

# The Abingdon Medical Practice

Dr Corbett, Dr Kilduff, Dr Chua, Dr Raby & Dr Jacks



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88-92 Earls Court Road, Kensington, London W8 6EG

Tel Number: 020 7795 8470

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[www.abingdonmedicalpractice.co.uk](http://www.abingdonmedicalpractice.co.uk)

# WELCOME TO OUR SURGERY

The Abingdon Medical Practice is situated beside Pembroke Square, in the ward of Abingdon close to Kensington High Street. Our surgery is located on the ground and first floors of the building. It is designed to allow ease of access for all and a lift is available for those who are unable to use the stairs. We regret that there are no parking facilities at the surgery.

The practice is mainly an NHS practice and is also actively involved in teaching and training GPs as well as medical students from Imperial College. We are part of the West London Clinical Commissioning Group (WLCCG).

We are also available to see patients on a private basis - consultation fees are available through reception.

## THE PRACTICE TEAM

### The Doctors

**Dr Clare Corbett** MA, MB, DCH, DRCOG, MRCGP  
Qualified in London in 1979.

Dr Corbett's particular interests lie in women's health, paediatrics and acupuncture.

**Dr Ciaran Kilduff** MB, BCh, BAO, MRCP (UK), MRCGP, DRCOG  
Qualified in Dublin in 1987. Diploma in Practical Dermatology

Dr Kilduff's particular interests are in the prevention and management of adult medical diseases, skin problems and stress-related disorders. He is also an approved GP trainer and supervises GP registrars working in the practice.

**Dr Seok Mee Chua** MB BS, BSc, DCH, MRCGP  
Qualified in London in 1991.

Dr Chua's interests lie in paediatrics, women's health and mental health problems. She is also involved with work on children's medicine.

**Dr Adrian Raby** MA, MB BS, BSc, FRCGP  
Qualified in London in 1993.

Dr Raby's interests include mental health and substance misuse. He is also interested in Medical Law and ethics. He is actively involved with medical student teaching at Imperial College as well as being an approved trainer of GP registrars in the practice.

**Dr Frances Jacks (nee Booth)** BM, DRCOG, MRCGP, DFSRH  
Qualified in Southampton in 2009.

Dr Jacks completed her training at Chelsea and Westminster and was a registrar with us before joining the GP team. She is interested in women's health and family planning.

## THE PRACTICE STAFF

### Administrative

Reception Manager ..... Ann Murray  
Senior Receptionist/Administrator ..... Frederique Patterson  
Receptionists ..... Nora Kammiri, Evalina Fijalkauskaite,  
..... Eunice Sarpond and Rochelle Cyrus  
Secretary ..... Nikola Sultan

### Clinical

Practice Nurses ..... Amanda Afoa-Peterson and Lisa Clark  
Health Care Assistant ..... Nora Kammiri  
Phlebotomist ..... Valentina Frolov  
Counsellors ..... Monica Bard  
Dietician ..... Varies

## SURGERY OPENING TIMES

Monday	8.00am - 1.00pm	1.30 - 6.30pm
Tuesday	8.00am - 1.00pm	1.30 - 6.30pm
Wednesday	8.00am - 1.00pm	1.30 - 6.30pm
Thursday	8.00am - 1.00pm	1.30 - 6.30pm
Friday	8.00am - 1.00pm	1.30 - 6.30pm
Saturday	8.30am - 12.30pm (Booked appointments for working adults)	

On the first Wednesday of every month the surgery is closed from 12.30 to 1.30pm.

## TELEPHONE ENQUIRIES

If you would like to discuss a matter over the telephone with one of the doctors please telephone between 12 noon and 12.30pm. The doctors will be able to answer any medical queries at this time. Please do not ask to be put through during surgery times unless it is an emergency as this interruption is disruptive to the patient who is consulting at that time. If you are unable to speak to your doctor please leave your name and number and a brief description of your problem with the receptionist and the doctor will call you back at a convenient time. Please remember that many enquiries eg results, appointments, letters, prescription enquiries, can be dealt with by a nurse or an administrative member of staff.

## HOW TO REGISTER AS A PATIENT

To register at the practice you need to live within the practice catchment area as outlined on the back cover of this booklet. If you have moved into the area from another GP you need to provide your medical card or all details of your previous GP and your NHS number. This helps the NHS arrange for the transfer of your medical records from your previous practice.

