

# THE MOORINGS PRACTICE



2a Valley Road, Kenley CR8 5DG

**Tel: 020 3417 7565**

**Fax: 0844 815 1131**

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

# Welcome To The Moorings Medical Practice

## The Doctors

The practice is a partnership of three doctors:

- **Dr Fiona M Collins** (Female) MB BS (1983 London) DRCOG DFSRH
- **Dr Alanna R Keating** (Female) MB BS (1991 London) BSc (Hons) DRCOG
- **Dr Farhhan Sami** (Male) MB BS (1999 London) BSc MRCGP DCH DRCOG

Our practice manager is **Mrs Sue Simpson**.

## Practice Staff

Practice nurses:

- **Mrs Anne Rose**
- **Evelyn Pindura**

Health Care Assistant

- **Donna Plows**

In addition, we have eight other staff, including computer staff, medical secretaries and reception staff.

## Surgery Details

Our address is **2a Valley Road, Kenley, Surrey CR8 5DG**

Our telephone number is **020 3417 7565**

Our fax number is **0844 815 1131**

The practice holds a contract for Primary Care Services with NHS South West London, 120 The Broadway, Wimbledon, London SW19 1RH. Tel: 020 8251 1111

The surgery has access for the disabled as well as disabled toilet facilities.

## Surgery Opening Times

The surgery is open **Monday to Friday, 8.00am to 6.30pm**.

We offer extended hours on Wednesday and Thursday from 6.30 - 7.30pm. These times are strictly by appointment only and counter services such as the collection of prescriptions and letters will not be available.

## Appointments

All surgeries, with both the doctor and the nurse, are by appointment only, and appointments are available at various times.

If you need to see a doctor urgently, or on a particular day when no appointment is available, the receptionist will take your contact details and the duty doctor will call you back. You will then be given telephone advice or an appointment to see the doctor or nurse as appropriate. We book 10 minutes for every routine appointment and we endeavour to run our surgeries punctually. Inevitably, we may sometimes have to see emergencies in the surgery, or we may have to go out on an urgent visit. In addition, some patients may need more time than others. We hope, therefore, you will understand if surgeries sometimes run late. If you think you will need more than 10 minutes to discuss your problem, please advise the receptionist at time of booking.

If you are unable to attend your appointment please inform us, so that the time can be given to another patient.

## Home Visits

In certain circumstances, we may need to visit you at home, but generally, home visits will only be made to patients who are housebound or terminally ill. Home visits are at the discretion of the doctor. Please do not ask the doctor to call unless the patient is genuinely too ill to come to the surgery. If the patient has a temperature or a rash, coming to the surgery will do no harm and will not endanger others, but please inform the receptionist on arrival. When the condition of the patient does require a home visit, please try to give notice before 10.30am on the same day that the visit is required. When you request a visit the receptionist will ask for full details of the patient's name, address, age and telephone number and the reason for the visit. This information enables the doctors to plan their calls and allows urgent visits to be dealt with promptly.

## What To Do When The Surgery Is Closed

When the surgery is closed, patients may obtain health information from NHS Direct on **0845 46 47** or via their website at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk). Patients may also contact **Patientcare 24** who provide out-of-hours services on our behalf or **NHS 111**. Please note that calls are recorded. These contact details are provided on a recorded message, on the surgery telephone number. There is an NHS Walk-in Centre in Impact House, 2 Edridge Road, Croydon and a Minor Injuries Unit at Parkway in New Addington. Purley Urgent Care Centre - open 8.00am - 8.00pm 7 days a week. The main Accident and Emergency Department for this area is at Croydon University Hospital in Thornton Heath.

## Registering With The Practice

Anyone wishing to register with the practice will need to provide us with the following documentation:

1. Fully completed application form, either medical card or a GMS 1 (available from reception).
2. Fully completed new patient questionnaire.
3. Evidence of identity, eg passport, photo driving license, visa (where necessary), National Photo ID card, birth or marriage certificates.
4. Evidence of address and settled status, eg utility bill, tenancy agreement, bank statement, mortgage statement or council tax bill.
5. Mobile phone bills will not be accepted.

## Patients Entering The Country For The First Time

Patients registering for NHS treatment for the first time must provide evidence that they intend to stay in the country for six months or more. This can be one of the following:

1. Work permit or supporting letter from employer or education provider (for students).
2. Passport (or National Photo ID card if from an EEA country).
3. Visa (not applicable if from an EEA country).

The application takes 48 hours to process after which time you will be able to make appointments with the doctors or practice nurse.

You will be registered with the practice as a whole rather than an individual doctor, but you may choose to see whichever doctor you prefer. We make every effort to help patients with a disability to access our services, but if you believe we can do better, please do not hesitate to let us know.

Please note that it may take some time for your medical reports to reach us from your previous GP.



