DR P M NORRIS, DR J R PARRISH, DR V PAREKH & DR D URBANIAK
ST ALBANS MEDICAL CENTRE

212 Richmond Road, Kingston-upon-Thames, Surrey KT2 5HF
Tel: 020 8546 3136 (Appointments/Results)
Tel: 020 8546 0400
Fax: 020 8974 5771
Website: www.stalbansmedicalcentre.co.uk
WELCOME TO THE PRACTICE

THE DOCTORS

Dr Patricia May Norris (Female)
MB ChB MRCS LRCP MRCGP D Occ Med DRCOG
Occupational Health Diploma and Family Planning Diploma
General Certificate of Aviation Medicine (GAM)
Member of the Institute of Management (MIMgt)
Qualified 1970 Liverpool
Authorised CAA Medical Examiner (AME)
Particular Interests - Occupational Medicine, Aviation Medicine, Heart Disease Prevention, Asthma, Menopause, Family Planning, Obstetrics and Gynaecology

Dr John Richard Parrish (Male)
MRCS LRCP FRCPG MRCGP DRCOG DCH DFFP
D Occ Med Family Planning and Occupational Health Diplomas
GP Trainer Qualified 1983 London
Particular Interests - Child Health, Diabetes, Asthma, Obstetrics, Ophthalmology, Occupational Medicine and Diving Medicals

Dr Vispi Parekh (Male)
MB BS MS Family Planning and Occupational Health Certificates
Diploma in Coronary Heart Disease
Qualified 1973 Grant Medical School, Bombay
Particular Interests - Child Health, Minor Surgery and Joint Injections, Neck and Back Manipulation, Heart Disease Prevention, Asthma, Obstetrics and Occupational Medicine

Dr Dorota Urbaniai (Female)
MD (Warsaw) 1985
LMSSA (London) 1993
Diploma of the Faculty of Family Planning
Particular Interests - Women’s Health, including Gynaecology, Obstetrics, Family Planning and Menopause, Children’s Health, Mental Health and Dermatology

GP Registrar

Our practice is a training practice. Our registrars are fully qualified and have a great deal of hospital experience. Registrars are attached to our practice for 12 months and patients find their fresh, enthusiastic approach adds to the health care we provide. The registrars usually become general practitioner partners after completing their training and are, at all times, encouraged to seek advice, when required, from the practice partners. When booking an appointment you may be asked if you would consult with the registrar appointed to the practice. We are confident that they will give our patients modern, effective and caring treatment.

PRACTICE STAFF

Practice Manager

Milena Bodda is the practice manager and she is responsible for the running of the practice and should be able to help you with any questions about administration or non-medical aspects of your treatment within the practice.
If you have any problems or feel you have a complaint about the attention you receive, please speak to Milena; she is always willing to listen and may be able to help and advise. (She would also be happy to hear your views and suggestions about the services offered by the practice.) Milena is responsible for managing our “in house” complaints procedure.

Deputy Practice Manager

Mrs Jackie Lomas is our deputy practice manager. Jackie will be able to help with many of your enquiries or problems.

Administration Staff

We have two secretaries, a reception supervisor and a team of part-time receptionists. The ladies behind the reception desk will assist you in making emergency and routine appointments to see the doctor, undertake repeat prescriptions, answer numerous and varied questions and offer help and assistance at all times. They are specially trained to take messages and essential details sympathetically and in the strictest confidence so that all the doctors can treat everyone as their needs dictate. It is a legal requirement that confidentiality of patients’ records is maintained at the highest level by all staff. Their job is very demanding - please help them to help you!

Practice Nurses

We have three practice nurses. They see patients by appointment for such services as dressings, immunisations, blood and urine tests, blood pressure checks, ECGs, ear syringing and cervical smears. They also give general advice on health and healthy living. In addition they carry out asthma and diabetic clinics, well person checks and new patient health checks.

Health Care Assistants

We have two health care assistants who undertake some routine nursing duties so that the practice nurses can offer their more specialised skills to our patients. They have received training and assessment in certain areas such as taking bloods, routine blood pressure monitoring, blood glucose monitoring, ECGs, simple dressings, new patient health checks, weight checks and smoking cessation. They also undertake chaperone duties if required.

District Nurses

The district nursing team have an office based at our Acre Road Clinic (tel: 8547 6012). Their duties include visiting housebound patients of any age in their homes where there is a medical or nursing need, giving practical assistance or offering professional advice. Each patient’s needs are assessed and their care/treatment is planned accordingly. District nursing sisters are experienced registered general nurses with a certificate or diploma in district nursing.

