

USEFUL TELEPHONE NUMBERS

Local Chemists

Manor Chemist	020 8679 7198
Akasi Pharmacy (used to be Tanna)	020 8764 6107
Eagle Chemist	020 8764 1629
Fairlight Pharmacy	020 8764 6433

Community Services

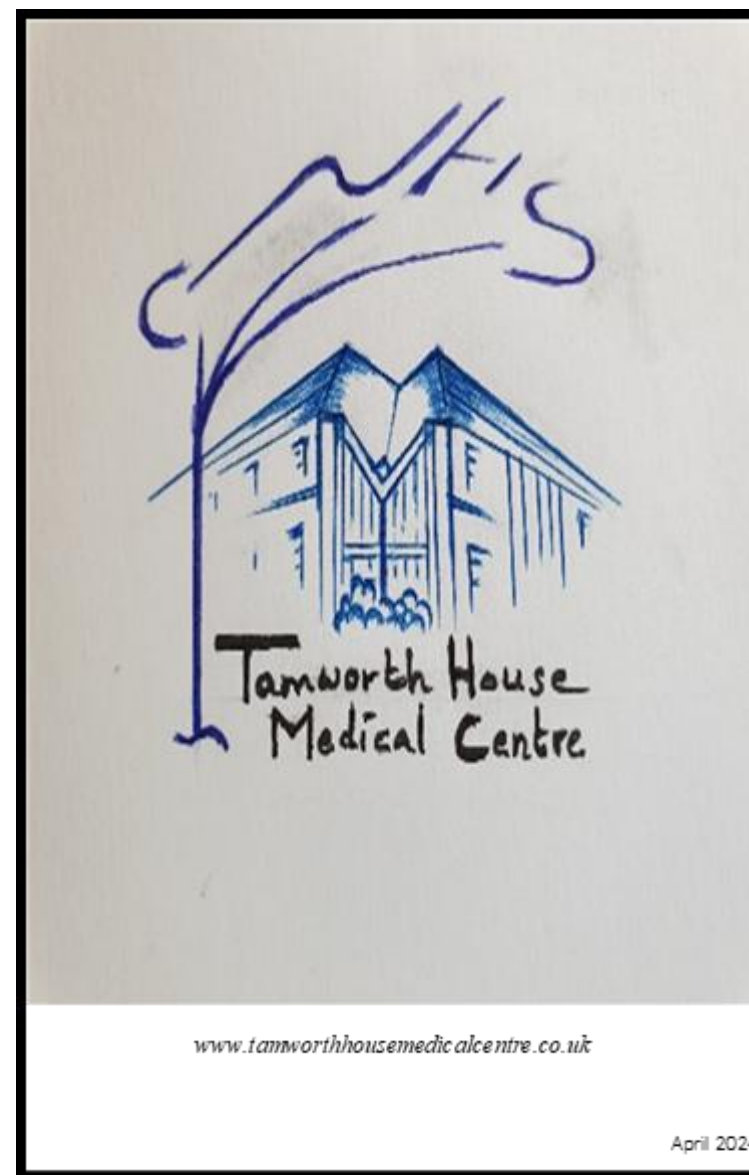
St. Helier's Hospital	020 8296 2000
St. George's Hospital	020 8672 1255

Social Services

Merton	020 8543 2222
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Other Services

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



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

NHS 111

Doctor/Nurse Consulting Times
Mondays, Thursdays & Fridays
9.00 a.m. to 12.00 noon, 1.30 p.m. to 6.30 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 6.30 p.m.
Wednesdays
9.00 a.m. to 12.00 noon and 1.30 p.m. to 8.00 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.

