

SHOTFIELD MEDICAL PRACTICE



6a Stanley Park Road
Wallington
Surrey SM6 0EU

Telephone: 020 8544 2355

Fax: 020 8773 1801

www.shotfieldmedicalpractice.co.uk

WELCOME TO SHOTFIELD MEDICAL PRACTICE

Welcome to our practice. We are a friendly team whose aim is to look after you and the health needs of your family. We are based within Shotfield Health Centre Services and share the premises with community services and another practice.

We have put this booklet together to provide you with important information about the practice. We hope it will help you to make the most effective use of our services. You should read the booklet and then keep it in a safe place for future reference.

OPENING TIMES AND GENERAL INFORMATION

The reception is open: Monday - Friday 8.00am - 7.00pm
For extended hours, appointments are available with the doctor and/or nurse from 7.30am and until 7.45pm on some weekdays.
Outside normal working hours on weekdays at weekends and on bank holidays, the phones are automatically switched over to the out-of-hours service.
For further information, telephone the surgery on 020 8544 2355 and follow the recorded instructions.

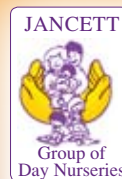
THE PRACTICE TEAM

The Doctors

Dr Heather Lings (Female) MB BS (London 1984) DRCOG MRCGP
Dr Bernard Lewis (Male) MB BS (London 1986) DRCOG MRCGP
Dr Joanna Munden (Female) BSc MB BS (London 1987) DRCOG DFFP MRCGP PGCE
Dr Ruba Sukumar (Female) MB BS (Madras 1991) DRCOG MRCGP

Practice Staff

Practice Manager Sarah Kavanagh
Practice Administrator Kerstin Ackers
Practice Nurses Sandra Lovell
Claire Hammett
Sinead Humphreys
Ivy Lim
Doctors' Personal Assistants Anne Palmer
Christine Dullaway
Jean Brockbank
Lynn Chilvers
Sue Evans
Kimberley Scott



Jancett Group of Day Nurseries

40 years of experience in childcare

Make sure your child gets the right start with us

Family-run day nurseries in Wallington, Carshalton and Morden areas. Children thrive on love, support, security and learning through stimulating play.

Babies and Children aged 3 months to 5 years
Open 7.30am to 6.15pm, Monday to Friday



To reserve a place for your child:

Tel 020 8669 1725

Email: admin@jancett.co.uk

or visit: www.jancett.co.uk



Playsafe After-school Clubs

At Playsafe Breakfast, After-school and Holiday Clubs, we provide children aged 4 to 12 years with safety, fun and education in an environment where they can relax and enjoy themselves. Play opportunities include:

- Football • Basketball • Tennis • Dance and Drama • Homework
- Messy Play • Recycling • Art and Craft plus more!

To book your child a place, call us today on

020 8669 1725 or email: admin@jancett.co.uk

www.jancett.co.uk



Are you ready for a challenge?

Want to learn new skills?

Great News!

JACE Training offers e2e Pre-apprenticeships, Apprenticeships and Advanced Apprenticeships in Childcare, Playwork, ITQ, Business and Administration and Customer Service. Our course intake is all year round so you can apply right away.

Even Better News!

- ✓ If you are aged between 16-18 years, funding is provided FREE OF CHARGE
- ✓ If you are aged 19 years or above, funding options are available.
(Please ask for details)

To find out about training near you, telephone 0845 241 7738

email: info@jace-training.co.uk

visit www.jace-training.co.uk

Please quote Shotfield09



For those who are suffering from infertility, pain or other health problems:

Natural Health Care



ALTERMEDIC



At **ALTERMEDIC**, we integrate the time-tested principles of Traditional Chinese Medicine (TCM) with the latest advances in Conventional Medicine to create effective health and wellness plans.

