

## Feedback and Complaints



We welcome feedback as a positive way of improving services. The practice undertakes a comprehensive annual survey and we are continually seeking to improve the service we provide. If you have any comments, suggestions or complaints, please write, e-mail or ask to speak to the Practice Manager.

## NHS England



NHS England now provide independent advice and support to patients, their families and carers. It also provides on-the-spot help to sort out any problems or concerns you may have. You can contact them on 0300 311 22 33.

## Help us to help you



You will be treated as an individual and will be given courtesy and respect at all times. In return we ask you to appreciate that we are all trying to satisfy the needs of all our patients and would ask for your co-operation.

You are entitled to express a preference of which GP you see at the time of registration and when you make an appointment but if the appointment is urgent it will be necessary for you to see another doctor. Medical staff will advise you of the treatment they think appropriate, which you may discuss with them. No care or treatment will be given without your informed consent. You have the right to see your health records written after 1/11/1991, subject to limitation in the law. People involved in your care will give you their names and ensure that you know how to contact them. It is very important that you notify us of any changes of name, address *and telephone number*. Please note that if you move out of our area, it will be necessary for you to register with another GP. A map of our area is displayed at Reception.

We aim to see patients within 20 minutes of their appointment time. If you have been waiting for over 30 minutes past your appointment time please speak to a receptionist.

## Use of Computers and Personal Health Information



We are registered under the Data Protection Act and have robust systems in place to protect your confidentiality. Occasionally anonymised health information is sent to the PCT to monitor quality standards and for post-payment verification purposes.

## Reception



Our receptionists will help you deal with your queries and make appointments. They are trained to take messages and essential details sympathetically and in strictest confidence.

## Disabled Access



There is ground floor access to all services and a lift to the first floor consulting rooms. Please let Reception know if you need assistance.

## GP & Physician Associate Training & Teaching



We are approved as a training practice to help qualified doctors in the last stage of their preparation to become GP's. From time to time you may be asked permission for your consultation to be video recorded. This is for teaching purposes only and is treated with strictest confidentiality.

You are completely free to refuse if you wish.

Several of the Partners are tutors in the Primary Care Department of Imperial College School of Medicine and the practice is a centre for teaching of medical students. We also linked with St George's University of London and provide training for physician associate students. You may be asked for your permission to participate in student teaching.

## Practice Nurses and Health Care Assistants



Our practice nurses and health care assistants are available to deal with minor injuries, dressings, pregnancy and blood tests, immunisations, health screening, travel immunisations and advice, female health, contraception and cervical smears. They have special clinics dealing with diabetes (Specialist Nurse Di Clarfelt), asthma, chronic obstructive pulmonary disease and hypertension. They will be pleased to discuss any health concerns with you and if necessary refer you to a doctor.

## Phlebotomy & Test Results



Routine blood tests are taken by appointment in the morning. At the time of any test your GP or nurse will indicate when the result will be available and whom you should speak to. *If asked to phone for your results please do so between 12-1pm.*

## Health Visitors



The Health Visitors are based at Barnes Childrens Centre, 67B Lower Richmond Rd, SW147HJ. They welcome calls regarding the development and behaviour of babies and preschool children - telephone number **0330 058 1679**. 'Well Baby Clinics' at the Lowther Centre on Mondays 1pm-2.30pm & Centre House, Tuesdays from 2-3.30pm, Wednesdays 10am-11.30am (no appointment needed).

## District Nurses



The District Nurse works with your doctor and performs nursing procedures in your home for anyone not able to attend the practice.

## Health Checks



We offer and encourage patients to have health checks as follows:

New Patients :	as soon as you register with us;
Patients over the age of 75:	once a year unless you are being seen regularly
Patients over the age of 40:	every three years if you have not been seen for another reason.

## Preventive Medicine



We offer a variety of services that are designed to maintain health and prevent disease, including:

- \* Well baby clinics
- \* Childhood immunisations
- \* Antenatal and postnatal care
- \* Cervical smear tests and female health
- \* Travel immunisations

## Family Planning



The doctors and practice nurses provide full family planning services, including long acting reversible contraception and emergency contraception.

## Minor Surgery



Many minor surgical procedures are carried out at the surgery after consultation with a doctor.

## Counselling & Physiotherapy



The practice has access to a counsellor and physiotherapist to whom you may be referred by your doctor

## Zero Tolerance



All staff at the surgery have the right to carry out their work without threat of violence. The surgery has a policy of removing from our list any patient who is physically or verbally abusive or threatening towards any member of our staff or other patients. We promise to treat all our patients with respect; we feel our staff are entitled to the same respect.

## Richmond Clinical Commissioning Group

First Floor, Civic Centre  
44 York Street  
Twickenham, TW1 3BZ  
Tel: 020 8734 3000



**Richmond**  
**Clinical Commissioning Group**

## Surgery Hours



Appointments normally last 10 minutes. Appointments with the doctors are available in the morning from 9 to 11.30am (& 7.10am to 8am on Tuesday). Afternoon appointments are available and range between 2.30-4.30pm. Evening surgeries run from 4.30pm up to 6.30pm Monday to Thursday (4.00pm until 5.30pm on Friday). Surgery doors open from 8.15am to 7pm Mon, Tues & Thurs; 8.15am to 19.00 Weds and 8.15am to 6.30pm on Friday (Telephone lines open from 8am). You may call in during these times to make or amend an appointment.

**Please note that telephone calls are recorded in the interest of patient safety and for training purposes.**

If you have an urgent enquiry, particularly for infants and children, you will be able to see a doctor on the same day, but please ring as early as possible to help us find you an appointment which suits your needs best.

