

Cheam GP CENTRE

322 Malden Road
North Cheam, Surrey SM3 8EP



020 8644 0224



020 8288 1012



www.gpcentre.co.uk

A GUIDE TO OUR SERVICES

Dr Scott & Partner

Dr Jolley & Dr Dutta

Dr Al-Sanjary

These Practices are members of the

South West London Clinical Commissioning Group



August 20

Welcome to our Practice!

The Cheam GP Centre was established over 40 years ago and incorporates three separate GP Practices in one building. Dr Scott and Partners known as Green Team, Dr Muktar & Dr Al-Sanjary, known as Red Team and Dr Jolley & Dutta, known as the Blue Team. We operate a 'shared staff services model' comprising; Practice Manager, Business Manager, an Administrative Support, Reception and Nursing teams.

Dr Jolley and Dr Dutta's Practice is a **'training practice'**. This means qualified hospital doctors who wish to enter general practice spend six – twelve months with us in order to gain the experience they need to become family doctors.

We achieve continuity of care by ensuring that patients are only seen by the Practice they are registered with and by the most appropriate member of the clinical team; this could be a GP, practice nurse or a healthcare assistant.

Our patients enjoy the individual and personalised attention given to them by a small Practice while enjoying a wide range of services and expertise usually provided by only a large Practice.

All patients registered at the Practice are assigned to a named GP at their registered practice.

This GP will have overall responsibility for the care and support our Surgery provides to you. Your medical care will be provided by the entire healthcare team and appointments, consultations and home visits will be arranged with the most appropriate GP/Nurse available. If you have a preference as to which GP is assigned we will make a reasonable effort to accommodate this request.

Do take a few moments to read the Practice Leaflet, it tells you about our services, how to access them and some general information about how our Practices operates. Further information, including downloadable leaflets, our newsletter and other information is available from our website: www.gpcentre.co.uk.

Extra GP and Nurse Appointments available in Sutton

All patients registered with a Sutton GP can now book an appointment with a GP or Nurse after working hours and at the weekend

To book an appointment:

Contact your registered GP Practice in the usual way and ask the GP's receptionist for an appointment

To cancel an appointment:

If your registered GP surgery is open call them

If your registered surgery is **NOT** open call 07578 813838

Appointments **MUST** be pre-booked – there are **NO** walk-in services available

The extra GP and Nurses appointments are being operated out of Wrythe Green Surgery (Carshalton) and Robin Hood Lane Surgery (Central Sutton)

Appointments are available:

Monday – Friday: 1830 hrs – 2000 hrs

Saturday and Sunday 0800 hrs – 2000 hrs

Wrythe Green Surgery

<https://goo.gl/maps/W9BhqAXGfkmgnnw7>

There is ample parking onsite

It is served by buses 127, 157, S1 and S3

Robin Hood Lane Surgery

<https://goo.gl/maps/SCrwTWTuictaGiky7>

There is a large multi-storey car park across the road from the surgery.

The health centre car park is for staff vehicles only, however there are designated parking spaces for disabled patients at the side of the surgery

It is served by buses 164, 213, 280, 407 and 413

DoctorLink

Sutton GP Services has been commissioned by NHS SW London and Sutton CCG to commence the roll out of DoctorLink, an online symptom check and triage services for the practices and patients in Sutton.

Doctorlink is a virtual health assistant which currently can be used to check your symptoms and book appointments.

Booking appointments is made easy through a simple website accessible online through your computer or mobile device.

You can seek clinically approved medical advice around the clock. Doctorlink will direct on how to best manage your symptoms or the right healthcare service to suit your needs.

To find out more or register for this service:

<https://app.doctorlink.com/wrythegreen/register>

Extended Access HUB

We are now able to offer our patients extended hours appointments during the following times:

Monday - Friday 6:30pm - 8pm
Saturday & Sunday 8am - 8pm

These appointments are booked via the GP Centre for patients to attend one of the local HUBs which are located at the following addresses:

Robin Hood Lane Surgery
 Sutton
 Surrey
 SM1 2RJ

Wrythe Green Surgery
 Wrythe Lane
 Carshalton
 SM5 2RE

Please see the following pages for further information

Practice Doctors

Green Team

Dr Roshni Scott (f) *LMSSA, LRCP, LRCS, DRCOG, MRCP*

Dr Vasa Gnanapragasam (m) *LRCP, MRCS, DRCOG, MRCP*

Red Team

Dr Rula Al-Sanjary (f) *MB ChB, MRCP*

Dr Safa Sawa (m)

