**Making Appointments**

You can book an appointment either online, by accessing our website and clicking “Contact Us” on the main page, or by phoning the surgery on 0208 545 9620; alternatively you can book it at Reception. However you choose to contact us, we will ask you to fill a form (or can do this on your behalf) which will be reviewed by our staff on the same day. You will then be contacted with the outcome of your query and offered an appointment, if required. Appointments are available in the morning, afternoon and evenings 5 days a week and can be booked on the day or in advance. Our Doctors’ appointments are for 10 minutes.

It is no longer possible to book appointments via the NHSApp, however you can still access your medical records and request prescriptions. Please download the NHS App and login; if there are any problems accessing the account please contact the Administrative team on *swlicb.mertonmedical@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 fill the online form on our website main page or give us a call as early as you can, and try to give the receptionist as much information as possible. Our receptionist will fill a form for you.

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. If you are able to do so, please use the online form. This helps keep our phone lines available for those who need additional support and allows our reception team to assist more effectively, while also making it easier for other healthcare professionals to reach us.
4. Request your Repeat Prescription before you run out of medication and allow 3 working days for collection.
5. 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.

**Travel Vaccines**

We only provide 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.

**Ho How to register as a new patient**

**We accept all patients living in Colliers Wood and South Wimbledon.** In order to register, you will need to fill in a registration form which is available on our website or scanning a QR code. When this is not possible, we can help you register in person at Reception. For access to online records you will need to provide a proof of ID. 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:* *swlicb.mertonmedical@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 Arash Poorghobad

(GP Principal)

Dr Nalini Balakumaran

(GP Principal)

Dr Gautam Narayan

(GP Principal)

Dr Hadija Hassan (Salaried GP)

Dr Amrita Mishra (Salaried GP)

Dr Georgina Mair (Registrar)

Dr Dilen Patel (Registrar)

Jo Zehetner (Practice Nurse)

Julia Jalilova (Practice Nurse)

Diana Buta (Health Care Assistant)

Nicole Morgan (Clinical Pharmacist)

Payal Joshi (Mental Health Practitioner)

Simon Baker (Social Prescriber)

Sandra Sirchia (Practice Manager)

Courtney Reynolds (Practice Administrator)

Paige Jackson (Receptionist/Administrator)

Farhana Karim (Receptionist/Administrator)

Jenita Venuhasan (Receptionist/Administrator)

Liana Marshall (Receptionist/Administrator)

**Merton Medical Practice has disabled access.**

**Home**

**Vi Home Visits**

Patients are requested to contact us 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 the NHS App. **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 3 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 and injections), 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.

## 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). As these are non NHS services, please be advised that completion of forms may take up to 8 weeks and clinical carer is always prioritised.

**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>

**Z 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 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** or via email on swlicb.mertonmedical@nhs.net

**Carers and Young Carers**

We can offer support to our patients who provide unpaid care for someone who cannot manage on their own. This includes children who might care for a relative. If you think you’re a carer, please let us know.

**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

**Compliments & 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 your Local Integrated Care Board on <https://www.nhs.uk/nhs-services/find-your-local-integrated-care-board/>  **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 ICB**, 120 The Broadway, Wimbledon, London, SW19 1RH, Phone: 020 8812 7600