**OUT OF HOURS** When the surgery is closed and you have a medical emergency that cannot wait until the surgery opens, please contact the Out Of Hours service by dialling **111** from your landline or mobile.

**GP SERVICES** Antenatal/Postnatal By appointment Family Planning By appointment Chronic Disease Clinics By appointment NHS Health Checks By appointment

**REPEAT PRESCRIPTIONS** Repeat prescriptions can be requested online via the patient access website or in writing at the Practice. Please allow 2 working days for collection.

**RESULTS & ENQUIRIES** Please telephone between 2pm and 4pm when we have more time to deal with your enquiries. We would appreciate this, as the telephones are extremely busy in the mornings.

**ONLINE PATIENT SERVICES** We offer patients access to online appointment booking and repeat prescription ordering via the national Patient Access website. Patients can also view selected information on their medical records including medications, allergies & immunisations. Please go to our website [www.grand-drive.gpsurgery.net](http://www.grand-drive.gpsurgery.net) to register for an online account.

**CARERS SUPPORT** Please let us know if you are looking after an elderly, sick or disabled person and need help obtaining an assessment or advice on claiming benefits.

**BABY CLINIC FOR VACCINATIONS** **Mondays & Thursdays** With Practice Nurses by appt.

**TRAVEL CLINIC** We run a travel clinic on Thursday evenings to provide you with travel vaccinations and advice. Please make an appointment with the Practice Nurse at least 6 weeks before you travel. You must also complete a travel form before your appointment. Please be aware there is a charge for some vaccinations (see practice website or reception for details).

**GP REGISTRARS AND MEDICAL STUDENTS** We are a training Practice and will have an additional Doctor attached to the Practice. Some consultations will be video recorded for teaching purposes but only with the patients’ consent. Medical students spend time at the Practice as part of their training. If you would prefer the student to leave the room while you are seen please say so.

**ITEMS FOR WHICH THERE IS A CHARGE** All charges are in line with the recommended BMA rates. For details please ask at reception. There is a charge for all patients from abroad requiring a consultation.

**ACCESS TO MEDICAL RECORDS** All patients are entitled to have access to their medical records. If you wish to see your notes, please ask for a form at reception. All information about you is strictly confidential. Information may be shared with other healthcare professionals on a ‘need to know’ basis regarding your continuing care. We will always seek our written consent before releasing information to third parties.

**PRACTICE OPENING TIMES** 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

**REGISTERING AT THE PRACTICE** New patients wishing to be registered must complete a GMS form and health check questionnaire at reception. Forms can also be downloaded from our website

**TEMPORARY RESIDENTS** Patients who are not registered with the Practice but are UK residents and staying away from home for no more than 3 months, can be seen as a temporary patient

**APPOINTMENTS** Each appointment is 10 minutes only and for one person only and one problem, so please make separate appointments for each person seeing the doctor. The Practice operates a daily telephone triage service for emergencies. Please let the receptionist know that you feel it is an emergency. Please also bear in mind it may not always be possible to see your own GP.

**APPOINTMENT TIMES** Appointment times for GPs & Nurses are available between 08:00 and 18:30. A mixture of telephone & face to face commuter appointments (before 8am & after 18:30) are available on Wednesday & Thursdays & some Saturday mornings.

**HOME VISITS** We ask our patients to come to the surgery if at all possible, where we have better facilities. However, we can visit you at home if your condition means you cannot attend the surgery. Please ring before 10am to arrange a visit which will be at the discretion of the GP. If your condition is urgent please inform receptionist.

**Grand Drive Surgery Practice Leaflet**

**YOU CAN HELP US BY:** Being on time for your appointment Letting us know if you need to cancel an appointment Calling for a home visit or urgent appointment before 10am Informing the receptionist if you wish to discuss more than one problem to enable us to give you a longer appointment Phoning for results of tests after 2pm

**ZERO TOLERANCE** Our staff are here to help you and we aim to treat all our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients.

**COMPLAINTS & SUGGESTIONS** We are very interested in your views of the service we are providing. If there is something that we are doing well and you would like to tell us about it – or something that you think we could be doing better – speak to a receptionist or ask to see the Practice Manager. If you would like to make a formal complaint, you can do this in writing or by speaking with the Practice Manager – in person, by telephone (020 8540 8461) or by email barbara.young2@nhs.net. Ask at reception for more information about how to make a complaint or to pick up a complaint form.

We want to provide the best possible service for all our patients. Please help us to do this.

**GP Team**

**Dr Alka Chandi (female)** MBChB DRCOG MRCGP DFFP (Glasgow 1993)

**Dr Victoria Davidson-Lamb (female)** MBChB MRCP MRCGP (Aberdeen 1995)

**Dr Elizabeth Mogg (female)** MBChB MRCGP (Birmingham 1995)

**Dr Zoe Spyvee (female)** MBChB DRCOG MRCGP (Canterbury 1998)

**Dr Rachel Mason (female)** MBChB DRCOG MRCGP (Bristol 2005)

**Dr Aditi Shah (female)** MBChB DRCOG MRCGP DFSRH (Leeds)

**Practice Manager** Barbara Young



132 Grand Drive Raynes Park SW20 9EA

Tel: 020 8542 5555 Fax: 020 8542 6969

[www.grand-drive.gpsurgery.net](http://www.grand-drive.gpsurgery.net)

**USEFUL TELEPHONE NUMBERS**

St Helier Hospital 020 8296 2000 Kingston Hospital 020 8546 7711 St Georges Hospital 020 8672 1255 Primary Care Support Service 020 8335 1400 Merton CCG 020 3668 1221 Wimbledon Guild 020 8946 0735 Citizens Advice Bureau 084 4243 8430 Social Services 020 8545 4226