

DORKING MEDICAL PRACTICE

New House Surgery

142A South Street, Dorking, Surrey RH4 2QR

Tel: 01306 881313 • Fax: 01306 877305

Hillside Surgery

Boxhill Road, Tadworth, Surrey KT20 7JG

Tel: 01737 843525 • Fax: 01737 845488

www.dorkingmedicalpractice.co.uk



Welcome To Dorking Medical Practice

The practice comprises two surgeries, New House and Hillside and is operated by four partners (unlimited partnership), four salaried doctors and a team of nursing and administrative staff. We are a training practice for GPs and Dr Beattie is in charge of GP registrars.

Opening Hours at New House

Mon - Fri 8.00am - 6.30pm
and in addition to our core hours:
Tue 6.30 - 8.30pm

Opening Hours at Hillside

Mon - Fri 8.30am - 1.00pm
Plus Mon 4.00 - 6.00pm
and Tue & Wed 3.00 - 5.00pm

All consultations are by appointment. To make an appointment, please call the surgery or book online via our website. When Hillside Surgery is closed, all urgent requests and home visit requests should be directed to New House Surgery.

When New House Surgery is closed, your call will be redirected automatically to the NHS 111 service.

The practice is a member of the Surrey Downs Clinical Commissioning Group (CCG), which has purchasing responsibility for your healthcare. Their address is Cedar Court, Guildford Road, Leatherhead, Surrey KT22 9AE. Tel: 01372 201700.
Email: contactus.surreydownsccg@nhs.net

HOW TO REGISTER AS A PATIENT

You will be registered with the practice, not a particular doctor, and are free to see any doctor. We need your medical card or a GMS1 form (which we can provide) in order to register you. Your medical notes will then be sent to us from your previous practice.

EMERGENCIES (OUT-OF-HOURS SERVICE)

The practice uses a deputising service out of normal working hours. The service is staffed by fully qualified GPs and has both British Medical Association and government approval. NHS England is responsible for commissioning the service. It should be emphasised that the service is for **emergencies** arising outside normal surgery times only. Patients will be offered either advice, a consultation at a medical centre or a home visit, if medically necessary.

Outside normal working hours please ring the New House Surgery on **01306 881313** and you will be automatically diverted to the NHS 111 service.

THE PARTNERS

Dr Muna B Qureshi - MB ChB MRCGP DRCOG (1996)

Educated at Old Palace School, Croydon. Qualified at Manchester University in 1996. Trained as a GP at East Surrey Hospital. Medical interests include family planning, antenatal care and paediatrics. Enjoys swimming, badminton and travelling. Married with two children and is not keen on dogs!

Dr Andre J Beattie - MBBS BSc (Hons) Psychology DFFP MRCGP (2001)

Obtained a BSc (Hons) in Psychology before studying medicine at St George's Hospital, London, where he qualified in 2001. Worked for a short period in Australia before completing GP training in Reigate. Dorking Medical Practice is a training practice and Dr Beattie is a qualified GP Trainer. Married with three children and enjoys football, tennis and running.

Dr Vishal Sagar MBBS BSc (Hons) Neuroscience MRCP (32009) nMRCGP (2011)

Qualified at King's College London School of Medicine in 2006. He trained as a GP at St George's Hospital, London. Medical interests include cardiology and neurology. Married with two children. Enjoys football, running and travelling.

Dr Gemma T Kong - MBChB DRCOG MRCGP (2010) DFRH

Qualified at Manchester University in 2005 and trained at Bolton Hospital in the North West. Fluent in Cantonese. Enjoys rock climbing and the countryside in her spare time.

SALARIED DOCTORS

Dr Nicole Peppiatt MBChB MRCGP DFRH

Qualified from the University of Warwick in 2009 and completed her GP training in the West Midlands before moving to Surrey in 2015. Enjoys digging in the garden and running in her spare time.

