

USEFUL TELEPHONE NUMBERS

Local Chemists

Manor Chemist	020 8679 7198
Tanna Pharmacy	020 8764 6107
Eagle Chemist	020 8764 1629

Community Services

St. Helier's Hospital	020 8296 2000
St. George's Hospital	020 8672 1255

Social Services

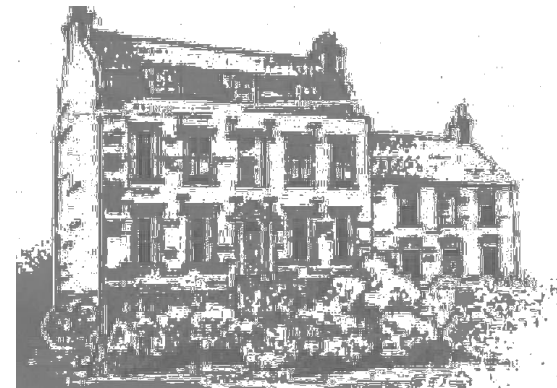
Merton	020 8543 2222
--------	---------------

Other Services

Carers Support, Merton	020 8640 4149
Marie Curie Cancer Nurses	020 7235 3325

TAMWORTH HOUSE MEDICAL CENTRE

341 Tamworth Lane
Mitcham
Surrey
CR4 1DL



www.tamworthhousemedicalcentre.co.uk

October 2016

Welcome to

Tamworth House Medical Centre

Telephone Numbers

Appointments/Queries

[how to book an appointment – see page 7]

020 8764 2666

Monday to Friday
[8.00 a.m. to 6.30 p.m.]

**Medical Treatment/Advice when we are Closed
[please see page 12]**

After 6 p.m. Monday to Friday
24 Hr. Service Saturday, Sunday and all Bank Holidays

111

Doctor/Nurse Consulting Times

Mondays, Thursdays & Fridays

9.00 a.m. to 12.00 noon, 1.30 p.m. to 6 p.m.

Tuesdays

7.00 a.m. to 8.30 a.m., 9.00 a.m. to 12.00 noon, and
1.30 p.m. to 6.00 p.m.

Wednesdays

9.00 a.m. to 12.00 noon and 1.30 p.m. to 8.00 p.m.

Personal Callers

The surgery doors are open to personal callers

Monday to Friday
8.00 a.m. to 6.30 p.m.

[

Complaints and Suggestions

We try to provide the best service possible for our patients. There may be rare occasions when a patient feels we have not fulfilled their expectations. In these situations we appreciate feedback on any shortcomings so that we can try to improve. If a patient feels it necessary to complain about the level of service this should be in writing to the Practice Manager.

In most circumstances patients would expect to receive a full response within ten days of our receipt unless the matter requires further investigation in which case we undertake to keep our patients updated of progress.

Where patients feel their complaint has not been resolved satisfactorily, you can contact the Complaints Team at NHS England to review the matter further on request:

Email england.contactus@nhs.net or telephone 0300 311 2233.

Did You Know?

You do not require a sick note for the first seven days of your illness. A self-certification form, available from your employer is sufficient for this purpose.

Alternatively you may obtain a DSS self-certificate [SC2] from the receptionists at the practice.

If, under exceptional circumstances, a sick note is issued for this period it will be a private certificate which is chargeable.

Practice and Patients' Responsibilities

Practice:

- ◆ To provide a high level of medical care in accordance with the guidelines set down by the National Institute for Clinical Excellence and the National Service Frameworks.
- ◆ Not to discriminate on race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition.
- ◆ To protect a patient's right to confidentiality.
- ◆ To provide access to a patient's own medical record or other information held about them in accordance with the Data Protection Act of 1998.
- ◆ To request identification or checkable information to confirm the identity of a patient requesting confidential information
- ◆ To refuse to retain patients on the medical list who are abusive or exhibit aggressive behaviour towards practice staff, other representatives of the practice, or other patients on the practice premises.

Patient:

- ◆ To be treated equally irrespective of race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition.
- ◆ To request details of their medical record or other personal details held by the practice, in accordance with the Data Protection Act of 1998.
- ◆ To inform the practice of any changes to their personal details including address, telephone or name changes.
- ◆ To observe the practice's request that patients treat the staff and facilities with the respect they would expect to receive themselves.
- ◆ To inform the practice as soon as possible if they are unable to attend a booked appointment.

Introduction

The aim of this leaflet is to introduce you to our practice team and outline the services we provide. Please read this leaflet carefully and keep it to hand for future reference.

