

DISABLED PERSONS

Easy access to the Surgery and Reception area is provided and specially designed toilet facilities are also available.

CONFIDENTIALITY

The Doctors, nurse and all other members of staff operate a strict policy of confidentiality. Any information held on patient records would only be released to people outside the healthcare team or people involved with clinical care, with the patient's written consent.

TOLERANCE OF AGGRESSION OR VIOLENCE

This practice is an NHS zero tolerance zone. We ask that you treat your GP and practice staff properly – without violence or abuse.

MEMBERS OF THE TEAM:

Practice Manager - Annalisa Jarvis
Practice Nurse - Janette Douglas
Nurse Associate - Adriana Baker
Clinical Pharmacist - Fatemeh Roozbahani
Healthcare Assistant - Becky Jones
Fin. Mgr & HR Administrator - Juliette Blatchley
Receptionists/Administrative Assistants:
Joanna Chudyk Luca Reid-Grant Kerry Clover
Kaushal Thornton Tilly Chin

HEALTH VISITOR AND DISTRICT NURSE:

Teddington Health & Social Care Centre
Queens Road Teddington
020-8614 5300

COMMUNITY MENTAL HEALTH TEAM:

Maddison Centre, 140 Church Road
Teddington TW11 8QL
020-83513 1700

SOCIAL SERVICES—Children:

Civic Centre
42 York Street,
Twickenham, TW1 3BW
020 8891 7600

Social Services—Older People:

Civic Centre
44 York Street,
Twickenham, TW1 3BZ
020 8891 7971

WE HOPE YOU ARE HAPPY WITH OUR SERVICE—
you can let us know how we are doing by logging on to
www.iwantgreatcare.org to leave us your feedback.

Or alternatively:

This practice offers a formal in-house procedure to deal with complaints. If you are not happy with our service please ask for a copy of our complaints procedure or you may request to speak to the Practice Manager. We attempt to resolve problems swiftly and take action as appropriate when we have failed to achieve the high standards we aim for.

Areas covered by Thameside Medical Practice are :

Teddington
Hampton Wick

Please be aware that for security purposes CCTV is used in the surgery

MAP OF AREA



SURGERY INFORMATION

THAMESIDE

MEDICAL

PRACTICE

DR NICOLA BIGNELL (Partner)
MA (cantab) MBBS, DRCOG MRCGP
Registered London 1997

DR CHLOE ZEFFERT-ANDERSON (Partner)
MB ChB MRCGP DFSRH
Registered Liverpool 2002

DR SHIV VERMA (Partner)
MBBS MRCGP
Registered Norwich 2016

DR MARIA MONTERO
MB ChB BSc (Hons) MRCGP DCH DFFP
Registered Leeds 2001

DR HARRIET JORDAN-SYKES
MA (Oxon) MBBS MRCGP DTM&H
Registered London 2016

Thames House
180 High Street Teddington TW11 8HU
020 8614 4930
Website—thamesidemedicalpractice.co.uk

REGISTERING AS A PATIENT

To register with the practice, a registration form and health information form can be obtained from reception. When the forms are completed and signed, return them to the Surgery and make an appointment with the Practice Nurse for a new patient check.

You can also register online via our website.

SURGERY HOURS

Monday 8.00 am– 6:30pm
Tuesday 8.00 am– 6:30pm (6:30pm–8:00pm extended opening hours for pre-booked appointments only).
Wednesday 8.00 am– 6:30pm
Thursday 8.00 am– 6:30pm
Friday 8.00 am– 6:30pm

The doctors consult between the following times 08:00am -6.30pm on Monday to Friday.

APPOINTMENTS

For **ALL** medical or administrative issues please submit an online form by visiting our website and clicking 'Contact us online'. The form is available **8am-6pm Mon-Fri**. All queries will receive a response within 2 working days. Clinically urgent issues will be dealt with on the same working day.

Our phone lines are open for urgent clinical issues **6-6:30pm Mon-Fri** and remain open for patients with access needs who are unable to use the online consultation tool.