Health Visitor

The health visitor provides health advice for children and expectant mothers. She has special responsibility for health and development in the under fives. She can be contacted at Hawks Road Clinic on 020 8546 1115 Ext 204.

Dietician

The dietician holds twice monthly sessions at St Albans Medical Centre and one session a month is linked to the diabetic clinic. The doctor will refer you to the dietician for weight reduction or dietary advice if applicable.

Phlebotomist

The phlebotomist attends on a Monday morning to carry out various blood tests. These tests are carried out with the minimum of delay and patients are advised to use the clinics whenever possible.

USEFUL NUMBERS

NHS Direct ................................................................. 111
New Victoria Hospital ..................................................... 020 8949 9000
Kingston Police .......................................................... 020 8541 1212
Kingston Hospital ......................................................... 020 8546 7711
Social Services Kingston .............................................. 020 8547 5005
Social Services Richmond ............................................. 020 8940 3331
PALS ........................................................................... 020 8934 3993
Choose and Book ......................................................... 020 8339 7292
Teddington Walk-in Centre ............................................. 020 8714 4004

The practice keeps an up-to-date list of self-help voluntary organisations. If you require information about any such group please ask.
SURGERY OPENING HOURS - RICHMOND ROAD
Our opening hours are 7.30am-6.30pm Monday to Friday and we are closed between 12 noon and 1.30pm daily. All surgeries are by appointment - telephone number is 020 8546 3136. For home visits, enquiries, urgent matters and when the surgery is closed phone 020 8546 0400. TEMPORARY ALTERATIONS WILL OCCUR WHEN ONE DOCTOR IS ON HOLIDAY.

Monday
Morning  Dr Norris  Commuter Clinic  7.30-8.00am
Dr Parrish  Commuter Clinic  7.30-8.00am
Dr Parekh  Commuter Clinic  7.30-8.00am
Dr Norris  General Surgery  9.00-11.00am
Dr Parrish  General Surgery  8.30-11.00am
Dr Parekh  General Surgery  8.30-11.00am
Afternoon  Dr Parekh  General Surgery  1.30-3.40pm
Evening  Dr Parrish  General Surgery  4.00-5.30pm

Tuesday
Morning  Dr Parrish  Commuter Clinic  7.30-8.00am
Dr Parekh  Commuter Clinic  7.30-8.00am
Dr Parrish  General Surgery  8.40-11.00am
Dr Parekh  General Surgery  8.00-11.00am
Afternoon  Dr Norris  General Surgery  2.00-5.30pm
Dr Parrish  Baby Clinic  2.15-3.30pm
Evening  Dr Parrish  General Surgery  4.00-5.30pm

Wednesday
Morning  Dr Norris  Commuter Clinic  7.50-8.00am
Dr Parrish  Commuter Clinic  7.20-8.30am
Dr Parekh  Commuter Clinic  7.30-8.00am
Dr Norris  General Surgery  8.40-11.00am
Dr Parekh  General Surgery  8.30-11.00am
Afternoon  Dr Parekh  Minor Surgery  1.30-2.00pm
Evening  Dr Norris  General Surgery  2.30-5.30pm
Dr Parekh  General Surgery  3.00-5.30pm
Dr Urbaniak  General Surgery  3.00-5.30pm

Thursday
Morning  Dr Parrish  Commuter Clinic  7.30-8.00am
Dr Parekh  General Surgery  7.30-8.30am
Dr Parrish  General Surgery  8.30-11.00am
Dr Parekh  General Surgery  8.30-11.00am
Dr Urbaniak  General Surgery  9.00-11.30am
Afternoon  Dr Urbaniak  General Surgery  1.30-3.00pm
Evening  Dr Parrish  Commuter Clinic  4.00-5.30pm

Friday
Morning  Dr Parrish  Commuter Clinic  7.30-8.00am
Dr Parrish  General Surgery  8.30-11.00am
Dr Urbaniak  General Surgery  9.00-11.30am
Evening  Dr Parrish  General Surgery  3.30-5.30pm
Dr Urbaniak  General Surgery  3.00-5.30pm

Trainee Registrar
Monday, Tuesday, Wednesday and Friday

Emergency Appointments
Every morning and evening

APPOINTMENTS
We have an appointment system and you may see any one of the doctors you wish. Appointments can be arranged personally or by telephoning the surgery where your notes are kept. URGENT CASES WILL BE DEALT WITH THE SAME DAY although it may not be with your usual doctor. If you wish to see a particular doctor it is advisable to book in advance. Our reception staff have been requested to ask for specific information. Please help by giving the information requested. If you cannot keep an appointment, please inform us as soon as possible as this will assist in over-subscribed situations. The appointment telephone line is closed between 12 noon - 1.30pm daily.