We are a partnership of six doctors, four working full-time and two working part-time on Mondays, Tuesdays and Wednesdays. As a practice we try, not only to treat illness, but also to promote general good health and well being in our patients. We endeavour to treat all our patients as individuals, with needs that are not only physical but also emotional, irrespective of race, creed, colour, gender, sexual orientation or religion.

The practice is part of the Merton CCG and operating under the Personal Medical Services contract.

Practice Facilities

The practice is situated in purpose built premises on the corner of Tamworth Lane and Manor Road offering a well proportioned waiting area with a children's area. Please note that due to reasons of hygiene, we are unable to provide toys. Access for the disabled was generally incorporated within the design of the building. We have three patients' toilets, one of which has access for wheelchair users and space for baby changing.

Unfortunately, car parking is limited, but patients are welcome to use unoccupied designated spaces, at their own responsibility.

The Practice Team

Clinical

Dr. Geoffrey Hollier	MB BS [M]
Dr. Aric Wong	MB BS MRCP [M]
Dr. Santana LaPorta	MB ChB DROCG DCH MRCP [F]
Dr. Ila Bommayya	MD MRCP DFFP [F]
Dr Gnanodini Divaharan	MBBS MRCP DRCOG [F]
Salaried GP	Dr Shehla Tauqir
Nurse Practitioners:	Eleanor Adamthwaite
Practice Nurses:	Hannah-Marie Smith Sylvia Gilpin-Jackson

Translation Services

We are always mindful that for many of our patients, English is not their first language. For patients who have no knowledge of the English language, or for those who do not feel confident enough to undergo a medical consultation conducted in English, a telephonic translation service is available. This means an interpreter will be party to the consultation via a telephone link, to assist as appropriate. Please request this service at the time of booking, stating the mother tongue of the patient.

Our in-house team also has doctors who speak Italian, Cantonese and Gujarati. Again, please ask at time of booking for access to this service.

Carers

If you are providing help or support to a friend, neighbour, relative or partner who could not stay at home due to their sickness, age or disability, then you are a carer.

Please ask a receptionist to becoming a registered Carer at the surgery. Once you are registered as a Carer you are entitled to a free yearly flu vaccination and the practice offers advice and support to Carers.

**MEDICAL ADVICE/TREATMENT WHEN WE ARE
CLOSED
Out of Hours/Emergency Access**

If you require medical advice or treatment whilst the surgery is closed, please contact

NHS 111

Home Visits

Most patients will be able to attend the surgery and we encourage you to do this, as it makes the most efficient use of the doctors' time. For patients who are unable to attend, then you may request a home visit by telephoning

020 8764 2666

before 10.00 a.m. whenever possible

The receptionist will ask for details of the problem, so that urgent medical conditions can be given priority. It may be necessary for the Duty Doctor for that day to conduct a telephone consultation before a visit is arranged. All home visits are at doctors' discretion.

The Practice Team

Administration

Practice Manager: Adama Ceesay

Senior Receptionist: Lynn Paradine

Receptionists: Jackie Smith
Linda Tanner
Gemma Paul
Jane Badham
Claire Danskin
Julie Cornwell
Charmaine Shali
Rushina Jethwa

Patient Administrator: Tracy Catley

Repeat Prescribing Administrator: Mary Setyabule

Reception Hours

Reception is open from 8.00 a.m. to 6.30 p.m. from Monday through to Friday.

Additional Services

Clinic	When	How to Access
Child Health Clinic	Mondays [1.30 to 3.00 pm]	By Appointment
Chronic Disease Reviews	During Surgery Hours	By appointment with GP or Nurse
Talking Therapies [Adult Counselling]	By appointment	By GP referral
Diabetic [Doctor or Nurse led]	Monday and Wednesday mornings	By appointment
Anti-coagulation Clinic	Mondays and Wednesdays 9.15 to 11.15 a.m.	By GP referral
Implant (insertion and removal) & Coil fitting	By appointment	GP

Chaperones

The doctors, nurses and other staff within this practice recognise the sensitive nature of intimate physical examinations. Patients may feel more comfortable if another person is present while they are examined. This applies to examinations of both sexes. In some cases the doctor or nurse may decide it is appropriate for a third party to be present, although the patient must consent to this.

Should any patient require a chaperone, for any examination, they should inform the receptionist at the time of booking the appointment. In the event of a chaperone not being available due to pressure of time or staff shortages, the examination may need to be deferred.

Travel

[Authorised Yellow Fever Vaccination Centre]

The practice nurses are able to offer information regarding immunisation advisable for travel abroad. The nurses will discuss individual requirements, administer injections as necessary and advise on additional medication or precautions. It should be noted that some of these services are not part of the NHS and are therefore chargeable. Payments are accepted either in cash or by cheque supported by a cheque guarantee card.

