

Stonecot Surgery Practice leaflet

Emergencies

When the Surgery is Closed - NHS 111

If you have an urgent medical problem which cannot wait until the surgery is open, contact NHS 111.

Health Monitoring

High Blood Pressure

Asthma

Diabetes

Heart Disease

Bowel Checks

Holistic Care Clinics – by invitation

NHS Health checks – by invitation

Appointments:

How to make an appointment

To make an appointment please phone 020 8644 5187 during the following times:

Mon - Thurs 8.00am - 8.00pm

Friday 8.00am - 6.30pm

The doctors and nurses are available for consultation during their clinic hours, morning, afternoon and early evening. These vary from time to time. All surgery times are by appointment. If you think the matter will take longer than usual, e.g. insurance medical, coil fitting,) please inform the receptionist.

We make a number of appointments available for booking up to two weeks in advance with named doctors. More appointments are made available on a daily basis. These are released at 8.00am on a first come first service basis. There may be a choice of doctor available.

We cannot always meet your preference for a named GP, but we do aim to provide continuity of care across the surgery and the practice works as a team.

Nurse appointments can be booked ahead up to six weeks.

Urgent Appointments

If you feel you need to be seen on that day about a medical concern, we will make every effort to make sure you are seen. However, we will not be able to tell you which doctor or nurse practitioner you will see. We may first put you on the telephone duty Doctor list and a doctor will call you on the telephone to discuss your problem.

Home Visits

If you are housebound or too ill to come to the surgery and require a home visit, please contact the surgery if possible before 10.30am as this helps the doctor to plan their rounds. If possible please attend the surgery, as we have better facilities for examination and treatment. The decision as to the need for a home visit rests with the doctor.

Telephone Advice

If you require advice, but do not feel that you need to see a doctor or nurse, you may phone to speak to a doctor or ask for a call back. If you would like to speak to a named doctor, your enquiry may not be dealt with on the same day.

Online Services

The Surgery now offers the facility to be able to book appointments online via [Emis](#). If you would like to be able to use this facility please call into the Surgery and speak to one of our receptionists who will provide you with a username and password.

More information

For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society:

- [Keeping your online health and social care records safe and secure](#)

For more information on Patient Online Services please check:

- <http://myrecord.org.uk/>

Registering

New Patients

How to Register with the Practice

To register as a new patient, please speak to a receptionist. You no longer have to live within our Practice Boundary to register her, but if you live outside of the Boundary area unfortunately we will not be able to provide you with a home visit. You will be asked to complete a registration form. Some patients registering at the practice are expected to see the practice nurse to have a brief health check. This check allows us to find out about your past medical history and any current medical problems you may have. The check also allows you to ask any questions you may have about the practice and the services we offer.

Prescriptions

How to Request a Repeat Prescription

Please use the computer printout that you have been given. If you do not have this, please request your repeat prescription in writing. Please allow 2 working days for the prescription to be prepared. We will post the prescription to you if you enclose a stamped addressed envelope.

We have an arrangement with two local pharmacies who, if requested, will collect prescriptions from the surgery. The medication can then be collected direct from the pharmacy.

Prescription requests cannot be taken over the phone as serious mistakes can happen.

Electronic Prescription Service (EPS)

A new way to get your medicines

The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines from.

What does this mean for you?

- If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time.
- You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.
- You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

To find out more, including if this service is right for you and how to use EPS visit www.hscic.gov.uk/epspatients. Alternatively, ask your pharmacy or your Surgery.

Services

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Cervical Smears

It is recommended that all women between ages 25 – 65 (except most of those who have had a hysterectomy) should have a smear test. Please make an appointment with a practice nurse. Please also bring a specimen of urine.

Diabetes, Asthma, Heart Disease and High Blood Pressure

If you suffer from any of these conditions we like to monitor your health at regular intervals. It also gives us an opportunity to suggest changes in treatment. You are invited to make an appointment with one of our [Doctors](#) or our [practice nurses](#) who have specialist training in these areas.

Family Planning & Contraception

The practice has trained family planning nurses. Doctors and nurses can give advice on all aspects of family planning including the fitting of caps, coils and implants.

On Thursday afternoons the Surgery provides a Women's Health / Family planning clinic. This is run by Dr Henrietta Williams from 2.30pm - 4.30pm. To book an appointment please contact reception.

Immunisation of Children

The practice nurses run a clinic for baby/child immunisations each Wednesday afternoon, by appointment only. Immunisations may be arranged at other times if more convenient.

Joint Injections

Please make an appointment for assessment with Dr Mark Free or Dr Shinal Patel, who will suggest the appropriate treatment.

Minor Illness

For more information and advice on Minor Illnesses please visit the [NHS Choices](#) website.

"Stop Smoking" Advice

The practice provides access to a smoking cessation service.

Travel Immunisations

We generally need to be advised six weeks before you travel, so that we can put together individual health travel plans for you, which may include immunisations.

A Travel Form needs to be completed and returned to the surgery before your appointment with the Practice Nurse - this helps us to tailor your vaccinations and advice to your destination and nature of travel.