We would like you to complete a short health questionnaire, and we also request that you see a member of the practice for a registration health check. You can then make an appointment with a GP if required.

## Out of area Registration without home visits (for patients working in our practice catchment area)

For patients who work in our catchment area and DO NOT live in the area but would like to register with our practice as a new patient, we offer the patient to be registered as an 'out of area' registered patient WITHOUT HOME VISITS. This will mean that we are aware that you live outside the practice area (catchment area) and when you registered at the practice it was made aware to you that we are not required to provide you with a home visit

## MAKING AN APPOINTMENT

Consultations are by appointment only. **Appointments can be made either by telephoning 020 7795 8470, by calling into the surgery or online using the SystmOnline facility (requires registration). Urgent medical problems which you feel cannot wait until the next routine appointment will always be dealt with on the same day.** Please ring after 8.00am. Our aim is to offer appointments for non-urgent conditions with your usual doctor within ten working days of the request. **Please inform us as soon as possible if you are unable to attend your appointment** as someone else may need it. Please note that due to the constraints of the National Health Service we are only able to offer appointments lasting 10 minutes. Inevitably this means we need to focus on a single problem area. We really do make every effort to run on time and therefore if you are more than 10 minutes late, you may be asked to re-book your appointment (in order to avoid delaying the patients who arrived on time) or wait until a free slot is available. This may not be until the end of surgery. Thank you for your co-operation.

## TELEPHONE APPOINTMENTS

It is also possible to arrange a telephone appointment with your doctor as it may be that the matter can be dealt with over the telephone. Please call the surgery before 10.00am if possible and reception will advise what time is available to speak to your doctor.

## CONTINUITY OF CARE

We recommend that you see the same GP on an on-going basis. This may mean you have to wait a little longer to get an appointment with your doctor who knows your history. Always let reception know who your usual doctor is when booking an appointment.

## HOUSE CALLS

If for strictly medical reasons you are unable to attend the surgery please call before 10.00am if possible. The doctor will call you back to discuss your request.

## OUT-OF-HOURS CALLS

If you need the help of a GP or district nurse outside of normal surgery hours **please call 111**. You will then be advised on the best course of action. Please remember there will always be emergency appointments available each morning for urgent medical problems, so if possible please wait and contact the surgery at 8.00am and you will be fitted in as an emergency.

Please note all calls to these numbers are recorded for legal reasons but are strictly confidential.

## Local Walk-In NHS Centres:

1. St Charles Urgent Care Centre, Exmoor Street, London W10 6DZ. Tel: **020 8962 4262**.  
The UCC is a new primary care walk-in centre designed to treat patients with a minor injury or illness.  
**Opening times:** Monday - Sunday 8.00am to 8.45pm.
2. Charing Cross Urgent Care Centre, St Dunstan's Road, London W6 8RF.  
Tel: **020 8846 1005/1006**. It can provide urgent, unplanned care, no appointment necessary.  
**Opening times:** 24 hours a day.
3. Parsons Green, 5-7 Parsons Green, London SW6 4UL. Tel: **020 8846 6758**. A walk-in centre led by trained nurses who can treat a range of minor injuries and illnesses.  
**Opening times:** Monday - Friday 8.00am to 7.45pm Saturday - Sunday 9.00am to 12.45pm.
4. Using the SystmOnline repeat prescription service.

## TEST RESULTS AND SPECIMENS

**Please telephone the practice between 2.00 and 3.00pm Monday to Friday** to obtain the results of your investigations. You should telephone one week after the test has been carried out. The doctor will usually advise the receptionist of your results, allowing information to be passed on to you over the telephone. Sometimes the doctor may want to discuss the result with you and you may be asked to make an appointment. The reason for this is that some laboratory results are complicated to explain and are, therefore, better dealt with face to face. Specimens may be left with the reception desk before 3.00pm Monday to Friday. Please ensure that specimen containers are properly labelled as investigations are not carried out on un-labelled specimens.

## REPEAT PRESCRIPTIONS

**You may order a repeat prescription by one of the following methods:**

1. **Tick the items you require on the detachable counterfoil** from your last prescription or put the request in writing including your name and date of birth
2. By fax to **020 7795 8480**
3. By e-mail to [abingdonmedical@nhs.net](mailto:abingdonmedical@nhs.net)

**(Please note this e-mail address is for repeat prescription requests only – all other queries should go directly to reception)**

The prescription will be ready for collection with two working days. If you would like it posted back please enclose an SAE allowing for possible postal delay.

