

FACCINI HOUSE SURGERY



**FACCINI HOUSE SURGERY
64 MIDDLETON ROAD
MORDEN, SURREY
SM4 6RS**

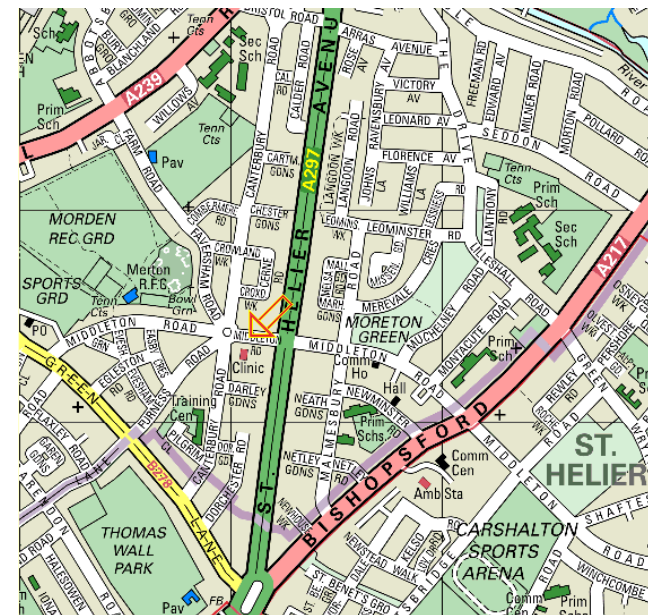
**TELEPHONE: 020 8646 4282
FAX 020 8646 2848**

**GP SURGERY
PHARMACY
PHLEBOTOMIST
NHS DENTIST**

WWW.FACCINIHOUSE.COM

HOW TO FIND US

| | |
|----------------|---|
| Address | Faccini House, 64 Middleton Road, Morden. Surrey. SM4 6RS |
| By Rail | The nearest rail station is St. Helier which is on the main line between Wimbledon and Sutton. A taxi ride from the station to Faccini House is only 5 minutes. Morden underground station is on the Northern line providing access from London Waterloo. From the underground station either a taxi or a bus can be used to get to the Surgery. The journey time from London is approximately 50 minutes. |
| By Bus | The number 80 bus from Morden stops at Middleton Road. It is only a short 2 minute walk from the bus stop to Faccini House. |



GENERAL PRACTITIONERS

| Name | Qualifications |
|-----------------------------|---------------------------|
| Dr Deena H Mirza (Female) | MBBS, DFRSH, DRCOG, MRCGP |
| Dr. Ayad Kurukgy (Male) | MB ChB, FRCS |
| Dr. Komal Munir (Female) | MB ChB, MRCGP |
| Dr. Laniyi Ogunsanya (Male) | MBBS |

NURSING STAFF

| Name |
|-------------------|
| Jianhua Rao |
| Florence Aghatise |
| Angeline Gavaza |

ADMINISTRATIVE TEAM

| Name | Role |
|-----------------|----------------------------|
| Maswood Rahman | Practice Manager |
| Farrah Sheikh | Prescription Administrator |
| Susan Hammond | Senior Receptionist |
| Charlotte Jones | Receptionist |
| Helen Cummins | Receptionist |
| Zari Todorova | Receptionist |
| Keira Rhodes | Receptionist |

SURGERY TIMES

The Surgery is open between the following hours weekly.

| DAY | Surgery Hours |
|-----------|---------------|
| Monday | 08:00 - 18:30 |
| Tuesday | 08:00 - 18:30 |
| Wednesday | 08:00 - 18:30 |
| Thursday | 08:00 - 18:30 |
| Friday | 08:00 - 18:30 |
| Saturday | 09:00 - 12:15 |
| Sunday | CLOSED |

If you wish to see a Doctor or a Nurse, you will need to book an appointment at Reception or call on **020 8646 4282**. You can also use our online system to check, book and cancel appointments and order repeat prescriptions, 24 hours a day 7 days a week.

APPOINTMENTS

Clinics are usually run at the following times:

| DAY | A.M. | P.M. |
|-----------|---------------|---------------|
| Monday | 08:00 - 12:00 | 14:00 - 18:30 |
| Tuesday | 08:00 - 12:00 | 14:00 - 18:30 |
| Wednesday | 08:00 - 12:00 | 14:00 - 18:30 |
| Thursday | 08:00 - 12:00 | 14:00 - 18:30 |
| Friday | 08:00 - 12:00 | 12:00 - 18:30 |
| Saturday | 09:00 - 12:15 | CLOSED |
| Sunday | CLOSED | CLOSED |

APPOINTMENT DURATION

Appointments are usually for 10 minutes. If you have more than one problem please ask for a longer appointment. Please be punctual for appointments and make separate appointments if another member of the family needs to be seen.

CANCELLING APPOINTMENTS

If you need to cancel an appointment please inform Reception as soon as possible so that the appointment may become available for another patient. Patients who repeatedly fail to attend appointments without cancelling will be considered for removal from the Practice list and will need to find an alternative GP Practice.

