



Hampton Wick Surgery

Tudor House
26 Upper Teddington Road
Hampton Wick
Surrey
KT1 4DY

GP Partners

Dr Kieran O'Flynn BSc PhD MB BS MRCP

Dr Katherine Moore MB BS MRCP

Dr Sheetal Patel MB BChir MA MRCP

GP Associates

Dr Heather Bryan BA (Hons) MRCP, MBBS, MA

Dr Olivia Beardmore

Dr Neil Browning

Dr Sarah Wynn-Jones

Practice Nursing Team

Practice Nurses – Sal Arden, Sally McCleery,
Annabelle Hogg

Practice Managers

Mrs Katie Asper

Mrs Karen Crawford

Surgery Open Hours

Wednesday - 8.00am to 8.00pm

Mondays, Tuesdays, Thursday & Friday - 8.00am
to 6.30pm

**Thursdays the surgery is closed between
13.00pm-14.00pm for staff training.**

DID YOU KNOW?

Richmond General Practice Alliance have introduced a new service improving patient access, known as the 'HUB'. There are two HUB locations available for patients registered with a GP in the Richmond borough, please ask reception for more details.

*Telephone calls are
answered daily between
8.00am - 6.30pm*

***And are switched to an
emergency service for one
hour 13.00-14.00***

*(8.00am - 7.50pm
Wednesdays)*

***And are switched to an
emergency service for one
hour 13.00-14.00***

***Telephone:
020 8977 2638***

***Fax:
020 8977 2434***

***Email:
hamptonwicksurgery@nhs.net***

The Practice Team

We have a strict Zero Tolerance of abuse or violent behaviour towards any member of staff. Any violent or abusive patients will be struck off our practice list.

General Practitioners

The GPs at Hampton Wick Surgery provide excellent NHS Primary Care services to the local population in Hampton Wick. We have a number of male and female GPs who each have their own speciality. When booking your appointment you may be asked what it would be regarding. This is so the medical administrator can direct your appointment to the most appropriate GP who may have speciality knowledge in that area. Please feel free to say 'private' if you are unable or not willing to disclose the reason for your visit over the telephone. The Doctors work various different days so please call the surgery to find out when each doctor is available.

Nursing Team

Provide some of the services traditionally provided by the GPs, including reviews for asthma, diabetes, coronary heart disease, smoking cessation & INR testing. This helps extend the range of clinical services we offer and improve accessibility.

Phlebotomist

The phlebotomist takes bloods on a Monday Tuesday, Thursday and Friday between 8am-12.

Management Team

The Practice management team consists of two Practice Managers and a team of Medical Administrators. Together they strive to offer excellent services to patients and are continuously trying to improve and expand the service we provide.

Medical Administrator Team

All Medical Administrators work both on the front desk and in the back office dealing with patient queries. If you have any questions regarding any aspect of the services you received, please do not hesitate to ask.

A Patient Participation Group (PPG) is a joint venture between the practice and its patient population.

Working in partnership with us, the PPG can help to make services more user-friendly and improve patient experience. By identifying issues that are important to patients and by responding to any new initiatives, we hope we can improve and influence the way in which services are planned and delivered, and increase patients' confidence in the healthcare provided. . If you would like to become a member of our PPG please email the surgery or speak to reception.

Practice Services

Patient Online Services

Registered patients can now book appointments, request repeat prescriptions and access their Medical Records online. These services are available via the online services portal www.patient-services.co.uk.

To register with the service you need to complete the online services registration form (available from www.hamptonwicksurgery.co.uk) and return the completed form, together with photographic identification (passport/driving licence) and a household bill as proof of residency, to the surgery.

Appointments

All appointments may be booked at the practice, by telephoning or online. In an emergency, please telephone the surgery and your request to speak with the On-Call doctor who will phone you back. If necessary you will be invited to attend an appointment later that day. Each appointment is 10 minutes and is for one person only. For more than one family member to be seen, please ask for the required number of appointments.

It may not always be possible to see the doctor of your choice in an emergency, and you may be seen initially by the senior nurse for an assessment.

We also offer telephone consultations with all doctors.