**We do not accept repeat prescription requests over the telephone in the interest of your safety.**

## PRIVATE PRESCRIPTIONS

Please note that private prescriptions from consultants will only be converted into NHS prescriptions if we have been involved in the referral. However, the initial prescription from your consultant should be taken to the chemist for dispensing in the normal way. Please book an appointment with your GP or put in a written request if you need to continue with this medication. This will only be issued **when** we have received a letter from your consultant informing us of the treatment plan.

**Prescriptions from private GPs cannot be converted into NHS prescriptions.**

## PRIVATE TREATMENT

We regret that we are unable to administer treatment prescribed in the private medical sector such as chemotherapy or infertility treatment.

## TEACHING AND TRAINING

The practice is committed to training and education. We are a fully approved training practice for GPs completing their training - the GP registrars who spend a year working with us are fully trained doctors who have already worked for at least three years in hospitals before entering general practice. We also teach medical students from Imperial College Medical School. We do ask for your help and co-operation in this area, but if you feel you would prefer not to have a medical student sitting in during your consultation, your request to see the doctor alone will be accepted without question. Occasionally we video-record consultations for teaching purposes and to provide us with feedback on our consultation skills. However, this would only be done with your prior knowledge and consent.

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## CLINICS AND OTHER SERVICES

We provide the following clinics which are all held in the surgery.

### Asthma

Asthma care within the practice is co-ordinated by one of the partners, Dr Raby who has an interest in this field. We aim to see all those on treatment for asthma at least once a year to check that they are on optimal treatment. We do not run a designated asthma clinic but are happy to see you by appointment with either our practice nurse or your usual doctor. Practical issues such as the use of your inhaler device or peak flow meter are best dealt with by the practice nurse.

### Cervical Smears

These are carried out by the practice nurses or the doctors. Appointments can be made by the receptionist. Breast, bowel and retinal screening are organised independently and a copy of the results are sent to your GP.

### Diabetes

The clinic is held monthly and is run by Dr Kilduff and our practice nurse. We aim to offer a full assessment of your diabetes (for Type 2 Diabetes only - late onset) on an annual basis. Appointments are booked through our Reception Manager Ann Murray.

### Family Planning Services

All the doctors and practice nurses are fully qualified in all aspects of family planning. We offer a full range of services and appointments can be made in normal surgery hours. Coil fitting (IUD) and contraceptive implants are performed within the practice by Dr Corbett - please discuss it first with your usual doctor who will liaise with Dr Corbett for you to arrange a suitable appointment.

### Health Checks for 40 to 74 year olds

Everyone is at risk of developing heart disease, stroke, diabetes or kidney disease. The good news is that these conditions can often be prevented, even if you have a history of them in your family. If you have not already been invited, you can ring the practice and arrange an appointment with our Health Care Assistant or Nurse. Your free NHS Health Check will better prepare you for the future and help you take steps to maintain or improve your health.

### Infant And Baby (Child Development) Clinic

The clinic is held every Wednesday afternoon between 2.00 and 4.00pm. It is run by a doctor in conjunction with a health visitor and our nursing team. The health visitor will be happy to see you to discuss any problems related to child-care during these times and by appointment outside of baby clinic time. Appointments will be made for you with the doctor for developmental checks. **Please note that sick children should not be brought to this clinic as they may infect the well babies.** If your child is unwell please make an appointment in the usual way.

### Maternity Services

All the partners at the practice are on the Obstetric list which means that they are able to offer you the full range of antenatal and postnatal care at the practice in conjunction with the local midwives and hospitals.

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## Minor Operations

All the doctors have been approved to carry out certain minor surgical procedures. These include minor skin lesions and cysts and are carried out at the end of a morning surgery to allow adequate time. This appointment should only be made after prior discussion with your usual doctor. You need to tell the receptionist the reason for your appointment so that it is appropriately scheduled.

## New Patients

**ALL new patients are required to undertake a brief health check** as part of the registration procedure. This is carried out by our practice nurse or health care assistant and provides us with a record of your health needs and promotes early detection of illness. Please bring a urine sample for testing at this check.

## Non-NHS Examinations

Medical examinations for special purposes such as pre-employment, fitness to travel, elderly drivers, fitness to undertake sports etc, will be provided by appointment only. There will be a charge for this service; please ask the receptionist beforehand.

