

# Park Road Surgery Newsletter

www.parkroadsurgeryteddington.co.uk

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## Premises update

As you will have noticed, there has been a considerable amount of residential developments being built in the area and our list size has been growing steadily. As a consequence we are finding it increasingly difficult to operate out of our current building and have been actively looking for suitable land to redevelop the surgery. At present our premises are deemed to be about a third of the size that they should be for a practice with this many registered patients. We are also aware of the difficulties that are faced by our patients as we are not able to have a lift to the upper floors.

We are not planning on moving far and intend to keep our same catchment area. As our plans develop we will be carrying out consultation with local residents and patients and also consider issues such as travel and parking. We are grateful to members of our Patient Participation Group for their support with this.

## New partner—Dr. Nicholas Grundy

Following the retirement of Dr Jim Brockbank last year we have been delighted to welcome Dr Nicholas Grundy as a new practice partner. Dr Grundy worked in IT before

deciding on a career in medicine and carried out part of his training at this practice.

## Out of hours service

We now have a new Out of Hours Service (for the registered patients of Richmond GP surgeries). It operates between 6.30pm and 8.00am each weekday and at weekends from 6.30pm on Friday until 8.00am Monday morning. (and all day on Bank Holidays).

If you or a family member need medical advice when the surgery is closed and you cannot wait until it is open call 03000 240 000. You will be asked a few relevant questions about yourself and your medical condition. You will be contacted by a Doctor working for the Richmond Out Of Hours Service who will decide whether you need to be seen or given advice as to what to do. If you are to be seen you may be directed to attend the Primary Care Centre at Teddington Memorial Hospital or if deemed appropriate a home visit may be arranged.

The Primary Care Centre at Teddington Memorial Hospital is separate from the Walk-in Centre and **you must have made arrangements to be seen before attending the**

## Online services

If you are interested in registering to be able to book appointments online please ask for an application form at reception. We have a growing number of patients using this service to book and cancel GP appointments.

We are also looking into providing other services online, for example being able to access some of your medical records and also a new app is being developed which will help to navigate you to a wide variety of health care services available throughout Richmond. **Keep an eye on our practice website for updates.**

## Patient Involvement:

Our Patient Participation Group has been active this year and we are grateful for the advice and feedback that this group has given us. Please see our website or notice-board for more information and the annual report.

## Friends and family test:

We are constantly seeking feedback on the service that we offer and details of the Friends and Family Test survey and current results can be found on the website or you can pick up a survey to complete in reception.

## Special points to note:

- Please note that the GPs are not all here every day and that if you want to see one doctor in particular then it may be necessary to wait until their next available appointment.
- If you are more than ten minutes late then you will not be seen (to be fair to patients after you)
- If you have an appointment for an antenatal check, cystitis or UTI please bring in a urine sample or ask at reception for a bottle and do it as you arrive.
- If you are coming in for a blood test please bring the blood test form or ensure one is available at reception for you.
- You can order your repeat prescriptions online, through our practice website. Please allow 3 working days for all prescription requests to be processed.
- Free NHS Health Checks are available for patients aged 40 to 74 (these can be carried out once every 3 years). Details are available from reception.