



**Seymour House Surgery**

154 Sheen Road  
Richmond  
Surrey TW9 1UU

Tel: 020 8940 2802

or: 020 8940 3228

Fax: 020 8332 7877

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

**Lock Road Surgery**

55A Lock Road  
Ham  
Surrey TW10 7LJ

Tel: 020 8940 1400

or: 020 8940 8922

Fax: 020 8332 7797

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

# Welcome To Our Practice

This practice is a partnership working from two surgeries. Along with other local practices we are part of the Richmond Primary Care Group. Our aim is to provide a friendly, caring family doctor service.

## The Partners

**DR PATRICK HUDSON**  
(Male)

**DR ARMINE KAYZAKIAN**  
(Female)

**DR ALEXANDER NAVAMANI**  
(Male)

**DR AMJED ALKAABY**  
(Male)

**MRS GILL RUSSELL**  
Managing Partner

## Salaried GPs

**DR MANOTHEETHAN JEGASOTHY**  
(Male)

**DR TIM KING**  
(Male)

**DR BRINTHA SIVAJEE**  
(Female)

**DR SVIATLANA SOBALEVA**  
(Female)

We are pleased to be a training practice and usually have one or more doctors who are interested in general practice with us for a year or more.

For the latest information click to: [www.richmondsurgery.co.uk](http://www.richmondsurgery.co.uk)

## Did you know...

Financial advisers are not just on hand to help with mortgages and pensions. They can also help with investments, life policies and annuities.

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T: 0208 6182077 M: 07961 797978  
Email: richard@davenportthomas.co.uk  
Web: www.davenportthomas.co.uk



## Would talking help?

Why wait for an appointment on the NHS?

There may be a qualified local counsellor that could see you today and help you get back to the real you more quickly.

Call a private counsellor for more details now!

Attract more business by placing your advert here. Simply call 0800 0234 196.

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Central Richmond location



## The Practice Team

Our receptionists are here to help you in any way they can. Fully trained and bound by strict rules of confidentiality, they make appointments, organise repeat prescriptions and take requests for home visits. An invaluable part of the healthcare team, the reception staff will handle your enquiries and advise you of the services we offer.

Our secretarial and clerical staff work hard to ensure the administrative side of your care runs smoothly.

### PRINCIPAL ADMINISTRATION STAFF

**Ms Elaine Smith** Medicines Management Assistant

**Ms Hollie Sheehan** Medicines Management Assistant

**Mrs Zoe Lloyd** Medical Secretary

**Mrs Jackie Bissell** Medical Secretary

**Mrs Titilayo Ashad** Medical Secretary

### PRACTICE NURSES

The practice has four qualified nurses who see patients by appointment:

**Amanda Dowdney** **Karen Rean**

**Sue Thoms** **Mary Conroy**

### HEALTHCARE ASSISTANT

**Mrs Sarah Gilson** **Ms Hilary Pinder**

### PHLEBOTOMIST

**Mrs Barbara Willis**

The following services are offered:

Routine Immunisation Blood Tests (at the request of your doctor)

Blood Pressure Checks Cervical Smears

Wound Dressing Lifestyle Concerns

Ear Syringing Foreign Travel Immunisation

Removal of Stitches Weight Checks and Dietary Service

## Community Staff Attached To The Practice

### DISTRICT NURSE

She provides nursing care to patients in their homes at the request of hospital or doctor.

### HEALTH VISITORS

They are qualified nurses with specialist training in the healthcare of children, the elderly and handicapped.

### COMMUNITY MIDWIFE

She provides support to expectant mothers, both before and after the birth.

## Patient Registration

We are pleased to welcome new patients.

All new patients are invited for a short health check with the nurse when they ask to register. We are unable to register you fully until this has been done. It is a valuable way of meeting you and establishing continuity of care; your previous medical records may not reach us for several weeks.

Your registration is with the practice as a whole. You may consult any of our partners. Our receptionists are on duty from 8.30am-6.30pm Monday to Thursday, and until 6.00pm Friday. You may also register on line.