For more details call in to our premises and speak to
Dr Xiang Yun Zhang MB, MD, PhD, MATCM



at:
2-4 Woodcote Road
Wallington
Sutton
SM6 0NN
Or call us on

Tel: 020 8647 5688 Fax: 020 8647 5688
email: info@altermedic.co.uk website: www.altermedic.co.uk

East Meets West For Better Health

DR XIANG YUN ZHANG, who recently opened the Altermedic Natural Healthcare Centre in Wallington, knows something about how traditional Chinese medicine can complement Western medicine. She should do, as she is qualified in both.

"I originally qualified in both Western and Chinese medicine in 1985, followed by my Degree of MD in 1991," Dr Zhang said. She worked first in China, then took up duties within Western medicine at St George's Hospital in London before moving on to practise Traditional Chinese Medicine (TCM) in Harley Street.

"I work a little differently, because I believe both medicines can co-exist," said Dr Zhang.

TCM can help with a variety of conditions, but Dr Zhang said she specialises in pain relief. "My clients come in for a consultation, and from there I come up with a treatment plan," she said. "It's holistic, so I look at every aspect of the person and their problem."

TCM promotes the body's ability to heal itself. "It employs treatments like acupuncture, herbs and massage," said Dr Zhang.

Dr Zhang also has a particular interest in women's problems, such as infertility, menopause and menstruation. By using both Western and Chinese methods she can best assess how to treat particular complaints.

"Conventional Western medicine and TCM can be combined, and they can greatly enhance each other," Dr Zhang explained. "The difference with TCM is that it takes into account the whole person, mentally and physically, to come up with the best treatment for that person."

For more information contact Dr Zhang on 020 8647 5688, or see www.altermedic.co.uk for more details.

To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.

Practice Secretary	Cheryl Deas
Summariser and Data Handler	Sue Coulson
Scanning and Data Input Clerk	Anne Dally
Senior Receptionist	Barbara Richens
Reception Co-Ordinator	Genevieve Davis
Receptionists	Linda Atterbury
	Sharon Braim
	Jenny Bridges
	Janine Frohlick
	Debbie Rowson

Attached Staff

District Nurses	Health Visitors
Community Midwife	Counsellor

All the staff are here to provide you with a high quality service. We expect our patients to treat the practice team with the same level of respect that you would expect to receive.

MOVE TO MINT HOUSE AND SHOTFIELD DEVELOPMENT – FREQUENTLY ASKED QUESTIONS:

How Do I Find The New Premises?

The new premises are built on top of Mint House, the office building next to the old Health Centre. To get into the building, walk through the access road between Shotfield and Woodcote Road towards the library gardens. You will see the ramp on your right taking you up to the new entrance. Please note there is NO entry from the Stanley Park Road entrance of Mint House into the new health facility.

You Are On The 3rd Floor - Is There A Lift?

Yes, there is a lift which can be used by everyone including wheelchair users. There are also stairs to each floor. Our practice is on the third floor.

Is There Parking For Patients?

Unfortunately there is no parking for patients. Please continue to walk or use public transport to get to the surgery or park in the pay and display car parks in Shotfield. There are bicycle hoops at the rear of the building for cyclists. There is a disabled drop-off facility accessible from Stanley Park Road into the Mint House Car Park.

How Long Will The Practice Be In The Temporary Premises?

We will be moving for a period up to two years while the Health Centre in Shotfield is demolished and then rebuilt.

For the latest information click to: www.shotfieldmedicalpractice.co.uk

What Services Are Transferring Across To The New Building?

All the services originally provided in Shotfield Health Centre will be moving across to the new building. All of our practice's services will be located on the 3rd floor. Please note that the Wallington Family Practice (formerly Dr Hillyard and Partners) will be located on the 2nd floor. Other services may be on different floors. Please check the signs in the entrance lobby.

Which Floor Will The Health Visitor, Blood Tests, Chiropody And Family Planning Be On?

These will be on the 3rd floor and can be accessed by the PCT reception desk.

