
GLENLYN MEDICAL CENTRE A GUIDE TO OUR SERVICES

Serving Molesey and Thames Ditton



Glenlyn Medical Centre



Giggs Hill Surgery

www.glenlynmedicalcentre.co.uk

Caring for our patients through community teamwork

An Easy Read and a large print version
of this booklet is available on request

This practice is within the Surrey Downs Clinical Commissioning Group area

A message from the Partners:

Welcome to Glenlyn Medical Centre. We are a large friendly general practice serving the population of Molesey, Thames Ditton and surrounding areas from two surgeries - Glenlyn Medical Centre in East Molesey and Giggs Hill Surgery at Emberbrook Community Centre for Health in Thames Ditton.

We offer a full general practice service and run specialist clinics for children and pregnant women, management of diabetes, asthma and other chronic diseases, blood tests and blood pressure checks, smoking cessation, NHS Health Checks, minor surgery and joint injections.

Our IT systems are integrated across our two sites and our clinical and admin staff rotate between the two surgeries, enabling us to offer a greater range of appointments and services to all our patients. Patients may telephone or visit either surgery and are free to book appointments at either site. There is parking, including dedicated disabled bays, at both sites and both have disabled access, including lifts.

Through Surrey Medical Network and Kingston Hospital we also offer community-based clinics in a range of specialities including cardiology, ENT, dermatology, ophthalmology, paediatrics, neurology, gastroenterology, respiratory and gynaecology for patients who require referral to a specialist. These clinics are held at Glenlyn Medical Centre, Giggs Hill Surgery or Thorkhill Surgery.

There is a pharmacy on-site at Glenlyn Medical Centre – this is owned and operated independently.

This is a challenging time for general practice as NHS England drives change which places even greater emphasis on primary care and we are not alone in facing the challenges of the shortage of GPs, increasing early retirements of established partners and increased work coming out of hospitals. We have responded to this by developing new models of care including our 'Urgent Care Clinics' staffed by highly skilled Advanced Nurse Practitioners, for patients with acute illnesses requiring on-the-day appointments, and by adopting new working practices to make the role of GP more family-friendly to help us recruit and retain our clinical staff. There may still be times when we cannot offer you an appointment as quickly as you might wish – we will always sign-post you to alternative sources of advice and care if this is the case and please be assured that our entire team is working hard to give the best service possible within the constraints of available resources.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how the practice operates. If you live in our practice area and would like to register with us, please complete the registration forms that are available from Reception at either surgery or can be downloaded from our website.

With kind regards, Drs Kapoor and Strickland, Partners

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CONTACT US

Glenlyn Medical Centre
115 Molesey Park Road
East Molesey
KT8 0LX

Tel: 020 8979 3253
Fax: 020 8941 7914

Giggs Hill Surgery
14 Raphael Drive
Thames Ditton
KT7 0EB

Tel: 020 8398 8619
Fax: 020 8398 8874

www.glenlynmedicalcentre.co.uk

OPENING HOURS

Our telephone lines are open from 08:00 to 18:30 Monday to Friday

	Both Surgeries	Glenlyn Medical Centre
Monday	08:00 to 18:30	18:30 to 19:30*
Tuesday	08:00 to 18:30	18:30 to 19:30*
Wednesday	08:00 to 18:30	18:30 to 19:30*
Thursday	08:00 to 18:30	18:30 to 19:30*
Friday	08:00 to 18:30	18:30 to 19:30*
Saturday		07:30 to 11:30*

** pre-booked appointments only*

*We also offer early appointments,
subject to the availability of doctors/nurses – please ask*

In an emergency, telephone 999

If you require medical advice when we are closed, dial 111

ONLINE SERVICES

Patient Access: We encourage patients to take advantage of our online services – ask for the form at reception if you would like to order your repeat prescriptions, book appointments or view your medical record online. We are required to verify your identity before giving you access, so please bring a current passport or photo driving licence with you. Parents and carers - please ask for the 'proxy access' form.

Electronic Prescription Service: Sending prescriptions direct to your nominated pharmacy electronically via 'EPS' means your prescription arrives almost instantaneously and is never lost – ask your usual pharmacist for a nomination form to sign up.

APPOINTMENTS

We have more than 23,000 registered patients and recognise that sometimes getting an appointment may not be easy, but we do offer various alternatives from 'on the day' appointments in our Urgent Care Clinics to pre-bookable early morning, evening and Saturday morning appointments for working people. Further information about the types of appointments we offer is given on the next page.

Please do not blame the receptionists if your ideal time is not available. They can only offer what is available and will always do their best to assist you.

When phoning, you may be asked for the reason for the request. This is so we can assign the best appointment for you. Please be assured that the receptionist will treat any information you share in the strictest confidence.

