

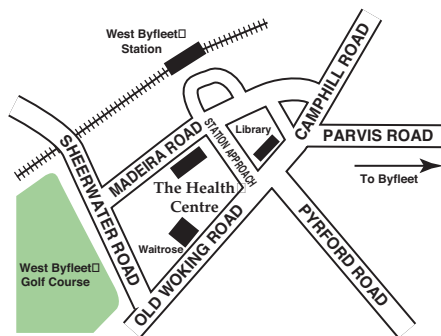
PARISHES BRIDGE MEDICAL PRACTICE

The Health Centre
Madeira Road
West Byfleet
Surrey KT14 6DH

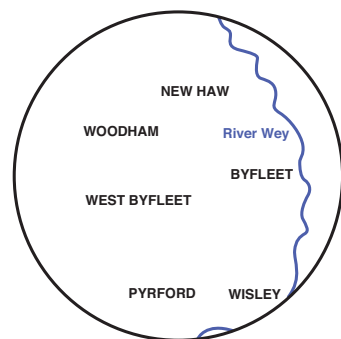
Telephone
01932 336933

Fax
01932 355681

How To Find Us



Health Centre Area*



*Individual practice boundaries may differ.

Parishes Bridge Medical Practice

West Byfleet Health Centre, Madeira Road, West Byfleet, Surrey KT14 6DH

For further information please visit our website at:

www.parishesbridgemedicalpractice.nhs.uk

Email for non-urgent enquiries only: nwscg.parishesbridge@nhs.net

Appointments 01932 336933

Fax 01932 355681 - 8.00am-6.00pm only

Emergency 01932 343363

Out of Hours 0300 130 1305

The Practice

Thank you for registering with the Parishes Bridge Medical Practice. We are committed to providing high quality care in a modern, well equipped building. We are also a teaching practice and accredited for training those doctors intending to become general practitioners.

We offer a wide range of medical services including health promotion and screening as well as diagnosis and treatment of illness, including the management of long term conditions. We hope you will find the practice friendly and sympathetic to your needs. We have a well-trained team of nursing and administration staff to help us provide a high standard of care.

The Doctors

- Dr Joanne L Horgan** (female) BSc MBBS MRCGP (London 1989)
 - Dr Aliya A Najim** (female) MBChB DOG FAMS MRCOG (Mosul 1977)
 - Dr Clare E Burden** (female) BSc MBBS MRCGP DFSRH (London 2004)
 - Dr Steven Bews** (male) MBChB MRCGP (Dundee 2001)
 - Dr Philippa Hendley** (female) MBBS MRCGP (London 2000)
 - Dr Linda Clubb** (female) MBBS BSc MRCGP (London 2004)
 - Dr Charlotte Burton** (female) MBBS MRCGP (London 2008)
- Drs Horgan, Najim, Burden, Bews and Hendley practise together as a non-limited partnership.
- Dr Kavitha Parameswaran** (female) MBBS BSc MRCGP DRCOG (London 2009)

The Practice Staff

ADMINISTRATION

Practice Manager
Assistant to the Practice Manager
Head Receptionist
Head Administrator

Leah Hopkins
 Ollie Eden
 Kim Austin
 Lesley Canning

PRACTICE NURSES

Lisa Blaine RN
 Rachel Platt - Health Care Assistant

Teresa Griffiths RN
 Pam Chisholm - Health Care Assistant

Surgery Hours

The Health Centre is open Monday to Friday from 8.00am to 6.30pm. Individual doctors' consulting hours vary and may be obtained from the practice reception.

Parishes Bridge Medical Practice Surgery Times

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
DR HORGAN	AM PM	- -	AM PM	AM PM	AM PM
DR NAJIM	- -	- -	- -	AM PM	AM PM
DR BURDEN	AM PM	AM PM	AM PM	AM PM	- -
DR BEWS	AM PM	AM PM	AM PM	AM PM	- -
DR HENDLEY	AM PM	AM -	AM -	- -	- -
DR CLUBB	- -	AM -	AM PM	- -	AM PM
DR BURTON	- -	AM PM	- -	AM PM	- -
DR PARAM	- -	AM PM	AM PM	AM PM	AM PM

yoga pilates

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No need to book • No membership or joining fees



Byfleet St Mary's Church Hall Church Road Tuesday 10.00am	Sheerwater Community Centre Blackmore Crescent Wednesday 11.15am	New Haw New Haw Day Centre Amis Avenue Wednesday 7.30pm	West Byfleet Cornerstone Centre St John's Church Thursday 10.00am
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For consultation, direction or reassurance,
call Hilary on 01483 727805 or visit www.yogapilates.me

Yoga Pilates - All gain with no pain

Would you like better posture, fewer aches and pains and more energy? Would you like to learn how to release physical and mental tension and feel life is to be enjoyed rather than endured?

