



## Welcome to Central Surgery

Central Surgery is dedicated to providing high quality care that is tailored to you and meets your needs and preferences. We will treat you with respect and dignity at all times. We will not discriminate against you on the grounds of sex, race, colour, religious beliefs, age, sexual orientation, social class, appearance, disability or medical condition. The Team will endeavor to alleviate your health concerns and give you any support you need to help you remain independent and involved in your local community.

### Surgery Opening Hours

<b>Monday to Thursday</b>	<b>07:30 – 18:30</b>
<b>Friday</b>	<b>07:30 - 18:30</b>
<b>Saturday, Sunday &amp; Bank Holidays</b>	<b>Closed</b>

### Contacting Central Surgery

<b>Telephones Mon - Fri</b>	<b>020 8399 6622</b>	<b>08:00 – 18:30</b>
<b>Telephone Options</b>	<b>1 Reception and make appointments</b>	
	<b>2 Cancel appointments</b>	
<b>Email</b>	<a href="mailto:swlicb.centralsurgery@nhs.net">swlicb.centralsurgery@nhs.net</a>	
<b>Website</b>	<a href="http://www.centralsurgerysurbiton.co.uk">www.centralsurgerysurbiton.co.uk</a>	
<b>Out of Hours Service and Advice 24 hours a day, 7 days a week Tel 111</b>		

If you telephone the surgery outside normal working hours, you will hear a recorded message directing you to the Out of Hours service.

Out of Hours services are provided by **SLDUC**.

Their telephone number is **111**. All calls to this service will be recorded.

## The Central Team

### GPs

<b>GP Partners</b>	<b>Dr Philip D. Moore (Male) - Mondays</b> MBChB (1975), DA, DRCOG, GP Trainer
	<b>Dr Jonathan M. Edwards (Male) - Mondays, Tuesdays, Wednesdays</b> MBChB (1982), MRCP, DRCOG, Dip Med Ac, GP Trainer
	<b>Dr Nassif S. N. Mansour (Male) - Mondays, Tuesdays, Thursdays and Fridays</b> MBBS (1988), FRCGP, MRCP (UK), DGM, DRCOG, DFFP, GP Trainer
<b>Salaried GPs</b>	<b>Dr Niloufer Byramji (Female) - Mondays to Thursdays</b> MBBS (1986), MRCP, DFRH, Certificate in Essential Palliative Care
	<b>Dr Carina Salazar (Female) - Tuesdays to Fridays</b> MBChB (1993), DFFP
	<b>Dr Dominic Naidoo (Male) - Mondays, Tuesdays, Thursdays and Fridays</b> MBChB (1994), DPEC (SA), nMRCP, DGM
	<b>Dr Shwetha Nathan (Female) - Mondays, Wednesdays and Thursdays</b> MBBS 2009, MRCP 2014, DFRH 2014. Coil and Implant trained 2014
	<b>Dr Kheelna Bavalia (Female) - Fridays morning only</b> MBBS (1997)
	<b>Dr Christine Satkunanayagam (Female) - Mondays, Tuesdays, Wednesdays</b> MBBS (2005), MRCP, DFRH (2017), IoC IUT, LoC SDI
	<b>Dr Nerida Burnie (Female) - Mondays, Tuesdays and Fridays</b> MBBS (1994)
	<b>Dr Harriet Cunningham (Female) – Wednesdays and Fridays</b> MBBS 2010 (London), MRCP (2014), MRCP (2020)
	<b>Dr. Meera Gowripalann (Female) – Tuesdays, Wednesdays and Fridays</b> MBBS, DFRH, DRCOG, MRCPCH, MRCP

