

Comments & Suggestions

We welcome your suggestions & comments about any aspects of our service & we have a general comments book at reception. If you feel you need to make a formal complaint please put the details in writing to the Practice Manager. We ask that all complaints are put in writing so that the detail is properly recorded & so that the matter can be fully investigated & responded to. Details of our complaints procedure is available at reception or on our website.

Please refer to further information on the Friends & Family test question which you can answer on our website or using the tablet in the sub-waiting area on site before you leave.

Zero Tolerance

We strongly uphold the NHS policy on zero tolerance. Anyone attending the practice who abuses doctors, other staff or patients either verbally or physically or in any threatening manner whatsoever, will risk removal from the practice list.

Disabled Access, Parking & Drop Off Facilities

The health centre can be accessed from Shotfield & there are several disabled parking spaces for use by visitors with a blue badge displayed at the front of the building. This area is now controlled by an automated barrier entry & exit system & these spaces are for a max parking period of 1hr. There are also 2 pay & display car parks with disabled spaces in Shotfield. There are **NO** other on-site parking facilities. There is a drop off bay at the front of the building for the drop off of disabled, elderly & frail visitors with limited mobility only. Cars should not park or wait here, once you have dropped off please move on. It is not for use by those physically able who are dropping off or picking up other items such as prescriptions. There is 30 mins free parking in the car park adjacent to the library.

Shotfield Medical Practice



**Jubilee Health Centre
Shotfield
Wallington
Surrey SM6 0HY**

**Tel: 020 8669 7612
Fax: 020 8773 1801**

**Website:
www.shotfieldmedicalpractice.co.uk**

Confidentiality

All information about you is 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 the parent/guardians of children, if this is confirmed and verified.

Repeat Prescriptions

If you take medication regularly you may be able to order it as a repeat prescription. You can request these by:

- Handing in a written request or using the tear off slip from your last prescription at reception
- Posting a written request or tear off slip
- Faxing your request to 02087731801
- Using our on-line request service
- Using a service provided by a local pharmacy

To avoid mistakes and ease telephone congestion we **DO NOT** take any requests for repeat prescriptions over the telephone. Please ensure you order your repeat medication in good time and allow **at least 3 full working days** for your prescription to be prepared, signed and ready for collection. Your prescription can be left at reception, sent to a local pharmacy electronically, or posted back to you if you provide a stamped addressed envelope. When you receive your prescription you may be asked to make an appointment with the Doctor, Nurse or HCA to check your health and make sure no change to the medication is required. Please take note of these messages to avoid future delays to prescription requests.

We now have a prescription clerk available 8.30am-12.30pm Mon-Fri who takes calls about general prescription queries only, not requests for items over the phone. If you wish to speak to the prescription clerk please choose **option 3** on our phone system.

The Practice Team

The Doctors:

- Dr H Lings (female) MBBS DRCOG DFFP MRCCGP
- Dr B Lewis (male) MBBS MRCCGP DRCOG
- Dr H Mahfooth (male) MBChB MRCCGP
- Dr S Pattani (male) MBBS DRCOG MRCCGP
- Dr K Kansagra (male) MBBS BSc(hons) MRCCGP DRCOG
- Dr L Fisk (female) BSc MBChB DFFP MRCCGP
- Dr E Martinez (male) MBBS MRCCGP
- Dr L Rodriguez (female) MBBS
- Dr A Sheridan (female) MBBS

Other Clinical Staff:

- Physician's Associate Eunice Ashley
- Senior Nurse Jennie Morrison
- Practice Nurses Sally Bullen, Amy Corbett, Lewis Daines, Kathryn D'Imperio & Yodit Teweide
- Health Care Assistant Claire Coleman

Other Staff:

- Practice Manager Agnieszka Wierzbicka
- Senior Administrators Anne Dally & Helen Smith
- Secretaries/PAs Lynn Chilvers, Christine Dullaway, Lisa Ireland, Linda Joiner, Sarah Kallender & Anne Palmer
- Referral Secretary Cheryl Deas
- Prescribing Clerks Charlene Baldwin and Arti Bheekha
- General Administrators Loga Baskarathas, Jenny Bridges, Purnima Patel & Kimberley Scott
- Reception Co-ordinators Genevieve Davis & Laura Rickus
- Receptionists Lesley Brown, Jay Crisp, Seher Gani-Kalsi, Alka Gupta, Linda McIntyre, Shilpa Patel, Smita Patel, Olena Tychyna, Alison Walton & Janet Wright