SOUTHFIELDS GROUP PRACTICE

We are a locally well known and popular four-partner practice based in the pleasant residential area of Southfields and Wimbledon Park. We now occupy new purpose-built premises at the junction of Revelstoke Road and Merton Road.

The surgery has disabled access, including automatic doors at the entrance, toilets and lift access to the consulting rooms on the first floor.

DOCTORS

Dr Harinder S Kooner (M) MBBS DRCOG MRCGP JCC (Cert) London 1985
Dr Andrew J Deuchar (M) MBBS MRCGP Dip Occ Med London 1990
Dr Frank T Auty (M) BMBS MRCGP Nottingham 1990
Dr Kerry Thompson (F) MBChB MRCGP DFFP DCH DRCOG Manchester 1994
Dr Philippa Hayes (F) MBBS MRCGP DRCOG DFFP BSc (Hons) London 2000
Dr Laura Maythan (F) MBBS BSc (Hons) Imperial College London MRCGP CIDC Warwick
Dr Bethany Haves (F) MBChB Manchester 2008 MRCGP
Dr Jessica Briscoe (F) BMBS MRCGP Universities of Exeter and Plymouth 2010
Dr Marie Brochut (F) MBBS BSc (Hons) Kings College London DRCOG MRCGP

OPENING HOURS

The surgery doors are open from Monday to Friday 8.00am to 6.30pm (core hours). During these hours our phone lines are open (020 8875 5429) and we offer a full range of services by appointment.

We also offer extended access appointments for patients who find it difficult to attend the surgery during the above core hours because of work commitments. These are available at the following times:

Monday to Friday:  7.30 to 8.00am (GP appointments)
Monday to Thursday:  6.30 to 8.00pm (GP appointments)
Saturday:   8.00 to 10.30am (GP & practice nurse appointments)

Please note that the surgery is only open for patients with pre-booked appointments during the extended access periods. As the surgery operates with reduced staffing levels during the extended access periods, entry to the building is controlled by entryphone and will only be possible for patients with appointments. If you have an urgent medical problem at any time outside of our core hours of 8.00am to 6.30pm Monday to Friday, please follow the out-of-hours instructions below.

OUT OF HOURS

Should you need urgent medical attention outside of core surgery hours (Monday to Friday 8.00am to 6.30pm), please call NHS 111 by dialling 1-1-1 (calls are free from mobiles and landlines); you will be directed to the service most relevant to your needs. There is an Urgent Care Centre at St George’s Hospital, Tooting (telephone 020 8725 2666).

There is a minor injuries treatment centre at Queen Mary’s Hospital, Roehampton, which is open from 8.00am to 7.30pm daily (telephone 020 8487 6499/6999). Please note that this service does not see children less than two years of age.

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ACCIDENT AND EMERGENCY UNITS ARE SITUATED AT:

St George’s Hospital, Blackshaw Road, Tooting, London SW17 0QT
Tel: 020 8725 2666

Kingston Hospital, Galsworthy Road, Kingston, Surrey KT2 7QB
Tel: 020 8546 7711 (switchboard)

Chelsea & Westminster Hospital, 369 Fulham Road, London SW10 9NH
Tel: 020 8746 8000 (switchboard)

URGENT CARE SERVICE

There is an urgent GP service held at the Brocklebank Health Centre, 249 Garratt Lane, London, SW18 4DU, from 9.00am to 5.00pm on Saturdays and from 9.00am to 1.00pm on Sundays, also from 6.30pm to 9.30pm Monday to Friday. Please note:

• Urgent care only (After 6.30pm ring 111 for urgent care.)
• A single GP who will NOT have your medical records available
• This is not for Accident and Emergency (use St George’s or Chelsea and Westminster)
• Walk-in for an appointment, on-the-day only
• Repeat prescriptions NOT available

This service is only for patients of the following surgeries:

Brocklebank Group Practice
Dr Haider

Elborough St Surgery
Southfields Group Practice

Triangle Surgery
Wandsworth Medical Centre

The Earlsfield Practice

St Paul’s Cottage Surgery

PRACTICE STAFF

PRACTICE MANAGER

Mrs Gaynor Llewellyn is the practice manager and is responsible for the administration of the practice. If you have any suggestions which may help improve our service to you, or any complaints about any aspects of the medical practice, please do not hesitate to contact her.