## Nursing Team

<b>Practice Nurses</b>	<b>Caroline Shannon - Mondays, Wednesdays, Fridays</b> RN, BSc (Hons), PG Cert, PG Dip Specialist Practitioner - Practice Nursing Heart Failure and COPD, Independent Nurse Prescriber
	<b>Sue Kingsley - Mondays, Tuesdays, Thursdays and Fridays</b> Registered General Nurse (1986)
	<b>Jane Fairman - Tuesdays, Wednesdays</b> Registered General Nurse
	<b>Janet Dashti - Wednesdays and Thursdays</b> Registered General Nurse (2005)
<b>HealthCare Assistants</b>	<b>Christine Payne - Mondays to Fridays</b> Diploma in Health and Social Care Level 2 (2012) Phlebotomy (2003), Key Skills in Numeracy and Communication (2012)
	<b>Vicky Thorpe - Mondays to Fridays</b> Phlebotomist (2012)
	<b>Hollie Armstrong – HCA certificate</b>
<b>Clinical Pharmacist</b>	<b>Mrs Chaandni Sharma - Mondays, Tuesdays, Thursdays, Fridays</b> Master of Pharmacy MPharm (2010) Postgraduate Certificate in Independent Prescribing (2018)
<b>Practice Paramedic</b>	<b>Mrs Sandra Ramirez - Mondays to Fridays</b> Degree in Paramedic Science (2013) Qualification in Minor injury management (2019)

## Central Management Team

<b>Practice Manager</b>	<b>Ms Kerry Essop</b>
<b>Assistant Practice Manager</b>	<b>Mrs Sarah Wells</b>
<b>Team Leaders</b>	<b>Mrs Iuliana Tulbea</b> <b>Ms Luiza Matyja</b>

## Administration and Reception Team

<b>Administration</b>	<b>Caroline Chapman</b>
	<b>Julia Darby</b>
	<b>Macy Green</b>
	<b>Georgia Griffiths</b>
	<b>Karen McLaughlin</b>
<b>Reception</b>	<b>Hollie Armstrong</b> Receptionist/Administrator
	<b>Angie Baker</b> Receptionist/Administrator
	<b>Hannah Bond</b> Receptionist/Administrator
	<b>Amy Gossington</b> Receptionist/Administrator
	<b>Sian Hughes</b> Receptionist/Administrator
	<b>Gosia Lindsay</b> Receptionist/Administrator
	<b>Carol Mooney</b> Receptionist/Administrator
	<b>Tracy Patterson</b> Receptionist/Administrator
	<b>Amanda Penny</b> Receptionist/Administrator
	<b>Jackie Williams</b> Receptionist/Administrator

## **Disabled Patients**

- The Surgery premises are DDA compliant; disabled parking spaces, step free access and toilets adapted.
- There are wheelchairs for use within the building.
- A portable induction loop is available for hearing aid users.
- Signing interpreters can be arranged when necessary.
- Hearing and Guide dogs are welcome.
- If you would like a large print version of this leaflet, please ask at our Reception.

## **Registration at the Surgery**

The Practice welcomes new patients to register provided that they live within the catchment area outlined on the map below. More details can also be found at [www.centralsurgerysurbiton.co.uk](http://www.centralsurgerysurbiton.co.uk)

To register, applicants should complete a GMS1 form and a health questionnaire, obtained from our reception desk or downloaded from the website. The completed forms should be presented at the reception desk along with evidence of identity and proof of address. New patients are invited to attend a New Patient Check with one of our nursing staff. When registering a child, please bring the Personal Child Health Record “Red Book.”

## **Practice Catchment Area**



### **Central Surgery**

**Surbiton Health Centre, Ewell Road, Surbiton, KT6 6EZ**

**Telephone: 020 8399 6622**

**Website: [www.centralsurgerysurbiton.co.uk](http://www.centralsurgerysurbiton.co.uk)**

**Email: [SWLCCG.centralsurgery@nhs.net](mailto:SWLCCG.centralsurgery@nhs.net)**

## What we offer:

### Online Services

Central Surgery has an online booking system where you can book your own appointments, view test results, your medical records and order repeat prescriptions. You can sign up to online access by contacting the Practice by email at [swlccg.centralsurgery@nhs.net](mailto:swlccg.centralsurgery@nhs.net). If you are worried about this access, it is secure.