## Appointment System

During our opening hours you may telephone or come in for an appointment. If you are registered for this service, you may also book on line. When you book an appointment please let us know if you wish to consult a particular doctor. Whilst we will endeavour to provide this, it may not always be possible. Please make your appointment well in advance. Appointments invariably book up quite rapidly as we are operating from two surgeries. Appointments are made at 10-minute intervals; however, some patients may need more time so surgeries sometimes run late. We will endeavour to keep patients informed at all times, so please be understanding if you have to wait.

A separate appointment is required for each person to be seen.

Very urgent cases needing attention the same day are seen during morning surgeries. In an emergency you may, of course, telephone any time.

We are constantly seeking to achieve the best possible access system for patients to consult the doctor so our appointment arrangements may be different at times. The reception staff will advise you.

## Surgery Times

The doctors' surgeries cover the following times:

<b>RICHMOND</b>	Monday - Friday	9.00 - 11.00am 3.00 - 6.00pm	3.00 - 5.30pm (Friday)
<b>HAM</b>	Monday - Friday	9.00 - 11.00am 3.00 - 6.00pm	3.00 - 5.30pm (Friday)

## Home Visits

Where possible, requests for home visits should be made before 11.00am.

Home visits are for patients who are too ill to come to the surgery or are housebound. As well as taking the doctor four times as long to visit you at home, we can offer more comprehensive care at the surgery, so please come to us, if at all possible.

**Do you or a family member need care and want to stay in your own home?**



This type of decision can be difficult for families. Contact a local care agency to discuss your needs today.

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Angela M.J. Bantick D.Pod.M., M.Ch.S., S.R.Ch., M.R.S.H

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## When The Surgery Is Closed

The practice is a member of East Berkshire Out Of Hours, an out-of-hours co-operative of GPs in the area. In an emergency please telephone the surgery as usual, when a recorded message will give you the number to contact the doctor on call. Please have a pen ready.

**PLEASE DO NOT USE THIS EMERGENCY SERVICE IF THE PROBLEM CAN REASONABLY WAIT UNTIL MORNING.**

### NHS DIRECT

For advice you may telephone NHS 111 or visit their website at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### NHS WALK-IN CENTRE

The local walk-in centre is at:  
Teddington Memorial Hospital, Hampton Road, Teddington TW11 0JL  
Telephone 020 8714 4000

## Test Results

At peak times invariably the telephone lines are very busy, so please do not telephone for test results or routine enquiries until after 11.00am. Results will only be given to the patient themselves or parent of a child. Please allow at least five to six days before enquiring.

The doctor will discuss test results and give advice over the telephone, but occasionally you may be asked to ring back at a more convenient time.

Ideally, unless your enquiry is very straightforward, we would prefer you to make an appointment when more time is available.

## Repeat Prescriptions

We are unable to take repeat prescription requests over the telephone. As well as the unacceptable pressure on the telephone lines, serious mistakes could occur.

Prescriptions will be ready to collect 48 hours later. If you wish them to be sent to you, please include an SAE.

## Sick Certificates

An NHS certificate is not needed if you are off work for less than seven days (including weekends); this period is covered by a self certificate available from your employer. You need to see the doctor if the absence is for longer, or if your employer requires a private certificate (for which a charge is payable).

**For the latest information click to: [www.richmondsurgery.co.uk](http://www.richmondsurgery.co.uk)**

## Non-NHS Services

Some services are not covered by the NHS and a charge is payable - eg:

SPORTS, PRE-EMPLOYMENT AND HGV MEDICALS

BUPA VERIFICATION

PPP VERIFICATION

OTHER PRIVATE CERTIFICATES

PRESCRIPTION FOR MEDICATION TO BE TAKEN ABROAD

VACCINATION CERTIFICATES

A list of BMA-recommended fees is available at reception.

Several of the partners see private patients by appointment.

## Hospital Courier Service

Specimens to be tested at the hospital at the request of your doctor must be brought into the surgery by 12.30pm.

## Change Of Name Or Address

It is very important that you inform us if you change your name and address so we can keep our records up to date. Please also include your telephone numbers. If you move outside our area, you will probably have to register with another practice.

## Temporary Residents

We are happy to see friends or relatives who are staying with you if they become unwell.

## Facilities For The Disabled

Both surgeries have wheelchair access and surgeries on the ground floor. Toilet facilities are available at Richmond.