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Saturdays 9.00am - 3.00pm

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## Prescription for quality and service

ZINA Chemist is a family-run pharmacy located in Kenley, which has been offering a professional, friendly service to the local community for over 20 years.

"We're independent, and so can offer each of our customers a service that really concentrates on them as an individual, and what they need from us," said proprietor Vijay Ghedia.

"My wife Kay and I are both pharmacists. What this means to our customers is that whenever you come in you'll see one of us, and in this way we've got to know our customers well."

It's building up a relationship with the people who use their service that enables them to make sure their service is of the highest quality possible.

Zina Chemist offers a traditional dispensing service, including collection of prescriptions from participating GPs, and delivery to those who are housebound or unable to get to the pharmacy, including residents of care homes.

Zina Chemist offers a range of other services, including a smoking cessation service run in conjunction with the local Primary Care Trust.

"We are smoking cessation advisors for the PCT, which means we can offer help and advice to clients who are referred to us," said Vijay. They can then offer informed advice, and dispense any products that they think will help the client to give up smoking.

"We are supporters of the scheme, with which, we're happy to say, we've had a lot of success," Vijay said.

To contact Zina Chemist call 020 8660 8811.

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

## Services Provided

We provide a full range of services to patients at the surgery premises. We run a child health surveillance clinic every Wednesday afternoon, at which we do immunisations and developmental checks. We have an antenatal clinic every Thursday afternoon. Contraceptive services are provided by the practice, including the fitting of coils by Dr Collins. We run a dedicated diabetic clinic.

Some services may from time to time be provided by other practices or providers. We teach medical students from St George's Hospital.

## Sharing of Information

We share information with other health professionals who care for you. This is a confidential exchange between clinicians and information will only be shared with those who need to know. Information may also need to be shared with other providers such as social services, and with NHS Croydon for the purposes of registering patients and to verify that care has been given. Some private organisations, eg insurance companies or solicitors, may request information about your medical history, which we will only provide with your written permission.

## Rights And Responsibilities

Please let us know if you cannot keep an appointment, as this time may be given to another patient. We ask that patients treat all our staff with respect. In return, we undertake to treat everyone equally, regardless of gender, race, religion or sexual orientation. Violence or abuse will not be tolerated under any circumstances and patients will be asked to leave the practice if they are abusive.

We will inform you in writing if we ask you to leave the practice, together with an explanation of why we have made the decision.

**We welcome comments, criticisms and praise. It is helpful if complaints are made in writing, either to the doctors or the practice manager.**

## Repeat Prescriptions

For your convenience you can request repeat prescriptions in a number of ways:

1. You can hand in the repeat request at the surgery, and the prescription will be ready for collection 48 hours later.
2. You can post the request to us, enclosing a stamped addressed envelope, and we will send the prescription back to you.
3. You can ask either of the two local chemists for your medication. They will obtain the prescription from us on your behalf, and you simply collect your medication from them. The two chemists operating the scheme are HOBBS PHARMACY and ZINA CHEMIST, both on Godstone Road.
4. Can now be ordered via Vision On Line - patients will contact the surgery to get an ID number.
5. Can be sent electronically if signed up with chemist of choice.

## Results Of Investigations

Results of investigations are sent to the surgery and checked by the doctor. This may take anything from a few days to several weeks. We ask you to contact the surgery after 11.30am to obtain your results. The receptionist will tell you whether the result is normal, or whether you should speak to the doctor or make an appointment to see the doctor.

If the results need urgent attention we will make every effort to contact you. For this reason, please keep us informed of any changes in address or telephone number.

Visit our website: [www.mooringspractice.co.uk](http://www.mooringspractice.co.uk)

# Sarah Rutter Counselling

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**020 8688 0005**

info@sarahruttercounselling.com

www.counsellingpurley.com



FBS

## Health Promotion

Both the doctors and the nurses are happy to give advice on how to promote good health. In particular, the practice nurses can advise on diet and monitor weight reduction. In the interests of everyone's health, smoking is not allowed anywhere on the premises.

Every Autumn, we run an influenza immunisation programme. We aim to immunise all those with heart disease, chest disease or diabetes as well as the elderly. If you think you may need immunisation against influenza, please ask one of the doctors or nurses.

## Clinics

### Antenatal Clinic

An antenatal clinic is held on Thursdays. A doctor and trained nurse are available at this time. If you discover you are pregnant please book into the clinic at approximately eight weeks.

### Well Baby Clinic

Developmental checks and children's immunisations are offered to all our children.

### Childhood Schedule

0 - 6 weeks

Weighing

8 weeks at the surgery

Developmental and well baby check - by doctor

### Routine Childhood Immunisation Programme

Each vaccination is given as a single injection into the muscle of the thigh or upper arm.

