

### TEACHING AND TRAINING

As an established training Practice we have a GP Registrar working alongside our doctors. Our registrar is a qualified hospital doctor who is completing their final year of vocational training before becoming a qualified GP. We also undertake to provide training for undergraduate doctors from St George's hospital. These medical students may be scheduled to sit in with the GP during consultations at the surgery. If you would prefer the student to leave the room during the consultation with the doctor, please say so.

### PATIENT CONFIDENTIALITY

The Practice complies with the Data Protection Act and takes patient confidentiality very seriously. Patient information may be shared within the primary healthcare team for professional purposes. Sometimes we are asked to supply anonymised information for a wide variety of purposes such as education, research, public health, monitoring, epidemiology, clinical audit, administration and planning. Please see our website or ask at reception for information on the summary care record.



### **Opening hours:**

Monday 7.30am - 6.00pm  
Tuesday 7.30am- 6.00pm  
Weds 8.30am- 6.00pm  
Thursday 7.30am- 6.00pm  
Friday 7.30am- 6.00pm

Please note: The Surgery is closed weekdays from 1.00pm to 2.00pm

### Days in surgery

**TUE/THU/FRI**

**TUE/WED/FRI**

**MON/THUR**

**MON/TUE/WED**

**TUE/THU/FRI**

**THU/FRI**

**MON/TUE/THU/FRI**

**MON/TUE/WED/THU**

**MON/TUE/WED**

**TUE/WED/THU/FRI**

### **GP Partners**

Dr Anjee Sekhon MRCGP MBBS DCH DFSRH BSC

### **GP Associates**

Dr Babeeta Staples MBBS BSc DFFP DCH MRCP  
Dr Sapna Gulati MBBS London, MRCP, MRCGP  
Dr Claire Sillitoe MB ChB, MRCGP  
Dr Shormila Dutta  
Dr Julie Lees

### **Nursing Team**

Sita Beharrell Practice Nurse  
Lisa Dawson HCA

**Practice Manager:** Sarah Harrison

**Reception Manager:** Debbie Murphy

### **Hampton Hill Medical Centre**

94-102 High Street  
Hampton Hill  
TW12 1NY

**Tel:** 020 8977 0043

**Fax:** 020 8977 8691

[www.hamptonhillmedicalcentre.nhs.uk](http://www.hamptonhillmedicalcentre.nhs.uk)



### **About Us**

The Practice was founded by Dr Andrew Wright in 1993 and opened its doors to patients in Wellington Road before moving to purpose built premises on Hampton Hill High Street in 2005.

Our ethos has always been to offer family doctoring in a modern context combining the challenges of 21<sup>st</sup> century with the opportunities presented by a networked world. We are proud to be a training practice for GP registrars and also get involved in

training undergraduate medical students. Our aim is to deliver consistent quality of care through a co-ordinated approach across the whole of our primary care team.

### **Our catchment area**

Hampton Hill Medical Centre accepts new patient registrations from patients from the surrounding areas. If you have a TW2, TW11 or TW12 post code you may be eligible to register. Please check our website for further details or check with reception.

### **HOW TO REGISTER WITH THE PRACTICE**

#### **Permanent patients**

Anyone who lives within our practice boundary (please see our website or ask at reception) can register on-line by visiting [www.hamptonhillmedicalcentre.nhs.uk](http://www.hamptonhillmedicalcentre.nhs.uk) or call in to the surgery to complete our new patient registration forms. Please note all new patients are required to carry out a self-assessment health check including blood pressure, height and weight (you can do this in the self-service diagnostics room at the surgery). If you are registering a child under 6 years, please ensure that you bring their immunisation history (ie red book) with you when you attend. All new patient registration paperwork is to be completed before we can accept you. We operate a shared list which means that you will be registered with the Practice and not a specific doctor.



#### **Temporary patients**

Patients who are registered for services elsewhere and are in the area for up to 3 months are eligible to register as a temporary patient and will be offered an appropriate service taking into account their clinical need.

#### **Immediate and Necessary treatment**

We offer immediate and necessary treatment for those visitors to the area who have a medical condition that requires immediate attention.

#### **Private patients**

Overseas visitors who are not eligible for NHS primary care will need to see a private doctor – please ask at reception.

