

Manor Practice



Main Surgery

57 Manor Road
Wallington SM6 0DE

Tel: 020 8647 1818

Fax: 020 8647 6699

Branch Surgery

Roundshaw Health Centre
6 Mollison Square, Wallington SM6 9DW

Tel: 020 8773 5940

Fax: 020 8773 5941

Website: www.manorpractice.org.uk

Patient Information

NHS

2017

Welcome to the Manor Practice

The General Practitioners

Partners

Dr Mohammed Amjad	(male)	MBBS MRCP (Lahore 1981)
Dr Olukayode Akinmade	(male)	MBBS DCH DRCOG (Ibadan 1981)
Dr Ally Jaulim	(male)	MBChB MRCP DRCOG (Dundee 1978)
Dr Robert Calverley	(male)	MBBS MRCP MRCP (London 2003)

GP Assistants

Dr Sharmeen Maleque	(female)	MRCGP DRCOG (Dundee 2011)
Dr May Al-Isa	(female)	MBChB DRCOG (Norway 2003) UK Conversion 2014
Dr Eleanor Barnard	(female)	DRCOG DGM MBBS BSc

Physician Associate

Selina Hussain	(female)	BSc MSc PGDip (2016)
-----------------------	----------	----------------------

Physician associates are dependent practitioners that work alongside doctors to deliver medical care and are an integral part of the medical team with a dedicated supervisor.

Nurse Practitioner/Nurse Lead Manager

Louise Dennis

Practice Nurse

Elsa Russell

Health Care Assistants

Nikki Peacock

The Practice Staff

Practice Manager

Anne Holburn (AMSPAR) is based at the main surgery. She is responsible for the strategic and business management of the practice.

Assistant Practice Manager

Julie Dalchow

Reception Team Leaders: Debbie Carleton and Stella Worth

Receptionists

Main Surgery: Sharon Champion, Maria Coppin, Susan Hession

Branch Surgery: Sandra Bedziejewski, Marianne Ford, Tasharna Richards

Administrators

Miss Michelle Bowen, Mrs Geraldine Allen, Ms Vicki Wells

Secretaries

Main Surgery: Mrs Sharon James

Branch Surgery: Mrs Sue Norris

District Nurses (Off Site)

To be advised

Health Visitors (Off Site)

Jackie Baker, Lorna Bowen-Joseph

General Practitioner Registrars

Manor Practice is accredited as a training practice. Every few years the practice and the trainers undergo vigorous inspection to maintain its training status. A team of visitors inspect the practice and the trainers to ensure that the teaching environment and trainers meet the standards for teaching. Each year qualified doctors known as registrars join the practice to undertake their vocational training to become general practitioners. The practice also takes foundation year doctors who join the practice on a four month rotation with the hospital.

Undergraduate Medical Students

Undergraduate medical students from Kings and St Thomas', St Georges and Imperial Colleges join the practice for short periods and sit in and/or consult with patients under supervision of the doctor. You will be informed if the doctor has a student with him. Please inform the reception staff prior to seeing the doctor, if you do not wish to have a student present during your consultation.

Appointments

The practice offers routine appointments up to six weeks in advance, where possible. If you require a consultation with a specific doctor, we will do our best to accommodate your request but you may have to wait longer for an appointment.

Urgent Care

We provide a telephone triage service for all urgent care. If you feel you need to be seen urgently and cannot wait for a routine appointment, please book a same day telephone triage slot with the on call doctor. If you can, please give an indication of the problem so that the doctor can prioritise the call and have your phone available around this time. The doctor will try to call within 20 minutes of your slot time. The doctor will assess your problem with you on the phone and offer advice or if necessary will ask you to attend the surgery for further assessment.

Minor Ailments Clinic

Our nurse practitioner Louise Dennis has undertaken specialist training to see and treat minor ailments. She is a nurse prescriber and can see and treat minor problems.

Commuter Clinics

We offer a commuter service once a week as follows:

Tuesday evening 6.30 - 8.00pm alternating at the main and branch surgery.

