

## WELCOME TO OUR PRACTICE

We extend a warm welcome to our practice. Our aim is to provide high quality accessible and personal healthcare in a friendly environment. We hope that this leaflet will provide basic information about our services, but if you have any additional questions, please ask at reception.

## RECEPTION & SURGERY HOURS

Day	Times
Monday	8:00 am – 6:30 pm
Tuesday	8:00 am – 6:30 pm
Wednesday	8:00 am – 6:30 pm
Thursday	8:00 am – 6:30 pm
Friday	8:00 am – 6:30 pm

**THE SURGERY OFFERS EXTENDED HOURS SURGERY ON MONDAY, TUESDAY, THURSDAY 7.30-8AM & MONDAY, WEDNESDAY 6.30-7PM. THESE APPOINTMENTS ARE AVAILABLE TO BOOK IN ADVANCE. THE SURGERY IS CLOSED ON SATURDAY AND SUNDAY**

## APPOINTMENTS

The practice operates an appointment system for both the Doctors and Practice Nurses. An appointment can be made by ringing **020 8574 1906** or by calling into reception in person.

On the day emergency appointments are for patients who have an urgent medical problem (ONE PROBLEM ONLY) that cannot wait for a routine appointment. The doctor or nurse will not be able to deal with routine matters during this appointment. Our reception team will be pleased to book you a subsequent routine appointment for this purpose.

For patients who need an appointment for a non-urgent problem, for a medication review or for a follow up appointment we offer appointments within 28 days.

## HOME VISITS

Home visits are for patients who are too ill to come to the surgery. As home visits are very time consuming, and as we are able to provide more comprehensive services at the surgery, we would request that you attend the surgery if you can. If however, a home visit is required, please ring **020 8574 1906** before 10:30am (unless an emergency arises later in the day). These visits are usually made after morning surgery.

## EMERGENCIES

If you require a doctor in an emergency and have an urgent medical problem which cannot wait until the surgery re-opens please call 111.

## TEST RESULTS

If you wish to enquire about your test or x-ray result, please ring **020 8574 1906**.

## REPEAT PRESCRIPTIONS

Requests for repeat prescriptions must be made in writing, preferably using the computer generated repeat prescription form. Please allow 48 hours before collection. In the interest of safety, we cannot take requests over the telephone, except in exceptional circumstances. If you enclose a stamped addressed envelope, your prescription will be returned by post. We have now recently introduced online requesting of prescriptions. Please ask at reception for further information on the electronic prescribing service which is also available.

## NEW PATIENTS

If you live within our practice area, we will endeavour to accept you as a patient onto our list. Please enquire at reception if you wish to join the practice. All new patients are requested to attend for a health check when they register.

## TRAINING

This surgery is involved in training qualified young doctors (called GP Registrars) to become General Practitioners. We also sometimes teach medical students for a period of time. Occasionally either a GP Registrar or Medical Student may sit in on consultations as part of their training. However, they can be asked to leave should a patient request this.

## ACCESS FOR THE DISABLED

Our surgery is accessible to wheelchairs, and we have toilet facilities which are suitable for use by disabled patients. Please ask for help if you need it.

## NON-NHS SERVICES

If you require an insurance or other private medical examination, please tell the receptionist at the time of booking. Certain examinations and certificates are not covered by the NHS, and a fee may be payable. If you have any queries, please ask.

## PRACTICE CHARTER

Our Practice Charter is displayed in the waiting area and on separate leaflets available at reception.

## CONFIDENTIALITY

Patients have the right to expect that their personal information will be held in confidence by Doctors, Nurses and other staff.

From time to time the practice puts together statistics which support audit research. Patient information will always be kept strictly confidential and will be anonymised, wherever possible. You will be free to decline to participate in research studies if you wish with no impact on your care.

*More information on this can be obtained from the Practice Manager.*

## ZERO TOLERANCE

The Practice has a Zero Tolerance policy. Any unacceptable behaviour at the practice will not be tolerated and patients will be removed from the practice list

## COMPLAINTS AND SUGGESTIONS

If you have any complaints or suggestions about the service you receive, please speak or write to the Practice Manager.

## THE PRACTICE TEAM

### **PARTNERS**

**Dr David Mendel** (male) BSc, MBBS, DRCOG, FRCGP, MA (Clin Ed) (Qualified London 1979)

**Dr Kalpana Sharma** (female) BSc, MBBS, DCH, DRCOG, FRCGP (Qualified London 1982)

**Dr Jonathan Bevan** (male) MBBS, DCH, MRCGP (Qualified London 1998)

**Dr Aparna Bevan** (female) MBBS, DCH, MRCGP (Qualified London 1998)

**Dr Nadeem Ahmed** (male) BSc, MBBS, DRCOG, MRCGP (Qualified London 2009)

### **SALARIED GPs**

**Dr Katarzyna Gajari** (female) MBBS (Qualified 2010)

**Dr Noel Timothy** (male) MBBS (2009), BSc, DRCOG, MRCGP (2016)

**Dr Sunimalee Perera** (female) MBBS, FRCGP (Qualified London 1994)

The Doctors work as a team with other colleagues including **Practice Nurses and Healthcare assistants**, who see patients by appointment particularly for the following reasons:

1. Nursing procedures e.g. dressings, removal of stitches, ear syringing etc.
2. Immunisations – both routine childhood immunisations and travel vaccinations
3. Cervical smears
4. Family planning
5. New patient, well woman and well person health checks,

**Practice Manager**, who takes responsibility for the day to day running of the practice.

**Practice Secretary**, responsible for dealing with all correspondence generated by the practice including referral queries.

**Medicine Manager**, Responsible for liaising with GPs on a daily basis to deal with all medication queries including requests for acute and repeat medications requiring a review and hospital discharge summaries and medication changes.

**Receptionists**, who deal with telephone enquiries, make appointments and file and retrieve medical records.

The following regularly visit the surgery and we liaise with them closely:

**Health Visitors, District Nurses, Community Midwives, Community Psychiatric Nurses and Social Workers.** We can advise as to how these members of the primary health care team can be contacted.

### SPECIFIC SERVICES

1. **6 week baby checks**, Wednesday 1.30-2:30pm. This is a joint clinic involving the Doctors and Healthcare assistants to perform routine checks and provide general advice when requested
2. **Well Person Checks**, with Healthcare assistants, by appointment. This includes a general health check.
3. **Cervical Smears**, with Practice Nurses where appropriate. We strongly recommend that women have three-yearly cervical smears
4. **Family Planning**, with Practice Nurses or Doctors, by appointment. We offer a comprehensive service.



# CROSSLANDS SURGERY

## PATIENT INFORMATION LEAFLET

**1 CROSSLANDS AVENUE  
NORWOOD GREEN  
SOUTHALL  
MIDDLESEX UB2 5QY  
TEL: 020 8574 1906  
FAX: 020 8813 9718**

**Last Updated 06.02.18**



**PLEASE ASK AT RECEPTION TO  
CONFIRM YOUR ADDRESS IS WITHIN  
OUR CURRENT CATCHMENT AREA.**