

LAMBTON ROAD MEDICAL PRACTICE

Practice Booklet



Welcome to Lambton Road Medical Practice

Lambton Road Medical Practice opened in 2013 after the merger of Durham Road Surgery and Pepys Road Surgery. We serve the local community in Raynes Park, Wimbledon and surrounding areas.

The practice is run by Grafton Medical Partners.
We are part of West Merton Primary Care Network.
Our senior partner is Dr Penelope Smith.

This booklet is designed to help you stay informed about the services we offer as well as answer any questions you may have surrounding your care.

For more advice and useful links please visit our website www.lambtonroadmedical.nhs.uk

Our Mission Statement:

Committed to High Quality Care



Opening Hours

Monday: 07:30 - 20:00*

Tuesday: 08:00 - 20:00

Wednesday: 07:30 - 20:00*

Thursday: 08:00 - 20:00

Friday: 08:00 - 20:00

Saturday: 09:00 - 17:00 By appointment only

*On Mondays and Wednesdays, we are open between 07:30 and 08:00 for pre-booked GP and blood test appointments only.

When the surgery is closed, please dial NHS 111 for health advice.

Call Us

020 3883 5900

Phone lines are open 08:00 - 18:30 Monday to Friday.

Phone lines are closed on Saturday.

Website

www.lambtonroadmedical.nhs.uk/

Email

swlicb.correspondenceh85051@nhs.net



**1 Lambton Road
Wimbledon, London
SW20 0LW**

Lambton Road Medical Practice is a 3-minute walk from Raynes Park railway station.

There are several buses that conveniently stop outside the surgery.

There is no patient parking on site but there are plenty of parking meters on adjacent side roads.

Our Catchment Area

Our website offers an online registration facility that automatically checks if an address falls within our catchment area. In some circumstances, we may accept to retain patients who do not reside within the catchment area. This is known as Out-of-Area registration. This is discretionary.

Such registration means we do not provide home visits and services such as District Nurses and referrals will be difficult to arrange.

Registered patients moving out of the catchment area often request to remain registered with us. Once again, this is a discretionary circumstance. We are a training practice and we teach medical students, Nurses and Doctors. Our attached F2 and Registrar Doctors are fully qualified but working with us under supervision to gain experience of general practice.

The Team

Each member of our team are committed to providing high quality primary health care to all patients.

Doctors

- Dr Penelope Smith MRCGP (Senior Partner)
- Dr Judith Roberts MRCGP
- Dr Helen Allison MRCGP
- Dr Revathy Arunasalam MRCGP
- Dr Ruth Goldsmith DRCOG MBBS
- Dr Sophie Lipscomb MRCGP
- Dr Stephanie Wright MRCGP
- Dr Josh Collier-Keywood MRCGP
- Dr Anchal Alg MRCGP
- Dr Angela Kaushal MRCGP
- Dr Jannake Sivajee MRCGP
- Dr Natasha Valiallah MRCGP
- Dr Katherine Fitch MRCGP
- Dr Nabeela Bari MRCGP

Nurse Practitioner

Jacqueline Simon – Nurse Practitioner RGN RSCN PGCE

Lambton Road is run by Grafton Medical Partners.
The partners are Dr Penelope Smith (Senior Partner), Dr Judith Roberts, Dr Simon Rohde, Dr Azhar Ala, Dr Bernadette Veiras.

Nursing Staff

- Marlon Molina - Practice Nurse
- Ritchell Garvin-Andrews - Practice Nurse
- Karen Ruppington - Health Care Assistant
- Freya Hodge - GP Assistant/Phlebotomist

Paramedic

Miss Alexa Tremaine BSc in Paramedic Practice and MSc in Adult Nursing

In-House Pharmacists

- Sagar Pala MPharm (IPresc)
- Renuka Kunasekaram MPharm (IPresc)
- Yoo Jin Park MPharm

Social Prescriber

- Sarah Hannigan
- Veniece Sardison

First Contact Practitioner (Physiotherapy)

- Stavroula Manolopoulou
- Jenny Du Preez
- Noman Sadiq
- Fatima Arshad

This service is provided on-site by Surrey Physio.