If you are unable to attend your appointment, please telephone to tell us as soon as possible. ***When attending the surgery for a pre booked appointment please use the self-check-in screen located in the entrance hall.***

Chaperones

If you would like to request that a chaperone be present during your consultation with a nurse or doctor, please make your request when booking your appointment.

Home Visits

If you are too ill to attend the surgery and need to be seen at home, please telephone the surgery before **10.30am**. The Duty Doctor will phone you before visiting you at home.

Community District Nurses

The district nurses specialise in assessing and providing nursing care to those who are unable to attend the practice, they give support and advice to patients and carers. They will also liaise with other agencies as necessary. You are able to contact the District Nurses via the practice or you can contact them directly on 020 8714 4210.

Community Midwife

We have a Community Midwife located in the surgery that provides a full Ante-natal service during pregnancy, and mother and baby care in the early post-natal period. She can be contacted at the Ante-natal department at Kingston Hospital on 020 8546 7711.

Community Health Visitor

Health visitors will generally arrange to visit you at your home, initially. Well baby clinics, antenatal and post natal support groups, sleep advice, behaviour surgeries Breastfeeding Café or drop in are held at various clinics throughout Hounslow & Richmond. They can be contacted via a centralised admin hub on **0208 630 1727**

Repeat Prescriptions

Repeat prescriptions should be requested at necessary intervals giving a minimum of **two working days** to process them.

You can request your prescription/s

in writing, posted e-mailed or faxed;

or by retaining the tear-off right hand side of each prescription, *tick the items required and hand to our receptionist;*

or by visiting our website *where you can find a repeat prescription request form*, or by registering and using the online repeat request.

NB Please try to include all your medicines in one repeat request, rather than requesting each item separately, this will reduce administrative time.

Pharmacy Services

Your prescriptions can be collected from the practice or we can send them to one of the local pharmacies which collect from us regularly. Please ask at reception if you would like your preference changed. The selected pharmacy can also request medication from us on your behalf.

Test Results

Please leave **5 working days** before trying to obtain their test results, and then call the surgery **AFTER 11:00 hrs** on 020 8977 2638.

Please note that we are only able to give results to the patient which they relate to. To maintain patient confidentiality, prior written consent is required if another person is going to obtain results for one of our patients.

Referrals & ERS Appointments

When you are referred to Secondary Care from your GP, any routine referral will be sent via the Choose and Book System and you will be assigned a hospital appointment. If you require any help with this service or have a question relating to any referral made by the GP, Please call the relevant hospital department or surgery on 0208 977 2638

Access to Practice Premises

Disabled parking and disabled access and a patient lift is available.

We also have parent and child car parking spaces, a sheltered buggy park and bicycle park available for use by our patients. Buggies and bikes are not allowed inside the building. Please note that any property is left at the owners risk so please ensure you lock your property before coming into the practice building.

Private Services

Travel Advice Clinic

We provide advice for registered and private patients. Please visit our website and complete our travel questionnaire. When you return this to the surgery, we will look at what vaccinations you require and which you have already had. Some vaccinations are covered by the NHS for registered patients but some will incur a charge. You will be advised when we contact you.

Private Medical Examinations, Insurance Claims and Statement of Fact Letters

The above forms do not fall into the remit of providing NHS Services.

Completed forms should be sent to the practice allowing at least **3 weeks** for completion.

Access to or extract from medical records

Please complete application form which can be found on our website and send to surgery. There is a practice price list on the website or ask at Reception. To discuss further, please call 0208 977 2638 to speak to the Medical Administrator who deals with reports. ***Online services*** lets registered patients view their medications, allergies and adverse reactions online will be available by the end of December, see website for details

Private Services Hosted at Hampton Wick Surgery

My Ultra healthcare

My Ultra healthcare provides services that are designed to complement the NHS care allowing expecting parents to create a magical experience. Visit www.myultrababy.com for more information or to book.

InHealth's London NHS Diagnostic Service

Hampton Wick Surgery hosts InHealth's London NHS Diagnostic Service from Tudor House. They perform Ultrasound services to the NHS. However, these services can only be accessed if you are referred by your GP. If you require ultrasound services, please book an appointment with your GP to be referred.