Blue Team

Dr Alexander Jolley (m) *Bsc, MB BS, DRCOG, MRCP, DFFP*

Dr Robin Dutta (m) *MB BS, MRCP, DRCOG, Bsc*

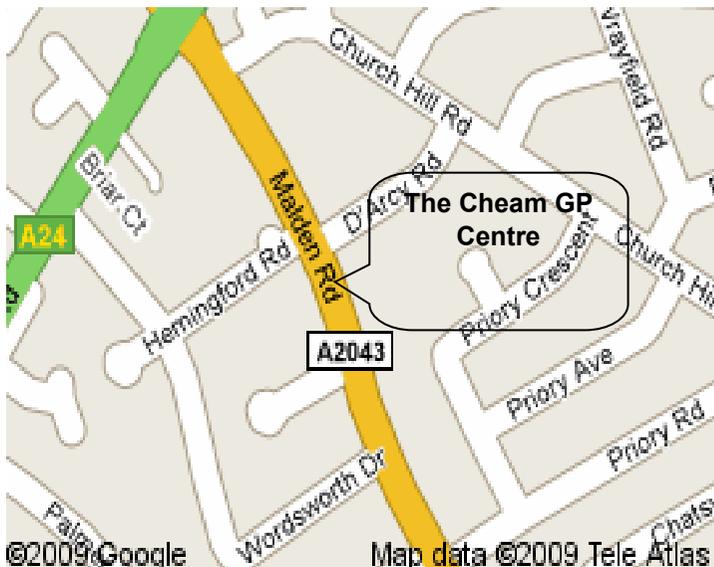
Dr Zohreen Ahmed (f) *MB BS*

Practice Area

Our Practice is commissioned to provide Personal Medical Services (PMS) for our registered patients under contract to NHS SW London.

We serve the geographical area of North Cheam extending to Lynwood Avenue, Worcester Park. Further details regarding the area are available from the Reception office

Our Location



Surgery Opening Hours:

Monday - Friday

8am - 6:30pm

**If you would like this leaflet in large print
or an alternative format please speak
with the Receptionist.**

Patient Rights & Responsibilities

You have the right to be offered appropriate medical care, and to be treated with respect and courtesy, and in complete confidence.

Please observe our processes and procedures for making appointments, ordering repeat prescriptions and disclosing information.

If you make an appointment, please be punctual or cancel in good time if you cannot keep it.

Do make sure you inform the Practice of changes of address or personal details.

Please be patient when there are delays as this is often unavoidable and last but not least treat our doctors and staff with respect and courtesy.

The Cheam GP Centre adopts a Zero Tolerance policy in terms of verbal and non verbal, threatening, aggressive, offensive, prejudice and violent behaviour towards its doctors, staff or other patients.

Such behaviour will not be tolerated in any form and offenders may be de-registered from the Practice.

We have produced a **Patient Charter** that details our obligations to you the patient and our expectations of you.

Patient Reference Group

See our website: www.gpcentre.co.uk for further details.

Complaints

Our Practice aims to give a friendly and professional service to all our patients. If you have any concerns about any aspect of our service, please let us know and we will try to resolve matters for you.

We will always try to address your concerns and any misunderstandings speedily and informally. However, if you wish to make a complaint we have produced a comprehensive guide (available from the reception office) to assist you.

Please be aware we are unable to escalate complaints on your behalf in respect of other NHS departments or personnel employed by NHS bodies outside the Practice

Patient Information & How it is Used

Information regarding any patient registered at the Cheam GP Centre will only be disclosed to the patient concerned unless we have your written consent that it may be disclosed to a third party.

All information received, shared and communicated is covered by the Data Protection Act (1998).

We have produced a leaflet entitled **“Information & You”** which you may find helpful.

You have a right to know what information we hold about you. If you would like to see your records, please obtain the **‘Access to Medical Record’** leaflet from our Receptionist.

Patients with particular needs

We can arrange interpreter and translation services in person or by telephone for patients who do not speak English. Please give us advance notice know if you need this service when booking an appointment.

For patients that are deaf or hard of hearing we can arrange for assistance from the British Sign Language

Patients with mobility problems may gain access to the CheamGP Centre by a gentle slope to the main entrance from the Cheam GP Centre car park.

There is also a fully accessible toilet in the building for patients with mobility problems, along with baby changing facilities.

If required we can provide a wheelchair for use in the building or to and from a vehicle. If you need further assistance, please ask one of the receptionists.

There is no lift in the building. If you unable to climb the easy-rise staircase please inform reception.

Patient Confidentiality

We respect your right to privacy and we keep all your health information confidential and secure.