Please note the times and days of these clinics may change according to patient demand. The commuter clinics have been designed specifically for those patients who are at work and are therefore unable to attend during normal surgery hours. Please bear this in mind when booking your appointment. These clinics are for pre-booked appointments only and the surgery is not open for urgent care during these times.

The Hub

Routine appointments are available at The Wrythe Green Hub – Monday to Friday between 6.30 and 8.00pm and at weekends between 8.00am and 8.00pm. To book these slots please contact our reception team.

For the latest information click to: www.manorpractice.org.uk

Visit our website on: www.manorpractice.org.uk

Wallington Osteopaths

1-3 Station Approach, Gordon Road
Carshalton Beeches SM5 3RF

Tel: 020 8669 5075

www.wallingtonosteopaths.com

email: clinic@wallingtonosteopaths.com

Claire Craven DO
Nick Woolley BSc (Hons) Ost
Ellie Walpole M.Ost Bsc (Hons)
Rachel Stanley M.Ost
Danny Sayandan M.Ost

Usha Christmas - Massage Bodyworks

We can help in the treatment of all your musculo-skeletal problems

Established since 1985

More than a pain in the back

IF there is one thing they know about osteopathy at Wallington Osteopaths, it's that it's not just about backs!

Having spent the last 35 years offering osteopathic healthcare to the local community in Wallington, they know that it actually covers a wide variety of problems.

It can help anything from headaches, tennis elbow and sciatica to sports injuries, infantile colic and dizziness. Frozen shoulders may also benefit, as well as arthritic hips, rib pain and swollen knees.

Their team of experienced, qualified practitioners offer traditional treatments based upon the principles of osteopathy that go back over a hundred years.

Although osteopathy treatments are over a century old, they have been refined to embrace the expectations and practice that is modern healthcare.

At a client's first visit to Wallington Osteopaths, he or she will have a full one-hour session where they will be assessed, and a detailed case history established to help determine a course of treatment for their particular problem.

An examination is then made of a client's postural balance, and gentle movements are observed. This is followed by a passive examination to assess the range of movement.

Visits after this will last 30 minutes and, if you are a returning client, no matter how long the time you were away, you will be treated as a "current user". You will be treated accordingly for whatever condition you present with.

Contact Wallington Osteopaths for more details on 020 8669 5075, or click onto their website at www.wallingtonosteopaths.com

To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.

Internet Access

Internet access for booking appointments, requesting repeat prescriptions and access to your records (coded data only) can be arranged via the internet. In order to gain access to this facility you need to register your request at reception. You will need to bring in identity documents, photo ID and a utility bill. If you do not have these documents please speak with our staff who can help you further. Please see our website for further information and to download an application form.

askmyGP

Visit our website: www.manorpractice.org.uk and click on the link askmyGP service to request a consultation or ask a question at any time and receive a prompt same day call back within askmyGP request hours. **askmyGP should not be used for medical emergencies.**

Urgent Care When The Surgery Is Closed

If you require urgent care when the surgery is closed please telephone the out-of-hours service on 111. NHS 111 offer a triage service by fully trained advisors supported by qualified nurses who will offer help and advice and direct you to the most appropriate service. They can also arrange an ambulance if they assess your condition to be life threatening.

Emergency Care

If you think your condition is life threatening please call 999 without delay.

Home Visits

If you are too ill to come to the surgery you can request a home visit. Please give as much information as you can to the receptionist in order that the doctor can prioritise the visit appropriately. Home visits are at the doctor's discretion. Where possible, requests should be made as early as possible, preferably by 10.00am. Please note the doctor may call you first before visiting to assess your condition and the need for a visit. Several patients can be seen in the surgery in the time it takes to do a home visit.

Patient Choice

If you and your GP decide that you need to see a specialist for further treatment, you can choose where to have your treatment from a list of hospitals, clinics or community based services. Your GP may also decide to obtain a specialist opinion prior to referral by consulting with a specialist via e-referral.