RESULTS
We receive the results of blood tests, x-rays etc from the local hospital at noon, but these then have to be entered and checked. Please telephone for results of investigations on 8546 3136 between 1.30 - 4.00pm Monday to Friday.

TELEPHONE ADVICE
If you wish to speak to a doctor on the telephone, ask the receptionist and she will advise you of the most convenient time to ring so that surgery consultations are not disturbed. The best time is usually between 11.00 and 11.30am but this can vary.

OCCUPATIONAL MEDICINE
The partnership has a particular expertise with regard to the practice of occupational medicine and Dr Norris acts as medical advisor to several organisations, as well as undertaking occupational medicine on a consultancy basis. She also undertakes pilot medicals. Dr Parrish undertakes diving medicals. All partners undertake occupational health medicals of all types, including health surveillance and pre-employment. These medicals are done at short notice outside of normal surgery hours. Dr Norris will advise managers on sickness absence and the medical aspects of EEC Health and Safety legislation and will visit employers when necessary.

SURGERY HOURS
Surgery hours may vary from day to day. As we are continually striving to offer increased services to patients there may be some variation to the details shown on the preceding page.
If your problem is painful or worrying and the doctor is fully booked, please see one of the other doctors who can pass you back to your own regular doctor later.

HOME VISITS
Please make every effort to come to the surgery so that we can more thoroughly assess your illness. This is usually quicker for the patient and makes best use of doctor’s time. Please remember that home visits are for patients who are too ill to attend surgery. Please telephone before 10.30am and state clearly that you require a home visit. Our reception staff have been instructed to ask for details of your illness so that we may assess the degree of urgency. They are not being nosey! Please remember that home visits are for medication required. We are unable to take orders or issue repeat prescriptions on weekends, public holidays or out of normal surgery hours. Allow a minimum of 48 hours (two working days) for completion and allow extra time for weekends and public holidays. If a stamped, addressed envelope is included with your request, the prescription can be posted to you but please allow extra time for the postal service. We also offer a collection service (operated by the majority of local chemists). Please ask the receptionist for details. Patients do need to indicate on their repeat request slip which chemist they wish to collect from and allow extra time for the prescription to be collected by the pharmacist.

The general rule is that patients are allowed four repeats before review by the GP - the exception being contraceptive and HRT therapy when repeats are only given during consultation with the GP.
You can now order prescriptions either on our website at www.stalbansmedicalcentre.co.uk or through myvisiononline service (please ask one of our receptionists for details of the vision online service and how to register for this).

OUT-OF-HOURS SERVICE
When the surgery is closed, if you need a doctor but it is not an emergency then please dial 111. If it is an emergency then please dial 999.

REPEAT PRESCRIPTIONS
Repeat prescriptions cannot be dealt with over the telephone. Please use the repeat prescription counterfoil (or repeat card) or write down details of the medication required. We are unable to take orders or issue repeat prescriptions on weekends, public holidays or out of normal surgery hours. Allow a minimum of 48 hours (two working days) for completion and allow extra time for weekends and public holidays. If a stamped, addressed envelope is included with your request, the prescription can be posted to you but please allow extra time for the postal service. We also offer a collection service (operated by the majority of local chemists). Please ask the receptionist for details. Patients do need to indicate on their repeat request slip which chemist they wish to collect from and allow extra time for the prescription to be collected by the pharmacist.

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SERVICES AVAILABLE

Well Person Clinics
These are organised by the practice nurses and the health care assistant. Services include blood pressure checks, urine testing, immunisation status, dietary advice, blood test if indicated, smoking counselling and, for women, cervical smears and breast checking advice. Please telephone the surgery for an appointment.

Antenatal Care
All four doctors undertake antenatal care and will see patients at any of their routine surgery sessions. The community midwife is now based at Latchmere Family Centre at Latchmere School (Health Suite), Latchmere Road, KT2 5TT. Clinics are held every Friday from 9.30am with antenatal care from 1.00pm.

Diabetic Clinics
Advice on diabetic care is available from the practice nurses.

