

Manor Practice

Practice Information Leaflet



Main Surgery:
57 Manor Road, Wallington, SM6 0DE

Branch Surgery:
6 Mollison Square, Wallington SM6 9DW

Telephone: 020 8647 1818

Email: Manorpractice@nhs.net

Dedicated email for Prescriptions: prescription.mp@nhs.net

Website: www.manorpractice.org.uk

The Partners & Salaried Doctors



Partners:

Dr Olukayode Akinmade (M)

MB BS DCH DRCOG (Ibadan 1981)

Dr Ally Jaulim (M)

MBChB MRCP DRCOG (Dundee 1978)

Dr Robert Calverley (M)

MBBS MRCP MRCGP (London 2003)

Dr Eleanor Barnard (F)

MBBS BSc. MRCGP DRCOG DGM (London 2009)

Salaried Doctors

Dr Sharmeen Maleque (F)

MBChB MRCGP DRCOG (Dundee 2002)

Dr Anusha Jeyaram (F)

MBBS DRCG MRCGP (London 2012)

Dr Claire Pambos (F)

MBBS BMedSci MRGP DRCOG PGDipDerm (Nottingham 2008)

Physician Associate

Miss Selina Hussain - 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

Nursing Staff



Advanced Nurse Practitioner and Lead Nurse for the practice

(Locality Lead Nurse and Non -Prescribing Lead for Wallington; Primary Care Network Clinical Director for Wallington):

Miss Louise Dennis

Practice Nurses:

Ms Elsa Russell

Ms Chantelle Page

Healthcare Assistant:

TBA– currently training under PMA Health Care Diploma

Phlebotomist

Ms Jackie Ford

Management & Administration Team

Leadership & Management



By David Truss - <http://pearlraimes.davitruss.com/leadership-and-management/>

Practice Business Manager:

Ms Anne Holburn
AMSPAR 1995

Assistant Practice Manager:

Ms Julie Dalchow

Prescribing Clerk:

Miss Stella Worth

Operations Manager:

Ms Katie Peskett

Receptionists:

We have nine receptionists led by the operations manager who support the front of house and telephone operations across both sites;

Sandra, Marianne, Debbie Sue, Vicki, Jo, Sam, Althea and Ella

Administrative Team leader and Private Fee Clerk:

Ms Michelle Bowen

Administrators:

Chloe & Anais

Secretaries:

Sharon and Sue

Mission Statement:

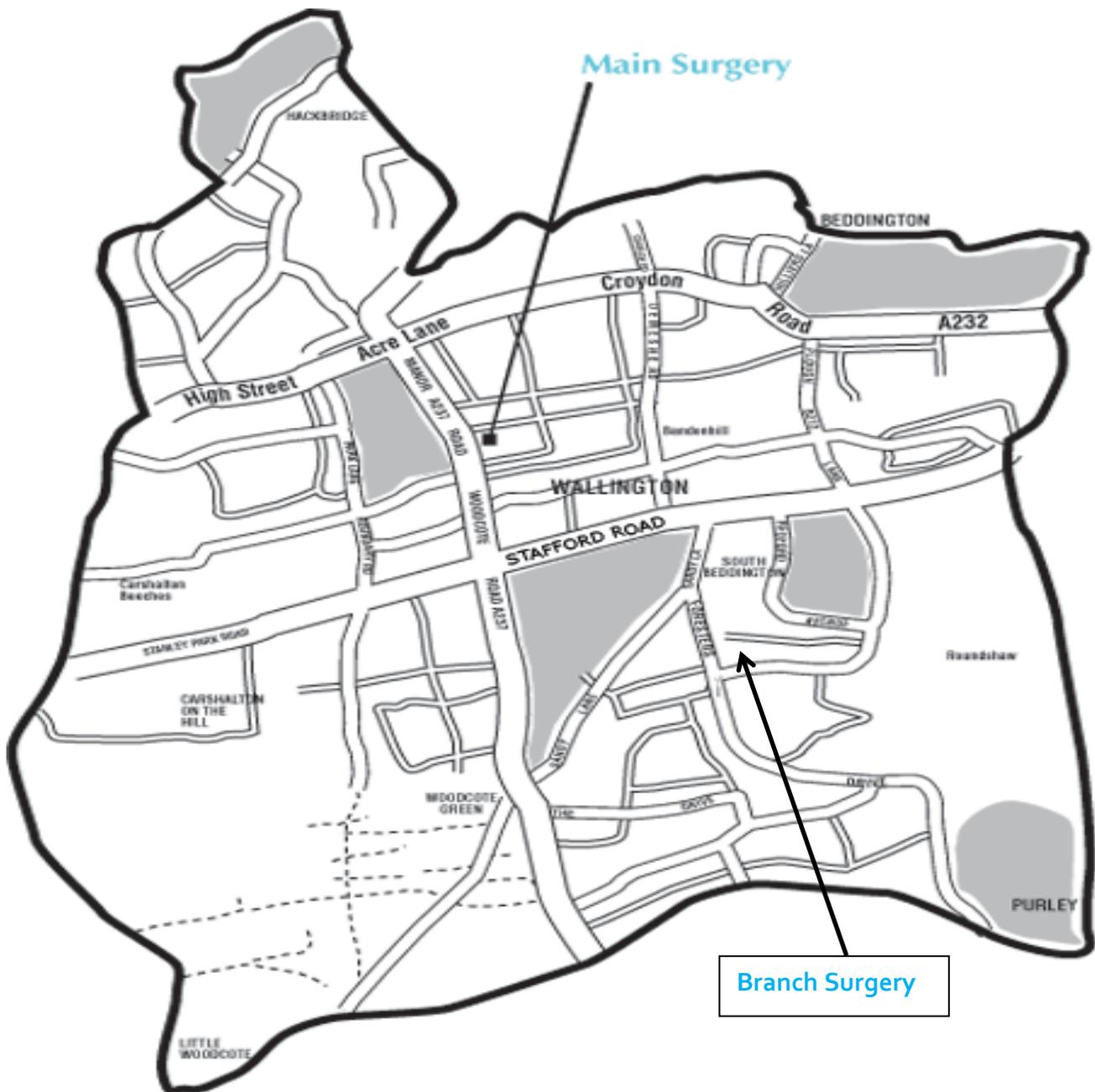
Improving lives and building community through quality health care and education.

Manor Practice is a well-established GP surgery with a reputation for providing patient focused care. We are a forward thinking organisation with a multi-professional workforce all striving to provide high quality care, education and training. We believe in building for the future and we have a strong track record of training a range of health professionals and non-clinical staff



Overview

The practice is based on two sites in Wallington and covers the following areas as illustrated on the map below:



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

The practice has good access for all patients at ground floor level including wheelchairs and pushchairs. Adjacent to the waiting room are toilet facilities which are accessible by disabled patients. Baby-changing facilities are also located in this area. Automatic door entry facilitates easy access for patients and door entry is through wheel chair accessible

There is one designated disabled parking bay outside the main surgery on Park Road.

The waiting room offers a range of literature for all patient groups as well as an area for children. A portable induction loop is available at reception for use by patients; please ask a receptionist for further information.

How to Register

We are pleased to accept all patients who are resident in our catchment area (please see map of catchment area). New patients wishing to register with the practice will be required to complete a registration form available on line or 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. Please check that you address falls within our catchment area prior to completing the registration form. If you are unsure of your NHS number this can be obtained from your previous GP. Register online via our website: www.manorpractice.org.uk.

Please note as part of our registration process you will need to complete a health questionnaire, you may also 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. If you are registering any children under 5 years of age, please bring in their red book and or details of all childhood immunisations.

We operate a pooled list and you will be added to the practice list of patients. All patients will have a named GP allocated to them. You can find out who your named GP is by asking at reception.

Once you are registered with us, you will be able to book appointments online, order repeat prescriptions and access your health record (a separate form is required for this and photo id applies). Full details are available online at www.manorpractice.org.uk or by phoning or speaking to a member of the reception or administrative teams. (on-line registration process applies).