## Parking

After 2.00pm it is not necessary to buy a ticket to park on the road outside the Richmond surgery.

## Confidentiality

Your medical records are held in strictest confidence. Information is only passed on with your consent, within the confines of the NHS, by law, or if in the public interest.

The practice is computerised and certain details of your medical records are kept on computer. These are strictly confidential and the practice is registered with the Data Protection Act.

## Complaints

We aim to provide the best possible service to our patients but misunderstandings do sometimes happen. Please feel free to discuss any concerns at the time when they occur. We aim for a speedy resolution of problems to a mutual satisfaction.

The doctors and practice manager are available to discuss any problems.

The Patient Advice and Liaison Service (PALS) can be contacted at the Richmond and CCG Civic Centre, 44 York Street, Twickenham TW13BZ. Telephone 020 8734 3001.

They provide confidential advice and support and can help you resolve any concerns you have about your care and advise on the various services available from the NHS.

## Zero Tolerance

The practice maintains that violent or abusive behaviour towards the doctors or staff will not be tolerated and may result in your removal from our list.

## About Your Rights

As an NHS patient you are entitled:

- To receive general medical care from a GP on the basis of a clinical need and regardless of ability to pay.
- To change your doctor if you wish, quickly and easily.
- To receive emergency medical care.
- To be treated under the NHS by a GP if you are away from home.
- To be treated by another GP in the practice if your own is not available.
- To be offered a health check when first registering with a GP.
- To request a health check if you have not seen a GP in more than three years.
- To be offered a yearly health check if you are over 75, carried out at the surgery or at home.
- To have appropriate medicines and appliances prescribed when necessary.
- To be referred to a consultant or specialist when your GP thinks it necessary and be referred for a second opinion if you and your doctor agree it is desirable.
- To be assured of confidentiality in all contacts with your GP and practice staff.
- To receive, free of charge, certificates for statutory sick pay for illness lasting more than six days and other statutory certificates where appropriate.
- To have clearly explained any diagnosis, proposed treatment, major risks and possible alternatives.
- To receive a home visit at any time if your doctor feels it is necessary.
- To have access to your health records held on computer or hand written, subject to any limitations in law.
- To receive an up-to-date information booklet.

- To choose whether or not to take part in medical research and medical student training.
- To choose to be registered with a doctor who provides contraceptive and maternity services. A patient may choose her own or any doctor that provides these services.
- Where appropriate, to receive invitations for cervical screening.
- To receive appropriate childhood vaccinations and immunisations.
- To receive an invitation for free breast screening if you are a woman aged between 50 and 64 years old.
- To receive advice about health, diet, exercise, smoking, alcohol, drugs and solvent abuse.
- To have a complaint about any NHS service investigated and to receive a full and prompt written reply from the Chief Executive of the relevant Health Authority.
- To see any medical report written about you for the purposes of insurance or employment.

## About Your Responsibilities

By leading a healthy lifestyle and therefore minimising health risks, you will be helping not only yourself but also your doctor. We do ask you to observe the following:

- Please try to attend appointments on time. If you have to change or cancel an appointment, **tell the practice as soon as possible.**
- Please be patient if your appointment is delayed. Delays are often caused by patients needing emergency attention.
- Requests for repeat prescriptions should be made to reception, in plenty of time to avoid unnecessary delay in treatment.
- Prepare for your doctor, talk to him and give him as much information as possible. It might help to make a note of symptoms before the consultations so you do not forget anything.
- Whilst privacy is at all times respected, reception staff may need further details about a visit or appointment to help doctors assess the degree of urgency.
- Be sure to notify your doctor promptly of any change of address or family details such as marriage.
- Home visits should be regarded as a service for the genuinely housebound or seriously ill. Requests for home visits should be made before 11.00am wherever possible.
- If you are in any doubt about the seriousness of an illness, or whether you or a member of your family need a home visit, telephone your doctor for advice.
- Similarly, night visits should be requested only when felt to be absolutely necessary. Usually the "on-call" doctor has to be on duty again the next day. Patients should respect the need for doctors to have enough rest to be fit and alert for the following day's work.

## 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.

### PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY Neighbourhood Direct Ltd

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# The Practice Area

