

## HELP US TO HELP YOU

You will be treated as an individual and will be always shown courtesy and respect, irrespective of your ethnic origin, religious belief, personal attributes, or the nature of your health problem. In return we ask you to appreciate that we are trying to satisfy the needs of all our patients and would appreciate your co-operation. Please treat the doctor and staff with respect and courtesy.

Medical staff will advise you of the treatment they think appropriate which you may discuss if you wish. No care or treatment will be given without your informed consent.

People involved in your care will give you their names and ensure that you know how to contact them. It is very important that you notify us of any change of name and address or telephone number. Please be patient when there are delays as these are often unavoidable.

## BE ON TIME

Please arrive promptly and remember to cancel your appointment if you can no longer keep it; someone else may need to see the doctor urgently.

Please advise us if you are running late to your appointment, if failure to do so, then the doctor may not be able to see you. Please rebook your appointment if you are running more than 10minutes late.

## KEEP IT OR CANCEL IT!

If you have made an appointment to see any member of the health team and you no longer require it, please cancel the appointment in advance. Then we will be able to provide that appointment to somebody else.

## FREE TEXT REMINDER SERVICE

This service reminds you of an appointment via a text message. All registered patients are automatically opted into the service.

Please ensure if you wish to use this service we have your correct mobile telephone number and [inform us as soon as possible if your number changes](#)

If you do not wish to subscribe, please contact the surgery, and inform reception that you wish to opt out.

## MITCHAM FAMILY PRACTICE

**55 Mortimer Road, Mitcham CR4 3HS**  
**Practice Information leaflet.**

**Tel: 0208 648 2432**

**Web site: [www.mitchamfamilypractice.nhs.uk](http://www.mitchamfamilypractice.nhs.uk)**

**Email: [swlicb.mitchamfamilypractice@nhs.net](mailto:swlicb.mitchamfamilypractice@nhs.net)**

Welcome to our practice. We are committed to health care and aim to provide the best possible care for all our patients. The surgery is situated in a residential road with plenty of on road parking spaces on Mortimer Road and Lavender Avenue. This leaflet provides some information about our practice and the services, we can offer you. More information can be found on our website.

## OUR SERVICE TO YOU

We are a friendly team of professionals whose aim is it to look after you and the health needs of your family. All our staffs are trained to put your needs first, so if you are worried or unsure then do please ask and we will be pleased to help.

## PARKING & BUS ROUTE

There are road parking spaces on Mortimer Road and Lavender Avenue. There are also bus stops nearby on the main road.

## CLINICAL STAFF

<b>Dr. R Lall</b>	<b>B.Med.Sci(St Andrews University)</b>
<b>Dr A Rana</b>	<b>MBBS (Lon)DObst,RCPI, MRCGP</b>
<b>Dr N Kaneza</b>	<b>Part Time Female GP (MBBS)</b>
<b>Dr Dona Kurian</b>	<b>Part Time Female GP ( MBBS) MRCGP</b>

<b>Miss Nhung Nguyen</b>	<b>Physician Associate</b>
<b>Ms Simona Birsan</b>	<b>Practice Nurse</b>
<b>Ms Olaide Harriette</b>	<b>Practice Nurse</b>

## THE SURGERY OPENING HOURS

MONDAY	8:00 AM- 6:30 PM
TUESDAY	8:00 AM-6:30PM
WEDNESDAY	8:00 AM-6:30 PM
THURSDAY	8:00 AM-6:30PM
FRIDAY	8:00 AM-6:30 PM
SATURDAY	10:00 AM-12:30 PM
SUNDAY	CLOSED

## DOCTOR APPOINTMENT TIMES

	MORNING	EVENING
MONDAY	9.00AM-11.00AM	4:30PM-6:30PM
TUESDAY	9.00AM-11.00AM	4:30PM-6:30PM
WEDNESDAY	9.00AM-11.00AM	4:30PM-6:30PM
THURSDAY	9.00AM-11.00AM	4:30PM-6:30PM
FRIDAY	9.00AM-11.00AM	4:30PM-6:00PM
SATURDAY	10:00AM- 12:00PM	CLOSED

## PRACTICE STAFF

We have five part time receptionists/admin staff, who are all trained and some are very experienced. Anything you tell them will be treated in absolute confidence. If you have any complaints, suggestions or queries about the running of the practice, our Practice Manager is there to help you.