PRACTICE NURSES

The practice nurses offer a comprehensive range of nursing procedures. Alongside general nursing services such as ear syringing, vaccinations, wound dressing and health screening clinics, they offer a range of more specialised clinic appointments, for example: asthma, diabetes, coronary heart disease, smears and family planning. The practice also runs a full travel clinic service where patients can be given travel advice, vaccinations (there is a charge for some) and any travel certificates that may be required.

We are also a registered yellow fever vaccination centre.

ALL NURSING SURGERIES ARE BY APPOINTMENT SESSIONS ONLY.
COMMUNITY NURSING TEAM
The district nursing team can be contacted on 020 8812 5000.

PRACTICE STAFF
There is a full complement of reception staff, practice secretaries, computer operator and attached district staff. All our staff are here to help you and are pleased to do so. You may on occasion be asked for medical information in order for staff to assist you. All information given to a member of staff will be treated in confidence as all staff are bound by the same code of conduct as the doctors and nurses.

CONSULTATIONS ARE BY APPOINTMENT ONLY
To make an appointment either call into the surgery or telephone between the hours of 8.00am and 6.30pm, or you can apply for a pin number from reception which will enable you to register with the practice website and book appointments online. There is a duty doctor on-call every day to see patients who consider their ailment to be an emergency; the duty doctor will only deal with one problem and a routine appointment should be booked for anything that is not an emergency.

We ask that patients who require a routine appointment do not book to see the duty doctor as they could potentially prevent a patient with a real medical emergency from being seen. It may not always be possible for you to see the doctor of your choice. However, every effort will be made to accommodate your request.

If you require advice but do not feel that you need to see a doctor or nurse, please telephone the surgery to leave your name, telephone number and the reason for your call and one of our clinicians will call you back as soon as they are able.

The practice operates shared lists. Patients can book to see the doctor of their choice, subject to availability. In an emergency, it may not be possible to accommodate this choice.

The standard length of a GP consultation is 10 minutes. Please be aware that it may not be possible to deal with more than one problem at a time. If you have multiple problems please book a longer appointment.

REGISTRATION
New patients who wish to register with the practice should collect a registration pack from the ground floor reception and complete the FP1 form immediately; we ask that you attend to register between the hours of 9.00am and 6.00pm Monday to Friday. An appointment will then be made with the health care assistant for a New Patient Medical. You can obtain a list of GPs in your area from the NHS Choices website: http://www.nhs.uk/pages/home.aspx
Generate more business with a Pay - Monthly website from OPG

We will design and launch a top quality bespoke business-generating website for you, update it regularly at your request and provide on-going advice and support every working day.

from £26 per month

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

To find out more simply call 0800 612 1408 or email us at payasyougo@opg.co.uk

Why your business needs a website

WITHOUT a website, your business or practice is invisible to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don’t, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and whose innovative ideas have been helping businesses to grow and prosper for over 40 years, they provide businesses and professional practices with 24/7 access to their targeted market.

A website not only saves you money on brochures and other such material, it greatly increases the effectiveness of your current advertising because, in effect, you are open for business around the clock.

Uniquely, the Pay - Monthly service comes with Web Partner support. This ‘phone-a-friend’ facility will provide answers to your queries and help you develop your site as your business grows.

So if you don’t yet have a website, or are unhappy with the one you have, call today for an informal chat on 0800 612 1408. You’ll be glad you did!

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

www.southfieldsgrouppractice.co.uk
**TRAVEL VACCINATION CHARGES**

<table>
<thead>
<tr>
<th>Vaccination</th>
<th>Charge per Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anti-Malarial Private Prescription</td>
<td>£10.00</td>
</tr>
<tr>
<td>Cholera</td>
<td>*FREE</td>
</tr>
<tr>
<td>Hepatitis A</td>
<td>*FREE</td>
</tr>
<tr>
<td>Hepatitis B (Course of 3)</td>
<td>£35.00 per injection</td>
</tr>
<tr>
<td>Hepatitis B Booster</td>
<td>£35.00</td>
</tr>
<tr>
<td>Meningitis ACWY</td>
<td>£55.00</td>
</tr>
<tr>
<td>Rabies (Course of 3)</td>
<td>£60.00 per injection</td>
</tr>
<tr>
<td>Typhoid</td>
<td>*FREE</td>
</tr>
<tr>
<td>Typhoid &amp; Hepatitis A</td>
<td>*FREE</td>
</tr>
<tr>
<td>Yellow Fever (With certificate)</td>
<td>£60.00</td>
</tr>
<tr>
<td>Diphtheria, Tetanus &amp; Polio</td>
<td>*FREE</td>
</tr>
</tbody>
</table>