Our Services

We offer a wide range of general practitioner medical services to our patients that include ante and post natal, well woman and immunisation clinics. We also provide specialist clinics for the monitoring and management of respiratory conditions including asthma; diabetes, heart disease and anti-coagulation. There is also an onsite facility for patients requiring minor surgery. We offer a regular Travel Clinic providing immunisations and advice.

We have produced an “A-Z Guide” detailing our services. A copy is available from the Reception Office on request. There is blood pressure monitoring equipment available in the waiting area for patient use; and an on-site chemist for the convenience of our patients.

Specialist & Hospital Care

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will discuss suitable options available to you and ask you where and when you would like to go.

**THIS PRACTICE OFFERS PATIENT CHOICE & PROVIDES THE
“E-Referral Service” APPOINTMENT SYSTEM**

All specialist and hospital care services may now be booked by patients directly using ‘E-Referral Service’. **(ERS)** . Hospital Appointments can be arranged via the internet or sometimes by telephone using the **“CHOOSE & BOOK”** system. Please allow 5 working days to collect your **CHOOSE & BOOK** letter from the Surgery, which includes your access code.

Your clinician or our medical secretary will provide you with an appointment request form and further details.

The referral process will be confirmed with you and you are able to view the referral correspondence if you wish.

Registration

If you live in our Practice area and would like to register with us, please complete one of our registration forms that are available from our reception office. To ensure you are registered quickly and we are able to obtain your previous medical records without undue delay; do provide the information and support documentation required.

Online Services

You may wish to register for online access to view your medical record, order repeat prescriptions and book nurse appointments. Ask the receptionist for an 'Online Access' registration form.

Prescriptions

The Cheam GP Centre has an on-site pharmacy where Patients can have their prescription dispensed if it is more convenient. Prescriptions may also be sent directly to other chemists for collection by signing up to EPS (Electronic Prescription Service) you must choose to nominate a pharmacy where your prescription can be sent electronically for you to collect. Alternatively you can collect your prescription from the practice.

Repeat Prescriptions

If you take medication on a long term basis, you can ask for a repeat prescription. To avoid errors and ease telephone congestion we DO NOT accept requests for repeat prescriptions over the telephones, an exception may be made for housebound and infirmed patients. Your prescription will be available for you to pick up from either the Surgery or sent to the dispensary of choice within a maximum of 48 hours (Mon- Fri). Repeat prescriptions may also be ordered online, please see 'Online Services' above for further information.

Dependent upon the medication prescribed to patients, it may be possible for repeat prescriptions to be issued for a period up to 12 months. These prescriptions will be available for collection from your local chemist. Do ask your GP for further details.

Patients taking regular medication will be required to attend a medication review with the doctor. It is in your own interest to make an appointment for a medication review when asked to do so, to ensure continuity of treatment.

Quality & Standards

This Practice is Data Accredited and it was one of the first Practice's in the area to attain this national standard of excellence.

The accreditation process involved rigorous assessment of the management, controls and processes in place to ensure patient information is used and shared appropriately; the attainment of quality standards of record keeping, accuracy and timeliness; and the work practices developed to safeguard patient data security.

General Information

We have produced specific Information guides and leaflets for patients on a wide range of topics a sample list is detailed below.

Information Leaflets:

Patient Charter – this leaflet details your rights and responsibilities as a patient.

Information & You – this leaflet provides an overview of how we use patient information and the control measures in place to safeguard your personal data.

How to make a complaint – this leaflet sets out the process and options available to you if you are dissatisfied with our services.

Guide to Access your Medical Record – comprises the application process should you require copies of your medical record or require on line access.

Freedom of Information (FoI) Publication Scheme - as we are funded by the NHS there is a requirement under the FoI Act that we publish a synopsis of who we are and what we do.

What to do when the surgery is closed:

- **If you need medical help but it is not an emergency call 111**
- **If it is a life-threatening emergency call 999**

NHS 111 is the number to call when you need medical help fast but it is not a life threatening emergency. Calls to NHS 111 are FREE from landlines and mobile phones - it is available 24 hours a day, 7 days a week, every day of the year.