Local Walk-in Centre

Edridge Road Medical Centre, Impact House, 2 Edridge Road, Croydon CR9 1PJ

Tel: 020 3040 0800 (8.00am to 8.00pm).

St Georges Hospital, (next to A&E dept) Blackshaw Road, Tooting SW17

Tel: 020 8725 1265 (7.00am to 10.00pm).

Please visit our updated website - www.manorpractice.org.uk

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.**

A&E Department – Local Hospitals

A&E Departments are for life threatening problems and not for minor ailments when the surgery is closed. Please do not go to A&E for minor illness, call NHS 111 or visit your local pharmacy for advice. Your co-operation in using A&E services appropriately could save lives and would be most appreciated.

Repeat Prescriptions

If you are on regular medication please retain and use the right-hand portion of your repeat prescription to request your medication. Please tick the items you require and place in the repeat prescription box. You must allow at least 48 hours before collection. If you require your prescription to be posted, please enclose an SAE. If your prescription is delivered by a local pharmacy please state the name of the pharmacy on the request slip.

You can also request repeat prescriptions online by registering for internet access (see section on internet access). If you are eligible for electronic prescribing (EPS) your prescription can be sent direct to the nominated pharmacy of your choice. To enable this, you will need to complete a nomination form at the pharmacy of your choice.

New Patients

New patients wishing to register with the practice should ideally attend the surgery with their medical card showing their previous GP details and NHS number. If you are unable to provide your medical card you will be required to complete a registration form available from reception. It would be helpful if as much information as possible is completed on the form as this will speed up the registration process. If you are unsure of your NHS number this can be obtained from your previous GP. Once the registration form has been handed back to reception the details will be checked to ensure they are correct and that your address falls within the practice area.

You can also process your register online via our website:

www.manorpractice.org.uk

Please note as part of our registration process you will be offered a new patient check appointment with the nurse. It is strongly recommended that you attend for this check to ensure the information we have about you is as accurate as possible.

Surgery Times

Surgery hours are:

Main

Monday to Friday: 8.30 to 11.00am & 3.30 to 6.30pm daily
Office hours: 8.00am to 6.30pm daily Monday to Friday

Branch

Monday to Wednesday: 8.30 to 11.00am & 3.30 to 6.30pm
Thursday & Friday: 8.30 to 11.00am only
Office Hours: Monday to Friday 8.30am to 12.30pm daily & Monday to Wednesday 2.00 to 6.30pm

Commuter Surgery: Appointments are available on Tuesday between 6.30 to 8.00pm by appointment only at the main and branch surgeries (usually 1 in 3 at the branch).

Saturday mornings: Pre-bookable 8.45 to 11.30am at the main surgery only

Please visit our updated website - www.manorpractice.org.uk

Clinics

Antenatal/Postnatal Clinic

This is run by a doctor on a Tuesday afternoon (by appointment only).

Baby Clinic

Baby clinic runs every Tuesday morning, alternating between the main and the branch surgery. Well babies requiring eight week checks and first primary immunisations are seen by appointment with the doctor. In addition the practice nurse sees children under five years by appointment only for primary immunisation excluding the first dose. Please note the health visitors no longer provide a service within the surgery, should you wish to see them please telephone 020 8544 2230 for details of your local health visitor clinic.

Asthma And Diabetes Clinics

Asthma and diabetes clinics are run by our practice nurses across both sites and are by appointment only.

Family Planning

Please book an appointment with one of our nurses. If you require coil fitting or removal, or an implant please book in with our family planning doctor on Thursday afternoons at the main surgery. If this is your first fitting you need to see a doctor first before booking into the clinic. The clinic is for fittings/removals only.

Minor Surgery

Minor surgical procedures are available at the main surgery by appointment. You must see one of the doctors first for assessment who will authorise an appointment into the minor surgery clinic.

Blood Tests (Phlebotomy)

We offer a blood test service at both surgeries by appointment in the mornings.