PLEASE NOTE WE ONLY ACCEPT CASH OR CHEQUES AS WE HAVE NO CARD FACILITIES.

To download a copy of our travel risk assessment form, please visit the ‘Clinics’ page on our website.

**TEMPORARY RESIDENTS**

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

**TRAINING HEALTH CARE PROFESSIONALS**

The practice undertakes the training of medical students within the practice.

**CHANGE OF NAME AND ADDRESS**

It is very important that you inform us if you change your name and address to enable us to keep our records up to date. Please also include your telephone number. If you move outside our practice area you will have to register with a new practice.

**PRACTICE CHARTER**

**OUR SERVICE TO YOU**

As a patient of this practice you can expect:

1. To be seen the same day for conditions you and a doctor agree are urgent.
2. To have a telephone consultation or see a healthcare professional within 48 hours for non-urgent conditions.
3. To have your records treated confidentially, subject to your wish to have relatives and friends informed of the progress of your treatment.
4. To be seen at home at the doctor’s discretion.
5. To have your long-term medication and treatment reviewed at agreed intervals.
6. To be informed (through leaflets etc) of the practice’s services and how best to use them.
7. To receive health care in clean, comfortable and appropriate surroundings.
8. To be treated with courtesy.

**HELP US TO HELP YOU**

As a patient of this practice we expect you:

1. To treat the doctors and practice staff with courtesy. The partners will not tolerate violence and/or abuse directed at any member of the practice team or service users; behaviour of this nature will result in your immediate removal from the surgery list.
2. To be punctual for your appointment time.
3. To give the practice as much notice as possible if you are unable to keep a booked appointment.
4. To make more than one appointment if more than one person needs to be seen.
5. To be prepared to make further appointments if you have numerous or complicated problems.
6. To be patient if appointment times are running late - it may be you who needs the extra time on another occasion.
7. To ask for a home visit only if the illness prevents you from attending the surgery - children can usually be safely brought to the surgery.
8. To only contact the doctor out of surgery hours in cases of an emergency which cannot wait until the next working day.
9. To give two working days’ notice of repeat prescriptions/medication you may need.

**COMPUTERS**

The practice is computerised and certain details of your medical records are kept on computer. These are strictly confidential and the practice is registered under the Data Protection Act 1998.

**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 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.

Complaints should be submitted in writing to Mrs Gaynor Llewellyn, practice manager. This can be done by letter, or completion of a form available from the receptionist. However, if you wish to speak to someone directly, please let the receptionist know and this will be arranged.

We would also like to hear your suggestions about how we can improve our service to you, or if you think we have provided a good service. Your feedback is very important to us.
CONFIDENTIALITY OF MEDICAL RECORDS

Your medical record is a lifelong history of your consultations, illnesses, investigations, prescriptions and other treatments.

Your GP is responsible for the accuracy and safekeeping of your medical record, whether it is a paper or computer-held record. Computerised records are covered by the Data Protection Act and subject to the conditions therein. You can help to keep this information accurate by informing your GP of any change in your name, address, telephone number or marital status, and by ensuring your GP is informed about any changes in your health, or the treatment that you receive.

If you move to another area or change GP, your medical records will be sent to the appropriate Health Authority to be passed on to your new practice. However, a copy of all computer entries made onto your record during the time you were registered will be retained by this practice.

You have a right to keep personal health information confidential between you and your GP. Your GP will normally share this information with others involved in your health care, unless you ask them not to (see next page). Even if you are under 16, nothing will be said to anyone - including parents, care workers or teachers - without your permission.

How can I find out what is in my medical record?