TELEPHONE APPOINTMENTS

The Surgery offers telephone consultations for a range of health care issues. Please call after 10:30am. If the Doctor or Nurse is not available at the time of your call, the Receptionist will arrange for them to return your call later during the day. Generally telephone consultations are carried out at the end of morning Surgery.

URGENT MEDICAL PROBLEMS

These will be assessed and dealt with on the same day.

HOME VISITS

If you are housebound and require a home visit, please contact the Reception before 10:00am. Home visits are usually carried out after 12:00 noon.

EMERGENCY ACCESS

When the Surgery is not open the following resources are available:

NHS 111

Medical advice can be sought from NHS 111 by dialling 111 from any phone.

OUT OF HOURS

The Out Of Hours service for this Practice is provided by NHS111. If you need to urgently speak to a Doctor between 18:30 pm and 08:00 am Monday to Friday, or during weekends and Bank Holidays contact NHS 111 by dialling 111.

URGENT CARE CENTRE

There are Urgent Care Centres at the St. George's Hospital site in Tooting and St. Helier Hospital.

CLINICAL SERVICES

The Surgery provides the following clinics:

| | | |
|----------------------------|---|-----------------------|
| Antenatal Care | COPD | Travel Vaccinations |
| Asthma | Diabetes | Healthcare Abroad |
| Cervical Smears | Elderly Health Assessment (In Surgery or at home) | Nutritional Education |
| Childhood Immunisations | Hypertension | Weight Reduction |
| Child Health Surveillance | Immunisations (e.g. Flu jabs, Pneumococcal) | Well Woman Clinics |
| Chronic Disease Management | Mental Health | Well Man Clinics |
| Contraception | Sexual Health | |

Appointments can be made for Doctors, Nurses, Health Visitors and the Midwife through the Reception staff by calling **020 8646 4282**.

On site there are also other services including a **Pharmacy and NHS Dentist**.

Disabled Access - There is full disabled access at the Surgery including dedicated parking, lift and washroom facilities.

NURSING SERVICES

Asthma, COPD, Diabetes, Hypertension, Well Woman/Man, Family Planning, Elderly Health Assessments, Baby Immunisations and Travel Vaccinations are all offered by our Nurses. Please book an appointment with our Receptionists for any of these services.

HEALTH VISITORS

Clinics are held by appointment only. To make an appointment or contact the Health Visitors call **020 8646 2442**.

MIDWIFE

Our Midwife visits the Practice each Friday morning and appointments are available from 9.00am. Please contact Reception for appointments and further details.

MINOR SURGERY

The surgery does not conduct minor surgical procedures but refers to local clinics. Please ask at Reception for details.

REPEAT PRESCRIPTIONS

For routine repeat prescriptions, you may re-order your medicines a week in advance of requiring them, but **please allow a minimum of 48 hours**. Patients on long-term medication will be asked to attend for regular check ups.

All requests for repeat medication must be in writing, with the only exception of housebound patients, who should telephone after 10.30am for their repeat medication. Telephone requests are not accepted to avoid possible errors. Please do not embarrass staff by asking them to take a repeat prescription over the telephone as they are not allowed to do so. If you would like your prescription posted to you, please include a stamped, addressed envelope.

The Prescription Administrator can also deal with concerns you have about your medication.

N.B. Our on-site Pharmacy, Day Lewis, will be happy to deliver to housebound patients who live within the locality. Similarly, Mr Shah of IS Pharmacy at Rosehill is happy to provide home delivery for the housebound within his catchment area.

TEST RESULTS

Results may be requested over the phone (e.g. Blood, Urine, X-ray, Ultrasound) preferably between 16:00pm and 18:00pm. Information is available from the Receptionists.

If the Doctor or Nurse feel that the results require further attention or intervention, you will be contacted by telephone. Alternatively, a letter will be sent to you requesting a follow up appointment.

TRAVEL VACCINES

We are happy to give travel vaccines and advice. You should allow at least 6 weeks before travel for vaccines to become fully effective.

Please remember:

- Seek advice from the Nurse.
- You may not be able to have all the vaccines at once, so allow sufficient time.

There may be a fee for some vaccinations so please ask the Nurse or a Receptionist for details.

PRIVATE SERVICES

A list of private services is available at Reception. The Receptionist will be able to advise you regarding the appropriate fee payable when you book your appointment. If you choose to be referred to a Private Specialist there is a fee payable for any relevant forms the Doctor may need to complete.

SICKNESS CERTIFICATE

You do not require a sick note for the first 7 days of your illness. A self-certification form, available from your employer, is sufficient for this purpose. Alternatively, you may obtain a DSS self-certificate (SC2) from the Receptionists. If your employer insists that a sick note is issued by your Doctor, you may then need a private certificate for which a fee is charged.

CHANGE OF PERSONAL DETAILS

If you change your name, address or telephone number please complete a change of address form, which can be obtained from the Receptionist.