How Can I Save Time After The Move?

- * Use your local pharmacy for the request and collection of repeat medication.
- * Use the designated drop-off boxes in the ground floor lobby for repeat prescription requests and general non-urgent mail items.
- * Use our on-line access facility which enables you to make and cancel routine appointments with the doctor and make requests for repeat medication. For more information about registering for the on-line access facility please telephone or ask at reception.

SEEING THE DOCTOR

ALL CONSULTATIONS ARE BY APPOINTMENT

Routine Appointments

If you would like to book an appointment you can telephone the surgery, call in at reception or use our new on-line appointment booking service. Once registered for the on-line service you can book and cancel appointments even when the surgery is closed. Ask at reception to register for the service. If you have booked an appointment please arrive and check in using the touch screen provided in good time to see the doctor. If you have booked an appointment and you are better, or you cannot attend, please contact us or use the on-line service to cancel the appointment, we can then offer your appointment to another patient. Extended hours are available in the evening until 7.30pm (Monday and Wednesday) and in the morning from 7.30am (Tuesday and Thursday).

Emergency Appointments

If you feel that you need an urgent appointment with your doctor please ring us as early as possible on the day. You will be seen on that day but you may not necessarily be able to see your usual doctor or the doctor of your choice. In cases of extreme urgency, for example suspected heart attacks, severe shortness of breath or acute abdominal pain, you may be advised to go directly to a local A&E department.

The nearest A&E unit for adults and children is open 24 hours a day and is located at:

St Helier Hospital
Wrythe Lane
Carshalton
SM5 1AA
Tel: 020 8296 2000

For such emergencies it is quite appropriate to dial 999.

Home Visits

You will often be seen by a doctor more quickly if you can attend the surgery where examination facilities are better. The time taken for a home visit is around four times that for a surgery consultation. Please only request a visit if it is really necessary.

If you are unable to come to the surgery to be seen please telephone and go through the secretary team (option 2 on the phone) as early in the day as possible to request a home visit. One of the team will pass the details on to the doctor on call.

Please be prepared to give some information about your problem as well as your name, address and telephone number. This allows the doctors to prioritise calls and deal with urgent calls promptly.

Out Of Hours

When the surgery is closed our patients are cared for by Patient Care 24, formerly known as Croydoc. This service is run by doctors from the local area, including some of our own doctors, on a rota system. If you urgently need to contact a doctor when the surgery is closed, please telephone the surgery on 020 8544 2355 and you will be connected to the out-of-hours service.

All calls to the out-of-hours service are answered by a controller and then passed to a doctor for assessment. The doctor on duty may then:

- Telephone you and give you medical advice.
- Ask you to attend a local site to be seen by a doctor.
- Provide a home visit if necessary.
- Arrange for an ambulance to take you to hospital.

Every morning, a report of all the patients seen during the night or over the weekend is sent through to us. All calls to Patient Care 24 are recorded.

Telephone Advice

Sometimes you may have a question on a health problem or medication which does not require an appointment. Please contact the surgery and speak to a member of the secretary team who will discuss your question with one of the doctors or possibly a nurse at the end of surgery or may arrange a time when you can speak to the doctor or nurse.

BEECHWOOD DENTAL CARE

109 Banstead Road, Carshalton Beeches SM5 3NP

Tel: 020 8642 1842

NHS & PRIVATE PATIENTS WELCOME

- Family practice established over 40 years
- Hygienist and preventative dental care
- Cosmetic dentistry and tooth whitening
- Relaxed friendly atmosphere
- Denplan

Open Mon-Fri 8.30am - 5.30pm and Sat morning

www.beechwooddentalcare.co.uk

Smile with Style!

Going to the dentist may be something that fills you with dread, whether it's to have a check-up, a filling or an extraction. But dentistry has changed so much for the better and the aim now is for healthy mouths that stay healthy via regular check-ups. Teeth are for life and can last a lifetime if they are looked after properly.

