
The Greyswood Practice



66 Eastwood Street, Streatham, London SW16 6PX

Telephone: 020 8769 0845

Fax: 020 8677 2960 (office)
020 8696 5569 (reception)

Out Of Hours: 0845 602 6292

Welcome To The Greyswood Practice

THE PARTNERS

Dr Peter Thomson	(part time)	MB BS BSc DCH MRCGP (London 1986)
Dr Sarah Mackenzie	(part time)	MB BS DRCOG MRCGP (London 1990)
Dr Penny Osborne	(part time)	MB BS BSc DRCOG MRCGP (London 1989)
Mrs Rachel Paton Nurse Practitioner	(full time)	RGN BSc (Hons)

GPs

Dr Helen Andrewes	(part time)	MB BS DRCOG MRCGP MA (London 1997)
Dr Joanna Scott	(part time)	MRCP BMSc BMBS
Dr Iain Marshall	(part time)	MRCGP

THE PRACTICE

The Greyswood Practice moved to Eastwood Street in June 2004. There had been a practice on our Mitcham Lane site since 1905 when the building was opened as a doctor's surgery with accommodation above. However, due to the growth of the surgery and the need to provide better conditions for the patients and staff, the doctors and Wandsworth Primary Care Trust decided it was time to move on and we are now happily settled in our new premises. The practice has steadily grown in recent years and we now have around 7300 patients. We serve a residential area of West Streatham, Tooting and Mitcham and our patient population lives mostly in privately owned or privately rented accommodation. There is a small number of Housing Association homes and council properties. The practice straddles Lambeth, Wandsworth and Merton Boroughs. The majority of our patients live in Wandsworth/Merton and we are part of the South Wandsworth locality of Wandsworth Primary Care Trust, formed in April 2002.

PRACTICE STAFF

PRACTICE MANAGER

Bev Atkins oversees the day-to-day administration and smooth running of the practice.

RECEPTIONISTS

Senior Receptionist Maggie Kearney
Receptionists Nilofer Noorani, Cynthia Shaw and Rebecca Warwick.

NURSE PRACTITIONER

Rachel Paton, our nurse practitioner, is a very important member of team who works closely with the GPs. Rachel is one of our longest serving team members.

PRACTICE NURSES

Norma Young RGN, our longest serving practice nurse - runs CHD clinics.

Geraldine Larkinson RGN

Marj Robertson RGN RM BSc (Hons) BA (Hons) - runs Diabetes and COPD clinics.

For the latest information click to: www.greyswood.org.uk



FAIROAK PHARMACY

(Roger and Jennifer Reid)

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DISTRICT NURSES

The district nurse team cover Wandsworth and Merton practices only. They look after housebound patients aged 16 years and over. Phone 020 8696 5560 or fax 020 8696 5561. They have been based at the practice since 2004.

HEALTH VISITORS

Unfortunately the health visitors are no longer based at the practice but can now be found at local health clinics. For further information please contact the surgery.

PRACTICE ADMINISTRATOR

Fahmida Alam

ADMINISTRATION SUPPORT AND TYPING

Sarwar Alam

GENERAL PRACTITIONER REGISTRAR AND STUDENTS

Our practice is a teaching practice.

SURGERY TIMES

We run a full appointment system.

The surgery is open:

Monday	8.30am – 8.30pm
Tuesday	8.30am – 6.30pm
Wednesday	8.30am – 1.00pm & 4.30 – 8.30pm
Thursday	8.30am – 8.30pm
Friday	8.30am – 6.30pm
Saturday	8.30 – 10.30am

The surgery closes at 12.30pm Wednesday and re-opens at 4.00pm for the collection of prescriptions and letters, booking an appointment and for patients given an appointment when they ring in that morning as an on the day. The telephones are switched off during this time and any patient with an urgent medical problem should ring the out-of-hours line – 0845 602 6292.

The surgery also runs late night and Saturday morning surgeries 6.30 – 8.30pm on Monday and Wednesday and 8.30 – 11.30am Saturday.

During these surgeries the telephones will remain closed and only patients with an appointment will be admitted into the practice via the intercom system.

All urgent medical problems will be advised on by the out-of-hours service on 0845 602 6292.

APPOINTMENT TIMES

Doctors	8.30 – 10.50am	1.30 – 3.50pm	3.30 – 5.50pm	6.30 – 8.30pm
Nurses	8.30 – 11.50am	2.30 – 5.50pm		

Doctors and Rachel Paton - ring in the morning to book a morning appointment for the following day. Afternoon/evening appointments can be booked up to one week in advance. We reserve a limited number of on-the-day appointments every morning. Late night/Saturday mornings can be booked online – ask at reception for details.