Training

Tamworth House Medical Centre is a training practice, for Registrars training to become General Practitioners and for Foundation Year Two Doctors to give them General Practice Experience. We also teach medical students and support the training of nurses. You may be asked if a health care professional in training can participate in your consultation. You are under no obligation to agree and your refusal will not cause offence. You may also be asked to consent to video recording of your consultation for assessment purposes. We can assure you that the video will be kept secure and will only be used for assessment by appointed doctors.

Disclosure of Information

We ask you for information so that we can provide you with proper care and treatment. We keep this information, together with details of your care because it may be needed if we see you again.

We may use some of this information for other reasons, for example, to help us protect the health of the public in general and to ensure that we provide services in line with the needs of our patients.

Information may also be needed to help educate the clinical staff of tomorrow and to carry out medical research for the benefit of everyone.

Everyone working for the NHS has a legal duty to keep information about you confidential. We only ever use or pass information about you if people require it for a genuine reason and that it is in yours and everyone else's interest. We remove details which could identify you personally, unless you give us permission to do otherwise.

Anyone who receives information from us is also under a legal duty to keep it confidential.

Information may also be requested by banks and building societies regarding mortgage applications, life insurance etc. along with other professional bodies. In these cases we will not disclose any information without your signed consent. If you are at all unsure about the contents of such a report you have the right to view the report before it is sent. Any queries should be discussed with one of the doctors.

Appointments

The majority of our appointments are bookable up to seven days in advance, with limited same-day availability. We are unable to guarantee a consultation with a specific doctor.

Practice Nurse appointments are bookable up to one month in advance with limited same-day availability.

Please telephone the surgery on:

020 8764 2666

from 8.00 a.m. onwards for an appointment, including same-day morning and afternoon appointments. Appointments can also be made in person at reception or you can book your appointments online - www.tamworthhousemedicalcentre.co.uk/pages/Appointments

In the event of all GP's and Nurse Practitioners being fully booked for a surgery, and a patient feels that their condition warrants a same-day consultation, our receptionists will ask the patient for further details so that appropriate action can be taken, for example:

- ◆ There are certain conditions which out of necessity must be seen. Our receptionists have the authority to add patients with these conditions to the emergency session at the end of each day.
- ◆ Should a patient feel very strongly that they need to see a doctor, the receptionists will pass a message via the computer system to the Duty Doctor for that day. If, after a telephone consultation, the Duty Doctor feels the patient must be seen, an emergency appointment will be arranged. Please note it is a patient's own responsibility to remain contactable at the telephone number provided to the receptionist. We cannot guarantee what time the Duty Doctor will telephone, only that he/she will make a minimum of three attempts to establish contact with the patient concerned.

All telephone lines are open Monday to Friday from 8.00 a.m. until 6.30 p.m.

Repeat Prescriptions

Repeat prescriptions will be available within two working days, provided the computer generated printout is delivered or faxed [020 8679 3621] to the surgery. If it is difficult to drop the slip in personally, you are welcome to post the prescription request with a stamped addressed envelope. Your prescription will be processed and returned as soon as possible. Please remember this will take longer than two days depending on the postal service.

In addition, many local chemists provide a comprehensive repeat prescription service, including delivery of medicines. Please discuss your requirements with your usual pharmacist.

Telephone requests for repeat prescriptions will not be accepted. This is to prevent mistakes such as prescription of the wrong drug.

There may be a delay in issuing prescriptions if patients have not attended for review, or if the drugs requested are not authorised on the computer for repeat prescribing. In these cases prescriptions will be issued at the discretion of the doctor concerned.

Confidentiality

All patients will always be treated with courtesy and any personal details or information will be regarded as confidential. Patients who wish to speak privately to the reception staff will be directed to one of the rooms located next to the reception desk.

Nursing Services

Asthma, COPD, Diabetes, Hypertension, Well Woman/Man, Family Planning, Stop Smoking, Elderly Health Assessments, Baby Immunisations and Travel Vaccinations are all offered by our Nurse Practitioners and Practice Nurses. Please book appointments with our receptionists for these services.

Telephone Advice

You may telephone for advice from the Doctors or Nurses on a range of healthcare issues. Please call after 10.30am. If the Doctor or Nurse is not available at the time of your call the receptionist will arrange for them to return your call.

If you request telephone advice from the Duty Doctor/Nurse Practitioner, your call will be returned the same-day. If you request telephone advice from a specific/named doctor/nurse practitioner/practice nurse, your call will be returned within 48 hours, subject to the specific/named doctor/nurse's availability. It is the patient's responsibility to remain contactable at the number provided to the receptionist.

Your Named GP

All patients registered at the practice are allocated a named GP. If you are unsure of who your named GP is, please ask our receptionists.