### SEEING A DOCTOR OR PHYSICIAN

We would like our patient to encourage see by their own usual doctor. If you do not know please ask the receptionist for your usual doctor. If you would like to see another doctor, please advise the receptionist your preference of GP before booking an appointment

### PRACTICE SERVICE AVIALABLE

Practice provides once a year review on all disease register patient, such as Asthma, COPD, CHD, CKD, Diabetic, Epilepsy, MH and Cancer. We encourage patient to attend these clinics to review their care and medication.

## COMPLAINTS

We hope that you will be satisfied with the service and care provided by the surgery. Our practice aims to give a friendly and professional service to all of its patients. If you have any concerns about any aspect of our service, please let us know or speak to the Practice Manager and we will try to resolve matters for you. We always address your concerns and any misunderstandings speedily and are willing to meet face to face. However, should you wish to make a complaint we have 'in house' complaints procedure.

Please speak to the Practice Manager or fill the Practice Complaint form. We acknowledge all complaint within 3 working days and respond within 10 working days. We also have patient information leaflets explaining "How to make a complaint", please ask a receptionist for a complaint leaflet and form.

### FRIEND AND FAMILY FEEDBACK FORM SERVICE

We are always pleased to receive suggestions on how to meet your needs. We would like your feedback on the care or treatment we give you any time you visit your GP or have contact with the practice.

By filling the friends and family form it tells us what is working and what we can improve. You can say what you think without giving your name and we will use the information to plan improvements to our services.

### OUT OF HOURS (weekends, bank holidays, evenings)

We have out of hour's service that looks after our patients when the surgery is closed. They can be contacted by phone on 111 if you need a doctor urgently when the surgery is closed.

### ZERO TOLERANCE

All staff at the surgery has the right to carry out their work without threat of violence. The surgery adopts a **Zero Tolerance Policy** in terms of verbal, non-verbal, aggressive, offensive, prejudice and violent behaviour towards doctor, staff, patients and visitors at the practice.

Such behaviour will not be tolerated in any form and offenders may be removed from the Practice Patient List. We promised to treat all patients with respect – in return, we feel our staffs are entitled to the same respect.

## ACCESS TO YOUR MEDICAL RECORDS

Practice holds your health record in electronic and paper format. Both contain the healthcare information about your medical history and diagnoses.

You have the right to see your health records. If you want to view your record, please make a request at the reception desk. You are also entitled to have a copy of the information. If you would like to view or a copy of your medical records, please obtain the "Access to Medical Record" form from the reception desk or practice website.

We also have Patient's leaflet called "How we use your health record" which you may find useful. This is available from practice website and the reception desk.

## GDPR 2018/ DATA PROTECTION ACT 1998 /IG

Mitcham Family Practice is committed to respecting and protecting all patient identifiable data that it holds. It is important that the practice keep accurate and up-to-date records about your health and treatment so those treating you can give you the best possible advice and care.

We are register under the Data Protection Act and have robust systems in place to protect your confidentiality. All information received, shared and communicated is cover by the Data Protection Act (1998)/GPRD 2018. Anyone who receives confidential information about you from us is under a legal obligation of confidence. We will NOT disclose your information to a third party without your written consent unless there were to be exception circumstances, for example, when the health or safety of other is at risk.

Person Health information is used to monitor the Practice's audit activities. Occasionally anonymous health information is sent to the NHS to monitor quality standards and for post-payment verification purposes.

The information is only available to those involved in your care and will never be asked for medical information by anyone not involved in your care.