### **APPOINTMENTS**

You can book a face to face consultation in one of three ways:

- *In person*
- *On-line using Vision on-line services (please ask at reception for application details or apply on-line)*

We also offer pre-bookable telephone consultations. Please speak to reception to arrange. Routine appointments with a doctor, nurse or HCA can be booked up to six weeks' ahead. Please speak to reception if you need an on-the-day appointment. The doctor on triage duty will telephone you back to discuss your symptoms and will either offer you advice over the phone or arrange for you to be seen face to face by one of our doctors.

Please note that all appointments with the doctor are scheduled for 10 minutes and each appointment is for one patient only. If more than one family member needs to be seen please make the required number of appointments.

Whilst we have more scope to offer continuity of care for chronic diseases, please note that for acute episodes of illness and urgent matters you will be offered an appointment with a clinician who has availability that day.

Appointments with members of our nursing team are not available on line or via Patient Partner. This is because our nursing team offer different services and you will need to phone the surgery so that our receptionists can book you in with the most appropriate member of the nursing team.

When attending the Practice for an appointment please be sure to use the self check-in screen located at front desk. This advises the doctor or member of the nursing team that you have arrived for your appointment and enables the support team to attend to other patients.

#### **Home visits**

If you are too ill to attend the surgery and need to be seen at home, please telephone the surgery before 10.30 am if possible. The on-call doctor will telephone you to discuss your condition before visiting you at home. Visits are made at the discretion of the doctor.



#### **Community District Nurses**

You can contact the District Nurse via the Practice or alternatively, you can contact them directly on 020 8614 5300 for Hampton and Teddington or 020 3458 5333 for Twickenham.

## WHEN WE ARE CLOSED

### —LIFE THREATENING SITUATIONS PLEASE TELEPHONE 999—

Please use the out of hours service only if you feel the problem cannot wait until our next surgery. If you need to speak to a doctor out of hours please telephone **111** and they will direct you to our out of hours service. (Between 1pm – 2pm Monday to Friday please call 020 3402 1316 if you need to speak to a doctor)

### Other useful sources of help

[www.patient.co.uk](http://www.patient.co.uk)

You can find a wealth of information on the above website.

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

This internet site provides information about health services, conditions and treatment choices

### NHS Non-emergency urgent care (telephone **111** – free calls from mobile or landline)

Available for advice 24 hours a day, 365 days a year. This national healthline provides expert health advice, information and re-assurance to patients.

### NHS Walk-in Centre – Teddington (telephone 020 8714 4004)

Located at Teddington memorial hospital, Hampton Road, Teddington, Nurse practitioner-led service for minor injuries and illnesses.

*-Opening hours:*

Monday – Friday 8am– 10pm

Saturday, Sunday and Bank Holidays 8am – 9pm

*-GP available:*

Monday – Friday 6.30pm – 10pm. Saturday, Sunday and Bank Holidays 8am – 9pm

## REPEAT PRESCRIPTIONS

If you are being prescribed regular medication, repeat prescriptions should be requested at the necessary intervals allowing sufficient time to process. **Please note that all prescription requests require a minimum of 72 working hours to process. We do not accept any telephone requests.**

You can either order on-line via our website or you can submit a request in writing by tearing off the right hand side of your prescription. Tick the items required and hand to reception or your pharmacy. This or any other written request can also be posted or faxed to us. Please try to include all your medicines in one repeat request rather than requesting each item separately.



## Pharmacy Services

You may collect your prescription from the Practice or arrange for your local pharmacist to collect on your behalf. Alternatively you can subscribe to EPS (electronic prescription service) at your local pharmacy.



## SERVICES AVAILABLE

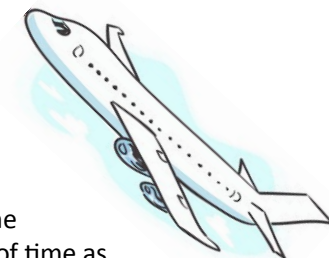
- Minor surgery inc. joint injections
- Contraceptive services e.g. IUDs, Nexplanon and Depo
- NHS Health checks (for over 40's)
- Chronic Disease Prevention and Management (eg asthma, diabetes, COPD etc.)
- Child Health Surveillance & Immunisations
- Ante-natal and postnatal care
- Menopause and hormone replacement
- Spirometry
- Blood tests & Blood Pressure checks
- Cryotherapy
- Hormone implants e.g. goserelin, leuprorelin
- Anti-coagulation monitoring (INR)
- Adult immunisations
- Travel advice
- Other injections e.g. B12, pneumococcal, flu, shingles (ask at reception re. eligibility), zoladex
- Cervical Smears
- Smoking Cessation advice
- Alcohol Intake Advice
- Removal of sutures and dressings
- Dementia screening
- Wound care management (inc. management of complex leg ulcers)