When to immunise	Diseases protected against	Vaccine given	Immunisation Site
Two months old	Diphtheria, tetanus, pertussis, polio and Haemophilus influenzae type b (Hib) Pneumococcal disease Meningococcal group B disease (MenB) Rotavirus (from July 2013)	DTaP/IPV/Hib (Pediactal) PCV (Prevenar 13) MenB (Bexsero) Rotavirus (Rotarix)	Thigh Thigh Left thigh By Mouth
Three months old	Diphtheria, tetanus, pertussis, polio and Hib Meningococcal group C disease (Men C) Rotavirus (from July 2013)	DTaP/IPV/Hib (Pediactal) Men C (NeisVac-C or Menjugate) Rotavirus (Rotarix)	Thigh Thigh By Mouth
Four months old	Diphtheria, tetanus, pertussis, polio and Hib Men B Pneumococcal disease	DTaP/IPV/Hib (Pediactal) MenB (Bexsero) PCV (Prevenar 13)	Thigh Left thigh Thigh

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Between 12 and 13 months old – within a month of the first birthday	Hib/Men C Pneumococcal disease Measles, mumps and rubella (German Measles) MenB	Hib/Men C (Menitorix) PCV (Prevenar 13) MMR (Priorix or MMR VaxPRO) MenB (Bexsero) booster	Upper arm/thigh Upper arm/thigh Upper arm/thigh Left thigh
Three years four months old or soon after	Diphtheria, tetanus, pertussis and polio Measles, mumps and rubella	dTaP/IPV (Repevax) or DTaP/IPV (Infanrix-IPV) MMR (Priorix or MMR VaxPRO) (check first dose has been given)	Upper arm Upper arm
Girls aged 12 and 13 years old	Cervical Cancer caused by human papillomavirus types 16 and 18 (and genital warts caused by types 6 and 11)	HPV (Gardasil)	Upper arm
Around 14 years old	Tetanus, diphtheria and polio Men C	Td/IPV (Revaxis) and check MMR status Men C (Meningitec, Menjugate or NeisVac-C)	Upper arm Upper arm

The childhood vaccinations are now given in rapid succession at two, three and four months to protect small babies from whooping cough. It is very important that your child has this vaccination. There are few reasons for not giving it.

If you are concerned that your child is unwell and perhaps should not have a vaccination on a particular day, please still bring the child to the surgery so that your doctor can assess whether or not they should have the vaccination. It is now very rare for a child not to be able to have the whooping cough vaccination. There is a very real danger of your baby being damaged if they contract whooping cough in the first year of life.

**Cervical Cytology (smear test)**  
 To reduce the risk of cancer, cervical smear tests should be performed regularly (unless otherwise indicated by the doctors) between the ages of 25 and 65.

You will be notified by post if you are due for a smear test. In general, smears are offered every three years to patients under 50 years old and every five years to older patients.

**Diabetic Clinic**  
 We run a diabetic clinic weekly. Patients are seen by the practice nurse and the doctor, if necessary. We work closely with the diabetic specialist nurses from Croydon University Hospital.

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### **Asthma Monitoring**

Patients with asthma are invited to see the doctor or nurse during normal surgery times. We believe this to be more convenient for patients than holding a dedicated asthma clinic.

### **The Moorings Patient Participation Group (PPG)**

The Patient Participation Group was recently established to provide an independent overview of services and facilities at The Moorings Medical Practice.

As a patient of the practice, you are automatically a member of the PPG. There is a notice board in the waiting room area which gives details of current activities.

Whilst the PPG is not a vehicle for clinical complaints, it will:

- Be fully briefed about NHS and practice policies and delivery of services
- Publish a patient newsletter
- Establish a two way communication between the partners, staff and patients
- Receive reports about and comment on operational matters relating to The Moorings Medical Practice and make comments or suggestions thereon.

Membership of the PPG committee is open to all patients and staff of the practice. If you are interested in joining the PPG committee, please see details on the notice board.

### **Newly Registered Patients**

All newly registered patients will be asked to complete a questionnaire. If you are on regular medication you will be offered an appointment with the nurse when you register.

### **Charges**

From time to time, we are asked to sign various forms, or write letters on behalf of patients. In general, this is not considered to be NHS work, and we will make a charge, which will vary according to the work involved. The receptionists can provide details of these charges on request. Examples of work for which a fee is payable include passport and driving licence forms, forms for private health or travel insurance claims, some medical examinations and private certificates for absence from work. This list is not comprehensive, and we try to advise you before work is undertaken whether a charge will be made.

### **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.

### **Management Of Common Ailments**

Many conditions get better on their own and can be treated successfully at home. Your pharmacist may be able to help you with these and advise about medicines you can buy over the counter.