Please let us know if you are unable to attend your appointment – even if this is at short-notice. This will allow us to offer the appointment to someone else.

A number of appointments are made available for patients to book online. Please see the Online Services paragraph above.

*To book an appointment, telephone 020 8979 3253 or 020 8398 8619
or call into either surgery*

*Morning appointments are released at 8 am
Afternoon appointments are released at 1pm*

We offer the following types of appointments – please ask the receptionist for assistance if you are unsure which is right for you:

Type of appointment	Type of problem	How to book
<p>Urgent Care 'on the day'</p> <p>Please note these are 'sit & wait' appointments at Giggs Hill Surgery where there is suitable accommodation *</p>	For acute / recent onset illness e.g. feverish children or adults with viral-type symptoms	By telephone or in person – please be aware that the receptionist will ask for a brief description of the problem, this is so the clinician can prioritise cases
<p>Pre-bookable</p> <p>New appointment slots are opened up on a daily basis, for 5 days, 7 days and 6 weeks ahead</p>	For non-urgent routine conditions and for monitoring of complex or chronic conditions	Online, by telephone or in person
Telephone consultation	If you feel your problem can be resolved without a face to face consultation.	Speak to a receptionist who will pass your message and call-back number to the doctor or nurse
<p>Pre-bookable with Practice Nurse</p> <p>Appointment slots are opened up on a daily basis, for 5 days, 7 days and 6 weeks ahead</p>	For general nursing, wound care, asthma, COPD and diabetic reviews, childhood immunisations, travel vaccinations and contraception	By telephone or in person – please be aware that the receptionist will ask what the appointment is for – this is so s/he can book the right length appointment
Pre-bookable with Health Care Assistant	For blood tests, blood pressure, 24 hour BP, urine checks, weight checks, NHS Health Checks, in-practice Warfarin testing and smoking cessation	By telephone or in person – please be aware that the receptionist will ask what the appointment is for – this is so s/he can book the right length appointment
Minor Surgery and Joint Injection	On-site removal of lumps and bumps, and treatment of shoulder, elbow, knee, hip and foot problems	Please speak to the receptionist who will advise if an initial GP appointment is required

** Some slots are held at Glenlyn Medical Centre for Frail or elderly patients and those with significant transport difficulties*

REPEAT PRESCRIPTIONS

Please allow three working days for a repeat prescription to be produced.

We do not accept repeat prescription requests by phone unless you are housebound. Repeat prescriptions can be requested online or in writing – ideally using the repeat slip on the right hand side of your previous prescription. Written requests may be handed in to Reception, posted or faxed to the surgery on 020 8941 7914. Please remember to tick which items you require.

There is no need to visit the surgery to collect your repeat prescription - you can register with your preferred pharmacy to have your prescriptions sent to them electronically or you can instruct a chemist to order and collect prescriptions on your behalf.

Please see the Online Services paragraph for further information if you wish to sign up for these services.

HOME VISITS

To request a home visit please call the surgery before 12 pm. Home visits are at the discretion of the doctors, so please give the receptionist as much detail as possible when making the request and ensure you leave a contact telephone number.

Home visits are made after morning surgery i.e. lunchtime. Patients are expected to come to the surgery whenever possible as the doctor can see several patients in the time taken to make a house call.

SPECIMENS

If you are asked to provide a specimen, please ensure it is clearly labelled with your name, date of birth and date & time of sample taken. Please ensure the container does not leak. Specimen containers are available at the Reception desk.

Specimens are collected daily by the laboratory – please confirm the latest collection time with reception so as not to miss it, as we do not have facilities to store some types of specimen overnight.

BLOOD AND TEST RESULTS

We do not routinely phone patients with test results unless the doctor asks us to arrange a follow-up appointment or medication is urgently needed. It is your responsibility to call to check on your results – please call after 2 pm

FIT NOTES

We will only issue an NHS Fit Note (previously called a Sick Certificate) if you are off work for seven days or more. If you are off work for a shorter period, your employer may ask you to sign a self-certificate. Please book a telephone consultation in the first instance if you need a Fit Note but do not need to see the doctor about your illness.