We are required by law to allow you access to your medical record. If you wish to see your records, please contact the practice manager for further advice. All requests to view your records should be made in writing. We charge a small fee to cover administrative costs. We have a duty to keep your medical record accurate and up to date. Please inform us of any errors of fact that have been made over the years.

What we will not do

To protect your privacy and confidentiality, we will not normally disclose any of your medical information over the telephone or fax, unless we are sure that we are talking to you. We will not disclose any information to your family, friends or colleagues about any medical matters at all, unless we know that we have your consent to do so. Furthermore, practice staff have been instructed not to disclose any patient information over the phone. Please do not ask them to do so.

If you have any queries, comments or complaints about privacy, confidentiality or the content of your medical record, please contact the practice manager.

Who could see my records?

<table>
<thead>
<tr>
<th>Who could see my records?</th>
<th>Why?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Therapists</td>
<td>To provide health care and treatment.</td>
</tr>
<tr>
<td>Medical Technicians</td>
<td>It is our policy to have a single medical and nursing record for each patient. We firmly believe that this offers the best opportunity to deliver the highest quality of care from a modern primary care team. Therefore, access to records will only be given to those professionals involved in the treatment or investigation of your health needs.</td>
</tr>
<tr>
<td>Pharmacy Advisers</td>
<td>Access to records will only be given to those professionals directly involved in the treatment or investigation of your health needs or those carrying out essential clinical audit or research.</td>
</tr>
<tr>
<td>Clinical Auditors</td>
<td>Some practices are involved in the teaching and training of doctors and medical students. If you see a medical student or GP registrar during your consultation, they may be given supervised access to your health records.</td>
</tr>
<tr>
<td>GP Registrars</td>
<td>Practice staff have access only to such information that they need to perform their role within the practice, informing the Health Authority of registration and claim details, and performing various administrative tasks.</td>
</tr>
<tr>
<td>Medical Students</td>
<td>We are required by law to notify the Government of certain infectious diseases for public health reasons.</td>
</tr>
<tr>
<td>Practice Staff</td>
<td>The law courts can insist that doctors disclose medical records. When we are asked for medical reports from solicitors, we will only provide them if we can obtain signed consent to disclose information from the patient or if they are released under a court order.</td>
</tr>
<tr>
<td>Government</td>
<td>We provide them with limited information so that they can organise national health care programmes such as childhood immunisations, cervical smear tests and breast screening.</td>
</tr>
<tr>
<td>Law Courts</td>
<td>GPs also inform Health Authorities of registration changes and certain procedures that they will carry out on patients.</td>
</tr>
<tr>
<td>Health Authority</td>
<td>We would not normally disclose any information without your signed consent. This is sometimes needed in order for benefits or other support to be provided.</td>
</tr>
<tr>
<td>Social Services</td>
<td>We provide information only when we have received your signed consent to do so.</td>
</tr>
<tr>
<td>The Benefits Agency</td>
<td>In case of a medical emergency, relevant information may be passed on to other health careworkers. Confidential information may also be passed on to protect you or someone else from serious harm, but we will always attempt to discuss this with you first.</td>
</tr>
<tr>
<td>Local Authorities and Other Statutory Authorities</td>
<td>Anyone authorised to see your medical records has a legal, ethical and contractual duty to protect your privacy and confidentiality.</td>
</tr>
<tr>
<td>Life Assurance Companies</td>
<td></td>
</tr>
<tr>
<td>Health Care Assistants</td>
<td></td>
</tr>
</tbody>
</table>

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Please note that Wandsworth operates to an accelerated MMR vaccination schedule, 2nd dose of MMR is generally given at 18 months to encourage and improve local uptake.
Remember coughs are usually caused by catarrh and do not necessarily mean that the patient has a chest infection; they are a protective reflex to keep the lungs clear. Coughs often persist after the cold is better and may last for an additional week or so, especially if the patient or his family are smokers. If the patient is generally well and the temperature is not persistently high then there is no need to see the doctor.

**NB:** children whose parents smoke are more prone to coughs, colds, earache etc than children of non-smokers. Parents should not allow smoking in the presence of their children, or in any rooms in the house used by children.

