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 strict 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 Clarkefett), 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:
- Patients over the age of 75: as soon as you register with us;
- 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
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

IF YOU REQUIRE THIS INFORMATION IN LARGER PRINT
PLEASE ASK RECEPTION

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 RGN, Holly Clifford-Jones RGN

Health Care Assistants: Jacqui 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