You may be surprised to learn that, according to the Adult Dental Health Survey (UK) of 1998, about three-quarters of the population have some form of gum disease and more teeth are lost through gum disease than decay. So regular visits to the dentist are vital to not only monitor tooth decay, but also to help prevent gum disease.

However, dentistry is no longer just a case of filling and extracting teeth, as it was for many years. Nowadays, many people turn to cosmetic ('aesthetic') dentistry as a way of improving their appearance, much as they would try a new hairstyle or perhaps even cosmetic surgery. The treatments can be used to straighten, lighten, reshape and repair teeth. Cosmetic treatments include veneers, crowns, bridges and tooth-coloured fillings.

Speak to your dentist who will be happy to advise you exactly what is available, and the costs involved, to give you a smile to be proud of.

To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.

If **YOU** are reading this,
then so could patients
looking for your kind
of service.



To place an advertising feature
in our practice booklets
and book a daily reminder
of your service on our
appointment cards and website
simply phone Jenny Mellenchip
now on 0800 612 1516.

PRACTICE NURSES

We employ several practice nurses to provide a treatment room service for dressings, removal of stitches, ear irrigation, immunisations, travel vaccinations, blood pressure checks and special injections. The practice nurses also offer well woman checks and cervical smear tests, well man checks, diabetes, asthma and chronic heart disease review. **All consultations with the nurse are by appointment only.** You can book an appointment at the reception desk or by telephoning the surgery.

Appointments with the nurse are not bookable on-line as they are sometimes dependent on the individual nurse's qualifications. We also have a health care assistant who undertakes new patient medicals, blood pressure checks, some dressings and who now also offers weight management advice.

NEW PATIENTS

All patients registering with the practice are asked to see the health care assistant for a brief medical check-up. The check allows us to familiarise ourselves with your past medical history and any current medical problems you may have. The check also allows you to ask any questions you may have about the practice and the services that we offer.

You will appreciate that it can take a few weeks for us to receive your records from your previous doctor, and it is important that we know of any significant history or problem that you may be suffering from. If you are already registered with a doctor in the area but wish to change to our practice, you will need to make your request to us in writing, explaining the reasons why you wish to transfer. This request will then be considered by the Manager and Partners and you will receive a response usually within 14 days of your request being received.

CONFIDENTIALITY

All information about you, your family and your medical conditions are treated in absolute confidence by the doctors and staff. Results of blood tests, X-rays and other information will only be given to the patient or to the parents/guardians of children. Some information is held on our computer system in accordance with the Data Protection Act.

REPEAT PRESCRIPTIONS

If you take medication regularly your doctor may suggest that you can order it as a repeat prescription. You can request a repeat prescription by:

- Handing in your request slip or, if mislaid, a written request at reception or
- Posting your request slip to us
- Faxing your request on 020 8773 1801
- Using our on-line request service
- Using a request service provided by one of the local pharmacies

To avoid mistakes and to ease telephone congestion **WE DO NOT TAKE REPEAT PRESCRIPTION REQUESTS OVER THE TELEPHONE.**

Please help us by ordering your prescription in good time; **allow at least two full working days for your prescription to be prepared and signed.** Your prescription can be left at reception for you to collect, sent to a local pharmacy for you to collect there or posted to you if you give us a stamped, addressed envelope.

When you receive your prescription you may be asked to make an appointment with the doctor or practice nurse. This is to check your health and make sure that no change to your medication is needed.

RESULTS

If you have had a blood test, x-ray or other investigation you can get the results by telephoning the secretary team preferably **between 2.00 and 4.00pm Monday to Friday.** Please allow at least five working days for the results to reach us from the hospital. To maintain confidentiality, results will only be given to patients themselves or to the parents/guardians of children.

CHANGE OF DETAILS

Please help us to keep our records up to date by letting us know if you change your name, address or contact telephone numbers. If you move house please check whether your new home is still within our practice area.