Family Planning, Gynae/Postnatal Clinics
All partners hold the Family Planning Diploma and are happy to offer family planning services during ordinary surgery times. IUCD and cap fitting services are available by appointment with Dr Norris. Please let the receptionist have details of your requirements, so that an appropriate time can be allocated.

Baby Clinics
The baby clinic is held by Dr Parrish on a Tuesday afternoon. Child health development checks and a full immunisation service are offered. Please give the receptionist details of your requirements. The practice nurse also offers immunisation services by appointment.

Immunisations
We advise that all children should be completely immunised starting at two months old. We encourage all patients to protect themselves against tetanus and polio.

<table>
<thead>
<tr>
<th>When to Immunise</th>
<th>Diseases protected against</th>
<th>Vaccine given</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two months old</td>
<td>Diphtheria, tetanus, pertussis (whooping cough), polio and Haemophilus influenzae type b (Hib) Pneumococcal infection Rotavirus</td>
<td>DTaP/IPV/Hib and Pneumococcal conjugate vaccine (PCV) - 1st dose Rotavirus (Roatnix)</td>
</tr>
<tr>
<td>Three months old</td>
<td>Diphtheria, tetanus, pertussis, polio and Haemophilus influenzae type b (Hib), Meningitis C (meningococcal group C) Rotavirus</td>
<td>DTaP/IPV/Hib and Men C - 1st dose Rotavirus (Roatnix)</td>
</tr>
<tr>
<td>Four months old</td>
<td>Diphtheria, tetanus, pertussis, polio and Haemophilus influenzae type b (Hib), Meningitis C (meningococcal group C) Pneumococcal infection</td>
<td>DTaP/IPV/Hib, Men C and PCV</td>
</tr>
<tr>
<td>Between 12 and 13 months old - within a month of the first birthday</td>
<td>(Hib) and Meningitis C Pneumococcal disease Measles, mumps and rubella (German Measles)</td>
<td>Hib and Men C PCV MMR</td>
</tr>
<tr>
<td>Two, three and four years old</td>
<td>Influenza (from September 2014)</td>
<td>Flu nasal spray</td>
</tr>
<tr>
<td>Three years, four months or soon after</td>
<td>Diphtheria, tetanus, pertussis and polio Measles, mumps and rubella (German measles)</td>
<td>DtaP/IPV</td>
</tr>
<tr>
<td>Girls aged 12 to 13 years old</td>
<td>Cervical cancer caused by human papillomavirus types HPV</td>
<td>HPV</td>
</tr>
<tr>
<td>Around 14 years old</td>
<td>Diphtheria, tetanus and polio and MenC</td>
<td>Td/IPV and Men C</td>
</tr>
</tbody>
</table>

Influenza Vaccine
This is normally available from October to November each year for patients in high risk groups (diabetics, chest and heart disease) and particularly all those over 65. Details will be advertised in the surgery and appointments can be made through reception in the normal manner from mid-August. All those with chest problems are encouraged to take advantage of this vaccine.

Non-NHS Examinations
Medical examinations for special purposes, eg driving medicals, pre-employment, insurance medicals etc can be arranged by appointment. A fee as recommended by the British Medical Association may be payable for these examinations. Please ask at reception for details.

Private Health Care Claim Forms (BUPA, PPP etc)
The doctor will countersign these for you; please allow two working days for their completion. A fee recommended by the British Medical Association may be payable for this service. The receptionist can advise of the current fee.

Cervical Smears
We suggest cervical smears are done every three years between the ages of 24½ - 65. If you feel your appointment is overdue please check with either our receptionist or practice nurse. All the doctors and the practice nurses will be happy to carry out this procedure. Please tell the receptionist if you are coming for a smear. If you have a smear done privately then please make sure you bring the results along to the surgery so that they can be entered on your notes.

NEW PATIENTS
When you register as a new patient it can take some months before we receive your old medical records. We ask that all patients registering with the practice make an appointment for a new patient health check. This is so that we may obtain details of your past medical history, access any current needs and perform a simple health check as soon as possible after registration.
**DOCUMENTS REQUIRED**
Please note that all patients who register with this practice are asked to supply the information requested below:

- Proof of Identity: Passport, driving licence, ID card with photograph
- Proof of Address: Utility bill, letter from landlord, letter from employer.

