

- ❖ **The Receptionists** are there to help you and one will always be available by the phone during surgery hours. They will do their best to help you book suitable appointments and advise you on a wide range of practice related matters.
- ❖ **The Practice Nurses** conduct surgeries by appointment and carry out a wide range of nursing procedures. They can help with minor injuries, blood tests, dressings and injections, removal of stitches, ear syringing and offer advice on diet, smoking cessation and carry out health checks and cervical smears.
- ❖ **The Health Visitors** are responsible for making sure all children under 5 in the practice receive appropriate health care and development checks. They run baby clinics and are a valuable source of advice to parents of young children. They also provide health education and can counsel patients of all ages. Their contact number is **01784 883636**
- ❖ **The Community Nurses** provide nursing care and treatment to the housebound and patients recently discharged from hospital. They can be contacted on **01784 883642**.

HELP US TO HELP YOU.

If you change your address or telephone number please inform the surgery so that we have your most current details should we need to contact you.

Complaints Procedure

All the doctors, nurses and staff in the practice work hard to ensure that everyone receives a high standard of care. We realise that occasionally things do not go as smoothly as we would like. If you feel this has happened to you, please inform your Doctor in writing with details. We try to offer the best service we can and will try to right any faults you tell us of.

All complaints will be acknowledged within 2 working days. We will advise patients of the outcome of our investigations within 10 working days from the date the complaint is received in writing. If your issue is not resolved you can refer your complaint to the "Parliamentary & Health Service Ombudsman" for further investigation. www.ombudsman.org.uk Tel: 0345 015 4033

We welcome feedback as a positive way of improving services. If you have any comments or compliments about the service we offer, or suggestions on how we might improve it, please do not hesitate to bring them to the attention of the Practice Manager.

We are contracted to provide services for you by:
**North West Surrey CCG, 2nd Floor, Weybridge Hospital,
 Church Street, Weybridge, KT13 8DY**

Zero Tolerance

All the staff at the surgery have the right to carry out their work without threat of violence. The surgery has a policy of removing from our list any patient who is physically or verbally abusive or threatening towards any member of staff or other patients. We aim to treat all our patients with courtesy, respect and to provide an excellent service. To achieve this we ask for your co-operation and support and that you treat our staff in the same way

Out of Hours

When we are closed, if you have a medical problem which cannot wait until the surgery re-opens, please dial 111 to access the NHS 111 Service: its free to call from both landlines and mobiles. You will be directed to the service that is best able to meet your needs, taking into account your location, the time of day you are calling and the capacity of local services.

Patient Participation Group

We would like to know how you perceive our practice and how we can improve our service to you. To help us with this, we have a virtual patient participation group so that you can have your say. If you would like to become a member of this PPG, please send an email to knowle.green@nhs.net and we will forward you further information. We will ask the members of the PPG some questions from time to time, such as what you think about our opening times or the quality of the care or service you receive. We will contact you via email and keep our surveys brief and concise, so it shouldn't take too much of your time. As this is a virtual group there is no need to attend meetings as all is covered by e/mails.

**Dr Vineet Thapar, Dr Liz Nuttall,
 Dr Ritika Mathur & Dr Kumbi Olowe**



Staines Health Centre, Burges Way,
 Staines, Middlesex
 TW18 1XD

Telephone: 01784 883654

Fax: 01784 441244

Website: knowlegreenmedical.co.uk

Inspected and rated

Good



Please take a copy

Revised April 2017

- ❖ Welcome to Knowle Green Medical. Our practice is one of the longest established in Staines. As a relatively small practice we endeavour to offer continuity of care and strive to provide the best service possible for the local community.
- ❖ This leaflet is designed to help you extract the best from the services the practice offers. Please keep it for future reference.
- ❖ More information is available on our website knowlegreenmedical.co.uk

