

General Information

1. **RESULTS** - Blood test and X-ray results usually take 10 days. Smear results can take six to eight weeks. Please enquire between 11:30AM and 2:00PM only.

Travel vaccination clinic available by appointment.

2. **CHANGE OF DETAILS/ADDRESS** – You are requested to notify us by using the special forms provided. Please inquire at reception for details.

3. **FEES – NHS & NON NHS** – These charges are in line with BMA guidelines. For an up to date list please inquire at reception.

IF YOU ARE A CARER OR YOUR CIRCUMSTANCES CHANGE PLEASE INFORM US AT THE RECEPTION DESK

4. **All Patients are reminded to provide details of their NEXT OF KIN – for emergency use**

Use of Personal Health Information

We are registered under the Data Protection Act and have robust systems in place to protect your confidentiality.

Summary Care Record: This allows all NHS health care services to access your medical records.

Care Data: The role of the [Health and Social Care Information Centre \(HSCIC\)](#) is to ensure that high quality information is used appropriately to improve patient care and health services for all.

Please find leaflets in your registration pack on data sharing or visit www.nhscarerecords.nhs.uk.

Please ask at reception for opt out forms.

Zero Tolerance

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

Keep your appointment

If you have made an appointment to our medical team and are unable to attend or no longer require it, please let us know as soon as possible so that we can offer it to another patient.

Suggestions and Complaints

Please bear in mind that we strive for perfection, but cannot do so without your support. Comments and suggestions are welcome. Suggestion box is located in the reception.

An in-house complaint procedure is available should you require it. The practice manager is the first point of contact.

Patients who have a comment or complaint about a GP, which cannot be resolved locally with the Practice Manager, can contact NHS England, PO BOX 16738, REDDITCH B97 9PT Tel 0300 311 22 33
Email:England.contactus@nhs.net

Clinical Commissioning Group

Croydon CCG

2nd Floor ZONE G

8 Mint Walk Croydon CR0 1EA

Tel 0203 668 1300

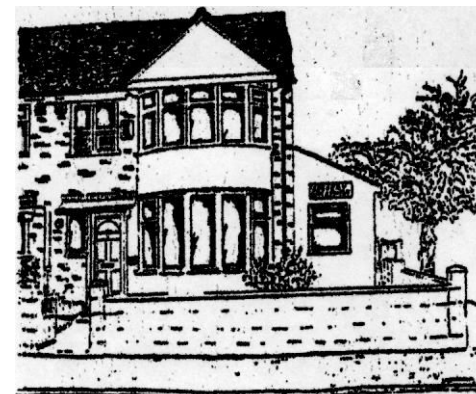
www.croydon.nhs.uk -- @CroydonCCG.nhs.uk

www.mershammedicalcentre.co.uk

MERSHAM MEDICAL CENTRE

30 Norbury Road, Thornton Heath, Surrey CR7 8JN
Tel: 020 8653 1869 Fax: 020 8771 4167

www.mershammedicalcentre.co.uk



Welcome to Mersham Medical Centre.

We are committed to giving our patient's a high standard of medical care by working together.

Doctors & Nurses

Dr N Oppong, BSc, MBChB, MSc (Male)

Dr S Anandarajah, BSc, MBBS, nMRCGP (female)

Wendy Larrier, RGN, Specialist interest in asthma/COPD (Female)

Susan Creedy, RGN, Special interest in Diabetes (Female)

www.mershammedicalcentre.co.uk

Surgery Opening Hours

Monday – Friday 8:00 am – 6:30 pm

Late evening Extended Hours –Strictly by appointment only

Monday 6.30pm – 8.00pm

Clinic Times

Monday – Friday 08:30am – 12.00pm

04:00pm – 06:00pm

Emergencies on the day : Patients are requested to call at 8.00am Monday – Friday for availability

Appointments can be booked online.
www.mershammedicalcentre.co.uk

Practice Area & Registration

The practice is taking on new registrations
The practice area covers Thornton Heath and Croydon.

New patients are invited to attend the registration clinic, which includes height, weight, blood pressure measurements and a urine check. You will also be asked to fill in your personal and family medical history. Please bring any medication you are taking.

Registration : during opening hours daily

Please note that patient's ID (e.g. passport or driving licence) and Proof of Address (e.g. telephone bill, utility bill, etc) are required to complete the registration process.

Patient Participation Group We have a patient participation group. If you are interested in joining the group, please contact reception.

Consultations

The length of routine booked appointments with the doctors in the practice is **10** minutes, if more than one member of your family wishes to be seen, please make a separate appointment for

each of them. Children should be accompanied by an adult but will be seen alone if appropriate.

Access

- Access for wheelchair users available
- Toilet for wheelchair users available
- Reception services from 8.00 am – 6.30pm Mon-Fri
- You can access a GP / Nurse in person or by telephone

Telephone Consultations

The practice provides telephone consultations. You are requested to call between 8.30am – 5.00pm Monday – Friday. **This service is available mornings and evenings.** If the Doctors are not available, please leave your name, contact number and indication for the call. The doctor will call you back as soon as they are available.

Home Visits

If you do need a visit please try to make the request by 10:00am. A doctor will discuss the problem with you before deciding if a home visit is necessary. Home visits are available to **housebound patients** . Please give an indication of the urgency of your request.

Out of Hours / Emergencies

Between 6.30pm and 8.00am, all weekends and Bank Holidays out of hour's emergency service is provided by **NHS 111**. Website www.nhsdirect.nhs.uk
Your local pharmacist can provide advice for simple ailments.

PLEASE AVOID GOING TO A&E OR CALLING AN AMBULANCE UNLESS IT IS AN EMERGENCY.

Repeat Prescriptions

Please allow **2** working days to process. **Telephone requests are only accepted in exceptional circumstances.**

You can obtain your repeat prescription by:

1. Leaving a written request in the box at reception.
2. By post (please include a SAE if you want the prescription to be posted to you).
3. Online prescription requests. (Please go onto our website www.mershammedicalcentre.co.uk and obtain your log in details).

The practice provides all medicines as 'generics' – the true chemical name rather than the company brand name.

Clinics

As well as providing general medical services the practice runs following clinics on a regular basis by the practice nurses and doctors and can be accessed through booked appointment

- ✓ Antenatal care and postnatal care
- ✓ Asthma/COPD checks
- ✓ Women's Health – cervical smear
- ✓ Child health clinic
- ✓ Diabetes check
- ✓ Family planning - coil fitting/implants
- ✓ Travel vaccination
- ✓ Well Person Clinic / Health check-ups

OTHER SERVICES PROVIDED

- ✓ Smoking cessation advice
- ✓ Minor surgery