Monday and Friday – Branch Surgery

Tuesday, Wednesday and Friday – Main Surgery

Non-NHS Work

The doctors are happy to carry out non-NHS work such as medicals for insurance HGV, driving licences, reports etc by appointment. Please drop the form off prior to booking the appointment to enable the doctor to allocate sufficient time for the examination. Private patient consultations are also available on request and by appointment only.

A list of charges for our non-NHS work is displayed in the waiting room. Patients are expected to pay in advance for this work.

Please note the practice does not accept requests to countersign passport applications or renewals.

Patients Over 75 Years

Patients aged 75 and over who have not seen a doctor or nurse for more than 12 months are entitled to a health check. Please ask at reception.

Travel Immunisations/Vaccinations

Please complete the holiday assessment form by downloading the form from our website or calling in. Once completed, one of our nurses will call you back with a plan for your vaccinations. Please allow at least six weeks before travel. If you have less time available before travel please speak with one of our nurses for advice. A charge will be made for certain vaccinations which are not covered by the NHS.

Charges For Non-NHS Work

It is the practice policy to request payment in advance for all non-NHS work including private patients.

Flu Vaccination

If you are aged 65 or over, or aged between 18 and 65 years with certain medical conditions such as diabetes, heart disease or some lung conditions, you are entitled to the free NHS flu vaccination. You may also qualify for the pneumonia vaccine if you have not already had this.

All children aged 2, 3 & 4 years old and those aged up to 18 years old with certain medical conditions are eligible for the nasal flu vaccination.

All pregnant women qualify for the flu vaccination at any stage of pregnancy.

Please check with reception if you are unsure about eligibility.

If you are housebound, a home visit can be arranged for you via our district nursing team. Please contact our reception team

The practice will send a text alert or letter to remind you to come in.

Interpreting Service

If you have difficulty in understanding or speaking English, the surgery is able to arrange an interpreting services including sign language, please enquire at reception.

Comments And Suggestions

We are happy to accept and consider comments and suggestions from our patients. Please present your views and feedback in writing either at reception or there is a suggestion box located in the waiting rooms at both sites.

Disabled Access

Both surgeries have disabled access. Wheelchair access is facilitated by level access at both surgery sites and there are disabled toilet facilities at the main and branch surgeries.

Complaints Procedure

We aim to provide the best services possible but there may be times when you feel this has not happened. If you feel you have grounds for complaint, please discuss these with a member of our staff. If they can they will try to resolve your complaint immediately. However, this is not always possible and you may be advised to speak or write to the practice manager. We operate a practice based complaints procedure as part of the NHS system. Please ask at reception for a copy of our complaints procedure leaflet for further information and guidance.

Confidentiality

We are registered under the Data Protection Act and in accordance with the Act we will ensure your confidentiality is maintained at all times. Everyone involved in your care has a legal duty to keep all of your information confidential and secure.

From time to time anonymised data is collected for post payment verification purposes and Audit.

Preferred Method of Contact

For most of us our preferred method of contact is our home number or mobile number but for example, if you suffer from hard of hearing or blindness that may not be suitable for you. If you or someone you are caring for wishes us to contact you in another way, please do let us know by informing either reception or the Practice Manager at your surgery. We will then record your needs by highlighting it on your medical records.

Access To Your Health Records

The Data Protection Act 1998 allows you to find out what information about you is held on the computer and in certain manual records. You can access detailed coded records online by completing an application form held at reception and providing identity documents (please see internet access). If you require full access to your records you will need to apply in writing to the practice. Please note there is a charge for accessing your records.

Zero Tolerance

We operate a zero tolerance to violence, both verbal and physical. Anyone attending the surgery who behaves in an abusive and/or threatening manner towards our staff or others will risk removal from the practice list. In extreme cases the police may be called to assist the practice.

Summary Care Record

All patients who are registered with a GP will have a Summary Care Record (SCR) uploaded to the NHS spine unless they have chosen not to have one. Your SCR contains the following basic information:

- name, address, date of birth and unique NHS Number
- the medicines you are taking
- your allergies
- adverse reactions to medication

If you do not wish information about you to be uploaded onto the NHS spine you will need to complete an 'opt out form' which is available at reception.