Doctors

Dr Vineet Thapar (Senior Partner) BM (Southampton 1986) MSc MRCGP DRCOG

Dr Liz Nuttall (Partner) MA BM Mch (Oxford 2004) MRCGP DRCOG DCH DFRSH CILT

Dr Ritika Mathur (Partner) MRCGP DRCOG

Dr Kumbi Olowe (GP) MBBS MRCGP

Nurses

Christine Fanning – Practice Nurse

Alison Summerfield – Practice Nurse

Selvi Donald - Practice Nurse

GP Training

Our surgery is approved as a training practice to help qualified doctors in the last stage of their preparation to become GP's (Registrars). These Doctors may be sitting in on your consultation as part of their final preparation. If you do not wish the Registrar to be present during your consultation please let the receptionist or GP know.

Practice Area & Registration

- ❖ The Practice covers all of Staines and Laleham plus postcode areas: TW19 6, TW15 3 and TW15 2N – 2S. If you are registered with us and move out of our area you will be asked to re-register with a local practice near you.
- ❖ To register you must either come into the surgery and complete the paperwork at Reception or print the paperwork from our website, following the new patient registration link, complete it and bring it into the practice.

Disabled Access

The Health Centre has easy access for wheelchairs and toilet facilities for our disabled patients. There are two dropped kerbs at the front of the Centre with reserved space for disabled drivers.

Practice Opening Times

Monday, Tuesday and Friday – 8.00am until 6.00pm

Wednesday & Thursday – 8.00am until 7.00pm

Saturday – pre-booked appointments ONLY 8.30am until 11.00am

Bank Holiday – We are closed on Bank Holidays.

NOTE: Reception is not open on a Saturday and patients not booked in for an appointment will not be able to access reception.

How to see the Doctor or Nurse

Consultations with the Doctors and Nurses are by appointment. We have set up our appointment system to ensure you are seen by the most appropriate GP as soon as possible. If you have a problem which needs to be dealt with as a priority we can usually offer a same day appointment with a GP. These appointments should not be used for routine or on-going, non-urgent problems. Please try and call as early as possible (lines open at 8am) to ensure you can be seen.

If you have an on-going problem we will offer you the next available routine appointment with your usual GP.

If you have a new problem we will offer you the next available routine appointment with one of our GP's.

Appointments can be made by telephone or on-line. You must register first however, to use the online facilities.

Our GPs and nurses **DO NOT** consult via e-mail communication.

PLEASE INFORM US IF YOU ARE UNABLE TO KEEP, OR NO LONGER REQUIRE AN APPOINTMENT OR IF YOU ARE RUNNING LATE.

Home Visits

These are for patients who are too ill to come to the surgery. If you need a home visit please call reception before 10am. The Doctor will call you after the morning surgery and assess whether a home visit is appropriate.

Repeat Prescriptions

The right hand side of your prescription is your repeat request form. Please tick the items you require and return it to the surgery in person, fax or email.

Reception staff are instructed NOT to take repeat prescription requests over the phone.

Please allow 2 full working days when requesting repeat medication.

Please inform your GP or pharmacist if you are no longer taking medication which is appearing on your repeat request form.

Results

Patients seeking the results of tests are asked to telephone the surgery after 2pm.

Reception staff are not permitted to discuss results with patients. They can confirm if the results are normal, or they can arrange an appointment for you to speak to your GP to discuss the results.

DNA or Late Arrival

If you are 10 minutes, or more, late for your appointment the Doctor will not see you and you will have to rearrange your appointment. However if you are running late please call and let us know. With prior warning we **MAY** be able to reschedule appointments so you can be seen.

If you DNA on more than 3 occasions with no contact we may ask you to register elsewhere.

Named Accountable GP

This is your "usual" GP. Your usual GP may not be the GP you see depending on availability or your personal choice. If you wish to be advised of your usual GP please ask at reception.

In addition, for patients aged 75 and over, the named accountable GP will also work with relevant associated health & social care professionals to deliver a care package that meets the needs of the patient.