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 four doctors, two 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 wellbeing 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 South West London Integrated Care Board ICB 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

GP Partners	
Dr. Santina LaPorta	MB ChB DROCG DCH MRCGP [F]
Dr. Ila Bommayya	MD MRCGP DFFP [F]
Dr Gnanodini Divaharan	MBBS MRCGP DRCOG [F]
Dr Khurum Butt	MRCS, MRCGP [M]

Salaried GP	Dr Shehla Tauqir Dr Sivaram Sathasivam Dr San Kim
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Practice Nurses:	Courtney Miller
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Physician Associate	Sughraa Zaveri Rameeza Babaar
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Clinical Pharmacist	Funke Lawal
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Paramedic	Katie Norman
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Non-Clinical Healthcare Professionals

Health Care Assistant	Gemma Paul
Health and Wellbeing Coach	Louise Jenner-Clarke

Social Prescriber	Verniece Sanderson
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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 re-quest this service at the time of booking, stating the mother tongue of the patient.

Our in-house team also has doctors who speak Italian, Urdu, 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.

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.

The Practice Team

Administration

Practice Manager: Adama Ceesay

Receptionists: Jackie Smith
Katie Evans
Julie Cornwell
Rowena Latiff
Rushina Jethwa
Andreia Cordeiro
Kay Brown-Clarke
Rebecca Barrow
Adana Hayrapetyan

Patient Administrator: Tracy Catley

Repeat Prescribing Administrator: Mary Setyabule

Care Coordinator: Marta Olejniczak

GP Assistant: Tammy Hooper

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	By appointment	By Appointment
Long term condition Reviews	During Surgery Hours	By appointment with GP/Nurse/HCA
Talking Therapies [Adult Counselling]	By appointment	By GP referral
Diabetic [Doctor or Nurse led]	Tuesday and Friday mornings	By appointment
Implant (insertion and removal) & Coil fitting	By appointment	GP
Phlebotomy Clinic	Thursdays AM only	By appointment with HCA

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.

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.

Privacy Notice

Our Privacy Notice explains why we collect your information and how that information may be used.

To see our full privacy notice, please visit our website www.tamworthhousemedicalcentre.co.uk

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

If you require medical advice or treatment whilst the surgery is closed:

For urgent problems during surgery hours: Please call the surgery. There is an emergency doctor available for telephone\ face to face consultation and home visits as the doctor deems necessary.

To get Healthcare advice & Assistance when the surgery is closed: call NHS 111

In a life threatening emergency: such as sudden severe chest pain, severe breathlessness, loss of power in a limb, loss of consciousness or severe bleeding **Dial 999**

Updated: July 2026

Appointments

At Tamworth House Medical Centre, we operate a **total triage appointment system**. This means every request is reviewed by a GP before an appointment is arranged, ensuring you receive the right care from the right healthcare professional as quickly and safely as possible.

If you need medical advice, treatment or administrative support, you can submit a request online using the **NHS App** or through our website at www.tamworthhousemedicalcentre.co.uk.

Requests can be made **Monday to Friday between 8:00 am and 6:30 pm**.

If you are unable to complete the online form, please call us on **020 8764 2666** or visit reception. Our team will be happy to help you submit your request.

A Triage GP reviews all requests on the same day and decides the most appropriate next step. You may be offered a telephone or face-to-face appointment, receive advice, or be directed to another member of our multidisciplinary team, such as a Clinical Pharmacist, Paramedic, Physician Associate or Health and Wellbeing Coach. Some patients may be referred to their local community pharmacy for treatment of minor illnesses.

Practice Nurse and Healthcare Assistant appointments can be booked directly with the practice up to one month in advance, with a limited number of same-day appointments available for urgent needs.

Home Visits

Home visit requests should also be submitted through the **total triage appointment system**, either online via the NHS App or our practice website. This allows the Triage GP to assess your request and determine the most appropriate care option.

Repeat Prescriptions

Repeat prescriptions will be available within two full working days, provided the computer-generated printout is delivered to the surgery. Prescriptions can be requested online through the practice website or through the NHS App. If it is difficult to drop the slip in personally, you are welcome to post the pre- 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 de- pending 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.

The practice offers Electronic Prescription Service (EPS). We can send your prescription electronically to the pharmacy of your choice.

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 Advanced Nurse Practitioner, Clinical Pharmacist 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/ Advanced 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.

Travel

The practice nurses are able to offer information regarding immunisation advisable for travel abroad. The nurses will discuss individual requirements 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.