Sutton Independent Digital Care Record IDCR

Data is already routinely shared between health organisations to make sure that you receive appropriate health care. The Sutton IDCR is specifically for Sutton residents and Sutton services. If you go to A&E in an emergency, the doctors and nurses in the hospital will inform your GP and other relevant health staff, such as community nurses, about your treatment in A&E and any follow-up that is needed. The IDCR makes this information exchange safer, speedier and more accurate by providing a system that can be accessed by both health and social care professionals, which in turn should lead to better health outcomes for you, the patient.

It is important to emphasise that your information will only be accessed from this system after you have had the opportunity to discuss the Sutton IDCR with your GP and/or social care professional. You can also "opt out" of the new way of sharing information. Your health and social care data will not be included if you opt out. Social care clients will be asked to give their explicit consent before their records are added to the Sutton IDCR.

Freedom Of Information

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. Please apply in writing to the practice manager if you wish to view a hard copy.

Practice Charter Standards

We aim to provide our patients with the best quality care available. Our charter is a statement of what you can expect from this practice and what we feel we can expect from you.

- All patients will be treated equally. We do not discriminate on the grounds of gender, gender identity, race, disability, sexual orientation, religion or age
- Our premises will be clean and comfortable and have facilities for the disabled
- All patients will be greeted in a friendly manner and be treated with courtesy by everyone in the practice
- Patient confidentiality may be expected at all times
- Patients should understand that home visits are made at the doctor's discretion
- Requests for evening visits should only be made in an emergency
- Many problems can be solved by advice alone, therefore patients should not always expect a prescription at every consultation
- We aim to see patients as close to their appointment time as possible, we will inform you of any delay exceeding 20 minutes.
- We ask that patients treat the doctors and staff with courtesy and respect
- Patients must inform the practice staff of any alterations in their circumstances, such as change of surname, address, telephone number or mobile number even if it is ex-directory

With These Rights Come Responsibilities

- We ask that patients attend their appointments at the arranged time. If they cannot attend they will inform the surgery immediately
- We expect patients to understand that appointments are for 10 minutes only and for one person. Additional appointments will need to be made if more than one person needs to be seen
- We ask that patients respect that their appointment time is a guide as to when they will be seen. We apologise, if we sometimes keep you waiting

- Patients are responsible for their own health and the health of their children and should co-operate with the practice in endeavouring to keep themselves healthy
- We ask that requests for help or advice for non-urgent matters be made during surgery hours
- Home visits should only be requested for patients who are seriously ill. It is important to bear in mind that most medical problems are dealt with more effectively in the clinical setting of a well-equipped surgery
- Please read our practice booklet. This will help you to get the best out of the services we offer. It is important that you understand the information given to you. Please ask us if you are unsure of anything.

Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.

Patient Participation Group

Manor Practice has a Patient Representative Group (PPG) which was established in November 2011 and meets periodically to discuss views and feedback from patients registered at the practice. In addition future developments and/or expansion of services that the practice may be considering are openly discussed with input from the members. Our aim is to have PPG that is representative of our practice population. We are seeking new members to join and welcome interested patients who cannot attend meetings but may contribute by email.

If you are interested in joining the group or would like further information please contact reception on 0208 647 1818 or email manorpractice.nhs.net and leave your name and contact details.

Clinical Commissioning Group

Sutton Clinical Commissioning Group (SCCG)

Priory Crescent

Sutton

SM3 8LR

TEL: 020 3668 1200



**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

OPG - HELPING THE SMALL BUSINESS
GROW FOR OVER 40 YEARS

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!