Most travel injections must be given at least two weeks before you travel for them to become effective.

Thank you for your co-operation.

Non NHS Services

Some services are not covered by the NHS. The practice has a policy of charging for such services which include medical examinations, completion of forms for private insurance and private certificates. A tariff is displayed in the waiting room. Please allow 8 working days. Completed documents will be left in Reception for collection.

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Practice

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Practice Leaflet

Download a copy of our [practice leaflet](#).

Care Quality Commission

Stonecot Surgery have been rated 'Good' by the Care Quality Commission

(<https://www.cqc.org.uk/location/1-542370297?referer=widget3>)

Carers

We are aware of the needs of carers. Please inform reception if you look after an ill, disabled or older person on an informal and voluntary basis.

Change of Details

Please advise us immediately of any change of name, address or telephone number. It is very important that we have up-to-date information. In an emergency this could be vital.

Chaperones

If you would prefer to have a chaperone present during an intimate examination please tell the Doctor/Nurse. You can either bring a friend or we will ask a trained member of staff (male or female as appropriate) to be present.

Disabled People

The surgery has a ramp, lift, toilet facilities and automatic doors for disabled people. The reception desk is fitted with an Induction Loop for the benefit of hearing aid users. We have one parking space for a car with a blue badge and there is a second space on the road outside within specified hours.

Hard of Hearing

Portable Induction Loop available to take into consultations, please ask at reception. The reception desk is also fitted with an Induction Loop for the benefit of hearing aid users.

Interpreting Service

We are able to access interpreters for those patients whose first language is not English. We will need advance notice to arrange this.

Parking

Please note parking is for Doctors and Staff only, there is one disabled bay for patients. Parking is available in side roads nearby.

Surgery Policy

No discrimination will be made with regard to race, gender, social class, age, religion, sexual orientation, appearance or on the grounds of disability or medical condition.

Teaching

We have a commitment to training the doctors of the future. We are a university linked training practice and medical students from St George's Hospital Medical School may be present during some consultations. They are bound by the same rules of confidentiality and ethical behaviour as qualified doctors. At times there may also be student nurses in attendance with the Practice Nurses, Health Visitors and District Nurses. You have the right to refuse to have students present during your consultation if you wish.

Physician Associates and Nurse Practitioners are also trained at this practice.

Test Results

These are usually available one week after the test was done. Please telephone 020 8644 5187 after 2.30pm Monday – Friday.

Zero Tolerance

Verbal Abuse and/or violence in the surgery will not be tolerated. The police will be called if necessary.

Privacy Notice

View our [Privacy Notice](#)

Patient Confidentiality & Medical Records

Access to any information about you, your family and your medical conditions is treated in absolute confidence by the doctors and staff, some of whom will be non-clinical.

Results of blood tests, x-rays, and to other information will only be given to the patient, or to the parents/guardians of children.

The information that is held on our computer system is in accordance with the Data Protection Act 1998. Under this Act you are able to access your records. Please contact the Practice Manager for further information.

Freedom of Information

The Freedom of Information Act 2000, recognises that members of the public have the right to know how public services are organised and run, how much they cost, and how decisions are made. This practice fully complies with this Act.

To download a copy of our Freedom of Information Publication Scheme [click here](#).

Clinical Commissioning Group

The practice is part of the Merton Clinical Commissioning Group (CCG).

The address of the CCG is 120 The Broadway, Wimbledon, SW19 Tel: 020 8812 7600.

Visit their website: www.mertonccg.nhs.uk

Comments, Suggestions or Complaints

We want to provide the best possible service to our patients. If something happens that concerns you while at the surgery, please discuss it with the Practice Manager. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria. A copy of the practice complaints procedure is available from reception.

Fair Processing Notice

Our GP practice keeps records about your health and the care you receive. They may include:

- basic details about you, such as address and next of kin;
- contacts we have had with you, such as GP appointments and clinic visits;
- reports about your health and any treatment or care you need;
- details and records about the treatment and care you receive;
- results of investigations, such as X-rays and laboratory tests;
- relevant information from other health professionals, relatives or carers.

To ensure you receive the best possible care, we may contact you to invite you to participate in health improvement programmes, for example the NHS Health Check, a

cardiovascular disease prevention programme for people aged 40-74 not previously diagnosed with cardiovascular disease.

We may invite you for an appointment using a data processor who works entirely under our direction. Nobody outside the healthcare team in the practice will see confidential information about you during the invitation process.

We maintain our legal duty of confidentiality to you at all times. We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be passed on.

You have a right under the Data Protection Act 1998 to find out what information we hold about you. This is known as 'the right of subject accesses. If you would like to make a subject access request, please do so in writing to the practice manager. If you would like to know more about how we use your information, or if you do not want us to use your information in this way, please contact the practice manager, Mrs Mandy Sharkey.

GP's average earnings

The average pay for GPs working in Stonecot Surgery in the last financial year was £84,362 before tax and National Insurance. This is for 3 full time GPs, 3 part time GP's and 1 locum GP who worked in the practice for more than six months.