Dr Goska Trubshaw MBBS MRCP MRCGP (1995)

Graduated 1995 at St George's Hospital, London. Clinical interests include neurology, in particular headaches and epilepsy. Apart from general practice also works as an Associated Specialist in Epilepsy at St George's Hospital and GP with special interest in neurology at Epsom Hospital and Community Clinic in Redhill. Loves tennis, skiing, walking and reading.

Dr Neil Dhoul BSc(Hons) BM BS MRCGP 2016

Educated at Westminster School, London. Attended University of Bristol to study a science degree graduating in microbiology with Honours. Worked in medical research before returning to university to study Medicine at the Universities of Exeter and Plymouth (UK) and worked his junior doctor years in London, Kent, Surrey and Sussex. He is a keen all round sportsman and particularly keen on swimming, squash, tennis and cricket. He regularly cycles everywhere, including to the practice, and is also a well qualified recreational scuba divemaster who enjoys adventurous travel. He is married with three children.

Dr Alex Norman MBChB BSc (Hons) Physiology MRCGP (2013)

Obtained a BSc(Hons) in Physiology before studying Medicine. Qualified at the University of Manchester in 2005. He trained as a GP at St George's Hospital, London. Medical interests include care of the elderly and paediatrics. Enjoys triathlon and walks in the countryside with his fiancé.

Dr Julian Allfrey BM BCh (Oxon) MRCGP

Qualified at Oxford University in 2009 and completed GP training in Reigate. He enjoys music, playing guitar and spending time with his family.

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Trellis House
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Funeral Director

When you suffer a bereavement, a funeral for a member of your family is the most difficult day of your life. Everything your family and friends thought about a loved one is expressed on that day. When someone dies it comes as a great shock. Sometimes the death may be expected, but nothing prepares you for the emotional shock of losing someone close and you may not know what you should do next

You will need to collect the doctor's certificate as to cause of death and meet with the local registrar.

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TELEPHONE ADVICE

If you wish to speak to a doctor please call before 11.00am and you will be called before 8.00pm the same day. If you call after 11.00am you may not be called back until the next day.

HOME VISITS

Home visits are for those who are housebound or too ill to come to the surgery. Please telephone to request a visit **before** 10.00am. Home visits are normally done after morning surgery.

REPEAT PRESCRIPTIONS

You may order repeat prescriptions online via our website. Your prescription will then be sent electronically to the pharmacy of your choice and you may collect your medications from there after two working days. You may also fax, post or deliver to the surgery your request for repeat medication. Your prescription may be collected from the surgery after two working days or from a Dorking chemist of your choice after three days. Alternatively, we can post it to you (if you provide a stamped addressed envelope) or you may collect your drugs from any of the local Dorking chemists that you choose. We regret requests for repeat prescriptions cannot be taken over the telephone.

DISPENSING

At Hillside Surgery only, we are able to dispense medication for all repeat prescriptions. Two full working days' notice is required. Prescriptions given to you during a consultation should be handed to reception and will normally be dispensed while you wait.

DISABLED ACCESS

Disabled access is available to the ground floor waiting and consulting rooms.

PARKING

Please use the pay-and-display car park across the road from New House Surgery. There is very little space outside the surgery and this should be kept free for patients with a disability or mobility problem. At Hillside, parking is available on the road outside the surgery.

NON-NHS SERVICES

Not all the services offered by the doctors are available on the NHS. The reception staff will advise you on fees for non-NHS services such as HGV examinations, fitness to travel, certificates and examinations, sports medicals, completion of private health claim forms and letters for employment/schools etc.

PRACTICE AREA

The practice area covers Dorking and an area of approximately four square miles.

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OTHER MEMBERS OF OUR PRACTICE STAFF

Practice Manager

Our practice manager has responsibility for the general running of the practice.

Practice Team

This comprises an Assistant Practice Manager, Human Resources Manager, Practice Administrator, Senior Dispenser and Senior Receptionist.