## Over 75 Year Old Patients

Our practice nurses offer a comprehensive annual health check for all patients over the age of 75. Please speak to reception who will arrange an appointment for you.

## Stop Smoking

Dr Raby is our lead GP and Ms Amanda Afoa-Peterson our practice nurse. They have both been trained to help you stop smoking. There are also NHS Stop-smoking Centers which are free. Your local one for Kensington and Chelsea can be accessed by contacting the Kick It helpline (Web:www.kick-it.org.uk, Tel:020 3434 2500).

## Travel Vaccinations

Our practice nurses can advise you and administer the inoculations you may require for travel abroad. **It is best to seek advice at least six weeks before travelling.** Please note that there is a charge for some of these vaccinations and the accompanying certificates - the receptionist will advise you of these charges before your appointment.

## FREEDOM OF INFORMATION - PUBLICATION SCHEME

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. This scheme is available from reception.

## CONFIDENTIALITY & MEDICAL RECORDS

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

To provide further medical treatment for you e.g. from district nurses and hospital services.

To help you get other services e.g. from the social work department. This requires your consent.

When we have a duty to others e.g. in child protection cases

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Anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know. Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff. There are further leaflets on this available in Reception.

## ACCESS TO RECORDS

If you wish to have access to your medical records you should make your application to the reception manager in writing. She will then reply to you and you will be invited into the surgery to read the records. A charge will be made for any copies taken.

## COMPLAINTS AND SUGGESTIONS

If you have a comment, suggestion or complaint, please either speak to a member of our reception team or one of the partners or put it in writing to our reception manager, Ann Murray. A complaint will be acknowledged within 48 hours and a full response within 10 working days.

## YOUR RIGHTS AND RESPONSIBILITIES

Patients will be treated with respect and courtesy at all times and the practice staff expect the same in return. We support the NHS policy of zero tolerance with regard to abusive behaviour. Anyone attending the surgery who is abusive, be it verbal or physical, will risk removal from the practice list

## CHARGES

Charges may be made for services to patients which are not available on the NHS such as certain travel vaccinations, private medical certificates, private insurance claim forms and various types of medical examinations to name but a few. The receptionist will inform you of these charges, which follow BMA recommendations. A list is displayed at reception for your information.

## PRIVATE INSURANCE

We are always happy to make referrals into the private sector if required. However, please note that we are unable to sign insurance claim forms if we have not been previously involved in the referral. As it is non-NHS work, there is a charge for this service in accordance with BMA recommended guidelines.

## CARE QUALITY COMMISSION

The Care Quality Commission (CQC) is the independent regulator of all health and social care in England. They monitor, inspect and regulate all hospitals, care homes, home-care agencies, GP practices and Dental practices.

Patients have the opportunity to tell CQC about the experience of care that they receive at any of the detailed environments.

Contact Details: [www.cqc.org.uk](http://www.cqc.org.uk)

Tel: 03000 616161

## CHAPERONING POLICY

Our Medical Centre is committed to provide a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance. Patients are able to request the presence of a chaperone if required for any intimate examination or if they feel they require the support of another individual during any examination by the doctor or nurse.

This chaperone policy adheres to local and national guidance and policy

This chaperone policy is advertised through notices in the waiting room

Patients are encouraged to ask for a chaperone if required at the time of booking their appointment wherever possible.

All staff are aware of, and have received appropriate information in relation to this chaperoning policy.

All formal chaperones understand their roles and responsibilities and are competent to perform that role. They are always happy to make referrals into the private sector if required.

## HOW CAN WE HELP YOU?

### Our Reception Team

The reception manager is there to ensure that the practice runs smoothly and all our patients get timely and appropriate access to a health care professional most appropriate to their needs. She is supported by a fully trained reception team - they are there to help you and are acting on instructions from their manager and the partners in the practice. Please help them by understanding the problems they sometimes face when trying to please everybody. Please be assured that any information discussed with them is strictly confidential.

### The Practice Nurses

Our practice nurses are fully qualified in all the traditional nursing skills including **dressings, stitch removal, injections, travel vaccinations, cervical smear tests and ear syringing.**

They are also specially trained in the care of problems such as diabetes, asthma, blood pressure, wound management, ulcers and contraception. They are supported by a trained health care assistant and phlebotomist (person who takes blood samples).