When to call 111

- You think you need to go to A&E or another NHS urgent care service
- Your GP Surgery is closed and you need healthcare advice
- You don't know who to call for medical advice

When to call 999

- Major accident and trauma
- Severe breathlessness
- Severe bleeding
- Loss of consciousness
- Severe chest pain

Accident & Emergency

St Helier Hospital

Wrythe Lane, Carshalton, Surrey, SM5 1AA

Tel: 020 8296 2000 Opening Hours: 24hr Service - 365 Days

St George's Hospital

Blackshaw Road, London, Greater London, SW17 0QT

Tel: 020 8672 1255 Opening Hours: 24 hr Service—365 Days

GP Daily Rota

Monday	AM	Dr Scott / Duty Doctor—GREEN TEAM Dr Sawa/Dr Al-Sanjary—RED TEAM Dr Jolley/Dr Dutta—BLUE TEAM
	PM	Dr Scott / Duty Doctor—GREEN TEAM Dr Sawa/Dr Al-Sanjary—RED TEAM Dr Jolly/Dr Dutta—BLUE TEAM
Tuesday	AM	Dr Scott / Duty Doctor Dr Al-Sanjary/ Dr Jolley/Dr Dutta
	PM	Dr Scott / Duty Doctor Dr Al-Sanjary/Duty Doctor Dr Dutta
Wednesday	AM	Dr Scott / Duty Doctor Dr Al-Sanjary/Dr Sawa Dr Jolley/Dr Ahmed
	PM	Dr Scott / Duty Doctor Dr Al-Sanjary/Dr Sawa Dr JolleyDr Ahmed

Thursday	AM	Dr Scott / Duty Doctor—GREEN TEAM Dr Al-Sanjary/Dr Sawa—RED TEAM Dr Dutta/Dr Ahmed—BLUE TEAM
	PM	Dr Scott —GREEN TEAM Dr Sawa—RED TEAM Dr Dutta/Dr Ahmed—BLUE TEAM
Friday	AM	Dr Scott / Duty Doctor—GREEN TEAM Dr Al-Sanjary/Dr Sawa—RED TEAM Dr Dutta/ Dr Ahmed—BLUE TEAM
	PM	Dr Scott / Duty Doctor—GREEN TEAM Dr Al-Sanjary/Dr Sawa—RED TEAM Dr Dutta/Dr Ahmed—BLUE TEAM

Telephoning a Nurse or Doctor for Advice

We can arrange for a doctor or nurse to telephone you. Please call the reception office after 10.30am.

Text Service

We offer a free text service with appointment reminders and important health information, so please ensure you provide your mobile number. If you do not wish to avail yourself of this service please let us know.

Test Results

Please telephone the surgery **after 12.00am** for results.

Home visits

Our doctors typically see four patients in the Practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the Practice if at all possible.

However, we can visit you at home if your condition means you cannot attend one of our Practices. Please telephone before 10am to arrange.

Extended Hours

We offer extended hours at the practice, providing additional appointments for both Practice Nurse and GP's across the week. Early mornings between 07:30 and 08:00 and evenings between 18:30 and 19:00

Advance Booking

A number of appointments are allocated in advance for patients who wish to book 3-4 weeks ahead.

We will do all we can to accommodate your request for a particular doctor, should that doctor be available, but this may mean waiting longer to be seen.

Should there be no advance appointments left for the surgery you wish to attend you will be offered an appointment with another doctor working for your registered Practice or offered an alternative date if available

Urgent Appointments

If your condition is Urgent, you may be asked to provide more details of your symptoms and you can expect to see the duty GP on the same day. You may receive a telephone consultation from either a doctor or nurse beforehand.

Other Information

Do let us know if more than one person in the family needs to be seen as each appointment will require a separate booking.

Appointments are usually allocated in ten minutes slots; if you require more time please inform the receptionist to see if a 'double appointment' is available.

If you are experiencing difficulty obtaining an appointment please ask to speak with the Reception Team Leader.

If your condition warrants an urgent appointment you may have to wait until the doctor has completed their normal surgery list before being seen.

Surgery times & Appointments

- GP's provide home visits, routine and urgent appointments during the hours of 8am - 6:30pm
- GP Registrars also provide Surgeries.
- The Duty Doctor may change when a GP is absent
- Dr 's from all Teams provide Antenatal and Postnatal Appointments

To make an appointment to see a Doctor or nurse please call the main telephone number: **020 8644 0224** or **sign up for online access when you can book appointments online**

The Reception Office is open from: **8.00am – 6.30 pm (Mon – Fri)**

When you make an appointment do let us know if you want someone to accompany you during an examination.

We offer a mixed economy of appointments to meet our patient needs. If your condition is **not urgent**, we aim to offer you an appointment as quickly as possible. You will be offered the first available appointment with the duty doctor for your registered Practice. If no appointments are available we will add you to a cancellation list.

Nurse/HCA Appointments:

Appointments available daily between 08:30—18:00 for travel vaccinations, sexual health, contraception, child immunisations, warfarin monitoring, wound management, cervical screening, ear syringing, long term conditions management and lifestyle advice.