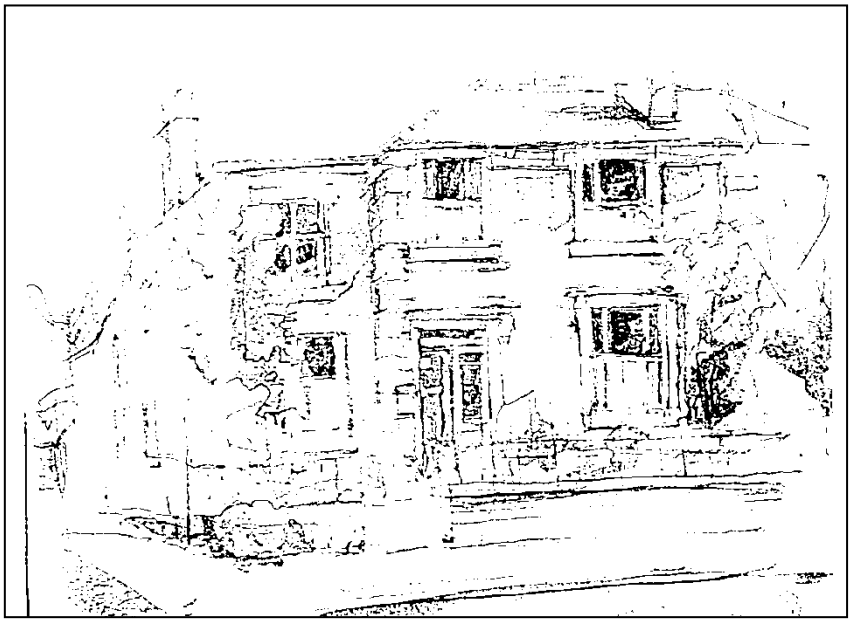
PARK ROAD SURGERY

37 Park Road
Teddington
Middlesex
TW11 0AU

Telephone: 020-8977 5481
www.parkroadsurgeryteddington.co.uk



Partners:

Dr. Alexandra Patton	MA MB Bchir(Hons) MRCGP
Dr. Nicolette Potts	BSc(Hons) MBChB MRCGP MPH DPhil
Dr. Sean Gallagher	MBChB MRCGP
Dr Nicholas Grundy	MA(Hons) MBBS MRCGP
Dr Linda Cheung	MB BS MRCGP

WELCOME TO THE PRACTICE

Park Road Surgery is a long established training practice in the heart of Teddington. Dr Alexandra Patton, Dr Nicolette Potts, Dr Sean Gallagher, Dr Nicholas Grundy and Dr Linda Cheung are the present partners of the practice providing NHS health care services to the local community. As a practice we pride ourselves on our continued efforts to improve our service and to provide the very highest standards of patient care.

The team includes five partners, five salaried GPs, two trainee doctors, a health care assistant, the practice manager, two practice nurses, two pharmacists, a phlebotomist, and reception and secretarial staff. Attached staff include district nurses and health visitors.

THE DOCTORS

Partners: Dr Alexandra Patton, Dr Nicolette Potts, Dr Sean Gallagher, Dr Nicholas Grundy and Dr Linda Cheung

Salaried GPs: Dr Rebecca Joseph, Dr Shiv Verma, Dr Tom Fitzgerald, Dr Emilie Moran and Dr Harriet Booth

NURSING AND ADMINISTRATIVE STAFF

Practice Manager: Emma Nicholls

Practice Nurses: Donna Abbott and Lucie Peersaib

Pharmacists: Louise Rhodes and Laila Sayedi

Pharmacy technician: Sara Mason

Health Care Assistant: Anna Merry

Phlebotomist: Samia Jama

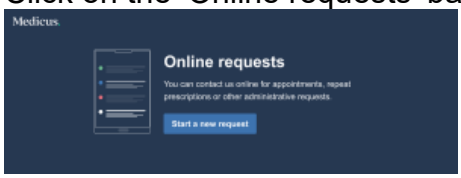
Reception Supervisor: Kyriaki Soukou and Louise Rycroft

Receptionists/Admin: Rita, Eimear, Theresa, Aysel, Karen, Victoria, Abira, Karen, Freda and Deirdre

APPOINTMENTS

How can I make a GP appointment?
Go to our practice website:
www.parkroadsurgeryteddington.co.uk

Click on the 'Online requests' banner in the middle of the homepage:



You will then be able to select whether you have a medical issue, repeat prescription request or administrative query.

Please fill in the online form as fully as possible, giving details of your condition and query. You can send a photo if this is relevant to your condition.
Please note that if you have more than one query, please complete a second form (this will enable us to ensure that each query gets the most appropriate response).
The online requests function is available from 7.30am to 6.30pm Monday to Friday.

