TADWORTH MEDICAL CENTRE

1 Troy Close
Tadworth
Surrey KT20 5JE

Tel: 01737 303217
Fax: 01737 370954

www.tadworthmedicalcentre.co.uk
WELCOME TO TADWORTH MEDICAL CENTRE

The practice was formed from two smaller practices in the 1950s and cares for approximately 10,000 patients. The present purpose-built premises were completed in 1986 to accommodate all the partners and staff. The practice incorporates 10 consulting rooms and a waiting area.

Areas covered within the boundary include:
Tadworth, Epsom Downs, Langley Vale, Kingswood, Burgh Heath, Tattenham Corner, Walton-on-the-Hill, Nork and part of Banstead (Winkworth Road, High Street and Holly Lane).

The Partners

Dr Pedram Shabrokh (Male) MBChB (Sheffield) 1990 MRCGP DFFP
Dr Peter Greenway (Male) MBBS (London) 1986 MRCGP Dip Sports Med
Dr Matthew Freeman (Male) MBChB DRCOG DCH

Sessional GP

We usually have a sessional GP working part time. They are fully qualified GPs who help us run the practice.

Training

We are a training practice and committed to both undergraduate and postgraduate medical education. Occasionally, medical students spend time at the surgery to gain practical knowledge. If you do not wish to see a student, you are at liberty to refuse. You may be offered an appointment with a GP registrar who is a fully qualified doctor and working here to develop skills in general practice.

Surgery Opening Times

Monday to Friday 8.30am to 6.30pm.
Dr P Shabrokh - Monday, Tuesday, Thursday, Friday
Dr P Greenway - Monday, Tuesday, Wednesday, Friday
Dr J Chase - Monday and Thursday
Dr M Freeman - Monday, Thursday and Friday
Dr L Gill - Tuesday, Wednesday, Thursday, Friday (currently on maternity leave)
Dr B Anderson - Wednesday and Friday

Disabled Access

The surgery has its own car park with one disabled parking bay making access easier. All consulting rooms are on the ground floor. There is a ramp from the rear car park to the reception area.

Emergency/Out Of Hours

A doctor is available during surgery hours. However, if you think the emergency is life-threatening please telephone 999. The out-of-hours service can be contacted by phoning the surgery. To make an appointment in an out of hours hub (held at Tadworth Medical Centre Monday, Thursday, Friday evenings and Saturday mornings) telephone 01372 738373 6.00 - 9.00pm weekdays and 9.00am - 1.00pm Saturday and Sunday. Alternatively you may telephone NHS 111 for medical advice.

Appointments

Please telephone 01737 303217 to make an appointment. In order to give you an appointment at the most appropriate time, we hope you will accept questions from our receptionists. We have introduced an open access appointment system as part of a National Collaborative Study. This means that most appointments are made on the same day with a few pre-bookable, up to two weeks in advance.

Appointment times:
Morning Surgery 9.00 - 11.30am
Afternoon surgery 3.30 - 5.30pm
Extended Hours (not every day) 7.30 - 8.00am & 6.30 - 7.30pm

Appointments can be booked online after completing a registration form. Please ask at reception.

Cancellations

Please contact the surgery as soon as possible if you wish to cancel your appointment so that it can be offered to another patient.

Home Visits

Home visits are made if clinically indicated and are at the doctors' discretion. Home visits at any time should not be requested just because you have no transport. Whenever possible please come to the surgery as the facilities are much better for examination and the doctors have access to all your medical records. Requests for home visits should be made before 10.00am. Please give the receptionist as much information as possible:
- Patient’s name
- Age of patient
- Address and directions
- Name of patient's own doctor
- Symptoms and an estimation of the urgency of the problem

Requests for home visits will be taken by the receptionists and a doctor may telephone you after the morning surgery.

Telephone Advice

If you require health information or advice, you can contact NHS 111.
Repeat Prescriptions

We offer a repeat prescription service at the discretion of the doctors. Requests for repeat prescriptions must be made in writing or by using the tear-off part of the previous computerised prescription. **Please allow 48 hours**, excluding weekends and bank holidays, for the request to be processed. For those requesting a prescription by post, please remember to include a self-addressed envelope and allow four working days. **Please do not telephone for repeat prescriptions.** All patients receiving repeat prescriptions will need a medication review at least annually if the arrangement is to continue. Information on the repeat prescription slip indicates when this is due. If you are newly registered with us and require regular medication, you will need to make an appointment to see a doctor for the first repeat prescription. We now offer Electronic Prescription Service. You choose the pharmacy, be it near your work or where you live, we can electronically send your prescription to that pharmacy.

