

## Making Appointments

To book an appointment you can either phone the Practice on 0208 545 9620 or book it at Reception. Appointments are available in the morning, afternoon and evenings 5 days a week and can be booked on the day or in advance, if available. Our normal Doctors' appointments are for 10 minutes.

Appointments are also available online. In order to get access to our online booking system, please contact the Administrative team on [swlccg.merton.medical@nhs.net](mailto:swlccg.merton.medical@nhs.net) to request your own unique access code and password. This will also give you access to your repeat medication and medical records. It is not possible to book an appointment via email.

## Urgent Appointments

If you need an urgent appointment that cannot wait until the next day, please give us a call as early as you can and try to give the receptionist as much information as possible. Our receptionist will take your number and a GP will call you back.

Should the GP consider it important to see you immediately, they will invite you to attend the Surgery on the same day.

## How You Can Help Us

1. Be on time for your appointment
2. Let us know if you need to cancel the appointment so that we can offer it to someone else.
3. Use our website to communicate with us as much as possible
4. Call at 8am for an **urgent appointment**
5. Request your Repeat Prescription before you run out medication and allow 2 working days for collection.
6. Ensure that you have your personal details updated at all times.

## What to Do If the Surgery Is Closed

For urgent medical advice out of surgery hours that cannot wait until the following day please call NHS

111 by dialing **1-1-1**; this is a free number to call from both landlines and mobiles. If for any reason you are unable to access the NHS 111, please call **020 3282 1050**. Calls to this number are charged at your network's standard rates.

## Travel Vaccines

We will only be providing travel vaccines which are covered by the NHS. Patients can find what travel vaccination is free of charge by visiting [www.nhs.uk/conditions/travel-vaccination](http://www.nhs.uk/conditions/travel-vaccination).

To book an appointment patient will need to send us the travel risk assessment filled in by a travel clinic health care professional – List of travel clinics can be found at [www.masta-travel-health.com/findaclinic](http://www.masta-travel-health.com/findaclinic). We no longer provide yellow fever vaccines.

## Test Results

If you wish to discuss your results please make a routine telephone appointment with a GP, if you wish to obtain a copy of your results please speak to a member of the reception team and they will ask you to complete a request form, we will also need to see your Photo ID. Results will not be given out by a member of the reception team over the phone.

## How to Register As a New Patient

In order to register, you will need to fill in a registration form which can be collected from reception or downloaded from our website. If you have never been registered with a GP, you will also need to prove that you are eligible to receive NHS treatment by bringing a proof of address (any utility bill) and a proof of ID. From 1<sup>st</sup> of April 2005 every patient has been allocated a NAMED ACCOUNTABLE GP. Please note that your appointment might still be with another doctor, unless you specify otherwise upon booking. **WE TREAT EVERY PATIENT WITH FAIRNESS AND EQUALITY.**

## Did Not Attend (DNA) Policy

For those patients that fail to attend their appointments on two occasions, a warning letter will be sent informing them of the consequences should they DNA again. After the third DNA the patient may be invited to register with another Practice, so please let us know at least 30 minutes in advance if you cannot keep your appointment.

## Merton Medical Practice



12- 17 Abbey Parade, Merton High Street  
South Wimbledon, London SW19 1DG  
Telephone: 0208 545 9620

Email: [swlccg.merton.medical@nhs.net](mailto:swlccg.merton.medical@nhs.net)

Website: [www.mertonmedical.com](http://www.mertonmedical.com)

## Opening Times

Monday	08.00am	08:00 pm
Tuesday	08.00am	08:00 pm
Wednesday	08.00am	07:00 pm
Thursday	08.00am	07:00 pm
Friday	08.00am	06:30 pm

The Surgery is closed on weekends

## Practice Team

Dr Rafik Taibjee  
MChB FRCGP DCH DRCOG DFSRH  
Dr Arash Poorghobad  
Dr Zoe Rawlinson  
MBBS MRCP DRCOG DCH DFFP  
Dr Nalini Balakumaran  
MRCGP DRCOG DFSRH MBBS BSc  
Dr Amrita Mishra  
BSc MBBS DFSRH DCH MRCP  
Dr Anisha Kutty  
Dr Jacqueline Du Preez (Registrar)  
Dr Alexander Lai  
Sally Spain (Practice Nurse)  
Amy Andrews (Health Care assistant)  
Nicole Morgan (Practice Pharmacist)  
Nicole Lau (Social Prescriber)  
Rita De Oliveira (Practice Manager)  
Sandra Sirchia (Deputy Practice Manager)  
Hermione Foster (Reception Coordinator)  
Imana Bangura (Practice Administrator)  
Paige Jackson (Receptionist)  
Chiakka Gilgeours (Receptionist)  
Shilpa Vernekar (Receptionist)  
Lauren Champion (Receptionist)

**Merton Medical Practice has disabled access.**

## Home Visits

Patients are requested to phone as early as possible to request a home visit. The doctor on call will call you back and arrange the home visit if necessary. Only emergency visits will be arranged later on the same day.