Administration and Reception

- Laura Bourne – Operations Manager
- Emma Phuprate – Reception Manager
- Elle Sinclair-Johnson - Senior Care Coordinator
- Carol Quinn - Senior Receptionist and Insurance Team
- Aimee Dooley - Insurance Team
- Helen Hornsby - Prescription Clerk
- Kate Eccles - Medical Secretary

- Santhiya Sridharan - Receptionist/Administrator
- Angela Sharma - Receptionist/Administrator
- Jos Wright - Receptionist/Administrator
- Ubah Ali - Receptionist/Administrator
- Jensiya Junis - Receptionist/Administrator
- Marian Davis - Receptionist/Administrator
- Zareena Haque - Receptionist/Administrator
- Danielle Howard - Receptionist/Administrator

Our administration team processes forms, registrations, insurance/medical reports, referrals, results and many other general queries.

Should you have any queries regarding these matters, please speak to them or reach out via email at swlicb.correspondenceh85051@nhs.net

Our Receptionists are here to help you. They are trained to do a difficult job well. If you are kept waiting or seem to be asked one or two irritating questions, remember that they are only carrying out our policy which is aimed at helping the practice to run smoothly. They have to judge the urgency of requests, so please try to give the information they require. They have been asked to do this and are bound by the same rules of confidentiality as Doctors and Nurses.

Appointments

Surgeries are held throughout the day from 07:30 to 20:00 on Mondays and Wednesdays, and 08:00 to 20:00 on Tuesdays, Thursdays, and Fridays. Saturday Surgeries are held from 09:00 to 17:00 by appointment only. The Surgery is not open to walk-in support after 13:00 on Saturdays.

Appointments can be made online, via the automated phone booking service, and the Patient Access App.

It is helpful with urgent problems to provide the receptionist some information about the nature of the problem, although this does not affect your right to confidentiality.

If an appointment is made and for some reason is no longer required, we ask that you phone to cancel the appointment as soon as possible. You can easily cancel an appointment online or by telephoning our cancellation Line on 020 3883 5900 and choosing option 2. This will enable the appointment to be used for another patient.

Appointments are booked at the NHS standard rate, which is 10 minutes per appointment. Longer appointments may be given at the Doctor's discretion.

At your appointment, the Doctor will give you as long as is necessary to deal with your problem safely, but if you have multiple problems to discuss, they may ask that you book another appointment.

Please ensure that you arrive on time for your appointment, as if you are even a little late, it will delay every other patient after you. In circumstances where you arrive 10 minutes late, you will only be seen at the discretion of the clinician.



Telephone Consultations

It is possible to book a telephone consultation with your Doctor or Nurse. This allows you to discuss results or a problem or results which may not require a face to face consultation and can save you having to take time off work. However, if you are experiencing a problem that is likely to require an examination – a new lump for instance, then a telephone consultation may not be appropriate. We may also use video consultations in some situations.

Text Reminders

We can send you a text message to remind you of your appointment if we have an up-to-date mobile telephone number.

We may need to contact you, so we must have up-to-date contact information for you.

Please let us know if any of your details change.

Automated Booking

Our automated appointment booking system allows patients to book, amend and cancel appointments during and outside of our usual operating hours.

To access automated booking, call us as usual on 020 3883 5900 and key Option 2 in the menu. You will be prompted for your date of birth (which the system will use, along with the phone number you are calling from, to identify you). Key Option 1 again from the resulting menu and appointments available via this method over the next five days will be offered to you.

We currently offer GP appointments and smears via automated booking as well as blood tests by invitation.

If you have any problems accessing automated booking, please **contact the practice** with your name, the telephone number you called from and the time at which you made the call. The system has a comprehensive monitoring and reporting facility and we will be able to investigate any issues which may arise, promptly.

Online Booking

Lambton Road Medical Practice offers online appointment booking and allows for the online submission of prescription requests via Patient Access. To register for the Patient Access facility, please complete our online registration form. The form can be found on our website. Alternatively please ask a member of reception should you need more information.