Test Results

We do not routinely contact you if your test results are normal. Please telephone between 11.00am - 1.00pm or between 2.00 - 3.00pm when the receptionists have more time to help you. You may be asked to make an appointment with a doctor. **PLEASE REMEMBER IT IS YOUR RESPONSIBILITY TO CHECK THE RESULT OF A TEST IF YOU HEAR NOTHING FROM US.**

New Patients

Patients wishing to register with this practice will be asked to fill in a questionnaire and provide identification before we decide to invite you to join our practice.

Change Of Personal Details

If you change your name, address or telephone number, please give full details, including your postcode, at reception.

If you move outside the practice area you will be asked to find another doctor in your new area.

Sickness Certificates

You do not require a doctor’s sickness certificate for any illness lasting seven days or less. Your employer may ask you to complete a self-certification form which is available from your employer. For any illnesses lasting longer than seven days you will need to see a doctor for a sickness certificate. If, despite this, you still feel that you need a sick note from your doctor during the first seven days of your illness, please note that there will be a charge for a private certificate.

Non NHS Services

Some services fall outside the remit of the NHS and for these a charge may be made. These include private health insurance forms, private medical certificates and various reports/examinations for pre-employment and insurance purposes. These can be arranged by appointment. A fee as recommended by the British Medical Association will be payable for these reports/examinations.

Patient Rights And Responsibilities

You have the right to:

- Register and receive treatment regardless of your age, sex or sexuality, ethnic origin, religious beliefs, disability or nature of your health problems as long as you reside within the practice boundaries and qualify for NHS treatment (details of the practice boundary can be obtained from the reception staff)
- Consult with a GP within 24 hours for urgent medical problems
- Have your treatment explained to you
- Confidentiality
- Receive information on health services
- Gain access to an interpreter
- Complain, without discrimination, if there is a problem
- Have a relative, friend or chaperone with you (except in extreme cases when specifically asked not to)

You are responsible for:

- Making and keeping appointments
- Behaving in an acceptable manner
- Keeping young children in your care under constant supervision and ensuring that they behave appropriately
- Switching off mobile phones whilst on the surgery premises
- Informing the practice of any change of name, address or telephone number

Whilst the practice will endeavour to comply it might not always be possible and if this were to be the case, an explanation would be offered.

Very occasionally a practice/patient relationship breaks down completely. In this situation the patient may choose to register with a different practice. The practice also has the right to remove that patient from the patient list. This would generally only follow a warning that has failed to remedy the situation and we will always give the patients a specific reason for the removal. Please note that this is an exceptional circumstance.

Patient Forum

Tadworth Medical Centre believes it is important that patients have a voice in the way that health care is delivered. The patients’ forum is an informal group which meets regularly, providing an opportunity for patients to meet staff and to discuss issues such as appointments, telephones, clinic timing, car parking and referrals to hospital - to mention but a few!

Complaints Procedure

We operate a system according to NHS complaints procedure. A leaflet about this is obtainable from reception. If you have a complaint or any concerns about the service you have received from a doctor or the staff in the practice, please ask for a complaints leaflet which outlines the procedure and your rights.
Patient Confidentiality And Data Protection

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team.

Chaperone Policy

The practice offers a chaperone policy, please ask the GP during your consultation who will arrange this. Information is available on the public notice board.

Zero Tolerance Policy

‘Violence’ means any incident where staff are abused, threatened or assaulted in circumstances relating to their work. Violence, verbal or physical abuse against staff working in the NHS is a crime. Any patient who is verbally or physically abusive towards the staff will be immediately removed from the practice list. The incident may also be reported to the police for further action.

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.

Our Services

The range of services we provide include:

- Antenatal Clinic (By Appointment)
  Run by a midwife on Wednesday.

- Baby Clinic - Eight Week Check
  Run by a doctor and a nurse on a Tuesday morning.

- Family Planning Appointments
  Only the removal of IUDs are undertaken at the practice. Please contact the local Family Planning Clinic for further information on IUDs or ask at reception for details.

- Cervical Smears
  Our practice nurses take most smears and these are by appointment only.

- Diabetic Clinic
  Open to all non-insulin dependent (type 2) diabetics for reviews and advice. The surgery participates in a ‘Shared Care’ programme with the John Kilner Diabetic Unit at Epsom General Hospital, referring some patients as necessary.

- Asthma And COPD Clinics
  A nurse-led service open to all asthmatics and/or patients with COPD for assessment advice and management of symptoms.
To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.

Are you looking for Residential/Nursing Care?

Getting it right is vital.

