

V4.12/02/2024

Comments & Suggestions

We welcome your suggestions & comments about any aspects of our service and 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 and so that the matter can be fully investigated and responded to. Details of our complaints procedure is available at reception or on our website.

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 and exit system and these spaces are for a maximum parking period of 1 hour. 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 and 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.

Shotfield Medical Practice



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

Tel: 020 8669 7612

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

Welcome to Shotfield Medical Practice

We are a friendly team whose aim is to provide you with the best possible health care for you and your family. We are based within the Jubilee Health Centre and share the premises with another practice (Wallington Family Practice) and a number of other health services.

Jubilee Health Centre

If you need to make enquiries about a community or hospital service based in the Jubilee Health Centre. Please check your letter from that service and contact them on the number provided. Alternatively you can telephone the information desk at the health centre on 07593 500163 or 07808 264662. PLEASE NOTE THIS SERVICE IS RUN BY NHS PROPERTY SERVICES—NOT SHOTFIELD MEDICAL PRACTICE.

Opening Times & General Information

Our main reception is open Mon-Fri 8.00am to 6.30pm. You can also telephone us Mon-Fri 8.00am to 6.30pm.

We offer a wide range of appointments with GPs, our Physician Associate (PA), Registrar, Pharmacist, Nurses and Health Care Assistant (HCA) throughout the day. Other staff that work with Shotfield Medical Practice through the Primary Care Network (PCN) are Social Prescribers, Assistant Psychologist, Physiotherapist and a Mental Health Practitioner.

For extended hours, appointments are also available from 7.30am and until 7.30pm some weekdays. Please note the practice is not open at the weekend but you can obtain information on how to get urgent medical attention by dialling our usual telephone number **020 8669 7612**.

Outside our normal opening hours, and on all public holidays, you will be directed to call NHS111 if you need urgent advice or treatment from a doctor. All routine matters should be directed to the practice when next open.

Results

If you have had a blood test, x-ray or other investigation you can get the results online if you are registered, Via NHS app. See earlier information about this.

Alternatively, you can get the form from reception. You will need to complete the consent form and bring it to the surgery with one piece of photo ID to complete the process. **Please allow at least 5 working days** for the results to reach us from the hospital. We will always notify patients of abnormal results or where further action is required.

Change of Personal Details

Please help us keep our records up-to-date by letting us know if you change your name, address or contact telephone numbers using the form provided at reception. Change of name will also require legal evidence to be provided. Change of address requires a recent statement, council tax bill or utility bill to you at that new address. We are keen to keep up-to-date mobile telephone numbers and email addresses for all patients so please notify reception if this changes.

Accessible Information Standard

The Accessible Information Standard aims to ensure that people who have a disability or sensory impairment receive information that can be accessible and understood. Please make us aware of such issues for patients so we can assist.

Fees

Some services we provide are not covered by the NHS and you will be asked to pay a fee. This includes employment and private medicals, private sick certificates, insurance claim forms, holiday cancellation certificates and some travel vaccinations. Details of our fees are available at reception or on our website. Fees must be paid in full at the time you attend to collect the item or have the vaccination. **We currently accept payment by debit/credit card, cash or cheque.**

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 parents/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:

- Using our website www.shotfieldmedicalpractice.co.uk—online service—Repeat prescription
- Using your NHS app
- 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
- Using a service provided by a local pharmacy

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 your nominated 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. You should be aware that this timing is for the Practice only and does not include your pharmacy timings.