**INFLUENZA**

As for the common cold only the headaches, aches and pains, tiredness and lethargy are much, much worse. Follow the general advice given previously, with particular emphasis on rest and paracetamol. THERE IS NO MAGIC CURE FOR INFLUENZA. Vulnerable patients, such as patients with chest and heart problems, diabetes or kidney problems can be protected against the more severe types of influenza by means of a single annual vaccination, offered free of charge at the surgery, every October. Interested patients should contact reception.

**VOMITING**

This may be due to gastroenteritis or simply to a high temperature caused by another illness. Follow general advice given previously, ensuring adequate fluid intake. Give small quantities of fluid at frequent (five - ten minutes) intervals. There is no point in taking medicines as these will simply be vomited up again. Control high temperature by other means described. Reintroduce food 12 hours after the last bout of sickness.

**DIARRHOEA**

This is usually caused by viruses. Patients do not necessarily feel unwell and it is quite alright for them to eat if they so wish (there is no need to starve the patient). Ensure the patient drinks plenty of fluids. If symptoms persist for more than 24-36 hours consider taking either kaolin and morphine or Imodium, both of which are available over the counter at your local chemist. Kaolin mixture is a suitable alternative for children. **Breast feeding should be continued for babies with diarrhoea but bottle-fed babies should have their bottle milk stopped and be given water or dilute juice until 12 hours after the diarrhoea has settled.** Tummy pains often accompany diarrhoea, usually occurring in bouts, particularly immediately before or after a trip to the toilet! This is normal and will settle after the diarrhoea has settled.

**NOSEBLEEDS**

These are common in children especially if they have a cold. If possible sit the patient in a chair leaning forward with the mouth open and squeeze the nostrils for approximately 10 minutes, by which time the bleeding should have stopped. Avoid picking or blowing the nose for the next 24 hours. If symptoms persist seek medical advice.

**PATIENT PARTICIPATION GROUP**

We hold meetings for the Patient Focus Group every three months. If you would like more information regarding the group, please call Gaynor Llewellyn on 020 8875 5429.

**CHILDHOOD ILLNESSES**

Childhood diseases can be more serious than many people think. Some, in certain cases, can be potentially fatal. Your child can, however, be protected by immunisation, visit www.nhs.uk/conditions/vaccinations/pages/vaccination-schedule-age-checklist.aspx for current schedule.

**MENINGITIS**

In recent years there has been a lot of concern about meningitis in children. Despite the publicity, meningitis is still a rare illness. All children should routinely be immunised against the common form of meningitis (Hib). However, this vaccine does not protect against all forms of meningitis. In children (over one year) and adults, look for:

- Worsening or generalised headache with any of the following:
  - Fever
  - Vomiting
  - Drowsiness/confusion
  - A dislike of bright light
  - Neck stiffness (painful and difficulty moving the chin to the chest)
  - Red or purple spots that do not fade when pressed - do the ‘glass test’ (see below)

In the later stages, bruises can form

In babies (under one year) look for:

- A high pitched, moaning cry
- Difficulty in waking
- Pale or blotchy skin
- Red or purple spots that do not fade under pressure - do the ‘glass test’
- In the later stages, bruises can form
- Vomiting all the time
- If the soft spot on top of your baby’s head (fontanelle) is tight or bulging
- If your baby moans when you lift their legs

If you are still worried after getting advice, trust your instincts - go to the nearest accident and emergency department.
THE GLASS TEST
Press the side of a glass gently but firmly against the rash - you will be able to see if the rash fades and loses colour under the pressure. If the rash loses colour when pressed and comes back when the glass is removed, it is unlikely to be serious. If the rash does not fade when pressed it may be a sign of septicaemia. Contact your doctor immediately or go to accident and emergency.

Contact doctor immediately if:
• your child seems to have meningitis
• your child has a rash which does not fade on the 'glass test'

HOMOEOPATHY
Derived from the Greek word “Homoios” meaning like, homoeopathy is the medical practice of treating like with like. That is, treating all illness with a substance which when taken by a healthy person produces symptoms similar to those displayed by the person who is ill. It is essentially a natural healing process, providing remedies to assist the patient regain health by stimulating the body’s natural forces of recovery. Homoeopathy is recognised as an effective and safe form of medical treatment but it is emphasised that where symptoms persist beyond a reasonable period you must consult your general practitioner.