• Visit the home
• Check what the home has to offer
• Speak to residents, staff and visiting families
• Look at the staff ratio to residents

Make sure you make the right choice.

Struggling to get from A to B and in receipt of the mobility allowance?

You may be entitled to a brand new car, even if you can’t drive.

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01737 351105 or 07814 151714

Terms and conditions apply. Official Fuel Economy Figures for the MINI Range available on the Motability car scheme. Urban 27.2-72.4 mpg (10.4-3.9 l/100km). Extra Urban 47.9-91.1 mpg (5.9-3.1 l/100km). Combined 37.7-83.1 mpg (7.5-3.4 l/100km). CO2 Emissions 175-89 g/km. Figures may vary depending on driving style and conditions.

Want to exercise but keep putting it off?

Whether you exercise at home or in a gym, a personal trainer may help to keep you committed to a more healthy future.

Contact a local personal trainer now for more details.

L Hawkins & Sons Ltd
Funeral Directors
Highlands Road, Leatherhead
Day & Night Service Tel: 01372 372435

Terms and conditions apply. Official Fuel Economy Figures for the MINI Range available on the Motability car scheme. Urban 27.2-72.4 mpg (10.4-3.9 l/100km). Extra Urban 47.9-91.1 mpg (5.9-3.1 l/100km). Combined 37.7-83.1 mpg (7.5-3.4 l/100km). CO2 Emissions 175-89 g/km. Figures may vary depending on driving style and conditions.

To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.
Let our practice publications promote your business for you!

To place a business building advertising feature in our vitally important Practice Booklets and Appointment Cards simply phone Veronica Smith now on 0800 612 1516.

Coronary Heart Disease Clinic
Coronary heart disease patients, such as those with a history of angina/previous heart attack will be invited to attend a review clinic.

Stroke Clinic
Patients who have suffered a stroke will be invited for a review.

Hypertension Clinic
The clinic is for the benefit of patients with a diagnosis of hypertension.

Influenza And Pneumococcal Immunisation
These will be administered during October and November for 'at risk' patients. Please enquire at reception, when the clinics are to be held.

Travel Advice
Travel health consultations are available with the nursing staff providing health advice and vaccination. If possible try to book at least six weeks prior to departure. There may be a charge for some of the vaccinations given.

Phlebotomy Service
The practice runs a phlebotomy service (mornings only) Tuesday/Wednesday/Thursday for patients requiring blood tests.

Health Promotion Consultations
The nursing staff carry out well-man and well-woman checks, incorporating health screening and lifestyle advice. Please bring a sample of urine with you.

Specialist Clinics
We have four specialists who attend the surgery on a regular basis covering rheumatology, orthopaedics, surgery and urology. There is also a regular clinic run by the dietician.

Warfarin Clinic
The nursing staff run these clinics daily.

The Practice Team

Practice Manager
The manager deals with the day-to-day running of the practice.

Nurse Practitioner
Lynda Line BSc (hons) RECN, Diploma Asthma (adult and paediatrics).
Lynda has been a nurse for many years. She completed her Nurse Practitioner Degree in 2009 and her Independent Nurse Prescribing in 2012. Lynda carries out the daily emergency clinic. The Diabetic Clinic on Wednesday as well as some general Practice Nurse duties.

Practice Nurses
The practice nurses can be seen by appointment only. They are available to help you with general advice, dressings, injections, blood pressure checks, advice and immunisation for foreign travel. The nurses also deal with clinical enquiries from patients. They have a major role in the field of health promotion, especially asthma, diabetes, family planning and cervical screening.
Healthcare Assistant
She is part of a new nursing skill mix, taking on some of the roles of the practice nurses such as checking blood pressures and carrying out ECGs, ear syringing and diet advice.

Receptionists
We have a dedicated team of receptionists. They deal with the telephone/appointment system. They are also there to help you become familiar with the various clinics and surgeries we offer. Please be patient if they are busy.

Attached Staff

Health Visitors
Our health visitors are qualified nurses who have taken further training to obtain the health visitors diploma. They are happy to give advice on health care, for all members of the family particularly young children, babies and the elderly. The health visitors are notified of births and visit from the eleventh day after delivery. They will maintain contact thereafter by further home visits, and at the child health clinics. You may contact them on 01737 851783.

District Nurses
The district nurses can provide care for patients who are confined to their homes and who need nursing assistance and/or provision of disability aids. They call into the surgery on a daily basis and can be contacted on 01737 352911.

Midwife (Wednesday)
The midwife holds regular antenatal clinics at the surgery and is available for advice on all aspects of maternity care. Appointments may be made through the receptionists.