Home Visits

Please do not ask the doctor to visit unless the patient is genuinely too ill to come to the surgery.

Remember the doctor can see four to five patients in surgery during the time it takes to do one home visit, and it is at the Doctor's discretion as to whether a home visit is necessary.

Please give the Receptionist brief details of your illness so the Doctor can assess the order of priority of visits. If possible, try to ring before 10 am if you require a home visit.

Out of Hours

Merton's Out of Hours service does not offer walk-in appointments.

Access to the service is, instead, via the national NHS 111 call line. Calls to NHS 111 are free from mobile phones and landlines and the service can be accessed 24 hours a day, 365 days a year by dialing 1-1-1.

The team will assess your condition with a telephone consultation and, if it is clinically appropriate, they will refer your case to the out-of-hours service. This will result in either a face-to-face appointment to attend a primary care centre to see a Doctor or a home visit from one of our Doctors.



The Nursing Team

Our Nurse Practitioners offer appointments booked on the day for a range of minor illnesses, e.g. urinary and chest infections, and sore throats. They can prescribe medication. Please consider booking an appointment with them rather than the Doctor.

Our Practice Nurses can be seen by appointment for numerous services including clinics to monitor diabetes, asthma and blood pressure, family planning advice and repeat pill prescriptions, cervical smears, travel advice and immunisations.

Our Health Care Assistants provide NHS Health Checks and New Patient Checks as well as dressings, stitch removal and phlebotomy (blood taking) services.

You may be asked the reason for booking an appointment with the Nurse. This is so that you can see the most appropriate person and the correct length of time can be allocated to you.

Social Prescribing

The Social Prescribing service supports you to take control of your own health, make positive lifestyle changes, and decide what you would like to do to feel healthier.

The service is here to listen to you and connect you with opportunities in the community that might help you to feel better. This could include supporting you with things like managing your stress and loneliness, finding social groups, learning new skills, and physical activity, or getting information on employment, benefits, housing, and legal advice.

The Social Prescribers attached to our surgery are Sarah Hannigan and Veniece Sardison.

If you are 18 or over, you can ask your clinician to refer you to this service.

First Contact Practitioners (Physiotherapy)

First Contact Practitioners should be the first contact for those with back, neck, joint pain and sports injuries. They can order investigations and make referrals. This service is provided on-site by Surrey Physio.

Paramedics

Paramedics are an important part of our team and can help with producing care plans and carrying out home visits for those who are unable to come to the surgery.

Antenatal Clinics

The practice runs a “shared care” system. This way, you will see your own Doctor but go to the hospital of your choice for booking, scans and special tests. The clinics are run with a community midwife and health visitor so continuity of care is guaranteed for both you and your baby during and after your pregnancy.

The majority of our patients choose to have their babies at Kingston Hospital, St George’s Hospital or St Helier Hospital. You are encouraged to discuss your choice of birth and hospital with your GP.

It is now possible to self-refer for antenatal care at Kingston Hospital, St George’s Hospital, or St Helier Hospital, using the self-referral forms below:

Kingston Hospital

www.kingstonmaternity.org.uk/pregnancy/referral-form

St George’s Hospital

www.stgeorges.nhs.uk/service/maternity-services/your-pregnancy/

St Helier Hospital

www.epsom-sthelier.nhs.uk/pregnancy-self-referral-form-st-helier

Health Visitor and Baby Clinics

For advice on current services and available clinics please contact them directly on **0330 058 1679**.

We also recommend downloading our 'New Parent's Guide' which can be found on our website.

The Pharmacy Team

Our Clinical Pharmacists are experienced to help manage a range of minor ailments such as cuts, sprains, aches, colds, headaches, rashes, and cystitis plus manage chronic conditions including diabetes, asthma, COPD, and high blood pressure.

They also provide comprehensive medication reviews to help patients get the most out of their medication, general lifestyle and dietary advice, and answer any medication-related questions.

To book an appointment with the Pharmacy Team, please speak to reception.