We also have a Patient's leaflet called "How we use your health record" which you may find useful.

## PRACTICE NURSE

We have two part time nurse: Ms Simona Birsan and Olaide Harriette . The nurses are available Monday, Thursday and Friday 9.00am-6.00pm. The practice nurses see patients for a variety of procedure and advice.

**These include** diabetes review, child immunizations, travel vaccinations, dressings, blood pressure checks, new patient health check, NHS health Check up, Cervical smears Test. Chlamydia Test, smoking, flu injection, Smoking Cessation Advice, Contraception advice.

## BOOKING APPOINTMENTS/ TELEPHONE ADVISED

Appointment can be made by phoning or by calling personally at reception during opening times. Appointments are available with the doctor Monday to Friday from 9.00am until 11.00am and from 4.30pm until 6.00pm and on Saturday 10.00am-12.00pm. A number of appointment slots are available for the same day, and these can only be booked by ringing up or in person at 8.00am on Monday to Friday and 10.00am on Saturday on the day required.

If you want to book a routine appointment, please allow making it in advance. Normal appointment times are only 5-10 minutes. If you need extra time, ask the receptionist to book a double appointment in advance. If more than one member of your family wishes to be seen, please make a separate appointment for each of them. Please cancel appointments in plenty of time if you are unable to attend.

We also provide phone advice appointments with the doctors. Please ask receptionist to book you for a phone consultation with doctors. These are usually after 11.30 am in the morning.

## ONLINE BOOKING SERVICE

Practice also provides online booking service at the practice. You can book or cancel your appointment, request your prescription and access your medical record through the online register by completing the practice online form or installing NHSApp or Askfirst.. To register for this service in practice, please fill the Online booking request form which is available from reception and on the practice website.

You will need to provide picture ID before we grant you access to your medical records on-line if completing the form in the practice.

## REGISTER AT THE PRACTICE

To register you will need to complete a Registration Form. You will have to provide proof of ID and address i.e., passport, driving license and utility bills. After the registration we will book you with our practice nurse to have a New Patient Health Check.

### Registration regarding new birth

To register a newborn baby you will need to provide his/her birth certificate. After registering the newborn baby at the practice, you will be contacted by our Health Visitor for an appointment in the **baby clinic** for regular baby growth and development check-up at a nearby community clinic. Please also ask at reception for a baby clinic leaflet.

After checking up by a health visitor, you will also need to book a 20 minute appointment in **eight weeks** for a development check-up with the doctor **and** the baby's first routine injection with the nurse at the practice. This involves a full physical examination of the baby by doctor and first routine child immunization by our Practice Nurse at our Surgery. We also advised Mum to have postnatal check up by doctor/nurse at the surgery at same time. Please remember the baby has to be eight weeks old for her/his first injection.

### New registration under Five Years Old

All new patients under five years old should make an appointment with practice nurse regarding updating their routine injection. Please bring the red book with you. You will also need to arrange a transfer in visit by our Health visitor. Please contact them on 0330 053 9264 to arrange an appointment.

## NAMED ACCOUNTABLE GP

All patients registered at Mitcham Family Practice have a named doctor who has overall responsibility for your care and support. Your USUAL GP is also your named accountable and your allocated GP. Your allocated GP will be responsible for the provision of your healthcare. **If you are unsure of who is your named Doctor, please ask Staff.**

## ON LINE CONSULTATION

The **AskFirst** online platform app is now available to all patients. AskFirst is a new way in which you can book/cancel appointments, check symptoms, get test results, request medication and make general enquiries. To download the AskFirst app: <http://onelink.to/askfirst> or for more information visit our practice website [www.mitchamfamilypractice@nhs.net](http://www.mitchamfamilypractice@nhs.net)

## SUMMARY CARE RECORD

A Summary Care Record is electronic records that can help give you safer, faster care by giving healthcare staff instant access to important information about your medicines, allergies and which medicines make you ill. This will help provide you will safer treatment when you need care in an emergency or when your GP practice is closed.