Phlebotomy Service
The phlebotomists, who come from our local hospital, hold regular clinics to take blood.

Self-Treatment Of Common Illnesses And Accidents

Many common aches and pains can be simply treated at home without the need to consult a doctor.

Back Pain
Most cases caused by overuse will resolve themselves by rest, painkillers and gentle heat to relieve the pain. Contact your doctor if symptoms persist for more than a few days.

Sore Throats
Four out of every five sore throats are caused by viruses and therefore antibiotics are useless. If your throat is sore but you are otherwise okay there is no need to see the doctor. Simply give children paracetamol syrup at the recommended dose and fluids (aspirin should NOT be given to children under 16).

If you are very hot and unwell and can see white spots on your tonsils you should seek medical advice.

Burns
Run cold water over the burnt area until the pain subsides. If the skin is unbroken but blistered, apply a loose dressing. If the skin is broken or the burn is extensive, contact the surgery.

Colds And Flu
There is still no magic cure for these ailments. Most of these illnesses are caused by viruses and do not require antibiotics. Go to bed and drink plenty of fluids. If you have a headache or are feverish, discuss with a pharmacist the appropriate over-the-counter medicine. If symptoms persist for more than three days, contact your doctor.

Diarrhoea And Vomiting
This is most commonly caused by a virus and settles spontaneously in a few days. Do not take food or milk, but drink large quantities of water, diluted squash or soda water to counter the effects of dehydration. Children can be given special sachets of sugar and salt crystals obtainable from your chemist. If vomiting persists for more than 24 hours, contact your doctor.

Nosebleeds
Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the nasal bone for 10 minutes, by which time the bleeding should have stopped. Do not blow the nose for four hours. If symptoms persist, contact your doctor.

Cuts And Grazes
Wash the wound thoroughly with water and a little soap or antiseptic. Apply direct pressure to any bleeding point. Apply a clean firm dressing.

Sunburn
Treat as for other burns with cold water. Oily calamine lotion will relieve irritation and paracetamol will also help. Great care should be taken to avoid over-exposure to the sun’s harmful rays, particularly with children.

Insect Bites And Stings
Antihistamine tablets can be obtained from your chemist without prescription and will remove most symptoms in 48 hours. Apply vinegar to neutralise a wasp sting and sodium bicarbonate to a bee sting. Scrape away a bee sting to avoid squeezing the venom sac.

Head Lice
These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription.

Chickenpox
On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn ‘crusty’ and fall off. Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears until all blisters have become crusty. Children may return to school as soon as the last ‘crusts’ have dropped off.
## Important Telephone Numbers

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<tr>
<th>Service</th>
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<tbody>
<tr>
<td>Emergency Ambulance</td>
<td>999</td>
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<tr>
<td>The Surgery</td>
<td>01372 303 217</td>
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<tr>
<td>Epsom General Hospital</td>
<td>01372 735735</td>
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<tr>
<td>East Surrey Hospital</td>
<td>01737 768511</td>
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<tr>
<td>Ashhead Hospital</td>
<td>01372 276161</td>
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<tr>
<td>St Anthony's Hospital</td>
<td>020 8337 6691</td>
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<tr>
<td>Leatherhead Hospital</td>
<td>01372 384341</td>
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<tr>
<td>Primary Care Mental Health</td>
<td>01372 204000</td>
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<tr>
<td>Family Therapy Unit, Epsom</td>
<td>01372 204120</td>
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<tr>
<td>Sutton Hospital</td>
<td>020 8296 2000</td>
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<tr>
<td>Social Services, Regaite &amp; Banstead</td>
<td>01737 737179</td>
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<tr>
<td>Surrey GP Out of Hours</td>
<td>0300 130 1305</td>
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<td>Surrey County Council</td>
<td>08456 009 009</td>
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<td>NHS 111</td>
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<td>Alcoholics Anonymous</td>
<td>0845 7697555</td>
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<tr>
<td>Alzheimer’s Society Dorking</td>
<td>01306 883425</td>
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<tr>
<td>Age UK Sutton</td>
<td>020 8770 4092</td>
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<tr>
<td>Carers of Epsom</td>
<td>01372 722269</td>
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<tr>
<td>Childline</td>
<td>0800 1111</td>
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<tr>
<td>Citizens Advice Bureau Banstead</td>
<td>0844 477 5982</td>
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<tr>
<td>Citizens Advice Bureau Epsom</td>
<td>0844 411 1444</td>
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<tr>
<td>CRUSE (bereavement care)</td>
<td>020 8393 7238</td>
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| Relate                                       | 01737 245212          

### Notes

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