All practice nurse appointments can be booked up to two weeks in advance.

PRACTITIONER ACCESS

Dr Thomson	Monday and Wednesday am and Thursday pm
Dr Osborne	Monday, Wednesday and Thursday am
Dr Mackenzie	Tuesday and Friday am/pm and Thursday am
Rachel Paton	Monday, Tuesday am/pm and Wednesday and Thursday
Dr Andrewes	Tuesday, Thursday am/pm and Friday am
Dr Scott	Thursday and Friday am/pm
Dr Marshall	Tuesday am and Wednesday am/pm

For the latest information click to: www.greyswood.org.uk

OUT-OF-HOURS COVER

If you have an urgent medical emergency when the surgery is closed (except lunchtimes when you should ring the surgery as usual), please call our out-of-hours service 0845 602 6292. Your call will be dealt with by a telephonist who will allocate appropriate action. If you want advice only you can ring NHS Direct on 0845 4647.

If you have severe chest pain or severe bleeding, call an ambulance before calling the surgery (telephone 999).

HOME VISITS

Patients are requested to telephone before 10.00am if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Do remember that several patients can be seen at the surgery in the time that it takes to do a home visit.

TELEPHONING THE SURGERY

If you wish to speak to your doctor or the triage nurse on the telephone, please call and leave your number and you will be called back as soon as it is convenient (this is likely to be after the end of surgery). If you have an answering machine, do please remember to leave it switched off.

EMERGENCY SURGERY

We no longer run emergency surgeries. If you have a life-threatening emergency, such as severe bleeding, collapse, unconsciousness or severe chest pain, telephone 999.

If you have any other problem that you feel needs urgent help please telephone the surgery and the receptionist can advise appropriately, either by arranging for you to be seen or asking a doctor to speak to you on the telephone.

REPEAT PRESCRIPTIONS

We accept requests for repeat prescriptions in writing only, submitted by hand, post, fax or email (to use this option visit our website at www.greyswood.org.uk and follow the link). Sorry, but we cannot accept telephone requests.

Please allow 48 hours for your request to be processed, taking into account weekends and bank holidays. Where possible, please use the repeat slip attached to your prescription for further requests as this contains all the information the pharmacist requires. If you are requesting a prescription that is different to your repeat sheet please let us know who changed or added this to your list, ie hospital or clinic. We will need to obtain confirmation before we can issue a prescription, therefore you will need to allow at least 72 hours before collection.

If you are going on holiday and need extra medication to cover the period, please write this on your request as we cannot give extra medication without a written reason.

If you are ordering Warfarin please bring your yellow clinic book to reception so that we can update your latest records.

DISPENSING

For housebound patients, or those who find it particularly difficult to collect their prescriptions from the surgery, we can arrange for them to be sent to the Fairoakpharm Chemist in Mitcham Lane for collection or, by arrangement with Jennifer the pharmacist, for home delivery. Bradbury Chemist in Moyser Road will collect prescriptions from us by mutual arrangement. Pearl Chemist on Mitcham Road and Saturn Pharmacy on Mitcham Lane also offer a prescription collection service.

For the latest information click to: www.greyswood.org.uk

CLINICS

DIABETES CLINICS

These are run by Rachel Paton, the nurse practitioner and Marj Robertson, practice nurse. Appointments are by invitation only. If you have diabetes you will be referred to the clinic by your doctor or practice nurse.

ANTENATAL CLINIC

Antenatal appointments are to be made with a GP in routine surgery. First appointments and postnatal appointments require a double appointment. Please inform the receptionist at time of booking.

BABY CLINIC

The baby clinics are run by a doctor and health visitor for child development checks and immunisation and also allow an opportunity to discuss other problems, eg sleeping, feeding and child health worries. Eight week checks are by booked appointment only with the doctor and practice nurse. Mothers should make the appointment at least one week ahead and the baby MUST be eight weeks or just over. We will not immunise babies under eight weeks old.

ASTHMA CLINIC

Asthma check appointments are to be made routinely with a practice nurse. Please make a double appointment.

FAMILY PLANNING/TEENAGE SEXUAL HEALTH

Each doctor provides this service and will be happy to discuss individual needs. Anyone requiring an IUCD (coil) will be referred to family planning.

Please make routine appointment with the practice nurse for contraceptive care.