OSTEOPATHY
Osteopathy is a system of diagnosis followed by manual treatment, often with a hands-on approach, for the many excessive demands put on the body today such as joint and soft tissue strains due to sport, occupational pastimes or long-standing postural problems. Osteopaths use gentle techniques on joints, muscles and ligaments to ease pain, reduce swelling and improve the mobility and range of joint movement. Remedial advice and exercise may also be given to maintain the beneficial effect.

PHYSIOTHERAPY
Many illnesses involve physiotherapy at some stage, for example, back and neck pain, sports injuries, strokes and other physically disabling problems. Physiotherapists aim not only to get the patient better but to help the patient get themselves better. Physiotherapists give the patient a thorough assessment before confirming a diagnosis and discussing possible treatments. They won’t give patients drugs or injections, but use a wide range of treatment techniques including manipulation, mobilisation, massage and electrotherapy. They may use a lot of high-tech equipment but their basic tool is their hands.

A HEALTHY DIET
You are what you eat...
If your diet is lacking, your body has ways of letting you know. For example, you may be overweight or underweight or you may have a spotty complexion or constipation. Ultimately, a bad diet can lead to serious problems such as heart disease. A good diet helps fight off disease and makes you look and feel good.

A HEALTHY DIET

EIGHT STEPS TO A HEALTHIER DIET
1. Reduce your consumption of refined carbohydrates such as white flour and white sugar. Your daily consumption of sugar shouldn't exceed two ounces - that includes all the sugar already present in food, particularly processed food!
2. Eat plenty of fresh fruit and vegetables. Aim to make them over 80% of your daily intake of food.
3. Cut down on your fat intake. Choose lean meats or trim off fat. Use low fat spreads and cooking oil which is low in saturates.
4. Choose wholemeal bread in preference to white.
5. Try nuts and dried fruit as a treat instead of sweets and chocolates.
6. Drink at least two pints of water every day.
7. Avoid the habit of overcooking vegetables. It causes a massive loss of minerals and vitamins. Steaming or microwaving is a much better way of cooking vegetables than boiling them.
8. Cut down on your salt intake. Never, for example, add salt to your food before tasting to see whether it is needed.

WHAT TO DO IN TIME OF BEREAVEMENT
Death is an inevitable fact of life. However, many of us never think about what we need to do until we are faced with the situation. It is at this time you need all the help and support possible to help you through the grieving process. We at the surgery are available to give you advice and guidance; however, there are certain practical steps you might need to know about.

These are things that you will have to do:

If someone dies at home
1. Telephone the doctor and they will visit to confirm that death has taken place and also tell you how to obtain the death certificate.
2. Contact a funeral director who will be able to advise you on registration procedures.

If someone dies in hospital
1. Contact a funeral director to let them know that their services will be required.
2. Collect the doctor’s death certificate from the hospital.

In all cases of death
1. Make an appointment to take the death certificate to the registrar’s office for the area in which the death took place. Also take the deceased’s medical card, if available, and also details of the birth certificate. The registrar will then issue you with a green form.
2. Take this green form to the funeral director who will take over responsibility for arranging the funeral and allow you to grieve in peace.
### USEFUL TELEPHONE NUMBERS

**Hospitals:**
- St George’s ................................................................. 020 8672 1255
- Queen Mary’s .............................................................. 020 8487 6000
- Kingston ....................................................................... 020 8546 7711
- Chelsea and Westminster ........................................... 020 8746 8000

**Chemists:**
- Westbury (Late Night Chemist) .................................... 020 8769 1919
- Revelstoke ................................................................ 020 8704 0582
- Wellbeing Pharmacy (Formerly Blaze) ...................... 020 8874 9635
- Cooks ......................................................................... 020 8874 7196
- Parry’s ....................................................................... 020 8946 0414
- Fazal ........................................................................... 020 8870 1377
- James ......................................................................... 020 8946 0740
- Boots (Wandsworth High Street) ................................. 020 8870 3177
- Boots (Southfields) ..................................................... 020 8874 7819
- DSS Benefits Agency Freeline .................................... 0800 666 555
- Citizens Advice Bureau ............................................... 020 8666 655

### NOTES

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