If you change address or change your name, please ensure you contact the practice as soon as possible; this will enable us to update your records. For a change of name, the practice will need to see proof of this, i.e. a Marriage Certificate or Deed Poll.

If you have any questions about the registration process, please speak to a member of staff who will be able to help you.

Hours of Business

Surgery hours are:

Main Surgery:

Monday to Friday:

8.30am to 11.30am & 3.00pm to 6.00pm daily

Branch Surgery:

Monday to Wednesday:

8.30am to 11.30am & 3.30pm to 6.00pm

Thursday and Fridays:

8:30am to 11:30am only

An appointment with a GP is ten minutes. Should you have complex or multiple health concerns, please ask the reception staff to arrange a double appointment for you; this will help us to adhere to our appointment schedule and avoid further undue delays to other patients. If you are calling for urgent same day care, please be advised that you will either be offered a same day appointment with any one of our Clinicians or you may be added to the telephone triage list for the day. Our staff will ask you for an indication of the problem so that the doctor can prioritise the call. Please have your phone available to receive the call. If you prefer not to disclose the nature of the problem it may take longer for the doctor to get to your call.

Office hours:

8.00am to 6.30pm daily Monday to Friday

Please note that the branch office closes at 12:30 on Thursdays and Fridays. Although telephone access is available until 6:30pm and the main surgery is open.

Commuter Surgery: Appointments are available on Tuesday between 6.30pm to 8.00pm by appointment only at the main surgery and on Friday Mornings from 7:00am to 8:00am at the branch Surgery.

Hub Appointments: The Extended Access Service at the hub locations have appointments with GPs and Nurses available in Sutton, making it easier for you to get an appointment at a time that suits you, including evenings and weekends. Anyone registered with a GP in Sutton can access this service.

Appointments are available between the hours of 6:30pm and 8:00pm Monday to Friday and at weekends between 8am and 8pm: Contact our reception staff who will be able to book you an

appointment or **call 07578 813838 when the surgery is closed**. NHS 111 will also be able to book you an appointment at the hub.

Hub locations:

- Wrythe Green Surgery, Wrythe Lane, Carshalton SM5 2RE
- Old Court House, Throwley Way, Sutton, SM1 4AF

Nursing Appointments:

Appointments with the nursing team are available between 08:30am – 11:30am and 13:30pm 18:00pm.

To book an appointment, please call the reception team. In order to allocate you the most appropriate clinical resource, the receptionist will ask you about the nature of your appointment.

Home Visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please contact the surgery as soon as possible preferably before 11am. A clinician may telephone you to discuss your request. We encourage patients where possible to attend the surgery as most medical conditions can be dealt with more effectively in the clinical setting of a well-equipped surgery.

Home visits are usually carried out between 12:30pm and 15:00pm Monday to Friday.

Our Services

Along with the routine appointments, the practice offers the following services:

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.

Family Planning – Please book an appointment with one of our nurses. If you require a coil or implant fitting you will need to go to the sexual health clinic at

Immunisations – The nursing team are responsible for the administration of both adult and child immunisations. Please book via reception.

Travel Immunisations – The nursing team are able to offer a range of advice regarding travelling abroad and the required vaccinations / medications. There may be a charge associated with travel immunisations. Please download a form from our website or pick one up from our reception staff. This needs to be completed and returned to the practice as soon as possible. One of our nurses

will assess your form and contact you within 10 working days. Please allow 6 weeks before travel to plan your travel vaccination schedule. If you are travelling at short notice we may not be able to accommodate you in which case you will need to go to a local travel clinic.

Minor Operations – Simple minor surgery such as the removal of skin lesions, joint injections, etc. can be performed by a GP at the practice. Dr Claire Pambos is the lead for minor operations. In the first instance, please book an appointment with your usual GP for assessment. Your GP will then authorise a minor surgery clinic appointment.

Cervical Smear Testing – This is carried out every three years for women aged between 25 and 49 and every 5 years for women aged between 50 and 64. The tests are undertaken by our nursing team. You will be contacted by the screening centre when you are due a test; this is a preventative test, aimed at preventing cancer, please do make sure you take the test. Appointments for smears can also be done via the hub locations. Please bring with you your invitation/test reminder to prevent being turned away from the hub.

