online services for appointments and repeat prescriptions to other patients at the surgery
- helping the surgery prioritise the findings of the annual Improving Practice Questionnaire
- agreeing with the practice an annual process to involve patients in deciding how savings from practice based commissioning will be spent

BPSPLG Member Registration

Date*

Name*

Address*

Tel Nos*

email*