What if I'm unable to access the triage form online?
We understand of course that some of our patients will be unable to access the website or the online form. If this is the case, please phone us on 020 8977 5481 and our reception team will be able to complete the form for you. Our phone lines are open from 8.00am to 6.30pm Monday to Friday.

Or please come in to the surgery and one of our receptionists can help you to complete the online form. Our doors are open from 8am to 6.30pm.

All triage request forms will then be submitted to the triaging team in the same way.
[Please note that online requests cannot be submitted via the NHS app at this time].

What will happen when I've submitted my online request?
All of the online triage requests will be assessed throughout the day by our triage team, which will always include a GP, on the day that you send it.
If you have an urgent request, then we will contact you on the day and for routine requests we will respond to you within 3 working days. If the triaging GP assesses that you need an urgent appointment, then our reception team will contact you to book this in.
Once you have submitted your request, please ensure that you check your emails, as, where appropriate, we may email you in response to your query.
If the GP decides that you need a routine appointment, then you will be sent a booking link so that you can book this in yourself. This may be for a face to face or telephone appointment (whichever is most appropriate)
The triaging GP may decide that an appointment may not be the most appropriate response to your query and may, for example:

- send you a message or give you a quick call (if your query can easily be resolved in this way)
- send you a booking link to another service, for example for an appointment with our practice pharmacist

- direct you to your local pharmacy, under the Pharmacy First service (as pharmacies can now advise and treat on a range of agreed conditions)
- send a link with details of further advice

It is normally possible to see a male or a female GP if you have a preference. Please make sure that you specify this when booking your appointment.

Can I directly book an appointment online?
We will have a very limited number of routine GP appointments available to book online. Please note this function is for routine requests only. A very small number of slots will be released each evening to book online for routine appointments. Please note that this will only be for appointments up to two weeks in advance (and not for the following day, as we previously had available). No GP appointments are available to book further than 2 weeks in advance.

How will you contact us?
We will mostly be sending out emails through our clinical system, Medicus. If we don't have an email address for you then we will text you. If we need to contact you urgently, then we will telephone you.
Please make sure that your contact details with us are up to date.
For young people aged over 13 years old, we are obliged to contact them directly and so will require separate contact details where possible.

Opening Hours

The practice is open from **8am to 6.30pm Monday to Friday.**
During these times you can contact us through the online triage (for medical or administrative issues and prescription requests), by telephone or in person at the surgery.

When we are closed

If you need urgent medical care when we are closed, please dial 111.
In case of an emergency please call 999.

South West London ICB are responsible for commissioning out of services, when we are closed. Their contact details are at the end of this leaflet.

Home visit requests

Doctors allow time to visit in the middle of the day and the early afternoon so please request visits before 11:00am. The duty doctor will then triage the request and you may receive a phone call to discuss the request. Please note that home visits for routine issues are booked for housebound patients only. The practice policy is that a patient is housebound if they require an ambulance to leave the house. Home visits requested for other urgent requests will be assessed by the duty doctor.

Children, even if they have a fever or rash, can usually be brought safely to the surgery, but whenever possible please telephone us first to ensure you are seen

promptly. It is often quicker to attend the surgery than to wait for us to visit, but please don't walk in and expect a doctor to be on the premises all the time. Please telephone us first.

GENERAL INFORMATION

How to register with us

You can register with us online through our practice website.
If you are unable to register online, please come in to the surgery and speak to one of our receptionists.
If you staying in the catchment area, but are of no fixed abode, you are still welcome to register with the practice.

How to request a prescription

- Via the practice website; the "contact us" button on the homepage will let you request medication online
- Or in person at reception. If you are on long term medication you will be given a repeat medication slip with each prescription. To obtain a repeat simply tick the items you require, and return the slip to the reception desk. Alternatively reception have order forms you can complete at the desk.

Prescription requests:

- Please do not order your repeat prescription more than 10 days before your medication is due to run out as it will not be processed.
- Where possible please send us your request about 7 days before it is required.
- If there's a particular reason you need to request your repeat prescription more than a week before it is due (e.g. because you are going on holiday) please specify why this is. We are not able to process early requests without an explanation.
- Please allow us three full working days to process your request.

Training practice:

The Park Road Surgery has been a teaching and training practice since 1984 and participates in the advanced training of qualified doctors who have had extensive hospital experience and who wish to enter general practice.

The 'GP Registrar' joins the Practice for a period of twelve months whereas 'foundation' and 'innovative training program' doctors join the practice for four to six months and are occasionally part time.

Dr Nicolette Potts and Dr Nicholas Grundy are GP Trainers with overall responsibility for education, but training involves all staff at the Practice, clinical and non clinical.