FEES

Some services we provide are not covered by the NHS and you will be asked to pay a fee, eg employment and private medicals, private sick certificates, private medical insurance claim forms, holiday cancellation certificates and administration of holiday vaccinations. Please check with reception when making an appointment.

A list of our fees is also on display at reception. Fees must be paid in full at the time you attend or collect and we only accept payment in cash or cheque.

COMMENTS AND SUGGESTIONS

We welcome your suggestions and comments about any aspect of the service we offer you. Please address any suggestion to our practice manager and leave it at reception.

If you feel that you need to make a complaint about the service provided to you, please contact the practice manager or practice administrator who will be happy to help you. It will be investigated and a response made in writing at the earliest opportunity. Details of the policy are available from reception.

ZERO TOLERANCE

We strongly uphold the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

DISABLED ACCESS

The health centre can be accessed via the drop-off point at the rear of the building where there is a ramp. If you experience any difficulty please ask a member of staff who will be pleased to help you. There is an intercom at the main entrance for you to contact reception on upper floors should you need to.

PARKING

Parking facilities are very restricted and **the car park is strictly for doctors and staff only.**

There are, however, three large public pay and display car parks nearby: one next to the Nissan garage and two in Shotfield.

IMMUNISATION SCHEDULE

At 2 months	1st Diphtheria Tetanus Pertussis (whooping cough) Polio Haemophilus influenzae type b (Hib) Pneumococcal infection
At 3 months	2nd Diphtheria Tetanus Pertussis Polio Haemophilus influenzae type b (Hib) Meningitis C (meningococcal group C)
At 4 months	3rd Diphtheria Tetanus Pertussis Polio Haemophilus influenzae type b (Hib) Meningitis C Pneumococcal infection
At 12-13 months	Haemophilus influenzae type b (Hib) Meningitis C
At 13 months	Pneumococcal and MMR (3 injections)
At 3 years four months to 5 years old	Diphtheria Tetanus Pertussis Polio MMR (measles, mumps and rubella)
At 12 years old	HPV
At 13 to 18 years old	Tetanus Diphtheria Polio

Re: BCG Vaccine (for protection against Tuberculosis)
BCG vaccine will no longer be part of the routine school vaccination programme. Instead, BCG vaccine will be offered and targeted to high risk groups only. If your child has missed any of these immunisations or started them late, don't worry. The practice nurse will tell you how to fit them in so that your child is fully protected.

FREEDOM OF INFORMATION

The Freedom Of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. Details of this scheme are available from reception or from the practice manager.

Wallington Osteopaths

11/ 13 Woodcote Road, Wallington

Tel: 020 8669 5075

www.wallingtonosteopaths.com

email: clinic@wallingtonosteopaths.com

Ria Butcher BSc (Hons) Ost
Claire Craven DO
James Marro BOst
Nick Woolley BSc (Hons) Ost

Usha Christmas - Massage Bodyworks

We can help in the treatment of all your musculo-skeletal problems

FBS

Established since 1985

FBS

TrueSelf

Hypnotherapy and NLP

...become the real you

Inogen Mackenzie

Hypnotherapy and NLP can help with so many things....

- gaining confidence
- unlocking your potential
- ending depression
- learning how to relax
- overcoming unwanted habits like smoking
- weight management
- ...in fact, most things!

Stress and tension can build up quickly
Book a 20-minute relaxation-only session and leave feeling refreshed

Visit www.trueself.co.uk to send an email or telephone **0800 011 2871** to make an appointment or to talk about what you need

Carshalton based



Inogen
Mackenzie

Stay in touch with our website: www.shotfieldmedicalpractice.co.uk

Attract **more business** by placing your advert **here**. Simply call 0800 0234 196.