You do not need to do anything. Your Summary Care record is already made and on your system. Children will automatically have a Summary Care record made for them.

However, if you don't want a Summary Care Record you need to let your GP practice know by filling in and returning an opt out form. Similarly, if you do not want your child to have a Summary Care Record then you need to fill in an opt-out form on behalf of your child.

These are available at <https://www.digital.nhs.uk/summary-care-records/patients>, or for more information call NHS Digital 0300 303 5678 also speak to Practice Manager.

## GP2GP SERVICE

GP2GP is the technology that transfers your electronic health records directly and securely from your previous GP when you register at this practice. Our practice uses the GP2GP service. This means once you register with us, your full medical record can be electronically transferred from your previous GP, quickly and securely for your first appointment.

The information transferred will include your medications, allergies, adverse reactions, immunisations and vaccinations, laboratory results, diagnoses, medical history and letters from specialists. Your paper record will also be transferred to us, but this can take up to 6 to 8 weeks.

## MEDICAL RESEARCH

Practice also takes part in health research institutions. Anonymous statistical information may also be passed to organizations with legitimate interest. These may include research and auditing services, where it is not possible to use anonymised information, this will only be done with your consent, unless law requires information to be passed on to improve public health. Please read Practice "How we use your health record" leaflet. If you do not want anonymised information from your record to be used in research, you can opt out by speaking to practice manager.



### COMMUNITY SERVICE AVAILABLE:

Practice provides wide range of Community services to the patient.

- 1. DISTRICT NURSE:** District nurses carry out home care for housebound patients. Please advise doctor if you need District nurse's services. You can also contact them directly on 0333 241 4242.
- 2. HEALTH VISITOR:** Health Visitor provides advice for very young and expecting and nursing mother. She does baby clinic with variety of places in Merton area. You can contact practice Health Visitor Team directly on 0330 053 9264.
- 3. THE COMMUNITY MIDWIFE:** Community midwives look after all aspects of Pregnancy care. Please asked receptionist for pregnancy care leaflet with the detail of clinic and telephone number

### PRACTICE EXTRA SUPPORT STAFF

Surgery has other support staff who see patients in the practice.

- 1. THE SOCIAL PRESCRIBER:** Community social prescriber does clinic at the practice every other Friday. She provides a wide range of information and advice relating to housing, disability advice. Please book an appointment with her at the reception. You can also get more information by requesting social prescriber leaflet at the waiting area.
- 2. PHYSICIAN ASSOCIATE:** She does clinic on Monday to Wednesday. She is trained to the medical model. She works alongside doctors and provide medical care as an integral part of the multidisciplinary team and work under the supervision of doctors. Her duties involve taking medical histories from patients, carrying out physical examinations, seeing patients with undifferentiated diagnoses, seeing patients with long-term chronic conditions, formulating differential diagnoses and management plans and performing diagnostic and therapeutic procedures

- 3. PARAMEDIC:** She does clinic on Friday in the practice. She sees variety of patient with Minor element such as back pain, skin problem, all sort of infection. She also does all home visit to all housebound patients.
- 4. MENTAL HEALTH PRACTITIONER:** She does clinic every Monday at the practice. She provided advice, education, support and interventions to patients and carers. She also provided medicine education and adherence advice and lifestyle advice for patients and their carers, presenting with mental health problems. She can assist in supporting early intervention and supporting shared decision-making around self-management. She will work with patients and team members to support engagement with appropriate services and treatment which may include onward referral to secondary mental health services or signposting to other mental health services, social prescribers, voluntary services and community-based support groups.
- 5. CLINICAL PHARMACY:** He does clinic every Friday at the practice. He will take responsibility for the care management of patients with chronic diseases and undertake clinical medication reviews to proactively manage people with complex polypharmacy, especially for the elderly, people in care homes and those with multiple co-morbidities.
- 6. CARE- COORDINATOR:** She proactively manages patient call and recall system for those with complex care needs. Responds to all queries and requests for assistance from patients within care target group in regard to their care plan and all aspects of their clinical management. Signpost patients and their carers to appropriate support both inside and outside the practice. Works with clinicians to ensure all the contractual requirements for patients with complex care needs are met. Manages referrals and provides information/ advice for a range of different community healthcare services.