If you would like some help to navigate you through registering online for the first time, our reception team would be very happy to assist you and show you its full functionality.

Photo identification and proof of address will be required to access this service, otherwise you can register via the NHS App - <https://www.nhs.uk/apps-library/nhs-app/>

### Home Visits

The decision to provide a home visit is at the doctor's discretion.

They are only intended for genuinely housebound patients or for patients whose current illness makes them unfit to attend the surgery.

Lack of transport is not considered a reason to request a home visit.

Patients requesting a home visit should contact the surgery before 10.00 pm.

### Appointments

Appointments are provided Monday to Friday from 07:30 to 18.30.

If you would like someone to be in attendance for any examination, we have staff that are trained chaperones. Please let a receptionist know as practicably possible that you require this service. A doctor or nurse can also ask to have a chaperone present when undertaking examinations.

**Central Surgery is a teaching practice.** We have GP Registrars and Retainers (qualified doctors undertaking further training in General Practice), medical and nursing students working in the Practice. You may be asked if one of these students can sit in on your consultation. We will always ask your consent first.

#### **Appointments type**

- **Routine appointments** – these appointments can be booked online via Patient access service, by telephone or at reception. You can book appointments with a

doctor or nurse<sup>1</sup> of your choice for up to 4 weeks ahead.

- **On the day telephone triage appointments** - these appointments are for patients in need of urgent medical care on the day and we have a limited number of appointments to offer each day. You will need to advise the operator of your medical urgency. You may be contacted by either our Duty Doctor, Practice Clinical Pharmacist or the Practice Paramedic who are all qualified to look after you. Please be aware that even if you are at the surgery from 7.30am to book an appointment, you will have to wait until 8.00am until the appointments are made available to book. This is to ensure the system is fair for all patients whether they attend in person, book online or telephone us.
- **Video consultation** – When the clinician speaks with you they may decide that a video consultation is more appropriate. Please ensure you are in a private place to do one. Please watch this short video on You Tube to understand the process <https://www.youtube.com/watch?app=desktop&feature=youtu.be&v=xxW4ssN3y90>
- **Face to Face Appointment** - COVID 19 has limited these type of appointments to reduce the risk of infection, however after speaking with the clinician they may ask you to come in to see them. We will ask you to wash and sanitise your hands upon arrival. They will have already washed their hands and be wearing PPE, so to save time in your appointment.

### **Appointment duration**

Our standard length of appointment is 10 minutes. Whilst our clinicians will do their best to deal with your health issues in the time they have available, this isn't always possible and they may ask you to book another appointment. If you do have a number of queries that you need to discuss, please request a double appointment at the time of booking.

### **Cancellations and late arrivals**

If you are unable to attend an appointment once booked, please phone **020 8399 6622**, **select option two (2)** and leave a short message on the answerphone. You can cancel appointments using the patient online service as well as texting back 'CANCEL' to your appointment text reminders on your mobile phone.

Cancelling an appointment enables us to offer it to another patient. The Practice has a Did Not Attend Policy and if you do not comply, you will be removed from the Practice's register.

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<sup>1</sup> Nurses and Healthcare Assistants appointments can't be currently booked online

If you arrive more than 10 minutes late for your appointment you may not be seen by the doctor. It is at their discretion if they will still see you. The receptionist will message the doctor who will advise the receptionist what to inform you. You may have to rebook another appointment or the doctor, time allowing, may agree to see you at the end of their surgery.

