



## Patient Information – May 2020

208-210 Roehampton Lane,  
London SW15 4LE  
Tel: 0208 788 4844

Email: [swlccg.altonpractice@nhs.net](mailto:swlccg.altonpractice@nhs.net)  
Website: [www.altonpractice.com](http://www.altonpractice.com)

### OPENING HOURS Monday to Friday

**Doors Open: 8.45am – 1.00pm**  
**3pm - 6.30pm**

(Monday; extended hours by appointment only  
18.30-20.30)

(Saturday clinics 09:00-12:00 available to book  
online)

**Telephone Lines open: 8.45am-6.30pm**

**Weekend appointments** are available at the  
extended hours Hub which is based at the  
Tudor Lodge Health Centre and are bookable  
from our reception.

**Test results :** Phone after 12 noon

**Patient online services:** To book and  
cancel GP appointments, or order repeat  
prescriptions, ask at Reception for a  
registration form for this service.

**Please ask Reception if you  
need this leaflet in large print**

### CLINICAL TEAM

**Partners** Dr Asim Hasan (m)  
Dr Farwa Hasan (f)

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**Practice Nurse** Ms G Hopwell (f)  
**Health Care Assistant** Mr R Cox (m)

### ADMINISTRATION

**Operations Supervisor** Mrs A Sinclair (f)

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Please see our website for more details of the practice  
team, including our regular GP Locums

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We are contracted to provide general medical services  
(GMS) for you by:

**NHS England (London Region)**

**Skipton House 5<sup>th</sup> Floor**

**80 London Road, London, SE1 6LH**

Email: [england.londonregionaldirector@nhs.net](mailto:england.londonregionaldirector@nhs.net)

SW London Tel: 0203 458 5699

### REGISTERING WITH THE PRACTICE

Details of how to register are on our website. Please  
check with Reception that you are within our  
catchment area before applying. When you register at  
the practice, you will be registered with one of the  
partners, and assigned a named, accountable GP who  
has an overview of your care. However, you can ask  
to see any of the GPs at the practice not just your  
Usual/Named Accountable GP.

### DISABLED ACCESS

All consulting rooms are on the ground floor, as is a  
disabled toilet. There are no steps in or out of the  
surgery building

### THE ALTON PATIENT GROUP

Please ask at Reception if you are interested in being  
a member. A Virtual Group is also being created. We  
welcome patient involvement.

### HELP US TO HELP YOU

**At The Alton Practice**, you will be treated with  
courtesy and respect by all our staff. We ask that your  
return this courtesy to staff and fellow patients alike.  
Please appreciate that we always try to provide a  
good service to our patients.

### Accessible Information

Please speak to a member of the reception team if  
you require any assistance to read or understand the  
information we provide to you. We want to ensure  
patients have information available to in formats that  
are suit them.

### You have a part to play in your care.

You can help by telling your clinician how you are  
feeling, and listening to what they say – please always  
ask if you are unsure of anything.

### Please always arrive on time for your appointment and always cancel if you cannot keep it.

If you are  
more than 10 minutes late for your appointment, you  
may not be seen.

### Please let us know if you change your name, address or telephone number.

Without accurate contact details, we cannot contact  
you and your health and welfare may suffer as a  
result.

All staff at the Practice are bound by a  
**'confidentiality agreement'** in their contract to keep  
your patient information confidential.

As a patient at this practice you can expect that the  
rights and responsibilities as set out in the NHS  
Constitution will be adhered to.

**Zero Tolerance** - The practice has a policy of  
removing from our list any patient who is physically  
or verbally abusive or threatening towards any  
member of staff or other patients.

## OUR SERVICES

Family planning, maternity services, cervical smears, annual reviews for long term conditions (CHD, Diabetes, Asthma, COPD), Child Health Surveillance, Smoking Cessation, Carer Consultations, Immunisations (including flu), NHS Health checks (40+)

**Our Nurse and Health Care Assistant** carry out some of these services, and a wide range of nursing services including wound/ulcer dressings, ear syringing, travel advice, stitch removal and medication reviews.

**Chaperone** - All patients are entitled to have a chaperone present for any consultation. Please request this when booking, or speak to your clinician.

The Alton Practice is a **GP Training Practice** which means we train doctors who are future GPs. You may see one of the doctors who is a trainee GP but they are fully qualified doctors and supported by the onsite experienced GPs.

The Alton Practice is a **Teaching Practice** for medical students affiliated with St George's Hospital Medical School and Imperial College Medical School. You may have medical students sitting in your consultation. If you would prefer to see the doctor without the medical students please say so.

The **General Data Protection Regulation (GDPR)** (EU) 2016/679 is a regulation in EU law on data protection and privacy for all individuals within the European Union (EU) and the European Economic Area (EEA). The Alton Practice will ensure that your data is protected in line with GDPR.

## APPOINTMENTS

Appointments can be made by telephone or online (for GPs. Smear appointments online with the nurse will be available soon). Nurse appointments vary in length depending on the reason for the appointment, and are not available online. Please let Reception know what you need to see the Nurse for, so they can book an appropriate appointment for you.

**Children under 16 should be accompanied by an adult**  
**If you cannot keep your appointment, please cancel it so that we can offer it to another patient.** If you receive text reminders, cancel by replying "Cancel".

The Alton Practice operates a 24-hour booking service to see the GP (10 minute appointments – if you have more than one problem please book a double appointment). Appointments are released at 0845 Mon – Fri for the following day (on Fridays for Mondays).

Nurse and Health Care Assistant appointments are bookable in advance.

GP telephone consultation slots are also available.

**Home Visits** – for a home visit by the duty doctor, please telephone the Practice before 10am. Home visits are primarily intended for our terminally ill and bedbound patients. We ask that children are brought into the surgery wherever possible.

We aim to see you on time, but delays do occur. Please let Reception know if you have been waiting longer than 20 minutes.

### Telephone Advice

Please leave your **name, contact number** and a brief message. The GP/Nurse will ring you back.

## HEALTH VISITORS & DISTRICT NURSES

District Nurses are available for the clinical needs of temporary and permanently housebound patients. Please let staff know if there is a clinical need for a DN.

## OUT OF HOURS CARE

**Always dial 999 for serious or life threatening emergencies.**

**If you have an urgent problem when the surgery is closed call NHS 111. You should call 111 if:**

- You need medical help fast but it is not a 999 emergency.
- You think you need to go to A&E or need another urgent care service
- You need health information/reassurance on what to do next

**The Junction Health Centre - 0333 200 1718**

<http://www.junctionhealthcentre.nhs.uk/our-walk-in-service>

**Open 8am-8pm every day. Last appointment is at 7.30pm**

## REPEAT PRESCRIPTIONS

Repeat prescriptions of regular medications can often be issued without you having to see your doctor each time. **Handwritten (posted), emailed, or online requests** are accepted. We aim to complete all repeat medication script requests within 48 hrs. **New medications or hospital scripts will take longer.** Please ensure that you nominate a pharmacy for electronic prescribing, which is the easiest way to collect your prescription from the pharmacy of your choice.

## CHARGES TO NHS PATIENTS

Some services, such as private medicals and insurance claims, are not covered by the NHS. A list of these services and applicable fees is available in Reception.

## SUGGESTIONS & COMPLAINTS

We welcome feedback via our Suggestion Box in the Waiting Room. The Operations Supervisor coordinates our in-house complaints procedure. Leaflets are available at Reception (Comments, complaints, concerns form)