Other Areas of Activity in the Practice

Teaching Practice

Registrar Training

Hampton Wick Surgery is an established GP Training Practice. We will have a GP Registrar at most times who will be completing their final year of vocational training before becoming a qualified GP.

Medical Students

We also help to train undergraduate doctors from St. George's Hospital, Guy's, Kings & St. Thomas' and Imperial College medical schools during their attachment to the practice.

Students will be scheduled to sit in with the GP during consultations. If you would prefer the student to leave the room while you are seen, please say so.

Some consultations are recorded on video purely for teaching purposes, but only with the written consent of the patient.

Research

The practice collects anonymous patient Data from our systems for the Clinical Practice Research Datalink (CPRD <http://www.cprd.com/memberofpublic/>). If you wish to not have your information used for research purposes then please contact the Practice Manager.

Our Practice Catchment Area

Our practice catchment area is defined by the area bounded by the Chertsey Road (A316) in the north and the Thames to the east and. Post codes eligible: TW11 and parts of KT1, KT2, KT8, TW1, TW2 and TW12 use the interactive map for verification: <https://www.primarycare.nhs.uk/publicfn/catchment.aspx?oc=H84032&h=400&w=600&if=0>

New Permanent Registrations

In order to register permanently with Hampton Wick Surgery for your NHS primary care services the following documentation & identification **must** be provided and completed in full: GMS1 form and the Hampton Wick Surgery New Patient form along with photographic ID and proof of address. If you are registering a child under 6 years old, please ensure that you bring their Immunisation History (red book) with you when attending the practice.

Temporary or Immediately Necessary Registrations

Non-regular patients are able to register temporarily or for immediately necessary treatment.

Temporary registrations – if you are staying in the area for a period of up to 3 months and are normally registered for NHS services elsewhere.

Immediate and necessary - is for visitors to the area who have a medical condition that requires immediate attention **AND** who are eligible for NHS services.

EU and Overseas Visitors Rights to NHS Primary Care Treatment - Please call the surgery to check your eligibility. You are also able to see a doctor privately. Please ask the receptionist for the list of charges or refer to our website.

Patient Advice and Liaison Service (PALS)

If you have any queries about local health services, or you would like to make a complaint, you can write to us at:

Patient Experience Team
Hounslow and Richmond Community Healthcare NHS Trust
Thames House
Teddington
TW11 8HU

Free phone: 0800 953 0363

Email: pals.hrch@nhs.net

Complaints

A practice complaints procedure is operated in accordance with NHS policy. Comments, suggestions and complaints should be addressed to the Practice Manager.

For further advice contact:

NHS England
PO Box 16738
Redditch
B97 9PT

Email: england.contactus@nhs.net

Alternatively for independent advice you may like to contact NHS Complaints Advocacy:

Helpline: 0300 330 5454

Email: nhscomplaints@voiceability.org

Post: VoiceAbility, United House, North Road, London, N7 9DP

When we are Closed

If you call the surgery outside opening hours your call will be automatically re-directed to our Out of Hours Service.

The Practice has an Out of Hours Service which will see emergencies outside our normal opening hours (see front of leaflet). If you feel you need advice or to see a doctor out of hours, see the below on how you can access these services.

www.patient.co.uk

This website offers lots of advice on all sorts of different illnesses. You are able to print off leaflets for your reference.

NHS Direct Online - www.nhsdirect.nhs.uk

This is a health advice and information service which you can access online.

They can provide online advice features and direct you to various sources of information; they also have an online Symptom Checker.

NHS Non Emergency Urgent Care - 111

Available for advice 24 hours a day, 365 days a year. This national healthline provides expert health advice, information and reassurance to patients. Dial 111

Useful Contacts

NHS Urgent Treatment Centre at Teddington Memorial Hospital

7 Days a week: 8am – 8pm

Tel: **020 8714 4004**

Useful telephone numbers

Herbert & Shrive Pharmacy	020 8977 1967
Teddington Memorial Hospital	020 8408 8210
Kingston Hospital	020 8546 7711
NHS Richmond	020 8973 3000
Kirby Chemist	020 8977 5509 - (Open until 20.00 Daily)