



Hampton Wick Surgery

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

GP Partners

Dr Kieran O'Flynn BSc PhD MB BS MRCGP

Dr Katherine Moore MB BS MRCGP

Dr Sheetal Patel MB BChir MA MRCGP

GP Associates

Dr Nakul Kapoor

Dr Priya Paul – currently on Maternity Leave

Dr Paul Chapman

Registrars

Dr Francesca Mitchell

Dr Abi Raj

Practice Nursing Team

Practice Nurses – Sally McCleery, Annabelle Hogg

Phlebotomist – Nicci Chanter

Practice Manager

Mrs Katie Asper

Assistant Managers

Miss Shannel Adams

Mr Jordan Spencer-Humphrey

Surgery Open Hours

Monday to Friday - 8.00am to 6.30pm

On Thursdays the surgery is closed between 12.30pm and 13.30pm for staff training.

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

Telephone:
020 8977 2638

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

The nurses provide some of the services traditionally provided by the GPs, including reviews for asthma, diabetes & INR testing. This helps extend the range of clinical services we offer and improve accessibility.

Phlebotomy

Blood test appointments are booked in our phlebotomy clinics. Please ask reception for more information.

Management Team

The Practice management team consists of a Practice Manager and 2 Assistant Managers. 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 this service you need to complete the online services registration form (available at reception or on www.hamptonwicksurgery.co.uk) and visit the surgery with photographic identification (passport/driving licence) and proof of residency.

Appointments

All appointments may be booked online (within 2 weeks) or by telephoning or visiting reception.

In an emergency, please telephone the surgery between 8am and 10:30am (morning) or 1:30pm and 4:30pm (afternoon) to 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 15 minutes and is for one person/problem 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

You can request that a chaperone be present during your consultation with a nurse or doctor. Please either make reception aware at the time of booking or the doctor/nurse at the beginning of the consultation.

Home Visits

If you are too ill to attend the surgery and need to be seen at home, please telephone the surgery during the emergency appointment hours stated above. 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 8744 9414.

Community Midwife

We have a Community Midwife located in the surgery that provides a full antenatal service during pregnancy, and mother-and-baby care in the early post-natal period. She can be contacted at the antenatal department at Kingston Hospital on 0208 934 3045.

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 ins 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 **four working days** to process them.

You will need to request your prescription(s) in writing. This can be done at the surgery, via our website - *where you can find a repeat prescription request form* - or via your online services account. Your nominated pharmacy can also make the request on your behalf.

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 electronically. 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 allow **5 working days** before trying to obtain 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, most routine referrals will be sent via the Electronic Referral System (ERS) 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 the surgery.

Access to Practice Premises

Disabled parking, disabled access and a patient lift are available. We also have parent-and-child car parking spaces, a sheltered buggy park and bicycle park available for use by our patients. There is street parking available outside the surgery. Buggies and bikes are not allowed inside the building.

Please note that any property is left at the owner's 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 book an appointment with a nurse. They 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 at the appointment.

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 and requests should be sent to the practice allowing at least **21 working days** for completion. They may also carry a charge. To discuss further, please call 0208 977 2638 to speak to the Medical Administrator who deals with reports.

Access to medical records

Please complete a Subject Access Request form which can be found at reception, bringing along photographic ID. **Online services** lets registered patients view their medications, allergies, and adverse reactions online.

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, King's, Guy's & 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. 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 Hampton Wick Surgery New Patient form along with photographic ID and proof of address. You can also complete a registration form online but will still need to visit the practice to show photographic ID and proof of address before you will be registered.

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 - 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 health line provides expert health advice, information and reassurance to patients. Dial 111.

Useful telephone numbers

| | |
|------------------------------|---------------|
| Herbert & Shrive Pharmacy | 020 8977 1967 |
| Teddington Memorial Hospital | 020 8714 4000 |
| Kingston Hospital | 020 8546 7711 |
| Kirby Chemist | 020 8977 5509 |