### **Central Surgery Services**

In addition to regular appointments with GPs and Nurses we provide a wide range of additional services:

Acupuncture	Dietician
Annual Flu Clinic	Extended Opening Hours
Asthma and COPD Care	Headaches and Neurological Disorders
Atrial Fibrillation clinic	Health Checks
Audiology	Minor Surgery
Cardio-vascular risk assessment and management	Sexual Health Services
Child Development Checks	Phlebotomy (Blood Test)
Dementia Care	Teledermatology
Diabetic Checks	Vaccinations and Immunisations

Access to these services is usually by referral from a GP or Nurse Practitioner. Should you have any general questions about these services, please ask at the Reception desk.

### **Requests for GPs and Nurses to contact patients by phone**

Our clinicians are happy to speak to you by phone if a face to face consultation is not needed. You will be asked to provide a contactable number. Telephone calls cannot be put through to clinicians when they are consulting. Callback times given by the receptionist will be approximate and dependent upon clinical priorities.

### **Repeat Prescriptions**

Patients can now request their repeat medication through their nominated pharmacy, online via the EMIS Patient Online Access service or NHS App or by emailing the request to [SWLCCG.centralprescriptions@nhs.net](mailto:SWLCCG.centralprescriptions@nhs.net)



Patients are required to order their medication in a timely manner. Please allow 48 working hours for the processing of prescription requests and note that prescription requests cannot be taken over the phone.

The Practice has a strict policy that only in exceptional circumstances, will medication requests be issued sooner.

### **Test Results**

Results are now available online. It is important that you check for your test results a week after having samples taken or as instructed by the doctor. If you are unable to access your results online, you can contact the surgery from 14:00am.

### **Private Fees**

Private medicals and reports (travel, HGV/Taxi driver or similar) are not provided as part of the NHS Service. A private fee will be charged.

Details can be found on the website or on the Practice's noticeboard. Payment must be made by **card, cash or BACs** at the time the request is made.

Private letters that are not clinically urgent may take up to 20 working days to process.

### **Confidentiality**

Patient health records are maintained in accordance with the Data Protection Act 1988.

Access to this information is limited to your healthcare team.

All staff are contractually bound to a strict code of confidentiality and the practice is registered under the Data Protection Act 1988, and is guided by 'Caldicott' recommendations.

Anybody who wishes to access their medical record should make a request in writing to the Surgery.

### **Patient Responsibilities and Behaviour**

Patients are expected to act responsibly in their use of the surgery and ensure that they attend appointments or cancel well in advance.

All staff members are entitled to work in a respectful and peaceful environment. Abusive or aggressive behavior will not be tolerated. Patients who abuse the surgery or staff may be involuntarily deregistered.

### **Complaints, Suggestions and Feedback**

We aim to deliver excellent patient care. You may feel that we have let you down or could improve our service or that we have surpassed your expectations so please let us know. All feedback is welcomed to give our patients an excellent service.

If you have any comments, complaints or compliments; please refer them to our Reception Team Leader, Assistant Practice Manager or Practice Manager. They can accept your comments either verbally or in writing, whichever is your preference. If you are commenting on behalf of another person, you will need to furnish us with their written consent to discuss the matter with you. For more information please go to our website.

You can also give anonymous feedback by completing the **Friends and Family Questionnaire** available on our website or from the reception desk. You can also give us feedback by visiting the NHS Choices website at [www.nhs.uk](http://www.nhs.uk).

### **Contract and Legal**

Central Surgery is a non-limited partnership which holds a Personal Medical Services Contract with NHS England. The full range of services is available to all registered patients regardless of their age or length of time between consultations or from the date of their registration.

### **The Wider NHS**

Services at Central Surgery are commissioned by NHS England, Wellington House, 135-155 Waterloo Road, London SE1 8UG Tel: 0300 311 22 33.

Central Surgery is part of the South West London Clinical Commissioning Group (soon to be Integrated Care system) and works collaboratively with other practices in Kingston. Our GPs play a leading role in planning and developing services for the residents of Kingston, commissioning hospital, community and specialist services. We are part of a primary care network with other practices in Surbiton.