ADVERTISING FEATURE

Visit our website on: www.manorpractice.org.uk

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

Useful Telephone Numbers

St Helier Hospital	020 8296 2000
St George's Hospital	020 8672 1255
Mayday Hospital	020 8401 3000
Manor Pharmacy	020 8669 1007
Boots – Wallington	020 8647 2251
First Chemist.....	020 8647 3204
Day Lewis	020 8669 4083
Mental Health Crisis Line	0800 0288000
Alcoholics Anonymous.....	020 7833 0022
Samaritans.....	08457 909090
Sutton Social Services.....	020 8770 4337
Care Connect	020 8545 4710

Notes

Notes

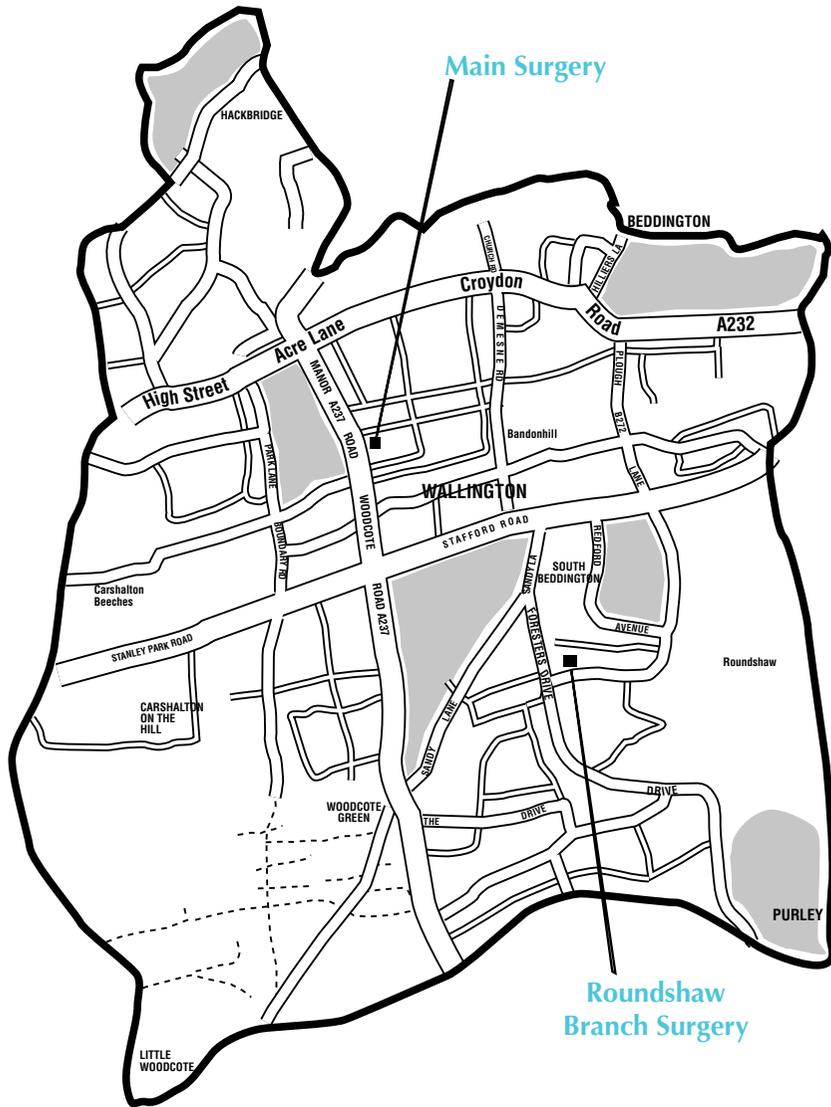
PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY **Neighbourhood Direct Ltd**

Barons Gate, Graceways, Whitehills Business Park, Blackpool, Lancs FY4 5PW Tel: 01253 608014 Fax: 01253 608015
Website: <http://www.opg.co.uk> Email: info@opg.co.uk

COPYRIGHT WARNING: All rights reserved. No part of this publication may be copied or reproduced, stored in a retrieval system or transmitted in any form or by any means electronic, mechanical, photocopy, recording or otherwise without the prior written permission of the publisher.

The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.

The Practice Boundary



Our Boundary

We have a designated catchment area which we have to adhere to so please ask at reception if your address is within that area.