Medical Receptionists and Medical Secretaries

At least two medical receptionists are on duty at any one time and are available to help you. They will book your appointments and provide general advice about our services. They may give you the results of any tests or x-rays after they have been seen by the doctors. It is requested that you telephone between 2.00 and 5.00pm for results.

Practice Nurses

Ms Ashley Dawson SRN

RGN Ashley trained at Crawley Hospital in the 1990s. She worked in gynaecological and medical nursing before joining the Blood Transfusion Service. She joined the practice in 1997 and has had special Macmillan training in cancer care. Other areas of interest are coronary heart disease, family planning and travel medicine. She has three children.

Mrs Cheryl Seymour RGN

Cheryl trained at the University Hospital, Cardiff in the eighties and went on to specialise in palliative and hospice care at Salisbury. She is married with two children and has lived in the area for the best part of a decade. Prior to joining the practice in April 2001, she worked as a community nurse.

Mrs Sylvia Gray RGN

Sylvia trained at Carshalton School of Nursing in the early eighties. For the past ten years she has been a member of the District Nursing team in Dorking and joined the practice in 2011. Her special interest is wound care. She is married with three children. She enjoys walking in the local countryside and takes an interest in wildlife.

Mrs Gillian Sanders RGN

Gillian trained at Royal Surrey County Hospital and worked in London on a surgical ward once qualified. She has been an HIV and Sexual Health Nurse for the past nine years, working at both Frimley Park and St Peter's Hospital, Chertsey. She is married with four children.

Mrs Donna Harnett - Healthcare Assistant

Donna worked for nine years in the Accident & Emergency Department at East Surrey Hospital before joining the clerical staff at New House in 2002. In the beginning of 2008 she joined the nursing team and trained as a Healthcare Assistant. She has two children and two cats.

Mrs Sandra Williamson - Healthcare Assistant

Sandra has worked in healthcare for most of her working life, including nursing homes, care in the community and was with the Ambulance Service for 15 years before joining Dorking Medical Practice. She has four grown up children, five grandchildren and enjoys travelling and reading.

Diane Chitty - Phlebotomist

Diane trained as a phlebotomist and worked at East Surrey Hospital for 16 years before joining the practice in 2017. She is a mother of four grown up daughters who now have families of their own.

Attached Staff

District nurses, health visitors, midwives, community psychiatric nurses and counsellors. SURGERIES ARE BY APPOINTMENT ONLY.

NB: Please call 01306 888378 for Health Visitors. Please leave messages for the Midwives on 01737 231965.

CONFIDENTIALITY

All staff are bound by strict rules of confidentiality. We are a computerised practice and registered under the Data Protection Act. In addition to the old manual medical records, we keep records on computer. All computer records need a password to access data and may only be accessed by clinicians, medical secretaries and administrative staff. We ask for written permission from patients if other parties need to access records, for example, life assurance companies when applying for a mortgage.

CLINICS (all by appointment only)

- **Well Baby** - at New House with a doctor and a practice nurse.
- **Antenatal/Postnatal** - make an appointment with any of the GPs or with the midwife on Wednesday mornings.
- **Well Woman** - make an appointment with any of the practice nurses. We routinely advise all women between the ages of 25 and 50 to have cervical smears every three years and those between 50 and 65 to have smears every five years.
- **Family Planning** - make an appointment with a practice nurse during surgery hours. Dr Peppiatt fits IUD/implants on Wednesday afternoons. Emergency contraception is also available.
- **Asthma** - see any practice nurse during routine surgery or attend a clinic with respiratory nurse Cheryl Seymour at New House.
- **Diabetes** - see Sylvia Gray on Wednesdays at New House. At Hillside Surgery Sylvia runs a clinic on Monday afternoons.
- **NHS HealthChecks** - for 40-74 year olds, please book with a healthcare assistant.
- **Hypertension, Menopause, HRT, Weight Counselling** - please consult the nurses.
- **Stop Smoking Clinic** - please consult the practice nurses.
- **Travel** - please consult the practice nurses **at least six weeks** prior to departure for advice re vaccinations. Last minute holidays can be accommodated in some cases. Please note that there may be a charge for some vaccinations.