WELL WOMEN CLINICS

The practice nurses do smear testing and will discuss women's health issues. Postnatal checks are done by GPs only. Please inform the receptionist if you require a smear/postnatal appointment.

MINOR SURGERY

Please book a routine appointment with a GP to discuss further management of minor surgical procedures.

NON-NHS EXAMINATIONS

The doctors are happy to carry out private medicals including those for adoption/fostering. There is limited availability for these appointments and patients will be put on a waiting list.

COUNSELLING

We have a counselling team at the practice that can self refer to after seeing a GP/NP first.

PATIENTS OVER 75 YEARS

If you are aged 75 or over you should be seen annually. Please contact the surgery for appointment details.

TRAVEL IMMUNISATIONS/VACCINATIONS

Please make an appointment at least four weeks in advance of your holiday to ensure adequate cover. Please inform reception when booking your appointment that it is for travel as this requires a longer appointment. Travel immunisations are only administered by practice nurses.

The Greyswood Practice is an authorised Yellow Fever vaccination centre.

For the latest information click to: www.greyswood.org.uk

FLU VACCINATION

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes, and residents of nursing and rest homes. These patients will receive a letter in September, which will include dates of the flu clinics held at the surgery. Housebound patients or those in nursing homes will be visited by a doctor or district nurse throughout October.

IMMUNISATIONS

CHILDREN

The current recommended schedule is:

2 months	5 in 1 (Diphtheria, Tetanus, Pertussis, Polio, Hib/Haemophilus) & Pneumococcal Vaccine
3 months	5 in 1 (Diphtheria, Tetanus, Pertussis, Polio, Hib/Haemophilus) & Men C (Meningitis)
4 months	5 in 1 (Diphtheria, Tetanus, Pertussis, Polio, Hib/Haemophilus) & Men C (Meningitis)
12 months	Men C (Meningitis) Hib/Haemophilus
13 months	MMR (Measles, Mumps & Rubella) & Pneumococcal Vaccine
3 years 4 months to 5 years	Triple (Diphtheria, Tetanus, Pertussis), Polio Booster & MMR (Measles, Mumps & Rubella)
13-18 years	Booster - Diphtheria, Tetanus and Polio

INFLUENZA AND PNEUMONIA VACCINE

In accordance with Department of Health guidelines, we recommend an influenza plus pneumonia vaccination for patients with diabetes, chronic heart, lung or kidney disease and residents of nursing and rest homes. The vaccination is available in October; please contact the practice nurse for further details.

TRAVEL ADVICE

Our practice nurses will be pleased to give advice to those patients going abroad. Please allow adequate time in order for any vaccine(s) to be effective. Certain vaccines are chargeable - please ask at the time of booking.

BEFORE YOU GO

Well before travelling abroad, check with your travel agent or the tourist office/embassy of the country you intend to visit on any special precautions you may need to take. At least two months before departure discuss any vaccination requirements with the practice nurse. Pack a small first aid kit containing adhesive dressings, insect repellent, antiseptic cream and water purification tablets etc; ask at the pharmacy.

WHEN ABROAD

Check on the quality of the drinking water. If in doubt either drink only bottled water or use purification tablets. Avoid ice in drinks as this may well have been made from suspect water. Raw vegetables, salads and fresh fruits should be carefully washed in clean water. If in doubt stick to freshly cooked food. Beware of the sun! Use a high factor sunscreen particularly in the first few days of exposure. Children in particular should be closely monitored in this respect. In hot climates, drink plenty of non-alcoholic drinks. If you are not passing water regularly you are not drinking enough.

ON YOUR RETURN

If you fall ill, don't forget to tell your doctor that you have travelled abroad. If you have received treatment abroad, tell your own doctor on return. When donating blood, tell the transfusion staff which countries you have visited.

PRACTICE INFORMATION

CONFIDENTIALITY

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team.

CHANGE OF PERSONAL DETAILS

Please advise reception of any changes to your name/address, mobile or landline numbers. We can also record your email address.

DISABLED ACCESS

The Greyswood Practice is a modern purpose-built practice which has good disabled access. The front door to the building has push button entry for wheelchair users and once in the reception area there is a low level window for patients to use to make it easier to speak to the receptionist. We have a lift for easy access to the upper floors. There are disabled WCs on the ground and first floors with Braille signs on them.

HOW TO CONTACT YOUR DOCTOR

All consultations are by appointment which can be made in person or by telephone between 8.30 - 10.30am. Where possible the appointment will be made with your own doctor.