CLINICS

In addition to our core general practice services we offer the following services:

Asthma Checks

Antenatal Clinics*

Baby Checks

Blood Pressure Checks

24 Hour BP Monitoring

Blood Tests

Cytology (smear tests)

Chronic Disease Monitoring

Contraceptive Implant Fitting

COPD Checks

Diabetes Clinics

Flu Vaccination Clinics

IUD Coil Fitting

In-house Warfarin testing

Joint Injections

Minor Surgery

Pill Checks

Post Natal Checks

Smoking Cessation

Travel Clinic

Spirometry

*shared care with Kingston Hospital Midwives

OUR STAFF

GP Partners

Dr Ashish Kapoor
BM, DCH, DFFP, DRCOG, DCH, DGM,
MRCGP (Southampton 1991)

Dr Richard Strickland
MBChB, MRCGP (Capetown 1995)

Associate GPs

Dr Adedotun Ajibade
MRCPG, MBBS, DRCOG

Dr Hannah Davies
MBBS (Newcastle 2003) MRCGP, MRCP,
DFSRH

Dr Jonathan Miller
MBChB (Stellenbosch 1989)

Dr Phi Vo
DRCOG, MBBS, MRCGP, DFSRH

Advanced Nurse Practitioners

Liza Coghill
Nurse Independent / Supplementary
Prescriber

Lauren Heldsinger
Nurse Independent / Supplementary
Prescriber

Practice Nurses

Linda Grover SRN

Lynn Haines SRN

Sharon Chadwick RGN

Health Care Assistants

Julius Amiscua

Harriet Bellis

Mary Estacio

Salaried GPs

Dr Elizabeth Dart
MBBS (London 2009), DRCOG, MRCGP

Dr Anna Carswell
MBChB (Birmingham 2005)

Dr Kathryn Taylor-Barnes
DCH, DFFP, DRCOG, MRCGP, Pg Dip in
Medical Ultrasound

Dr Fiona Hamilton MBBS (London 1997)
Dip in Child Health, MRCGP, MSc, PhD,
FFPH

Jane Joyce
Nurse Independent / Supplementary
Prescriber

Charlotte Panayides RGN

Emma Long Registered Nurse

Samantha Peters

Helen Reid

Linda Helvert

Office Supervisors

Sidonie. Anita and Kathy manage the Reception and Patient Administration team.

Reception / Administration Team

Jane, Frances, Sue, Elaine, Gill, Sarah, Elizabeth, Ann, Linda, Angela, Alex, Jack, Nicky, Kristy, Rachael, Melissa, Hannah and Jennifer take your calls and welcome you when you visit the practice. They look after all aspects of patient administration including registering new patients, repeat prescription and updating your medical record with new information or correspondence.

Secretarial Team

Caron, Linda, Helen and Sue look after referrals and ensure any complaints are handled in accordance with the NHS Complaints Procedure

Management Hub Team

Heather, Shehzana, Sue P, Sue R, Nicola, Carole, Alice and Lotte look after practice administration including compliance, finance & IT, patient communications and HR

Community Clinics

Sue P and Sue R organise the community clinics on behalf of the locality

HEALTHCARE SPECIALISTS ATTACHED TO THE PRACTICE

District Nurses - based at Emberbrook Community Centre for Health

Contact: 020 8398 0914

Midwives - based at Kingston Hospital

Contact: 020 8546 7711

Maternity services can be booked directly with Kingston Hospital via their dedicated website - www.kingstonmaternity.org.uk

Health Visitors - based at Molesey Clinic

Contact: 020 8979 6464

DISABLED FACILITIES

Both of our surgeries have step free access and are wheelchair accessible, with dedicated disabled parking, disabled toilets and lift access to the first floor. Consultation rooms at Giggs Hill are all on the ground floor.

Please do let us know if your disability is not immediately obvious or you require assistance, so that we can help you to access our services.

ACCESSIBLE INFORMATION

The practice complies with the requirements of the NHS Accessible Information Standard. Please let us know if you have any special communication needs such as large print, Easy Read or sign language interpretation – with your permission, we will record this on your medical record so that we can provide you with information in a format that meets your needs and make sure that you have sufficient time when you have an appointment.

If you require translation services, please advise us when booking your appointment so arrangements can be made.

CAR PARKING

Glenlyn Medical Centre

Please use the designated parking area at the front entrance of the practice, keeping the area in-front of the main doors free for the emergency services. There is on-street parking immediately outside the surgery premises if the car park is full. The parking area to the left of the building is reserved for the doctors.

Giggs Hill Surgery

There is a large car park – please use the area to the right at the end of the access road, leaving the bay immediately outside the main entrance free for the emergency services. The area alongside the building is reserved for disabled parking and for the doctors.

As both of our surgeries are in residential areas, we would ask you to park considerately.

CONFIDENTIALITY

ALL patient information is handled confidentially according to NHS guidelines. You have a right to access any personal information held under the Data Protection Act but a charge may be payable.

ZERO TOLERANCE

At Glenlyn Medical Centre we aim to treat all our patients promptly, courteously and in complete confidence. We expect our patients to treat our staff in a similarly respectful way. In common with the rest of the NHS we operate a zero tolerance policy on any issues of abuse whether verbal or physical on any member of staff or person on the premises. We have the right to remove a patient from our list and to inform the police of any such incident. Our Reception and Admin staff will always do their best to help you but they have no control over the availability of appointments, which is down to the availability of doctors/nurses and fluctuating demand.