We now have a prescription clerk available for calls 8.30am-11am Mon-Fri regarding 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 B Lewis (male)	MBBS MRCGP DRCOG
Dr H Mahfooth (male)	MBChB MRCGP
Dr S Pattani (male)	MBBS DRCOG MRCGP
Dr E Martinez (male)	MBBS MRCGP
Dr A Sheridan (female)	MBBS MRCGP DRCOG DFSRH
Dr Luke Yahanpath (male)	MBBS MRCGP DRCOG DFSRH
Dr Kalum Gunatunga	MBBS MRCGP BSc
Dr Lisa Chung	MBBS MRCGP BSc DRCOG DCH
Dr Robert Calverley	MBBS MRCP and MCRGP

Other Clinical Staff:

Physician Associate	Eunice
Senior Nurse	Amy
Practice Nurses	Marzena, Miho
Health Care Assistant	Claire
Pharmacist	Natalie
Other Staff:	
Practice Manager	Agnieszka Wierzbicka
Assistant PM	Helen Smith
Senior Administrator	Anne
Secretaries/PAs	Lynn, Lisa , Linda, Janet, Sue & Seher
Referral Secretary	Cheryl
Prescribing Clerks	Karuna & Annie
General Administrators	Kimberley, Charlene, Loga & Purnima
Reception Co-ordinators	Laura , Tina
Receptionists	Jay, Alka , Shilpa, Alison, Niranjani, Julie, Charley, Ella, Celia

Seeing a Clinician

Routine Appointments

If you need to book an appointment you can do this **online** via the website by filling in the form, the same form is also linked to NHS app. You can **telephone** or call into **reception** or use our on-line facility.

NHS app registrations can be done by downloading the app, and verifying through the app itself.

Once registered for the on-line service you can make & cancel routine appointments with a doctor even when the surgery is closed. You could alternatively ask at reception or see our website for details.

If you have an appointment please arrive in good time and check in using the touch screen provided. If you have an appointment and get better or cannot attend please cancel in good time so the appointment can be offered to someone else.

You can cancel appointments by phone (a cancellation line on option 1), online if you are registered for that service or by text if you have received a reminder text.

If you wish to have a chaperone present during your consultation/exam please let reception or the GP know as early as possible so this can be arranged. Also please see our leaflet on 'what is a chaperone' available at reception & on our website.

Emergency Appointments

If you feel that you have an urgent need on the day please fill in the form online or ring as early as possible. You will be clinically triaged by a partner and be advised of the outcome by phone or text. You may be offered a telephone or face to face appointment, or advised of the best avenue for your care. You won't necessarily be seen by a doctor or one of your choice. In cases of extreme urgency, e.g. suspected heart attack, severe shortness of breath, you may consider going straight to A&E or dialling 999.

Home Visits

You will be seen more quickly if you can attend the surgery where examination is easier. The time taken for a home visit is considerably longer than a surgery consultation. Please only request a home visit if it is absolutely necessary. If you do need a visit please contact us as early as possible either online or by phone

Telephone Advice

Sometimes you may have a question about a health problem or medication which does not require you to have an appointment to see someone.

You can again go to our website and contact us online, then submit an admin query or you can call the secretarial team from 8.30am to 4pm-Option 2

For prescribing you can submit forms on line—admin query and these will be passed through to the team or call on option 3, between 8.30am to 11am.

Practice Nurses

Our Nurses undertake a wide range of services such as reviews for long term conditions, smear tests, dressings, removal of stitches, ear irrigation, immunisations and travel vaccinations. Our Health Care Assistant (HCA) undertakes blood pressure checks, new patient health checks, NHS Health Checks (when these apply), removal of stitches and some wound care.

All consultations with the Nurse or Health Care Assistant are by appointment only. You can make appointments by telephone or at reception, but unfortunately you cannot make appointments with any of the nursing team using the on-line facility as who you see and how long is required is dependent on what you need to be seen for.

New Patients

We are currently accepting new registrations.

We have a designated catchment area which we have to adhere to so please ask at reception if your address is within that area or you can check yourself on our website and going to New Patient Registration—then going to Area Map and entering your post code. All those registering over the age of 16 yrs.' will normally be asked to make an appointment with the HCA for a new patient health check. This allows us to update your medical history and any current medical problems you may have. The check also allows you to ask any questions about the practice or other services. It can take several weeks for us to receive your full medical records from your previous GP.