## CHAPERONE SERVICE

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. A chaperone implies a clinical health professional, such as a nurse, or a specifically trained non-clinical staff member.

Wherever possible we would ask you to make this request at the time of booking appointment so that arrangements can be made, and your appointment is not delayed in any way. Where this is not possible, we will endeavour to provide a chaperone at the time of request. However occasionally it may be necessary to reschedule your appointment.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy. If the chaperone is not present, it may be necessary to reschedule your appointment.

## INTERPRETER SERVICE

Mitcham Family Practice provides a range of language interpreters to ensure the best care for our patients. If you need an interpreter service, please let the staff at reception know.

We will ask you for the language you need the interpreter for. We provide 20-minute appointments for all bookings needing an interpreter. This appointment will be held at the end of the morning and evening surgery. Depending on the availability of the interpreter, you may have to wait longer for your appointment slot with the GP.

## PATIENT PARTICIPATION GROUP

Practice has its own PPG. The members are meeting every six months to discuss practice issues. If you would like to join the practice PPG, please fill the PPG joining form which is available from the reception area and practice website.

## CARER REGISTER

It is important to us in General Practice to have an active register of those patients who are carers. This register enables us to identify those who care for others and to provide support for those patients. A Carer is a person who looks after a friend, relative or neighbour who is disabled, ill, frail, or elderly and who would not otherwise be able to manage. If you care of someone, please let the staff know so we can enter you to the carer register.

## HOME VISITS

Any visit is request by carer or patient must be ringing between 8 .00am-12.30pm and 4.00-4.30pm Monday to Friday except Saturday any time as covered by the out of hour's services. If you need a doctor IMMEDIATELY, tell our receptionist and you will be put through to a doctor. The receptionist will ask some details of the problem involved. If you are confronted by a serious problem such as **severe chest pain, severe bleeding, collapse, or unconscious CALL AN AMBULANCE 999**, before calling your doctor. Home visits are only for totally housebound and terminal patients.

## TEST RESULT

If you want to know your test result, please ring the surgery after 10am. The receptionist will advise you about the action which needs to be taken or she can advise if it is normal. Some result can take few days/weeks to receive. Please see below. Blood test result - three days. X-ray result. - two weeks, Smear test result- three weeks

## REPEAT PRESCRIPTION

If you are on regular medication, you will be issued with a repeat prescription form. To obtain a repeat prescription either brings or sends the form or post directly through the letterbox in the surgery and allows 48 hours for it to be processed. You can either collect it personally or if you enclose a SAE, we will be pleased to post it to you. It is Practice policy NOT to accept prescription requests over the phone, with the exception of the housebound patients.

If you are a new patient and you need to get your repeat medication urgently, please provide the repeat slip from your previous surgery for our doctor to review.

## Electronic prescription service

Practice also offers electronic prescription service. If you need to set up this service, please speak to the local chemist who will provide you a form to set this up. You can also apply for a home delivery service. Please ask a receptionist for the list of local chemists.

**VIEW YOUR MEDICAL RECORD ONLINE:** The NHS wants to give people better ways to see their personal health information online. We're now letting you see all the information within your health record automatically. If you are over 16 and have an online account, such as through the [NHS App](#), you will now be able to see all future notes and health records from your GP. If you would like more information, or if you do not want access to your record, please email [swlicb.mitchamfamilypractice@nhs.net](mailto:swlicb.mitchamfamilypractice@nhs.net) or call to the surgery and speak to practice manager.