### The District Nurses

The district nursing team is managed by a senior nurse who is supported by a team of 3-4 fully trained community nurses. The team provides high quality nursing care for housebound people.

#### Important roles they fulfill include:

- Caring for the dying patient at home
- Promotion of continence
- Management of patients with leg ulcers and wound care
- Management of medication
- Carer support
- Pre- and post-operative management
- Rehabilitation after hospital admission
- Management of housebound patients with diabetes, high blood pressure and lung diseases

You can contact the district nursing team directly on **Telephone: 020 7795 8423 (voicemail) or 020 7795 8424** - please leave a message and they will call you back.

### The Health Visitors

The practice has an attached health visitor with her own office in the surgery. She has expertise in all aspects of the care and development of babies, in particular with feeding problems, and children up to the age of 5 years. The baby clinic (Wednesday afternoons) is run by the health visitor in conjunction with Dr Chua. The health visitor can visit families at home if necessary.

The direct contact telephone number for the health visitor is **020 7795 8400.**

### Counselling/Psychological Treatment

The practice offers a variety of counselling options including the service of an experienced counsellor (Monica Bard) who is available to see patients for short-term counselling as well as a CBT therapist. The therapist can arrange longer-term counselling or psychotherapy outside the practice if necessary. Patients who wish to see a counsellor should discuss it with their usual GP in the first instance.

### Dietician

The practice is able to offer appointments with a highly trained dietician here in the surgery. There are set guidelines on who they feel they can help most so please make an appointment with your usual doctor or the practice nurse if you feel referral might be helpful.

Alternatively, your doctor or nurse may suggest to you the benefit of seeing the dietician.

The dietetics service may feel you would benefit more from joining one of their groups and will advise you accordingly.

### Social Services/Social Workers

Self referral directly to Kensington & Chelsea Social Services Department is the usual way to discuss a problem with a social worker. The telephone number is: **020 7361 3013.** However, if in doubt discuss the matter with the district nursing team or your usual doctor.

## Notes

## Notes

## USEFUL TELEPHONE NUMBERS

CHELSEA AND WESTMINSTER HOSPITAL, SW10.....	020 3315 8000
CHARING CROSS HOSPITAL, W6.....	020 3311 1234
ST MARY'S HOSPITAL, PADDINGTON, W2.....	020 3312 6666
WEST LONDON CCG.....	020 7150 8000
KENSINGTON & CHELSEA SOCIAL SERVICES.....	020 7361 3000
CARERS DIRECT.....	0300 123 1053
POLICE STATION.....	101
AGE CONCERN.....	020 7471 5555
ALCOHOLICS ANONYMOUS.....	0800 826 9708
CHILDLINE.....	0800 11 11
CITIZENS ADVICE BUREAU.....	0870 122 2313
CRUSE BEREAVEMENT CARE.....	0844 477 9400
RELATE (Marriage Guidance Counselling).....	0300 100 1234
SAMARITANS.....	116 123
WESTMINSTER PASTORAL FOUNDATION.....	020 7378 2000
JOHN HUNTER CLINIC (Genito-Urinary Clinic).....	020 3315 6155

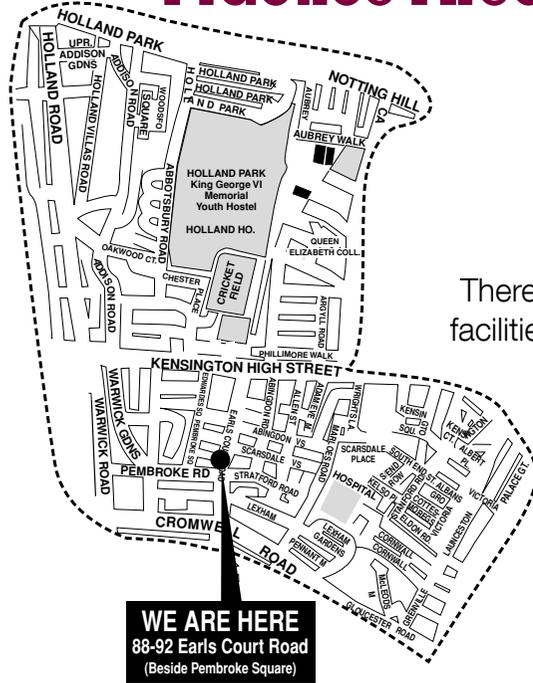
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# Practice Area



There are no parking facilities at the surgery