**CHANGES OF NAME, ADDRESS OR TELEPHONE NUMBER**
It is very important that you inform us of any changes. If you change your name we will require proof of this. We also require you to let us know as soon as possible any change of address and any new telephone numbers. We do need to know how to contact you.

**TEMPORARY PATIENTS**
If you have someone staying with you who becomes unwell and needs to be seen, please notify the receptionist when you book the appointment that they are temporary residents.

**HOLIDAY VACCINATIONS**
Advice on all holiday vaccination requirements is available from the practice nurses. A holiday itinerary form is available from reception. Please allow as much time as possible for the full course to be given (eight weeks if possible for exotic destinations). We are an approved Yellow Fever Centre. A fee is chargeable for some vaccinations. Ask doctors/nurses about travel advice.

**MALARIA**
For foreign travel to areas where malaria is endemic, it is recommended that patients take prophylactic medication. Please ascertain what protection you require. It should be noted that it is NHS policy for these drugs to be prescribed only on a private basis.

**DISABLED PATIENTS**
There is full wheelchair access downstairs at St Albans surgery as well as disabled toilet facilities.

**COUNSELLING**
Counselling sessions/psychology on the NHS can be arranged. Please see your doctor for referral.

**OPT OUT / SUMMARY CARE DATA**
There are two forms for Summary Care Data
1. The first form is to allow consent for certain criteria to be seen by healthcare establishments in other areas, eg hospitals. This does not mean that all medical records are available but only data that states if a patient has any allergies and also their repeat prescriptions, which could be invaluable if a patient is out of their area for any reason and needs to seek medical advice.
2. The second form is for data purposes only so only states a patient’s NHS number and postcode but no name. This is so reports can be run for statistical purposes.

Please ask a member of staff if you wish to opt out.

**SERVICES ONLINE**
You can now sign up for
- Online appointments
- Online prescriptions
- Access to medical records

In order to sign up for the above we need to see two forms of ID.

**COMPLAINTS/COMMENTS**
Whilst we make every effort to offer a broad and effective service, we welcome constructive criticism, comments or suggestions.

If you tell us where problems have arisen it gives us a chance to try to put things right. We try to offer the best possible service, but sometimes things go wrong. If you feel this has happened in your case and wish to discuss/complain about any aspect of the care/service you receive please, you can do this either by speaking to the practice manager, personally, through a representative or in writing.

**ZERO TOLERANCE**
We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

**PRACTICE CHARTER**

**Appointments**
We will try to ensure that you may see your choice of doctor within six working days. Please remember that that doctor may not always be available due to other commitments such as holidays.

We will try to see you within 20 minutes of your appointment time. If you cannot keep an appointment please let us know as soon as possible. Please make one appointment for each member of the family who needs to be seen.

**Courtesy**
You are an individual and have the right to confidentiality and will be given courtesy and respect at all times. Please afford the partners and practice staff the same courtesy and respect that you expect from them.

**Treatment**
We will explain the effects of any drugs you are prescribed and will review your long-term medical needs at agreed times. You should not expect to receive a prescription each time you visit the doctor. Please make sure that you order repeat prescriptions in advance and make an appointment for the doctor to review your treatment when indicated on your prescription counterfoil. If we believe that you need a second specialist opinion we will try to help you obtain this. You have the right to ask for a second opinion.

**EMERGENCIES**
We will visit you at home if you are too ill or infirm to be brought to the surgery. Doctors can make more effective examination at the surgery where they have proper facilities, and less time is available for the doctor’s patients if time is taken up travelling unnecessarily.

Outside practice hours you will receive advice or treatment from a doctor who may be from another Kingston practice. Please do not call out of hours except in the case of a medical emergency.

**REMOVAL OF PATIENTS FROM PRACTICE—SUMMARY OF PROCEDURE**
We have a practice procedure for dealing with complaints that meets Government guidelines. Doctors may ask the Health Authority to remove from their list patients who repeatedly ignore their responsibilities to them, their staff or to other patients.

**Situations which justify removal:**
- Distance—Where a patient has moved out of the designated practice area and it is not appropriate to maintain the registration under the “out of area registered patient” status and the patient has failed to register with another GP.
- Embarkation—Where a patient has moved abroad for a period of three months or more.
- Irretrievable breakdown of the doctor—patient relationship—Where the patient’s behaviour falls outside of what is normally considered reasonable and leads to an irretrievable breakdown of the doctor-patient relationship.
- Violence—When a patient is physically violent or threatening towards a doctor, practice staff or other patients on the practice premises.
- Crime and Deception—Where a patient fraudulently obtains drugs for non-medical reasons or lies in order to obtain a service or benefit or steals from practice premises.