The doctors and nurse practitioner will speak to patients after morning surgery if appropriate.

Please speak to a receptionist who will advise the best course of action.

HOME VISITS

Home visits are at the discretion of your doctor. Please do not ask your doctor to call unless the patient is genuinely too ill to come to the surgery. A rash or temperature does not prevent patients coming to the surgery and will not endanger others. Simply tell the receptionist on arrival. Where the condition of the patient does require a home visit, please try to let us know before 10.00am each day.

LABORATORY SPECIMENS

Specimens are sent to the hospital Monday to Friday. If you are asked to bring a specimen please ensure you do it before 12 noon. We will only contact you with your results if they are urgent, therefore please make sure you ring or come in for your results.

PHLEBOTOMY CLINIC

We now take blood for testing, please ask at reception for details and to book an appointment.

MATERNITY

Antenatal appointments are to be made with a GP in routine surgery. Please inform the receptionist at the time of booking.

MEDICAL EXAMINATIONS

Medical examinations for special purposes are undertaken outside normal surgery hours. A fee will be payable. Please contact the surgery to make an appointment. Fees are clearly displayed in the reception area.

TEST RESULTS

Please telephone the surgery after 10.30am for results of any tests you may have had. If you prefer, you can come into the surgery after this time. All test results are confidential and will only be given directly to the patient. Exceptions can be made where there is a language difficulty. However, written confirmation will be required for a named proxy to be given the results.

STAFF PROTECTION

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the National Health Service. The staff in this practice have the right to do their work in an environment free from violent, threatening and abusive behaviour and everything will be done to protect that right. At no time will any violent, threatening or abusive behaviour be tolerated in this practice. If you do not respect the rights of our staff we may choose to inform the police and make arrangements for you to be removed from our medical list.

SUGGESTIONS OR COMPLAINTS

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing and put in the suggestion box, which can be found at reception.

We always try to provide the best service possible, but there may be times when you feel this has not happened. The following information explains our in-house complaints procedure, drawn up to respond to patient grievances. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure it will not affect your right to complain to the Health Service Authority. Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person. If you wish to make a complaint, please write to our practice manager. Full details will be taken and a decision made on how best to undertake the investigation. We believe it is important to deal with complaints swiftly, so you will be offered an appointment for a meeting to discuss the details within 10 days. Occasionally it may take longer, but we will keep you informed throughout. You may bring a friend or relative to the meeting. We will try to address your concerns, provide you with an explanation and discuss any action that may be needed.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Many common aches and pains can be simply treated at home without the need to consult a doctor.

BACK PAIN

Back pain causes 13 million working days to be lost in the UK each year. Back pain can normally be managed at home and will only require a visit to your GP or nurse practitioner if it is persistent or you suffer any numbness or weakness. If the pain is only at one point in your back, you have probably strained a ligament or muscle.

General Self Care Advice:

Avoid heavy lifting. Gentle exercises such as swimming may help.

Try simple painkillers such as paracetamol or your usual pain relief.

Avoid medication containing codeine as this will cause constipation.

Try applying heat pads to the affected area.

If the pain gets worse, or you develop new symptoms, contact the surgery or NHS Direct.

BURNS AND SCALDS

If the area of skin affected by the burn or scald is no larger than a child's hand, you may be able to manage this effectively at home. Contact the surgery if the burn is extensive or if there is any confusion, rapid heart beat or breathing difficulties. If the face or eyes are affected you must seek medical advice also.

General Self Care Advice:

Remove any bracelets, rings, watches, shoes or necklaces which may restrict blood flow.

Cool the affected area with running cold water for 15 minutes.

Do not apply any creams or ointments.

Cover with a sterile non-adhesive dressing to prevent contamination of the burn.

Take painkillers such as paracetamol.

If the area becomes more red and painful please contact the surgery or NHS Direct.

CHICKENPOX

Chickenpox is generally a mild disease commonly seen in children. It is most common in the winter and spring months and nearly all cases occur in epidemics.

The symptoms are a rash which appears as blisters which then burst and then scab over. The person affected is infectious from about two days before the rash appears and for the following five days. It was once thought that the risk of passing the infection was still there until the last blister had burst and scabbed; however, it is now recommended that children need only be excluded from school for five days after the onset of the rash.

After a chickenpox infection, the virus remains dormant in the nervous system and is kept in check by the immune system. At any time later in life, the virus can be reactivated causing shingles.