**Generate more business
with a Pay - Monthly
website from OPG**

We will design and launch a top quality bespoke business-generating website for you, update it regularly at your request and provide on-going advice and support every working day.

from £20 per month

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

**To find out more simply call
0800 612 1408
or email us at payasyougo@opg.co.uk**

**OPG - HELPING THE SMALL BUSINESS
GROW FOR OVER 30 YEARS**

Why your business needs a website

WITHOUT a website, your business or practice is *invisible* to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and whose innovative ideas have been helping businesses to grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

A website not only saves you money on brochures and other such material, it greatly increases the effectiveness of your current advertising because, in effect, you are open for business around the clock.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site as your business grows.

So if you don't yet have a website, or are unhappy with the one you have, call today for an informal chat on 0800 612 1408. You'll be glad you did!

To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.

FAILURE TO ATTEND APPOINTMENTS

Appointments are always in high demand and we are unable to tolerate missed appointments without prior notification so that it can be offered to someone else. Missed appointments result in wasted valuable clinical time and longer delays for appointments for other patients. Patients who regularly fail to attend appointments without giving us any or sufficient notice will receive a warning letter from us. If they then continue to fail to attend without notice they will almost certainly be asked to register elsewhere.

ADVERTISING FEATURE

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY
Neighbourhood Direct Ltd A MEMBER OF THE OLDROYD PUBLISHING GROUP LTD

Keenans Mill, Lord Street, St Annes-on-Sea, Lancs FY8 2ER
 Tel: 01253 722142 Fax: 01253 714020
 Website: <http://www.opg.co.uk> Email: info@opg.co.uk

COPYRIGHT WARNING: All rights reserved. No part of this publication may be copied or reproduced, stored in a retrieval system or transmitted in any form or by any means electronic, mechanical, photocopy, recording or otherwise without the prior written permission of the publisher.

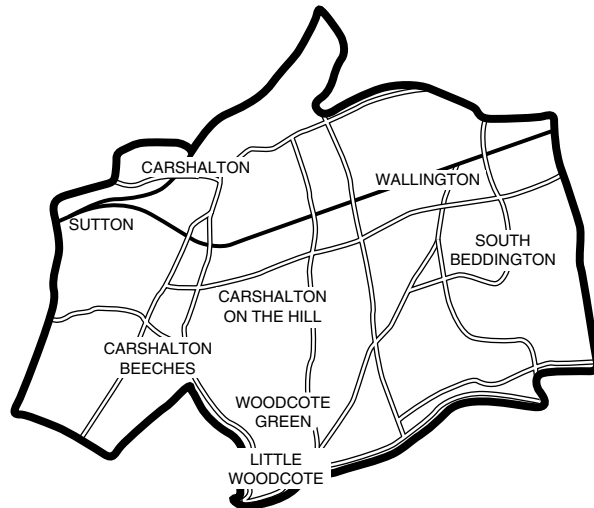
The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.




USEFUL TELEPHONE NUMBERS

Epsom Hospital	01372 735735
St Helier (including Sutton & Queen Mary's Hospitals) ..	020 8296 2000
St George's	020 8672 1255
Mayday	020 8401 3000
St Anthony's	020 8337 6691
Sutton and Merton PCT	020 8251 1111
Citizens Advice Bureau	020 8669 3435
Samaritans	020 8681 6666
Rape Crisis	020 8239 1122
Drug Helpline	01372 743434
Alcoholics Anon	020 7352 3001
Relate (Marriage Guidance)	020 8647 8826
National Asthma Campaign	020 7226 2260
British Diabetic Association	020 7323 1531
Sutton Council (including Social Services).....	020 8770 5000
Age Concern.....	020 8669 0915
Bereavement Counselling	020 8643 9299
AIDS Helpline.....	0800 567123
GU Clinic.....	020 8296 2543

PRACTICE AREA



Please always check with us to confirm your actual address falls within our catchment area. For full details of all surgeries in your area please contact the Primary Care Support Service on 020 8335 1400.