Dr. Sean Gallagher has responsibility for training F2 Doctors, who also have placements at this practice.

The Practice is visited and assessed both as a teaching organisation and healthcare provider on a regular basis by the London Deanery, which is part of the University of London.

Occasionally within the consultation the Dr in training may video a consultation, or have another Dr sitting in and observing. Your consent will be requested and you are always at liberty to decline.

We very much value teaching and education and believe in the benefit it brings to all involved.

Access at the practice:

There is ramped access at the front of the building (entrance in Park Road). Please ring the bell for assistance. There is a toilet located on the ground floor in the waiting area which has wheelchair access.

Please make it clear to reception staff when booking if you need to be seen downstairs, or need any other form of assistance. We will do our best to help. If you encounter any problems because of a disability please discuss with our Practice Manager who will endeavour to find a solution to your problem.

Prams, baby buggies and bicycles may be parked in the front garden at the owner's risk. We advise that you padlock them to the railings.

Patient Participation Group:

We have an active Patient Participation Group at this practice, who work with members of the practice team to help us improve the service that we provide. For more information please see our practice website

www. parkroadsurgeryteddington.co.uk.

Requesting test results:

Results normally take up to a week to be processed and can be requested through the online triage system.

Some information is highly confidential and can only be given out to you (and not a relative or friend).

Services available at the practice:

Please see our practice website for full details.

We offer a full range of primary care services at the practice, including:

- Minor surgery and dermatology clinics
- Family planning and coil fitting
- Chronic disease monitoring, for example asthma, diabetes, heath disease, anticoagulant monitoring
- Nursing team clinics include baby immunisations, adult vaccinations, cervical screening, NHS health checks, blood tests and minor dressings
- Prescribing and medication reviews with our pharmacy team
- Health promotion and disease prevention

Named GP:

Each patient registered with the practice will be allocated a Named GP. However, as we are a group practice, patients can see any GP and may request this when booking an appointment. This named GP is also the accountable GP for patients aged over 75 years. Again, for continuity of care, it may be a different GP who is following up on consultations. Please do specify if you want to see a particular GP and we will accommodate this as far as possible.

All patients who require chronic disease management monitoring or are eligible for vaccinations etc, will be contacted regularly to be invited in for these reviews.

Complaints:

We make every effort to give the best service possible to everyone who attends our practice.
However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.
To pursue a complaint please contact the practice manager who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure from reception and on our website.

If you feel unable to complain to us directly

If you want to make a complaint about primary care services to the commissioner you will now contact South West London Integrated Care Board instead of NHS England.

You can do this by contacting SW London ICB using the contact details at the end of this leaflet.

Taking your complaint further
If you remain dissatisfied having received our response to your complaint, you have the right to ask the Parliamentary & Health Service Ombudsman to investigate. You can contact them on 0345 015 4033 (8.30am – 5.30pm Mon-Fri) or via their website: www.ombudsman.org.uk.

Please note that the Ombudsman will not usually investigate a complaint until the organisation being complained about has had the opportunity to investigate and respond.

Action taken if a patient is violent or abusive:

We have a zero tolerance policy towards anyone displaying violent or aggressive behaviour towards members of our staff, patients or visitors to the Practice. Appropriate action will be taken against anyone behaving in a violent or aggressive manner.

Patients who behave in a violent or abusive manner may be removed from the practice list under clause 13.11 of the GMS contract.

Access to patient medical records:

Patients are entitled to request a copy of their medical records, by making a Subject Access Request. Details are available on our website or at reception.

For details of how your medical records might be shared and how to opt out please see our website. The NHS hold a central record of patient's registration details, medications and allergies, plus some health records.

This record helps emergency and other healthcare staff to access information, which will affect your healthcare needs elsewhere.

Anonymised health data is also extracted for research and performance monitoring reasons.

Please note that we will not give out patient details to other family members or carers etc, once the patient reaches the age of 13 years old. We will only give out details when the patient has given specific consent.

Medicals

Medical examinations for insurance purposes, sport, private schools, elderly drivers' licences etc., are done at special times. Please check with the receptionists. There is a charge for this service, payable on the day of the examination.

Forms

There is a charge for the completion of forms for private health insurance, holiday cancellations, etc. Forms for completion should be left with Reception who will pass them to the doctor. Please do not make an appointment with the doctor for

the sole purpose of asking them to complete these forms; in any case the forms would not be completed during the consultation and you would need to return to the Surgery to collect the completed form.

Our NHS commissioner

For further information about local services, please find below the contact details of South West London Integrated Care Board:

Patient Advice and Liaison Service (PALS): 0800 026 6082

contactus@swlondon.nhs.uk

NHS South West London
3rd Floor
120 The Broadway
London
SW19 1RH

Our catchment area:

