

Information for Patients

OPENING TIMES

Monday - Wednesday	08:30 – 19.30
Thursday	08:30 – 18:30
Friday	08:30 – 16:00
Saturday and Sunday	Closed

Closed on public holidays

All consultations by appointment only

CONSULTATION TIMES

Morning

Mon, Tues, Wed, Thurs and Fri
09.00 – 12.30

Afternoon

Mon, Tues and Wed
16.00 – 19.20
Thursday
1:30 – 17:00

Baby clinic

Tuesday 14.00 – 16.00

Enquiries/Appointments

Tel: 0208 8022002

Fax: 0208 8802112

Medical Records & Confidentiality

Your records are confidential to members of the healthcare team. Primary Care Clinical Commissioners have the right to inspect your records in order to verify GP's fees. No disclosure will be made to anyone else without your written consent.

Teaching

The practice team occasionally teach student doctors or nurses, who may be present during your consultation. If you would rather be seen alone, please tell the receptionist.

Private Certificates & Reports

For certain private reports and certificates a charge will be made.

Suggestions or Complaints

We aim to provide you with the highest standards of care. We would welcome your comments. Complaints should be directed to the practice manager or to one of the doctors. Complaints procedure leaflets are available from reception.

Freedom of Information

Cranwich Road Surgery has published information about this surgery under the General Practitioner Publication Scheme. This is a guide to the General Practitioner(s) within the single practice Publication Scheme as required by the Freedom of Information Act 2000.

Information Governance/Data Protection Act

We are required under the Data Protection Act (1999) to inform you that some of the information you have supplied will be held on computer or in paper-based files and will become part of your personal confidential patient record and may need to be shared with other health professionals. You have the right to request to see and obtain copies of the information we hold about you, please ask reception for details. There will be an administration charge for this service which will depend on the amount of information required.

Unacceptable Behaviour

Violence or verbal abuse towards staff will not be tolerated and may lead to removal from the practice list.

Obligations

To let us know as soon as possible if you cannot keep an appointment.

Tell us if you have moved or changed name or telephone number.

Give us your comments so that we can improve our services wherever possible

Treat our staff with respect

Accessible Information Standard

In accordance with the Accessible Information Standard if you have a disability, please inform the staff so that we can provide you with information in an appropriate format.

The Practice Team

Dr Joseph Spitzer— GP partner
Dr Jacob Opat—Gp partner
Dr Talia Ezra— Gp partner
Joan Battley— Practice manager
Paul Ratcliffe—Practice nurse
Maeve Norris—Practice nurse
Nurullah Yumsuk—pharmacist
Chaya Krawczynski —HCA
Ms Sandra Hewitt—Secretary
Miss Mercedes O'Garro— Clinical Admin
Ms Carole Onur— Admin team
Ms Barbara Crossman— Admin team
Ms Marcia Macey—Admin Team

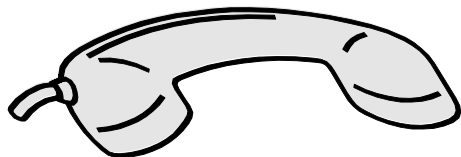
PLEASE NOTE:-

**All consultations are by appointment only
Telephone (020) 8802 2002**

**Patients who are late may be asked to
re-book**

**Patients may request to see a specific
doctor, but may then have to wait some
time before an appointment with the doc-
tor of their choice is available**

**With Patient Access you can now view a
full list of your medications, book appoint-
ments, viewing results and immunisations
online.**



Appointments

Appointments to see a doctor or the Practice Nurse can be made by telephone or in person at the surgery during opening hours. Appointments may be booked as a telephone consultation rather than attending in person. We only accept patients who live in our practice area. A map of this area is available in reception.

Evenings and Weekends - Out of Hours Emergencies

If you need a doctor in an emergency always telephone the surgery phone number which is (020) 8802 2002. When the surgery is closed listen to the telephone message, it will tell you how to contact the out-of-hours services.

NHS 111

NHS 111 is a 24-hour advice and information service about health, illness and health services. Call them if you need medical help but it's not a 999 emergency.

Multiple Appointments

If you want an appointment for more than one person, please tell the receptionist when booking the appointment so that you are given enough time with the doctor.

Home Visits

When necessary we will make home visits to those who are housebound or too ill to come to the surgery. It is extremely rare for children to need home visits as they can be brought to the surgery. (Taking them out will do no harm).

Telephone Advice

The doctors and nurses do not like to interrupt consultations for telephone calls. If you need to speak to the doctor or nurse, please call the surgery. If they are unable to take your call please leave a message with your telephone number for the doctor or nurse to call you, when they are free.

Repeat Prescriptions

Requests must be in writing in one of the following ways:-

- by post
- by leaving it in our letterbox
- by fax on 020 8880 2112
- Patient Access

Please give at least **48 hours notice** when requesting repeat prescriptions. If you would like your prescription to be posted or sent Via EPS please let the reception staff know.

Test Results

For results of blood, urine or x-ray tests is **after 12 noon.**

Nursing Services

We offer a full range of practice and district based nursing services. These includes; giving advice on minor illness, performing health checks, monitoring blood pressures, ongoing diabetic and chronic disease management, administering routine childhood and travel immunisations, syringing ears and renewing dressings. For cervical smear please see the nurse or GP

The nurse can be consulted by appointment; you do not need to see the doctor first. The practice nurse can be contacted on (020) 8802 2002 and the district nurses on (020) 7683 4144

Immunisations

Appointments for immunisations (childhood and travel) should be booked with the practice nurse

Health Visitors

Weekly baby clinic or by appointment at other times. Their 'phone number is (020) 7502 3357

Other Services

Counsellors and a psychologist hold regular sessions