Repeat Prescriptions

Repeat prescriptions are medications which appear on the right-hand side of your prescription and in your online profile which your Doctor would like you to continue on a regular basis. Medications not shown here are not repeat prescriptions.

We do not accept requests for repeat prescriptions over the phone. Any requests for repeat prescriptions will require a minimum of 7 working days to process.

We favour all patients using the Electronic Prescribing Service (EPS). All new patients will be asked to nominate a pharmacy to receive their prescription when it is sent electronically by the surgery. This is safer, more convenient for you and usually quicker. For more information please visit the NHS website: www.nhs.uk



How do I request a repeat prescription?

Patient Access

Online using [Patient Access](#). You can order online using any internet-capable device and the prescription will be sent via EPS to your nominated chemist or you can collect it from the surgery.

Local Pharmacy

You can set up a repeat prescription order through your local pharmacist. They will order medication for you and let you know when it is ready to pick up at the pharmacy. This is subject to your medication review being up to date but your pharmacist will have details of this when they receive your prescription from us.

Sexual Health

The nearest sexual health clinic is the **Patrick Doody Clinic**, located at 79 Pelham Road, Wimbledon SW19 1NX.

Sexual health clinics offer testing as well as useful details on STIs (including treatment), contraception and accessing emergency contraception.

Visit shswl.nhs.uk or call **0333 300 2100** to book an appointment or to find the opening times of your local clinic. Register online for a free STI home testing kit: www.shl.uk.

Family Planning and Smears

Women seeking family planning can always see a Doctor or Nurse if they wish but there is also a clinic run by specially trained Nurses. These Nurses can advice on birth control, perform cervical smears, teach breast self-examination and also advise on fitting coils, caps, and implants. Please ask at reception for details.

We also offer Long Acting reversible contraception fittings for Coils and implants with our trained GPs, please inform reception when booking if this is of interest to you.



Sick/ Fit Note

You do not require a Doctor's certificate for any illness lasting six days or less. However, some employers insist on a Doctor's note regardless. A Doctor's note under these circumstances may involve a charge.

Search 'Sick/Fit note' on our website to download and fill out our Self Certification Form. If you have been ill for more than 7 days you will need a Doctor's certificate, please call the practice on 020 3883 5900.

If you are admitted to the hospital, the hospital team should issue a medical certificate for up to 14 days. If you require an extension, please complete the '[Contact us online](#)' form on our website. We will only be able to process you request if we have seen you regarding this issue.

We are unable to provide same-day appointments to extend Fit notes.

Carers

If you are a Carer, visit our website and search 'Carers' to find a detailed page full of resources, including how to register as a carer. For more information, please contact our Care Coordinator Team on 020 3883 5900. We encourage you to have an annual health check and flu vaccination.

Carers UK is a valuable source of information, visit www.carersuk.org. More local support can be found via **Carers First Merton** visit <https://www.carersfirst.org.uk/merton/welcome/> or call 0300 303 1555.

Insurance/ Medical Reports

Please contact one of our Senior Receptionists/ Administrators, Aimee or Carol, on our main surgery number, 020 3883 5900, to discuss any insurance / medical reports requests. If you are unable to reach Aimee or Carol, please leave a message with Reception and a member of the team will call you back as soon as possible.

You can also contact Aimee and Carol via the practice email address, and mark your email for the attention of the insurance team.

Referrals

Our website offers a self-referral option for a number of services (mental health, carers, pregnancy booking, sexual health and help with drugs and alcohol). Please search 'Referrals' to access this page. You can also track referrals already in progress.

Chaperones

Lambton Road Medical Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practices are being followed at all times and that the safety of everyone is of paramount importance. All patients are entitled to have a chaperone present for any consultation, examination or procedure where they consider one is required. The chaperone may be a family member or friend, but on occasions, a formal chaperone may be preferred for example a Practice Nurse or other member of The Practice Team.

The Healthcare Professional may also require a chaperone to be present for certain consultations.

Health Review and Assessments

Our website provides a number of health review and self-assessment options that help both you and us monitor your condition. These range from Asthma, Blood Pressure and Contraception reviews to COPD assessments and Health (PHQ-9) and Wellbeing questionnaires. Please visit the Health Review and Assessment Clinic on our website to update the relevant section.

Low Mood Service

The Low Mood Service is there for you to discuss your concerns so we can decide upon the best course of action for you. We may look at some psychological techniques, websites or reading which may be of help or consider counselling services/group sessions. The other option may be medication, depending on how debilitating your feelings may be.

If you would like to meet one of our counsellors, you can book directly through our Reception Team, either after or instead of speaking to a Doctor first.



There are many fantastic organisations we have worked with for many years. Below are just a few we recommend. For a full list of free services available to you, please visit the 'Wellbeing Centre' on our website.

The **Coral Mental Health Crisis Hub** is a 24/7 service for patients with mental health problems who require an urgent assessment within 24 hours. This service is based at Springfield University Hospital. Call **0800 028 8000** for referrals to the service.

Rethink Mental Illness is a charity that provides free expert, accredited advice and information to everyone affected by mental health problems. Call **0300 5000 927** or visit www.rethink.org.

Kooth is a free online counselling and emotional well-being support service, available to young people aged 11-25 years. This service is anonymous and does not have a waiting list, meaning you can get the support you need when you need it. Visit www.kooth.com to join.

Merton Uplift is a free service supporting anyone who has a mental health or wellbeing need, whether this is due to emotional difficulties such as anxiety or depression, or life stressors. You do not need to be referred by your GP or any other health professional; you can complete a self-registration form on their website. Call 020 3513 5888 or visit www.mertonuplift.nhs.uk.

Off the Record provides free and confidential counselling to young people aged 11-25 in Merton. Call 0203 984 4004 or visit www.talkofftherecord.org.

One You Merton can help you discover simple steps to look after your mental health and wellbeing, deal with stress and anxiety, boost your mood, improve your sleep and help you feel more in control. To find out more call 020 8973 3545 or visit www.oneyoumerton.org/every-mind-matters/.

Silver Line is a free phone 24/7 support line for older people aged 55 years and above suffering from loneliness. Call **0800 4708 090** or visit www.thesilverline.org.uk.

We Promise

Not to divulge to your relatives, friends or any other third party, either in writing or verbally, any information about you without your written permission.

Any information means: the results of any investigations (eg blood test, x-rays, pregnancy tests); the nature and severity of any illness you may have or suspect you may have; any other personal information and any information we receive from a non-medical source (eg Social Services, insurance companies).

To allow you access to information we keep on you, provided that this information does not identify or provide information about third parties not directly involved in your care. The law allows us to withhold information about you on the very rare occasions that we might have concerns that such information might cause serious harm to your health.

We Will

When requested, provide complete information about your medical status to:

Social Services – with your written permission, except in situations where there is serious concern about a child in your care, where information may be passed on for Child Protection purposes. We would always tell you if we were doing this, however.

Other health providers are legitimately involved in your care (according to Caldicott criteria).

We will not divulge any information about you without your consent unless ordered to do so by the Courts, or for Child Protection purposes, or in an emergency to protect you, or other people, from death or serious harm.



Patient Participation Group

Our surgery has a Patient Participation Group. We want to make sure that the views of all our patients are heard.

The group meets regularly and welcomes anyone who would be interested in joining. Our Patient Participation Groups are run by patients, for patients. If you are interested in joining our groups when a vacancy arises, please let us know by filling in the participation form, which you can find on our website.

The aims of the group are to:

- Benefit all patients by discussing the delivery of health care services in the surgery and the local NHS
- Enable all patients to take an active interest in their health through health promotion services and information
- Provide a channel of communication between medical and support staff based at the surgery and their patients, thus allowing patients to have their voices heard.

Complaints Policy

We recognise that problems may arise with services we provide.

Should you wish to make a complaint about us or our work, we give you the following undertakings

We will acknowledge your complaint in writing within three working days and will include details of the practice complaints procedure:

- We will give a reply as soon as possible
- We will offer you the opportunity to discuss your complaint with our Operations Manager in private
- If your complaint involves your Doctor, and you are unhappy with our written response, we will offer you the opportunity to discuss it with the Doctor involved or with our Senior Partner, Dr Penelope Smith.