RIGHTS AND RESPONSIBILITIES

PRACTICE

- To provide a high level of medical care in accordance with the guidelines set down by the National Institute for Clinical Excellence and the National Service Frameworks.
- Not to discriminate on race, gender, social class, religion, sexual orientation or appearance, disability or medical condition.
- To protect a patient's own right to confidentiality. The patient will be treated with informed consent.
- To provide access to a patient's own medical record or other information held about them in accordance with the Data Protection Act 1988.
- To request identification or checkable information to confirm the identity of the patient requesting confidential information.
- To refuse to retain patients on the medical list who are abusive or exhibit rage towards the Practice staff, including Pharmacy employees or other patients on the Practice premises.

PATIENT

- To be treated equally irrespective of race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition.
- To request details of their medical record or other personal details held by the Practice, in accordance with the Data Protection Act 1988.
- To inform the Practice of any changes to their personal details including address, telephone or name changes.
- To observe the Practice's request that patients treat the staff and facilities with the respect they would expect to receive themselves.
- To inform the Practice as soon as possible if they are unable to attend a booked appointment.

TRAINING AND RESEARCH

This Practice is involved in the education and training of Medical Students and Practice Nurses.

From time to time such students or trainees will sit in with one of the Doctors or Nurses in order to further their educational studies. There may be occasions when the Doctor or Nurse will seek your permission for the student to participate in your consultation, either by taking a history of your symptoms or by carrying out a physical examination.

If you would prefer that a student or trainee did not take part in your consultation, please tell the Receptionist or the Doctor. You will not cause offence as we understand that some matters are sensitive and we would not wish to cause you embarrassment.

USE OF PERSONAL INFORMATION

This Practice uses a computerised database to store personal details such as names, addresses, telephone numbers as well as details of medical conditions and medications prescribed.

This information is used solely by the Doctors, Nurses and staff attached to this Practice for the benefit of its patients although; on some occasions we may pass on this information to specialist hospital services. As a patient you have the right to view information held about you, as set down in the Data Protection Act 1988. There may be a fee for this service and details can be obtained from the Practice Manager.

From time to time Doctors and Nurses also participate in research projects set up by the Medical Research Council. Your consent will always be sought for use of any data held by the Practice. If you do not wish to participate in a study, it is your right to refuse.

COMPLAINTS AND SUGGESTIONS

SUGGESTIONS

We try to provide the best service possible. We welcome constructive comments about any aspect of our service.

There may be rare occasions when a patient feels that we have not fulfilled their expectations. In these situations we appreciate feedback on any shortcomings so that we can try and improve.

COMPLAINTS

If a patient feels it is necessary to complain about the level of service, this can be done by meeting with or writing to the Practice Manager. In most circumstances patients should expect to receive a full response within 10 days of our receipt, unless the matter requires further investigation, in which case we undertake to keep our patient updated of progress.

Where patients feel that their complaint has not been resolved satisfactorily they may contact the Parliamentary and Health Service Ombudsman.

CHAPERONE POLICY

Faccini House Surgery is committed to providing you with a safe, clean and welcoming environment where your privacy and dignity are respected at all times. We understand that there may be times when you would like a chaperone to be present during an examination or procedure.

You are entitled to have a chaperone present during your examination or procedure and can make a request for a chaperone to be present, our clinicians may also offer for a chaperone to be present.

Our Emergency clinicians and Practice Nurses are able to provide you with a formal chaperone presence. You may wish to have a relative or friend present during your examination or procedure for support. We hope you will not be offended but we may recommend that a clinician is also present in their role as a formal chaperone.

Where possible we will provide a formal chaperone during your appointment. There may be times when this is not possible and it may be necessary to reschedule your appointment.

USEFUL TELEPHONE NUMBERS

| Out of Hours | |
|----------------------------|---------------|
| NHS111 (6:30pm – 8:00am) | 111 |
| Weekends & bank holidays | 111 |
| Chemists | |
| Day Lewis (Faccini House) | 020 8648 1329 |
| Boots (Sutton) | 020 8642 7575 |
| Imperial (Stonecot Hill) | 020 8644 8922 |
| Jescap (St. Helier Avenue) | 020 8646 0822 |
| I.S.Pharmacy (Rosehill) | 020 8644 8142 |
| NHS Dentist | |
| Lillywhite Dental Practice | 020 8685 1200 |
| Community Services | |
| District Nurses | 020 8544 2020 |
| Health Visitors | 020 8646 2442 |
| Carers (Merton) | 020 8545 4710 |
| Carers (Sutton) | 020 8770 4082 |
| Midwife | 020 8296 2883 |
| St. Helier Hospital | 0208 296 2000 |
| St. George's Hospital | 020 8672 1255 |
| Tooting Walk-in Centre | 020 8700 0505 |
| Bereavement Services | 020 8939 2537 |
| Social Services | |
| Merton | 020 8543 2222 |
| Sutton | 020 8770 5000 |
| Elderly Support (Merton) | 020 8545 4391 |
| Other Services | |
| Marie Curie Cancer Nurses | 0800 716 146 |
| On-Call Doctor Service | 111 |