

New Patients

If you wish to register with us we may ask for

Provide proof of identity

Provide proof of address for permanent status

At the time of registration all new patients are recommended to have a basic health check with the Health Care Assistant.

Are you aware of the extraction of your notes? If you want to opt out speak to us.

We can arrange interpreters.

Child Health Services

We offer child health checks for the under 5's, including immunisation.

Disabled Access A disabled parking, wheelchair access and toilet facilities are available.

Surgery Times

Surgery normal opening hours are 8.00.am—6.30.pm Monday to Friday.

Between 12.pm—1.30.pm the lines for booking appointments are closed but open for queries and urgent calls. On weekdays, in the morning, we also offer extended hours (for more details please check the online appointment booking system or speak to a member of our staff).

OOH When the surgery is closed, if you need a doctor but it is not an emergency then please dial 111. if it is an emergency then please dial 999

Weekend appointments are available for all patients via the extended GP Hours Service To pre-book appt call St Albans Medical Centre, or to be seen on the day or cancel then call **020 3841 9942.**



St Albans Medical Centre

212 Richmond Road, Kingston upon Thames.

Surrey, KT2 5HF

Tel: 020 8546 3136 (appts / results)

020 8546 0400 (queries only)

www.stalbansmedicalcentre.co.uk

Dr J Parrish (Male)

Dr V Parekh (Male)

Dr D Urbaniak (Female)

Dr A Cargill (Female)

Dr Sally Monk (Female)

Dr Ian Monk (Male)

Milena Bodda **Practice Manager**

Jackie Lomas **Deputy Practice Manager**

Practice Nurses: Natalie Blackie, Agueda Panero

Health Care Assistant: Yvonne Williams, Paola Pastore

Phlebotomist: Mary Power

Practice Pharmacist: Zerlish Khokhar

Physiotherapist: Emma Harrington

Health Coach: Russ Feldhus O'Connell

Welcome to our Practice

We aim to provide an efficient and friendly service to maintain and promote health. We offer a full range of General Primary Care Services, including Chronic Disease Management, Family Planning, Maternity, Child Health & Travel Imms

Responsibilities of Practice & Patients

We aim to provide the best possible service to our patients and hope you will feel that we achieve that aim.

The care of your health is a partnership between yourself and the Practice Team. The success of that partnership depends on an understanding of each others needs and co-operation between us.

We are holding your records in strict confidence. You have a right to see your medical records subject to the limitations of law (for more details ask a member of staff for a "How we use your health records" leaflet and Practice Privacy Notice).

Our responsibility to you:

- ◇ You will be greeted courteously
- ◇ You will be seen the same day if your problem is urgent
- ◇ You will see the GP of choice whenever possible
- ◇ You will be kept informed if there is a delay of more than 20 min for your appointment
- ◇ You will be referred to a consultant when the GP thinks it necessary
- ◇ You will be given results of any test or investigation on request or at your next appointment

Practice Representation Group

You can help to shape how we work for you.
If you are interested please talk to our staff.

Prescriptions

Repeat prescriptions cannot be dealt with over the telephone. Please use the repeat prescription counterfoil (or repeat card) or write down the details of the medication required. Please allow 2 working days for completion and allow extra time for weekends and public holidays. If a stamped addressed envelope is included with your request the prescription can be posted to you.

You can also order prescriptions either on our website at www.stalbansmedicalcentre.co.uk or through Online Access.

Complaints / Comments

If for any reason you have cause to complain about the service you have received from the practice please contact the Practice Manager who will ensure your grievance is dealt with promptly and without prejudice.

If your complaint can not be resolved with your Practice you may want to contact NHS England

NHS England telephone number:

0300 311 2233. or

CQC contact number: 03000 616161

Test Results

We normally receive test results from the lab 5-7 days after you have had your test. Some tests may take longer. You will need to phone/go online to check your results. Receptionists are not medically trained to discuss your results with you.

Appointments/Telephone consultations

We offer same day and bookable in advance appointments, you will need to call the surgery at 8.00 am for an appointment on the day. The first few morning appointments are usually booked well in advance. Pre-bookable appointments can be made up to 4 weeks in advance, or you can book an appointment via Online Access.

SMS Texting

At the practice we sometimes need to contact you, for example to remind you of your appointments with the doctors and nurses, inform you about your test results or update you about services available at the practice. If you are 16 years of age or older we would like to ask you if you would like to start receiving communication from the practice

via SMS text messaging.

Access to Medical Records

For more information please read the leaflet: "How we use your records". Ask our member of staff about how to register for online services.

CCTV Is in operation on these Premises

Our responsibility to you:

- ◇ Your suggestions and comments about the services offered will be considered sympathetically and any complaint dealt with quickly

Your responsibility to us

- ◇ Please treat all staff with respect
- ◇ Tell us of any change of name or address so that our records are accurate
- ◇ Do not ask for information about anyone other than yourself
- ◇ Only request urgent appointments if appropriate. Requests made for Home Visits should only be made if you are Housebound or too ill to attend surgery
- ◇ Please be punctual, but be prepared to wait if your GP is delayed due to an emergency
- ◇ Please cancel your appointment if you are unable to attend
- ◇ Please allow sufficient time for letters or test results to reach us
- ◇ We would be pleased to hear when you feel praise is due

Home Visits

These are for housebound patients and for those whose medical condition precludes them from attending. Whenever possible please contact the surgery before 10.00am. The doctor may then call you to discuss this and arrange a suitable time for the visit.