Well-Man & Well-Women Clinics – Nurse-led, these clinics are aimed at encouraging a healthy lifestyle for our male and female population, whilst also encouraging patients to regularly carry out self-examinations. Speak to a member of the nursing team for more information.

Chronic Disease Management – We hold a range of appointments to help our patients manage the following. These are nurse led appointments for:

- Asthma
- COPD
- Hypertension
- Diabetes
- Heart disease
- Kidney disease

We also offer the following services:

- **Antenatal** appointments (routine surgery)
- **Well baby clinic for babies 8 week check and first immunisation** and for **post -natal** check for mum (combined clinic appointment (mother and baby)).
- **Under 5 immunisation clinic** – nurse led.
- **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. Visit our website on: www.manorpractice.org.uk
- **Blood Tests**- We offer a blood test service at both surgeries following referral from your GP or nurse and by appointment only, (you must attend with the requisite blood test request form). Clinics are mornings only - Monday and Friday at our Branch Surgery and Tuesday, Wednesday and Thursday at our Main Surgery.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

Out of Hours

When the practice is closed, patients are advised to contact the NHS 111 service for all non-life-threatening cases. 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.

In an emergency, dial 999 and ask for the ambulance service. Chest pain and shortness of breath are classed as emergencies.

Repeat Prescriptions

Repeat prescriptions can be ordered in the following ways:

- on line via the internet
- the GP app
- nominating a pharmacy
- prescription.mp@nhs.net (the dedicated email address)
- In person – by ticking the required medications on your prescription and placing it in the dedicated box located at reception.

We are encouraging all patients to request electronically rather than on paper for data protection and safety and to save our trees.

Please allow 2 working days excluding weekends and bank holidays when ordering repeat prescriptions. We operate a 2 working day policy for repeat medication; please make sure you make your request 3-5 working days before you run out.

- Should you run out of your medication your local pharmacy may be able to give you an emergency supply.
- If you are making a request early due to holiday please note this on your request.

Training & Teaching

Manor Practice is accredited as a training practice. 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 for four months for their GP rotation.

Qualified Trainer: Dr Robert Calverley – GP Registrars

GP Registrars are qualified doctors doing their GP vocational training (3 year training Programme with Health Education England).

Qualified Trainer: Dr Eleanor Barnard - Foundation Year Doctors (F2)

F2s are qualified doctors in their second year post qualification (with Health Education England)

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 advise our reception staff prior to seeing the doctor if you do not wish to have a student present during your consultation. The practice also teaches Physician Associate Students from St Georges College and Student Nurses under the nurse mentorship scheme.

Complaints, 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, by email to manorpractice@nhs.net or there is a suggestion box located in the waiting rooms at both sites.

We strive to offer an excellent service to our patients but do acknowledge that sometimes things can go wrong. If you are concerned about the service you have received or want to make a complaint please speak to any member of our staff in the first instance. Our Operations Manager and/or our Practice Manager will liaise with you on receipt of your complaint.

You will be given information about the complaint process and how we respond to and manage complaints. Our aim is to resolve all complaints in a timely manner and we will aim for local resolution each time. If this is not possible, you will be advised of other ways of dealing with your complaint.

Equally, if we do something well, we would very much appreciate your feedback. You can do this via our feedback page on our website www.manorpractice.org.uk and/or the NHS services link: <https://www.nhs.uk/Services/gp/Overview> leave a review. Comments, suggestions, feedback and complaints are discussed at practice meetings.

Patient Charter

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 or telephone number, mobile number .

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 as soon as possible so that the appointment is not wasted.
- 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 core 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 this practice booklet. This will help you to get the best out of the services we offer or visit our website www.manorpractice.org.uk 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.