NAMED GP

All of our patients are allocated a named accountable GP who is responsible for coordinating the services we provide to that patient under our NHS contract. Please ask us if you wish to know who this is. If you have a preference as to which clinician is your named accountable GP, the practice will make reasonable efforts to accommodate your request. You are not obliged to book appointments with your named accountable GP and may see any of our clinicians.

CHANGE OF ADDRESS & TELEPHONE NUMBERS

We ask that you notify us promptly of any changes to your address or telephone numbers, to ensure that we can contact you if necessary.

COMMENTS & COMPLAINTS

Glenlyn Medical Centre aims to give a friendly and professional service to all our patients and we welcome feedback as it helps us to improve. Please let us know if you have concerns about any aspect of our service – speak to whomever you feel most comfortable – your GP, nurse, our Office Supervisors or any of our reception staff will be happy to help.

In the majority of cases, concerns can be resolved at the time. However, if you feel we have not dealt with the issues you have raised as you wish, you can write to the Complaints Officer at the Glenlyn Medical Centre address. A leaflet explaining our complaints procedure is available in our waiting rooms or from our receptionists.

You can also leave feedback on the NHS Choices website (www.nhs.uk – search for Glenlyn Medical Centre) or via the NHS ‘Friends and Family’ survey forms available at our reception desks.

We do like to hear if you have received exceptional service too – please let us know so we can pass your comments on to the member of staff concerned.

TRAVEL IMMUNISATIONS

We offer a nurse-led travel immunisation service. Please make an appointment at least six weeks prior to travelling and bring your completed travel form to the appointment. The nurse will counsel you about the health risks in the area you are visiting and will recommend the appropriate vaccinations. Please be aware that you may have to pay a substantial fee as not all vaccinations are available through the NHS. A fee schedule is available from Reception. Please bring cash or cheque to your appointment as we are unable to give vaccinations until the fee has been paid.

LOCAL WALK IN CENTRES

When the surgery is closed or for minor injuries, you may wish to seek advice from one of the local Walk-in Centres:

Weybridge Walk-in Centre

22 Church Street, Weybridge KT13 8DY
Tel: 01932 825013

Monday to Friday - 07:00 to 19:30
Weekends and public holidays - 09:00 to 16:00

Walk-in Centre at Tedding Memorial Hospital

Hampton Road, Teddington TW11 OJL
Tel: 020 8714 4004

Monday to Friday – 08:00 to 22:00
Weekends and public holidays – 08:00 to 21:00
Christmas day – 09:00 to 17:00

Opening hours subject to variation – please check before travelling

PRIVATE FEES

Some services such as private medical examinations, fitness to travel certificates and some travel vaccinations are not covered by our NHS contract and will incur a fee. A schedule of fees is available from reception.

PNEUMOCOCCAL & FLU CLINICS

We offer free NHS flu and pneumococcal vaccinations to all eligible patients. Clinics are held in Mole Hall and at Giggs Hill Surgery beginning in October each year. Please ensure you book your appointment in good time. Further information about the vaccine and who is eligible to receive it can be found on the NHS Choices website:

www.nhs.uk/conditions/vaccinations/pages/flu-influenza-vaccine.aspx

We are unable to vaccinate patients who are not eligible under the NHS scheme but the vaccination can be obtained privately from local pharmacies at modest cost.

COMMUNITY TRANSPORT

If you are elderly, frail or have limited mobility, you may wish to contact the following organisations for assistance with transport to medical appointments:

Dittons & Weston Green NeighbourCare

Telephone: 020 8398 8600 - weekdays 9 am to noon
A small donation of around 40p per mile is requested

Molesey Care

Telephone: 07891 321986 - weekdays, usually 9 am to 1 pm
Voluntary donations

Elmbridge Dial-a-Ride

Telephone: 01372 465 755
Annual membership fee £5 plus fare for each journey

See the Surrey Community Transport Directory online for further information

ACCESS TO MEDICAL RECORDS

Please ask for an Access to Medical Records request form if you need copies of your medical record. Please allow a minimum of two weeks. There is a charge for this service of up to £50 to cover the cost of copying and administration or £10 for a printout of your electronic health record.

GLENLYN PATIENT GROUP

We are actively recruiting interested patients so we can relaunch our Patient Participation Group. If you are interested in working with us to improve communication with patients and services at the practice, please ask the receptionist to put you in touch with our Patient Communications Officer or email friendsglenlyn@nhs.net.

THIS SURGERY IS A PARTNERSHIP
THIS SURGERY IS A TEACHING PRACTICE