General Self Care Advice:

Soothing lotions such as calamine will help soothe the rash.

Oral antihistamine medication can also help relieve the itchiness.

Painkillers such as paracetamol will help settle any fever.

Encourage plenty of fluids.

If the symptoms fail to resolve or the symptoms worsen contact your GP / nurse practitioner or NHS Direct.

COLDS AND FLU

These illnesses are more common in the winter months, but can occur throughout the year. They are generally self limiting and a visit to the doctor/nurse practitioner is not usually necessary. Antibiotics are not recommended unless complications occur. Flu symptoms tend to be worse than those of a common cold.

A cough is a common irritant of those who suffer colds and flu. A dry cough occurs because throat and upper airways are inflamed; the brain thinks that this inflammation is a foreign object and so tries to remove it by coughing. A chesty cough when phlegm is produced is beneficial as this helps to clear the lung passages.

General Self Care Advice:

Take simple painkillers such as paracetamol, which will help to bring down a temperature.

Drink plenty of fluids.

Rest in bed if the symptoms are debilitating.

Flu vaccination is recommended for certain people including the elderly and those with chronic illnesses such as lung, kidney or heart diseases.

If the symptoms are getting worse or there is a fever for more than 48 hours contact the doctor /nurse practitioner or NHS Direct.

IF A RASH DEVELOPS WHICH DOES NOT FADE WHEN A GLASS TUMBLER IS PRESSED AGAINST IT, OR THE PATIENT IS CONFUSED AND DROWSY, OR THERE ARE SYMPTOMS OF A STIFF NECK AND LIGHT IS PAINFUL ON THE EYES - PLEASE SEEK EMERGENCY HELP.

GASTROENTERITIS

This is a group of diseases affecting the stomach or part of the intestine which causes nausea, vomiting and diarrhoea. This is usually self limiting and should resolve within two to three days. You need not necessarily see your GP or nurse practitioner unless your symptoms are not getting better, you develop pain or if there is blood in your stools.

The very frail and young babies can dehydrate quickly; if the diarrhoea or vomiting is severe for more than six hours contact the surgery or NHS Direct.

General Self Care Advice:

Drink clear fluids only, for example water or diluted juice, for 24 hours - sip the fluid if you feel nauseous.

Oral rehydration fluids are available from the pharmacist and may help.

Introduce dry bland foods into the diet such as dry toast, dry biscuits, rice or pasta.

Avoid high fibre foods such as bran whilst you have diarrhoea.

Once the diarrhoea eases, introduce the foods from your normal diet.

If your condition worsens or you develop new symptoms, please contact the surgery or NHS Direct.

SORE THROAT

Sore throat (or pharyngitis) is a very common condition. It is caused by bacteria or viruses, but viruses are by far the most common cause.

A sore throat is often a symptom of other illnesses such as colds and flu, glandular fever, respiratory tract infections, tonsillitis and chickenpox.

General Self Care Advice:

Sore throats are usually mild and can be treated adequately at home with over-the-counter preparations available from your pharmacy. It is extremely rare for antibiotics to be needed. Antibiotics are only required if a bacterial infection is present.

Pastille lozenges and warm drinks: an effective way to alleviate the discomfort of a sore throat is to lubricate the mouth by producing saliva which will help to wash away the infection. Sucking a pastille lozenge or boiled sweet will produce saliva. Drinking warm fluids will also help. Some pastilles contain demulcents (relieve irritation) which can safely be taken by most people to stop the throat feeling dry. This is not recommended for infants. People with diabetes need to be careful as many of these products have a high sugar content.

Soluble aspirin gargles can also alleviate a very sore throat but must not be given to children under 16.

Local anaesthetics and sprays are available if the throat is very sore. The manufacturers' instructions must be followed and should not be used for more than five days. Children and the elderly should not use these products.

If the sore throat persists or is getting worse or if swallowing is becoming difficult, please contact your doctor/nurse practitioner or NHS Direct for further advice.

FAMILY FIRST AID KIT

This is a list of inexpensive but useful medicines for minor illnesses. Keep them in a locked box or cupboard out of reach of children.

- Soluble aspirin (over 16 only)
- Calamine lotion
- Paracetamol mixture
- Cotton wool
- Dressing strips
- Eucalyptus drops
- Crepe bandage
- Vapour rub
- Calpol
- Thermometer
- Antiseptic solution
- Sling

For the latest information click to: www.greyswood.org.uk

WHAT TO DO IN TIME OF BEREAVEMENT

WHAT TO DO IF SOMEONE DIES

It is a legal requirement for a doctor to confirm that someone has passed away. There is no need to move the patient. If a doctor has recently seen the patient, a death certificate can normally be issued. However, in the event of unexpected death, the doctor will need to notify the coroner.