HELP US TO HELP YOU

- Our staff are trained to treat you with respect and kindness. Please treat our reception staff with courtesy - they are here to help you.
- Sign up for online services and book appointments, order repeat medication and view certain sections of your medical records eg medication, allergies.
- We offer routine appointments which are bookable up to 14 days in advance, same day appointments for those who are unable to wait another day and sit-and-waits for those needing urgent medical care. Please remember an appointment is for one person and is generally 10 minutes long. If you cannot keep your appointment, please tell us as soon as possible. The practice reserves the right to remove from the list any patient who has failed to attend a pre-booked appointment in three occasions in the last year.
- We will offer you an appointment within two working days of the request. Please remember an appointment is for one person. If you cannot keep your appointment, please tell us as soon as possible. The practice reserves the right to remove from the list any patient who has failed to attend a pre-booked appointment on three occasions in the last year.
- When making your appointment, please let reception know if you need any help due to a disability.
- We will endeavour to deal with your repeat prescription requests within two working days (plus one day for it to reach the chemist of your choice). Please order repeat prescriptions in plenty of time, either online, by post, fax or in person. To avoid errors, requests should be made on the repeat request slip provided with your previous prescription.
- If you change your name, address or telephone number, please let the surgery know.
- It is the responsibility of the patient to obtain test results. Please call reception after 1.00pm in order to avoid the early morning rush on the telephones. Laboratory results usually take between three and five days. X-rays and scan results will take longer. Please note that hospital results are not normally sent to your GP.

ZERO TOLERANCE

This practice operates a zero tolerance policy. Rudeness or aggression towards any doctor, nurse, receptionist or other member of staff will result in removal from our list.

COMPLIMENTS AND COMPLAINTS

We aim to provide you with the best services possible. It is always good to receive feedback about our services, whether your service has been good or bad. If you would like to leave feedback online, go to www.iwantgreatcare.org (friends & family test) or www.nhs.choices. If you are unhappy with the care we have provided for you, then please contact our practice manager or one of the GPs, who will listen to your concerns and take appropriate steps to investigate and/or address your concerns. Alternatively, please contact Surrey Downs Clinical Commissioning Group on 01372 201700. Their address is Cedar Court, Guildford Road, Leatherhead KT22 9AE. Email: contactus.surreydownscg@nhs.net.

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 the practice manager.

If you need access to your medical records please contact the practice manager.

WHAT TO DO AT TIME OF BEREAVEMENT

The death must be registered by the Registrar of Births and Deaths at The Mansion, 70 Church Street, Leatherhead (telephone: **08456 009009**).

You should take the following to the registrar:

The medical certificate of the cause of death.

The deceased's medical card, if possible.

Any War Pension order book of the deceased.

Any forms given to you by a coroner.

The registrar will give you:

A Certificate for Burial or Cremation (this will be needed by the funeral director).

A Certificate of Registration of Death.

Further information can be obtained from the registrars at the above address.

NOTES

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USEFUL TELEPHONE NUMBERS

HOSPITALS

East Surrey Hospital 01737 768511
Dorking Community Hospital (NB - No casualty available) 01306 646200
Epsom General Hospital..... 01372 735735

PHARMACISTS

Boots, Dorking 01306 882467
Friths, Dorking 01306 882728
Woodcocks, Dorking..... 01306 884987
Woodcocks at Medwyn Centre, Dorking 01306 740865

OPTICIANS

Dollond and Aitchison..... 01306 882176
Batemans..... 01306 882787
Alfred Hawes 01306 883187

DENTISTS

M Fleming 01306 889105
Longborough 01306 882494

SOCIAL SERVICES..... 01306 888033

CITIZENS ADVICE BUREAU..... 01306 876805

SAMARITANS..... 01372 375555