If you are seriously unhappy with the service we provide, you have the right to ask another practice to accept you onto their list.
Confidentiality
The staff at reception will assist you when making emergency and routine appointments to see a doctor or nurse. They answer numerous and varied questions and offer help and assistance at all times.
However, the more information you give them helps in their difficult job as the interface between doctors and patients. We have a legal requirement to maintain the highest level of patient confidentiality.

Patients have a right to expect that information about them will be held in strict confidence by their doctor. Whilst we continue to presume you are happy for us to share relevant details to those to whom you agree to be referred, we can assure you that private medical information will never be released to non-medical third parties (such as your insurance company), without your signed consent.
If we are asked to provide information about patients we will:
• Seek their consent to disclosure of information wherever possible, whether or not we judge that patients can be identified from the disclosure.
• Ensure that the person given access to the records will be subject to a duty of confidentiality.
• Anonymise data where unidentifiable data will serve the purpose. (Anonymised information about patients may be used to protect public health, to undertake research and audit, to teach or train medical staff and students and to plan and organise health care services.)
• Keep disclosures to the minimum necessary.

Patients do have the right to object to such a process. Any objections will be respected, except where the disclosure is essential to protect the patient, or someone else, from risk of death or serious harm.

FREEDOM OF INFORMATION - PUBLICATION SCHEME

DATA PROTECTION POLICY
The Data Protection Act 1998 (DPA) requires a clear direction on policy for security of information within the practice. The policy will provide direction on security against unauthorised access, unlawful processing and loss or destruction of personal information. The practice is committed to security of patients and staff records.

CHAPERONE POLICY
The policy is designed to protect both patients and staff from abuse or allegations of abuse and to assist patients to make an informed choice about their examinations and consultations.

Who Can Act As A Chaperone
Where possible chaperones should be clinical staff familiar with procedural aspects of personal examination. If a chaperone is required then the clinician will contact reception to request this. The clinician will record in the notes that a chaperone is present and identify the chaperone. Where no chaperone is available the examination may not take place.

PATIENT PARTICIPATION GROUP
In order to ensure that we continue to provide you with the best medical care we have formed a Patient Participation Group (PPG) to work with us and to contribute to our practice action plan. At the heart of all this is the quality of patient care. If you would like to know more about PPG activities then please visit our website: www.stalbansmedicalcentre.co.uk. On this you will find the PPG minutes plus an opportunity to join the group. This can be achieved in two ways: either by becoming a member of the group and attending its monthly meetings or by becoming part of a virtual group that participates via email.
We have installed a suggestion box through which you can tell us what’s good and what needs improvement. We can’t promise to accept every suggestion but we will aim to take on board your comments especially when our all patients will benefit.

From the moment you join the practice we aim to make it a positive experience. Our waiting area is nicely appointed and offers a calm and relaxing environment. Our reception staff, nursing staff and practice Doctors are fully qualified and offer an excellent range of support services. We admit that every visit to your Doctor is not always an enjoyable experience due to the very nature of your visit but we promise to provide you with every care and assistance that is within our power.
Through patient participation we believe that we can improve our service even further so please consider the contribution that you can make. After all it might only take a few minutes of your time but might ultimately long term benefit many more of our patients.
Many thanks for taking time to read this; we hope that it encourages you to take part for the benefit of all.

NEW NHS 111 - WHEN TO USE IT
Calls to the NHS 111 service from landlines and mobile phones are free and the service is available 24 hours a day 365 days a year to respond to people’s healthcare needs when:
They need medical help fast, but it’s not a 999 emergency
They don’t know who to call for medical help or don’t have a GP to call
They think they need to go to A & E or another NHS urgent care service
They don’t know who to call for medical help or don’t have a GP to call
They need medical help fast, but it’s not a 999 emergency
They don’t know who to call for medical help or don’t have a GP to call
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They don’t know who to call for medical help or don’t have a GP to call

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
State Registered Chiropodist/Podiatrist
Routine Chiropody Care
Treatment of ingrown toenails, verrucae, fungal infections of the feet and nails
Tolworth Surgery, 87 Hamilton Avenue, Tolworth, Surbiton, KT6 7PS
Tel: 020 8397 7785
Living Centre Clinic, 32 Durham Road, Raynes Park, SW20 0TW
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(Home visits also available)
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