All complaints are taken seriously and are handled openly and honestly. We will endeavour to conclude matters to the satisfaction of all parties as soon as possible.

You can make a complaint by emailing the Operations Manager at swlicb.correspondenceh85051@nhs.net.

Feedback

We are continually looking to turn our patients' feedback into real improvements in the services we provide. We use it to focus on the things that matter most to our patients, Carers and their families. We would like to hear from you if you have a suggestion on how we can do things better to improve our patients' experiences. We'd also like to hear from you if you are pleased with the service you've received.

Anonymous posts on public websites give us no opportunity to work with you to resolve any problems. Please visit our website and search 'feedback' to fill out our feedback form.

How We Use Your Medical Records

- This practice handles medical records in line with laws on data protection and confidentiality.
- We share medical records with those who are involved in providing you with care and treatment.
- In some circumstances, we will also share medical records for medical research, for example, to find out more about why people get ill.
- We share information when the law requires us to do so, for example, to prevent infectious diseases from spreading or to check the care being provided to you is safe.
- You have the right to be given a copy of your medical record.
- You have the right to object to your medical records being shared with those who provide you with care.
- You have the right to object to your information being used for medical research and to plan health services.
- You have the right to have any mistakes corrected and to complain to the Information Commissioner's Office.

Please see the practice privacy notice or speak to a member of staff for more information about your rights.

The Health and Social Care Act 2012 legally requires GPs to release electronic medical records of all registered patients, in an identifiable form, to a new central records database called care data. The records will contain all coded data about you, but no free text. As a GP practice, we are legally obliged to provide this information. If you object to your medical records leaving the practice, you must inform reception immediately.

For more information and to view our full privacy notice please visit our website.



Local Hospitals

Out of Hours 111

St George's Hospital 020 8672 1255

St Helier Hospital 020 8296 2000

Kingston Hospital 020 8546 7711

Queen Mary's Hospital (minor injuries) 020 8725 0120

The nearest hospital to Lambton Road Medical Practice is Kingston Hospital, Galsworthy Road, Kingston KT2 7QB.

If you are seriously ill and need emergency care fast you should go to Accident and Emergency or call 999.

Please note: Accident and Emergency is for life-threatening or very serious illnesses only (e.g. heavy bleeding, broken bones, choking, chest pain, difficulty breathing, blackouts or seizures).

Useful Contacts

Please visit the 'Wellbeing Centre' on our website www.lambtonroadmedical.nhs.uk for details of services available to you.

You will find organisations that can help with the specific topic you are looking for. Our website provides many resources on a range of topics, from loneliness, bereavement and depression to maternity services, sexual health and community groups.

Merton Council 020 8274 4901

Primary Care Support Services 0333 014 2884

Orchid Mental Health Emergency Line (Springfield Hospital) 0800 028 8000

Samaritans 116 123

Wimbledon Guild 020 8946 0735

Cruse Bereavement Services 0808 808 1677

Citizens Advice Bureau (Merton and Lambeth) 0808 278 7831

Victim Support 0808 168 9291

Carers UK 0808 808 7777

Merton Drug and Alcohol Recovery Team Service – Via 0300 303 4610

Lambton Road Medical Practice is run by Grafton Medical Partners.

Our other surgeries:

Trevelyan House Surgery, 160 Tooting High Street, London, SW17 ORT 020 3883 5700, www.trevelyanhousesurgery.nhs.uk

Macmillan Way Surgery 103 Macmillan Way, London SW17 6AT 020 3883 5800, www.macmillanwaysurgery.nhs.uk

Upper Tooting Surgery 219 Upper Tooting Road, London SW17 7TG 020 3883 5600, www.uppertootingsurgery.nhs.uk

Grafton Square Surgery 8B Grafton Square, London SW4 0DE 020 7622 5642, www.graftonsquaresurgery.nhs.uk