HOME VISITS

If you are too ill to come to the Surgery or are housebound a doctor will visit you at home. We do however encourage you to come to the Surgery, as a much more complete examination can then be carried out. We would be grateful if requests for home visits could be made by 10.30am

GENERAL DATA PROTECTION REGULATIONS (GDPR)

Come in to force on 25th May 2018. Please ask the Reception Team if you would like to see our Practice Privacy Notices.

OUT OF HOURS

If you need to contact the doctor for any urgent medical problems when the Surgery is closed, please phone the Surgery number **020 8614 4930**. The recorded message answering machine will give you a further number to ring, so please have a pen and paper ready. The message will be passed to East Berkshire Primary Care Out of Hours Services Co-operative.

URGENT TREATMENT CENTRE

An urgent treatment centre is available at Teddington Memorial Hospital, Hampton Road, Teddington between the hours of 8am-8pm Monday to Sunday. After 8pm please call NHS 111 to find the right care for you.

NHS 111

NHS 111 is a 24-hour confidential helpline staffed by highly trained advisers. By calling 111 you can speak to a nurse for advice at any time of the day or night. The helpline has access to interpreters who can speak other languages. **NHS Direct Online** – this is an internet site, which provides information about health services, conditions and treatment choice **www.nhsdirect.nhs.uk**.

TEST RESULTS

Please visit the website and complete the online form. You will receive a response within 48hours.

REPEAT PRESCRIPTIONS

If you are on long term treatment of any kind, you will be supplied with a repeat prescription list that must be agreed by the doctor.

Requests can be submitted online via Patient Access/ the NHS app/ by completing the online form on our website or dropping the request into the surgery or through our designated letterbox. Please allow 72 hours to prepare your prescription.

Requests for repeat prescriptions *cannot* be accepted over the phone, because of the risk of mistakes.

THE PRACTICE NURSE

Please phone reception to make an appointment with the Practice Nurse. She is available to give advice and will consult with one of the doctors if necessary. She does smears, pill checks, immunisations for children and travellers abroad and also for influenza, and tetanus.

The nurse also runs a **HEALTH SCREENING CLINIC** which includes checks for all new patients, well man and well woman checks, elderly routine checks, advice on diet, alcohol, smoking and exercise and, in conjunction with the doctors, the nurse will monitor high blood pressure, diabetes, asthma and heart disease.

BLOOD PRESSURE

There is a blood pressure machine in the waiting area which can be used on a walk-in basis.

THE PRACTICE MANAGER

Ms. Lee Dolan and Miss Natalia Grygielska are responsible for the day-to-day running of the Surgery. Problems regarding registration and other administrative matters should be brought to their attention.

They can also help you by liaising with many other services: Social Services, home care, meals-on-wheels and transport arrangements.

THE RECEPTIONISTS

The receptionists try to keep both the doctors and the patients happy. ***This is a difficult job – please be patient.*** We are all here to help you.

ONLINE SERVICES

From April 2015 patients will be able to make and cancel routine GP appointments online and order repeat medicines online. To register for online services to **make or cancel appointments** go to www.patient-services.co.uk to register. Patients will also have the right to be considered for access to their Online Summary Record. For more information on online services and an application form to register for online prescription requests and online SCR please ask for the 'Patient information leaflet to online services—things to consider.'

SPECIAL SERVICES

Maternity Services

The doctors provide this service and we work closely with the local hospital and community midwives and share the antenatal care of our patients with them.

Travel Immunisations

The doctors and practice nurses provide a wide range of immunisations and health advice for travellers. It is very important that you allow sufficient time before departure to complete the necessary immunisations. ***Please try to give us at least 8 weeks notice*** and complete a pre-travel enquiry form at reception prior to booking an appointment. Some of the recommended vaccines are not available at NHS expense and a charge will be made for these.

Family Planning Services

These services are available through the doctors and the practice nurse during Surgery hours. Post-coital contraceptive and IUCD (coils) can be arranged. Included in the above are consideration for the under 16 year olds for confidential advice.

Medical Examinations

Medical Examinations for insurance purposes, sport, private schools, elderly driving licences etc., are all done at specific times and are not included in the National Health Service. Please check with the receptionists. A charge will be made according to current BMA recommended rates.

Prams and Pushchairs

Patients are asked to leave prams and pushchairs in the designated area in the waiting room for hygiene reasons.

If you Move – Please notify us of any change of address by completing a form at reception.