- We will always try to accommodate your requests and give you an appointment with your named GP or with a clinician you have requested. However, this may not always be possible, but the team will do their utmost to assist you.
- If you are unable to keep your appointment, please telephone us as soon as you know. Cancelling will enable us to offer your appointment to another patient who needs to be seen.
- Appointments cancelled with less than 24 hours' notice constitute as a 'Did Not Attend' (DNA) and will be recorded in your health record. Three DNAs within a twelve-month period will be discussed with the management team and may result in your being given a warning letter of risk of removal due to failure to cancel appointments.

Zero Tolerance

This practice operates a zero-tolerance policy, and the safety of staff is paramount at all times. Staff have a right to care for others without fearing being attacked physically or verbally. We will not tolerate abuse towards our staff under any circumstances.

Abusive patients will be asked to leave the practice and may be removed from the practice list. We will have no hesitation in calling the police if any patient acts in an abusive manner and is deemed to be a threat to staff and/or patients.

A good doctor-patient relationship is fundamental to excellent patient care. The removal of a patient from the practice list is not commonplace and is a measure that is taken as a last resort.

Patient Information

Data protection

Your information is held on our secure system; we can only disclose this information to a third party with your consent. All information is covered by the Data Protection Act (2018) and the General Data Protection Regulation (GDPR).

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.

Please see our privacy notice:

[https://www.manorpractice.org.uk/website/H85116/files/General%20Practice%20Privacy%20Notice%20Direct%20Care%20v0.6%20\(002\).docx](https://www.manorpractice.org.uk/website/H85116/files/General%20Practice%20Privacy%20Notice%20Direct%20Care%20v0.6%20(002).docx)

Access to records

You are able to access your health record online, request repeat prescriptions and book appointments on line; please ask at reception for further information. You will need to register for this service with Photo ID.(If you do not have phot ID please speak with one of our receptions staff). You can request a copy of your medical records using a Subject Access Request form.

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 set your national data opt-out choice online. An alternative provision will be made for those patients who are unable to or do not want to use the online system.

The national data opt-out programme will afford patients the opportunity to make an informed choice about whether they wish their confidential patient information to be used just for their individual care and treatment or also used for research and planning purposes.

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.

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 reception when you register at the surgery. We will then record your needs by highlighting it on your medical records

Non-NHS Work

The doctors are happy to carry out non-NHS work such as medicals for insurance HGV, driving licenses, reports etc. by appointment. Please drop the form off to enable the doctor to allocate sufficient time for the examination. Our staff will contact you to offer you an appointment. 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. Private work is completed at the discretion of the doctors and as this work sits outside of the NHS please allow 10 working days. Complete a private request form from reception or download the form from our website: www.Manorpractice.org.uk

Please note the practice does not accept requests to countersign passport applications or renewals. It is the practice policy to request payment in advance for all non NHS work .

Patient Participation Group (PPG)

Are you interested in finding out more about our practice and the development of health services?

Manor Practice is seeking patients to join our Patient Participation Group. We are looking for people from all sections of the community to attend our PPG meetings at Manor Practice to get involved and discuss ideas about the practice and its services to patients. If you would like to contribute but do not have the time to attend please join our virtual group at: patientgroup.mp@gmail.com or email the practice at: manorpractice@nhs.net

For more information on our PPG please visit our website: www.manorpractice.org.uk PPG page which is located under *Have your say*. Alternatively, contact our Operations Manager, Kate who is the nominated point of contact for all PPG matters.

We want to proactively engage with our patients and at all times maintain an effective working relationship between the practice and our patients.

Clinical Commissioning Group

The local Clinical Commissioning Group (CCG) for this area is:

Sutton CCG

Sutton Civic Centre

St Nicholas Way

Sutton SM1 1EA

Phone: 020 7360 9566

Email Suttccg.office@nhs.net Website: www.suttonccg.nhs.net

The **Primary Care Network (PCN)** for this area is:

Wallington PCN

Further information about local services can be found by visiting the Sutton CCG website above or via NHS Choices website.

Useful Information

The following telephone numbers may prove useful:

- St Helier Hospital 020 8296 2000
- St George's Hospital 020 8672 1255
- Croydon University 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
- Sutton uplift..... 0800 03201411