NHS England require that the net earnings of doctors engaged in the practice is publicised by 31 March 2018 at the latest. However, it should be noted that the prescribed method of calculating earnings is potentially misleading because it takes no account of how much time doctors spend working in the practice and should not be used for any judgement about GP earnings, nor to make any comparisons with other practices.

Staff

The Doctors

Dr Mark Free (male)	BSc MB BS London 1981 DRCOG RCGP MA
Dr Vasa Gnanapragasam (male)	LRCP, MRCS London 1991
Dr Shinal Patel (female)	BSc MBBS London 2004 DRCOG DCH MRCGP
Dr Henrietta Williams (female)	BSc MBBS London 2003 - MRCP MRCGP DFSRH
Dr Paul Riley (Male)	MA,MBBS.MRCGP - Salaried GP
Dr Katie Clamp (Female)	MBBS, BSc (Hons), MRCGP

The doctors above practice as a partnership

Managers

Practice Manager Business and Complaints: Vanessa Dias

The Practice Manager Business and Complaints is responsible for the business side of the practice and complaints. She will be pleased to help you if you have a query about any

aspect of the practice, and would be happy to hear from you if you have a compliment or complaint.

Practice Manager HR and Administration: Mandy Sharkey

The Practice Manager HR and Administration is responsible for the day to day running of the practice. Mandy is happy to speak to patients about any queries you may have about the Practice and our services.

Nurse Practitioner

Madeleine Rains RN, BSc (Hons)

Our Nurse Practitioner works alongside the GPs to diagnose both minor and major problems for which she can arrange treatment. She is also able to offer advice on lifestyle and management of chronic conditions including asthma and diabetes.

Practice Nurses

Elena Woods RGN, BSc (Hons)

Alex Concannon RN, BA Hons

Reka Nagy RN

The Practice Nurses see patients in the surgery by appointment.

Their role includes:

- health promotion,
- family planning,
- cervical smears,
- childhood immunisations,
- travel health,
- smoking cessation,
- weight control,
- healthy lifestyle
- blood pressure checks
- ear care
- wound care

They also manage chronic conditions such as asthma and diabetes.

Physicians Associates

Tripti Chakraborty Post Graduate Diploma in Physician Assistant Studies from St Georges University of London

Kate Jackson LLB MSC Physician Associate at St Georges University Hospital, London

Our Physician Associates trained at St Georges University of London. They work under the direct supervision of a senior Dr within the practice and their role is to provide medical services consistent with their education, training and experience.

GP Registrars and Foundation Year 2 Doctors

We usually have registrar GPs and Year 2 doctors attached to the practice. They are fully qualified doctors. On some occasions their consultation is recorded on video with the patient's agreement.

This is for training purposes only.

Receptionists

Reception Manager Jose Rix and her team of receptionists are your link with the rest of the practice. They deal with all phone calls and enquiries, manage the appointment system, and will try in every way to help you.

Administration

Our Secretary, Admin Assistant and IT Assistant deal with patient referrals to hospital and other services, medical reports, registration queries, health screening recalls and manage our clinical records.

District Nurses

District Nurses, provide home-based nursing care for our elderly and housebound patients, including those recently discharged from hospital.

Please contact 0208 254 8312 / 8313 for a referral to the District Nurses.

Health Links

External Health Links

Health Links

- [NHS National Library for Health](#) - Patient Information Leaflets
- Patient Information Website www.patient.co.uk
- [NHS Choices](#) Information on conditions, treatments, local services and healthy living.

Freedom of Information

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To download a copy of our Freedom of Information Publication Scheme [click here](#).

Contact Us

Stonecot Surgery

115 Epsom Road
Sutton
Surrey
SM3 9EY
Tel: 020 8644 5187
Fax: 020 8644 7003

[Map](#)

Useful Tel. No's and Links

Hospitals

St. Helier and Queen Mary's Hospital for Children	020 8644 4343
Nelson	020 8296 3795
St. George's (includes Atkinson Morley's)	020 8672 1255
Kingston	020 8546 7711
Queen Mary's, Roehampton	020 8789 6611
Royal Marsden, Sutton	020 8642 6011
St. Anthony's	020 8337 6691
Parkside	020 8991 8000
New Victoria	020 8949 9000

Social Services

For the Elderly	020 8545 4360
For Children	020 8545 4201
For People with Disabilities	020 8545 4490

Other Services

Carers Support, Merton	020 8543 0347
Care Connect	020 8545 0347
Child Guidance	020 8648 4066
Merton Bereavement Service	020 8685 1635
Relate (Marriage Guidance)	020 8946 1788
Alcoholics Anonymous	020 8352 3001
Police	020 8541 1212

Complaints Procedure

We hope all our patients have a good experience when they visit the Surgery, however, if you do have a complaint or concern about the running of the practice or the service you have received please let us know. Complaints should be addressed in writing to the Practice Manager Mrs Vanessa Dias or in her absence Mrs Mandy Sharkey Practice Manager HR & Administration. Alternatively, you could ask for an appointment to discuss your concerns.