### **Antibiotics**

Firstly a note on these commonly prescribed and powerful medicines. They only work on bacteria and are without effect on viruses. Unfortunately, this means that the common infections like coughs, colds and flu etc will not be helped by them at all. The correct treatment is to follow the simple remedies outlined and we only use antibiotics when these measures fail and we suspect that there is a secondary bacterial infection. Overuse of antibiotics may lead to their not working in future and could provoke more complications like thrush, skin rashes etc. They do take 48 to 72 hours before there is a difference in symptoms and you should always finish the course.

## Diarrhoea And Vomiting

In adults and older children, diarrhoea and vomiting will usually get better on its own. Treatment consists of replacing the fluid that you have lost and resting the digestive system by having no solids to eat for 24 hours.

Sachets of powders such as Dioralyte and Rehidrat, which can be made into a drink, are available from the chemist. If children refuse these, try sips of flat lemonade.

If the diarrhoea contains blood or there is severe pain or high fever, you should discuss it with your doctor. Diarrhoea and vomiting in small babies and young children should be treated with caution and the doctor will be happy to see them if necessary.

## Backache, Strains And Sprains

Many acute strains and sprains will respond to a few days' rest, and paracetamol taken for the pain. Backache will usually respond to 24 to 48 hours of rest followed by gentle exercise. Simple pain relief such as paracetamol or ibuprofen should be used. If symptoms persist, consult your doctor.

## Cystitis

Very common in women, this causes burning sensations on passing urine. Drink plenty of fluids. If symptoms last more than 24 hours, consult your doctor.

## Nose Bleeds

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for about 10 minutes by which time the bleeding usually stops.

If the bleeding continues, consult your doctor.

## Sore Throat

Unfortunately, most sore throats are due to viruses and, therefore, do not respond to antibiotics. Usually the condition will begin to improve over four or five days. In adults, soluble aspirin gargled, then swallowed regularly, together with drinking plenty of fluids such as squash will help. In children under 12 years paracetamol taken regularly is helpful. If your sore throat, however, is getting progressively worse after 48 hours, it would be wise for you to see your doctor.

## Sprains

First apply a cold compress containing ice for 15 or 30 minutes to reduce the swelling. Apply a firm crepe bandage and give a sprain plenty of rest until all the discomfort has subsided.

## Childhood Infections

### Chickenpox

On the first day a rash appears with small red spots about 3-4mm wide. Within a few hours these develop small blisters in the centre. During the next three or four days further spots will appear and the earlier ones will turn crusty and fall off. Calamine may be applied to help the itching. The most infectious period is two or three days before the rash started. Children may return to school as soon as the last crusts have dropped off.

### German Measles

The rash appears during the first day of illness and usually covers the body, arms and legs in small pink spots about 2-4mm wide and does not itch. There are usually no symptoms apart from occasional aching joints. It is infectious from about two days before the rash appears until the rash disappears in about four or five days. The only danger is to unborn babies and it is important to avoid people who are pregnant.

## Measles

The rash is blotchy and red and appears on the face and body on about the fourth day of feeling unwell and is always accompanied by a cough. It is most infectious from two or three days before the rash appears until eight or ten days afterwards.

## Mumps

The symptoms are swelling of the salivary gland in front of one ear often followed a couple of days later by a swelling in front of the other ear. It is infectious for two or three days before the swelling starts until 10 days afterwards. If the pain is severe, you should consult your doctor. However, if your child appears particularly unwell or you are worried, your doctor will be happy to give you advice.

## Earache

This is a common symptom and an ear infection is just one of the many causes. Management in the first 24 hours should be regular use of paracetamol. If the earache persists, you should consult your doctor, but it does not merit an emergency visit. Both viruses and bacteria cause ear infections and the use of antibiotics is still much debated in the medical press.

## A Temperature

A temperature occurs commonly even with mild infections. In small children it is important to stop the temperature rising too quickly and children should be given paracetamol syrup, which may be bought from the chemist. If they still appear hot, they should be gently sponged with tepid water in order to cool them. If a temperature is very high and does not come down with the above treatment or the child appears very unwell with the temperature, you should consult a doctor. A child or adult with a temperature will not come to any harm being wrapped up and brought by car or by pram to the surgery.

## Useful Telephone Numbers

Practice .....	020 3417 7565
Health Visitors.....	8714 2750
District Nurses (ansaphone).....	8714 2750
Croydon University Hospital.....	8401 3000
Social Services.....	8726 6500
NHS Croydon .....	8274 6000
Alcoholics Anonymous.....	0845 769 7555
RELATE (Marriage Guidance).....	8680 1944
Samaritans - Croydon .....	8681 6666
Citizens Advice Bureau .....	8660 6800
Purley Hospital .....	8401 3232
CRUSE .....	8916 0855
MIND - Croydon .....	8668 2210
Age UK.....	0800 169 6565
Crossroads Care Croydon .....	8667 9893

Notes

Notes

**PRACTICE BOOKLETS** ARE SPECIALLY PREPARED BY  
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# Map Of Our Practice Area