## Test Results

Please telephone the surgery between 10am– 12pm daily. As a general rule test results take 5 working days to process. Please note that we are only able to give results to the patient to whom they relate. Written consent needs to be given if test results are to be disclosed to a third party.

## Travel Advice Clinic

Our nursing team provide travel advice to registered patients. You will need to complete a travel questionnaire (visit our website or ask at Reception). Please allow 3 working days from submission of your form before you ring to make your appointment. Where we are not funded by the NHS for travel vaccinations, charges will be made and details are displayed on the website and in the waiting room. Please ensure you allow plenty of time as some vaccination courses require up to 6 weeks.



### **Non-NHS Services**

We are covered by the NHS for the vast majority of our services but sometimes patients and third parties representing them ask us to undertake certain non-NHS work e.g. claim forms, insurance reports, medicals, letter, certificates etc. We endeavour to meet these demands but charge fees for such work since it places an additional workload on our clinicians and staff. Please see website or waiting room for a list of our charges. Please do not bring these requests to a doctor's appointment but drop them into the Practice. There is up to a three week turnaround to process requests.

### **Medical Certificates**

Illnesses lasting 7 days or less do not require a doctor's certificate. You can complete a self-certification form (SC2) which is available from your employer or can be downloaded from the HMRC website. If your employer or insurance scheme requires a doctor's certificate to cover the first week of illness, we can issue a private certificate, for which there will be a charge. If you require a certificate for an illness which lasts longer than a week, a statement of fitness to work can be issued by your doctor free of charge.

### **Private Referral Letters**

We endeavour to provide private referral letters within 5 working days. If one is required more urgently there will be a charge.

### **Access to Medical Records**

If you require access to or an extract from your medical record, please request this in writing. Please note a fee may be charged under the DPA (Data Protection Act)

### **COMPLAINTS, COMMENTS AND COMPLIMENTS**

If you are dissatisfied about any aspect of our care you can address your complaint in writing to the Practice (c/o Sarah Harrison, Practice Manager )

If you are still not satisfied with the response from us, please contact the Health Service

Ombudsman:

Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London SW1P 4QP

Tel: 0345 015 4033

Email:

[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Alternatively, if you have any suggestions about how we can improve our service or if you would like to compliment us please write directly to the Practice or email us via the Practice website.

*Sadly we only tend to receive feedback when patients are not happy with the service they receive. Our staff work hard to care for you and provide a high quality service so we are always pleased to receive positive feedback if you think it is deserved. Please make an entry on to the NHS Choices website if you would like to give us positive feedback or via Google*

### **PATIENT RESPONSIBILITIES**

We operate a zero tolerance policy with regard to patients who are violent and abusive towards any staff members or any other persons on the premises. In order to support our staff, patients who demonstrate violent or abusive behaviour will be removed from the Practice list.

Patients who do not attend (DNA) appointments waste precious clinical time and therefore reduce the number of appointment's available. Please ensure you cancel any appointments you are unable to keep either via Patient Partner, the website or telephoning reception.

In order to keep to our busy surgery schedule, our doctors and nurses may not be able to see you if you arrive more than five minutes late for your appointment. If the clinician is unable to see you, we will re-book your appointment.

***It is crucial that we have your up-to-date contact details – mobile, landline, address, name etc. Please note that when we send out letters recalling patients for immunisations, smears, blood pressure checks etc. the PCSS (Primary Care Support Service) will cross reference for any non-responders and are mandated by NHS England to remove those patients who fail to respond. Please DO respond to any requests to attend from the Practice even if you do not want to take up the services offered.***

### **RECEPTION**

Please remember that our Practice Receptionists work to Practice protocols determined by the doctors and are not authorised to give medical advice. Our staff work very hard to help you so please be courteous to them.