You may be considered for a home visit if:

1. It would be detrimental to your condition or recovery if you were to travel to the surgery.
2. Your medical condition affects your mobility so you are unable to travel without using an ambulance i.e. unable to take a car or taxi.

## Repeat Prescriptions

Repeat prescriptions are issued at the doctor's discretion and are normally for patients on long term treatment.

Requests for repeat prescription can be made visiting our website, at reception, or via patient online access. **Repeat prescriptions requests will not be taken over the phone.** We also offer a repeatable prescribing service for patients on dosette boxes. Please ask your pharmacy to arrange this.

If you are requesting a repeat prescription via email, please note that **you won't receive any acknowledgement, unless there's an issue with your script. You will receive acknowledgement if you request a prescription via our website. Please allow 48 hours (2 working days) before collection.**

## Trainee and Teaching Practice

Merton Medical Practice has been accredited as a Training Practice by the London Deanery. A Registrar Doctor normally sees patients while supervised by a Senior GP. We also are a teaching Practice; we are involved in teaching medical students from St George's Hospital. We would be grateful if you could allow students to sit in during your consultation, but we will always respect your right to see the doctor alone if you prefer. The Receptionists will ask you if you have any objections to the student's presence prior to your consultation.

## Specialist Clinics and Services

We provide a wide range of clinics for Asthma/COPD, Diabetes, Hypertension, Cervical Screening, Chlamydia Screening, Childhood

Immunisations, Maternity Services (Antenatal Care, 8 weeks Post Natal Care and Baby Checks), Family Planning Services (pills, injections and implanon), Travel Immunisation Advice and Health Checks. In autumn the Practice runs Flu clinics for patients with chronic diseases, at high risk or residents in a nursing or rest home. Dr R Taibjee also offers knee and shoulder joint injections.

The Practice also provides yellow fever vaccination. A fee is payable for this vaccine.

## NON – NHS Services

These include: Private Health Insurance Claim forms, Insurance certificates for continued sickness, Travel Insurance Claim forms, Fitness to travel, Community Care applications, etc.

Please ask for advice from reception if you have a form that you think the doctor needs to fill in. You may be asked to leave it at reception and collect it at a later date. A charge will be made for forms that are not covered by the NHS (see list of charges at reception).

**The doctors DO NOT sign passport forms.**

## Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. Everyone working for the Practice has a legal duty to keep information about you confidential. We may need to share some information about you though, and we only do this if there is a genuine need for it and if it is in your best interest. In accordance with the General Data Protection Regulation, patients (data subjects) have the right to access their data and any supplementary information held by the Practice; this is commonly known as a data subject access request (DSAR).

Any request for copies of medical records from any third party requires a signed patient consent form. For further information on how we manage your records or how to access your medical records, please ask at the Reception or send us an email. For more information visit <http://www.ico.gov.uk>

## Zero Tolerance Policy

Merton Medical Practice aims to treat our patients courteously at all times and expects our patients to treat our staff in a similarly respectful

way. **We take seriously any threatening, abusive or violent behaviour against any of our staff or patients.** If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed from the Premises, and if necessary, from our list of patients.

## Patient Participation Group

All patients are invited and encouraged to participate in the PPG's discussions, raise issues that may concern them and put forward ideas that might be of benefit to the Practice and patients alike. If you are interested please contact the Practice on **020 8545 9620**.

## Friends and Family Test

The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. You can now leave your feedback after being seen by health care professional. For more information speak with a member of staff or visit our website.

## Comments & Complaints

We are happy to receive any comment or suggestion you might want to make about the service we provide. Any complaint should be addressed to the Practice Manager, who will give you further information on the Practice's complaints procedure. Our aim is to give you the highest possible standard of service and we try to deal with any problem efficiently and quickly often at the time they arise. However, if you are dissatisfied with the result you should contact the **Patient Advice & Liaison Service (PALS) on 0300 311 2233 or Healthcare Ombudsman on 0345 015 4033 or on [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

Merton Medical Practice is a primary care service. For details of primary medical services in the area please contact: **NHS Merton CCG**, 120 The Broadway, Wimbledon, London, SW19 1RH, Phone: 020 8812 7600

Website: <http://www.mertonmedical.com>