Please remember to cancel your appointment if you no longer need it or cannot keep it, this helps us offer it to a fellow patient who may be in need.

## Home Visits



Please come to the surgery whenever possible. We do have disabled access and we can isolate those patients who may be contagious. The doctors will visit anyone who is genuinely unable to get to the surgery, but please ring before 10.00am to request a visit. Please try to give as much detail as possible: name, address, and the best telephone number we can call you on, and a brief description of the symptoms which will help the doctor to prioritise visits according to level of need.

## Out of Hours Emergencies



(6:30pm—8:00am weekdays & 6:30pm Fri to 8am Mon)  
The CCG use a deputising service (East Berkshire Out of Hours) to cover our practice out of hours and at weekends—call 0300 0240000, or you may call **111** for advice any time of day or night.

## NHS 111 (in hours)

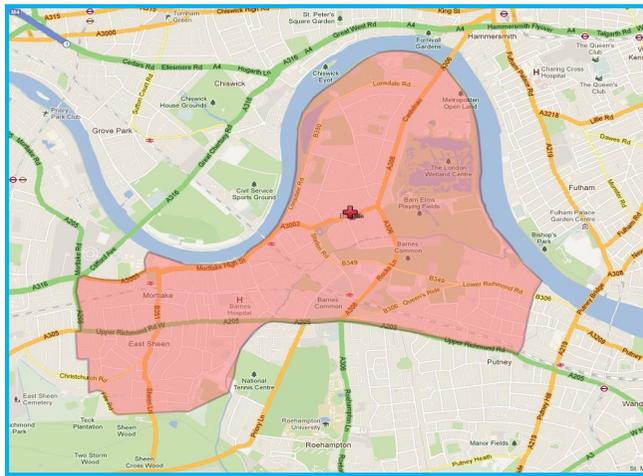


NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. You may use the NHS 111 service if you need medical help or advice but it's not a life-threatening situation. 999 should be used for life-threatening conditions

## Prescriptions



If you are on regular repeat medication, you may send or leave a request for your prescription. The prescription will be ready to collect two working days later. A stamped addressed envelope should be enclosed with postal requests. Requests for prescriptions cannot be taken over the telephone. On occasion you may need to see your GP for a review before a further prescription will be issued and may also need a monitoring blood test. We will inform you of any such requirements.



## Practice Area & Registration

Patients who live in our practice area (see map) may register with us by completing the appropriate forms available in reception.

## Local Out of Hours Walk-in Centre

### TEDDINGTON MEMORIAL HOSPITAL

Hampton Road, Teddington, TW11 0LJ

Telephone: 020 8408 8210

Opening hours: 7am-10pm (Mon-Fri), 8am-9pm (Sat,Sun,Bank Hols)

## Local Minor Injuries Unit

### QUEEN MARY'S UNIVERSITY HOSPITAL

Roehampton Lane, London SW15 5PN

Telephone: 020 8487 6999

Opening hours 8.00am - 8.00pm

## Local Accident & Emergency Departments

### KINGSTON HOSPITAL

Galsworthy Road, Kingston on Thames KT2 7QB

Telephone: 020 8546 7711

### CHELSEA & WESTMINSTER HOSPITAL

369 Fulham Road, London SW10 9NH

Telephone: 020 8746 8000

### CHARING CROSS HOSPITAL

A&E (& GP Walk-in Clinic) St Dunstan's Road (off Fulham Palace Road), London, W6 8RF Telephone: 020 8846 7490

## Care Quality Commission (CQC)

We are registered with the CQC. Our provider ID is 1-199797362

More information can be found at [www.cqc.org.uk](http://www.cqc.org.uk)

**IF YOU REQUIRE THIS  
INFORMATION IN LARGER PRINT  
PLEASE ASK RECEPTION**

# Glebe Road Surgery

**1 Glebe Road, Barnes SW13 0DR**

**[www.gleberoadsurgery.co.uk](http://www.gleberoadsurgery.co.uk)**

## DR. JONATHAN BOTTING

MB BS (Lond. 1982) FRCGP DRCOG FP Cert MSOM

## DR. MARILYN PLANT

MB Bchir (Cantab. 1977) MBE MRCP FRCGP DRCOG

## DR. SHELAGH OLNEY

BSc MB BS (Lond. 1986) MRCGP DCH DRCOG DFFP DPD

## DR. MATILDA RICE-JONES

MB BCh (Wales 1991) MRCGP DCH DRCOG

## DR. ALIREZA SALEHZADEH

MBChB (Liv. 2009) BSc MRCGP DRCOG

**Salaried GP:** Dr Maria-Jose Mendoza Perez; Dr. Rachel Woolrych

## GP REGISTRAR

Dr Olivia Powles; Dr Yvonne Honstvet

## Foundation Year 2 Doctors

Placed with us on a rotation basis

**Nurse Manager** Di Clarfelt RGN

**Practice Nurses:** Isabelle Walford RGN, Alexis Paulson-Ellis RGN,  
Holly Clifford-Jones RGN

**Health Care Assistants:** Jacque Midmore; Julie Billington

**Practice Manager:** Annalisa Jarvis

**Assistant Practice Manager:** Claire Byrne

**Secretaries:** Alison Evans, Alison Setton

**Reception:** Sonia, Rachel, Emma, Sarah, Becka & Jacek

**Tel: 020 8748 7398 (Appointments)**

Fax: 020 8741 8665

Admin & Emergencies Tel: 020 8748 1065  
(lines open **8am**)

**Telephone Lines open (Reception)**

8.00am – 18.30 everyday

**Last Reviewed: May 2019**