IF DEATH OCCURS AT HOME

1. Telephone the doctor. They will visit to confirm death has taken place.
2. Contact the funeral director to inform them that their services will be required.
3. Collect the doctor's certificate from the surgery. (You will be told when this is will be available for collection). This will not be possible if it is necessary to involve the coroner.

IF DEATH OCCURS IN HOSPITAL

1. Contact the funeral directors to inform them that their services will be required.
2. Collect the doctor's certificate from the hospital.

THEN...

1. Take the death certificate to the registrar's office for the area in which the death took place. You will also need to take the deceased's medical card if available.
2. Take the green form to the funeral directors who will take over complete responsibility for arranging the funeral.

STANDARDS OF CARE

The practice is devoted to achieving and maintaining a quality health service to meet your requirements.

PRACTICE RESPONSIBILITIES

You will be treated as an individual and will be given courtesy and respect at all times. You have the right to be treated confidentially.

Respect for religious and cultural beliefs will be honoured.

Normally we will answer the telephone promptly and courteously.

You have a right to information about your own health (illness and treatment, possible side effects, prevention or recurring illness etc). We will offer medical advice to and information for promotion of good health. You have the right to see your own medical records subject to the limitations of the law. A charge may be made.

Home visits will be made when requested and if a doctor feels that you are not well enough to attend the surgery. The final decision rests with the doctor.

We may give you test results when you telephone the surgery for them, or you may be asked to make an appointment with the doctor to discuss them.

On registering as a new patient, you will be offered a health check with the nurse.

If your doctor believes you need a second opinion, then they will arrange this.

Repeat prescriptions will normally be ready within 48 hours; however, it could be longer depending on weekends and bank holidays.

Routine referral letters for hospital appointments will normally be dispatched within three working days of the referral being agreed with the doctor. Urgent referrals for hospital appointments may be faxed, telephoned or provided as a handwritten note for the patient to take to the hospital.

For the latest information click to: www.greyswood.org.uk

HELP US TO HELP YOU

We ask that you treat our doctors and all practice staff with courtesy and respect.

The first hour of the morning can be extremely busy. Please keep telephone calls brief. If possible, leave routine calls till later in the day.

You are responsible for your own health and that of your children. Please take the advice given to you at the practice.

Let us know immediately if you change your address or name and remember to give your phone number and postcode.

Please speak to a member of staff if you wish to see your medical records. This can then be arranged with your doctor. There may be a fee payable.

Please contact the surgery before 10.00am for a home visit during the day.

Please ask for a night visit only if it is truly necessary.

Please telephone or call into the surgery after 10.30am for the results of any tests you have had.

Please read our practice booklet to get the best out of our services available.

Please feel free to discuss any medical matter with the doctor, including asking for a second opinion.

Please let us know if you are unable to keep an appointment. We can then offer this appointment to someone else.

Requests for repeat prescriptions should be submitted in writing only, either by hand, post or fax. No telephone requests, please.

Where an appointment or acknowledgement of a routine referral for a hospital appointment is not received within six weeks, please contact the hospital concerned.

NOTES

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USEFUL TELEPHONE NUMBERS

Surgery

Tel Number.....020 8769 0845
 Fax Number.....020 8677 2960
020 8696 5569
 Out Of Hours0845 602 6292
 Health Visitors.....020 8769 6290
 District Nurses
 Tel Number.....020 8696 5560
 Fax Number.....020 8696 5561

Hospitals

St George's020 8672 1255
 Springfield.....020 8672 9911

Pharmacies

Fairoakpharm020 8769 0251
 Bradbury020 8769 4138

Markrise.....020 8769 0446
 Westbury.....020 8769 1919

Health Clinics

Amen Corner.....020 8700 0400
 Baldry Gardens020 8764 5368

Miscellaneous

Wandsworth Town Hall020 8871 6000
 Lambeth Town Hall020 7926 1000
 South London Refuge Council.....020 8682 4350
 Furzedown Project020 8677 4283
 Age Concern0800 009966
 Wandsworth Social Services.....020 8871 6622
 NHS Direct0845 4647
 Wandsworth/Merton HA020 8648 3021
 Lambeth HA020 7716 7000

THE PRACTICE AREA