Hilary's classes will teach you how to stretch away tightness and recognise your postural weaknesses which, without correction, can lead to injuries. Moving your body gently, correctly and fully will give you a marvellous feeling of well-being and a connection with the strength inside you – both physical and emotional.

Many doctors, physiotherapists and other health practitioners recommend Yoga Pilates. After a series of treatments by a physiotherapist, for instance, these classes help you to continue your recovery because the exercises are functional and relevant to real, everyday life.

Hilary's classes cater for men and women of all ages and abilities. All the exercises have options and you choose the right level for you, or stop if you need to. There is a wealth of explanation and demonstration.

Each 90-minute class is different and begins with a run-through of the fundamental dos and don'ts and ends with a guided relaxation.

Bring a large bath towel, wear comfortable clothes and come along to enjoy a feeling of well-being in a welcoming atmosphere in these very friendly classes. Each class costs £8.50 and you pay as you go.

Call **HILARY** on 01483 727805 for more information or visit www.yogapilates.me

Attract **more business** by placing your advert **here**. Simply call 0800 0234 196.

ADVERTISING FEATURE

Appointments

To make an appointment telephone **01932 336933** or visit the reception desk during opening hours. Routine 10-minute appointments with the GPs may be booked up to a maximum of six weeks ahead. For longer appointments please speak with a receptionist. Practice nurse appointments are bookable up to six weeks ahead.

You may state the doctor of your choice, although this may depend upon availability. If you feel it is necessary to see a health professional on the same day or within 48 hours please telephone the surgery and advise the receptionist. For a same day appointment the receptionist will ask for some details and then offer you an emergency appointment with one of the GPs.

Routine telephone appointments are also available for consultations with a GP or practice nurse when you do not need to see them face-to-face.

You may register for the "EMIS Online" service via our website or by enquiring at our reception. This will allow you to order your regular repeat prescriptions, and to book, check or cancel any routine doctor appointments. If you are unable to keep your appointment, please inform the practice as soon as possible.

Home Visits

Home visits may be made to patients the doctors consider to be too ill or immobile to come to the surgery. This decision will be taken by your doctor, who may speak with you by telephone. There is no automatic right to a home visit. Requests should be made, if possible, before 10.30am giving the receptionist as much information as you can to assist the doctor in deciding the degree of urgency. It is safe to bring children with a temperature into the surgery by car; they will be seen quickly and, if infectious, will be told where to wait.

Out-of-Hours Services

Emergency out-of-hours services for our patients with urgent medical problems is provided through the NHS 111 service. Patients may be offered advice by telephone, or asked to visit a more appropriate service, ie a local walk in centre. For the deaf or hard of hearing, NHS 111 can be contacted using the TypeTalk service.

Other out-of-hours facilities are:

- Woking Walk-in Centre, Woking Community Hospital, Heathside Road, Woking
Open - Monday to Friday 7.00am - 10.00pm and Saturday, Sunday and Bank Holidays 9.00am - 10.00pm.
- Weybridge Walk-in Centre, Weybridge Hospital, Church Street, Weybridge
Open - Monday to Friday 7.00am - 7.30pm and Saturday, Sunday and Bank Holidays 9.00am - 3.00pm.

(Walk-in Centres do not treat children under two years old.)

- Online information available from www.nhsdirect.nhs.uk

Want to get fit?

A Health Club will assess your fitness level and provide you with an exercise program to suit your needs.

Give your local Health Club a call to arrange a fitness assessment today.



EMAIL TO BOOK YOUR FREE INDUCTION NOW:
RECEPTION.WESTBYFLEET@SPEEDFLEX.COM



A genuinely inclusive alternative to traditional exercise, Speedflex is high intensity, low impact cardio and resistance training, led by a personal trainer and tracked via heart rate monitoring.

Speedflex machines automatically respond to and create resistance based on your force which makes it suitable for people of all ages, ability and fitness levels!

It offers an efficient group based, full body workout; all with the added benefit of little to no post exercise pain.

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How can a Personal Trainer help?

Some people are happy to follow their own programme in their own time and place, and at their own pace. However, for those who lack the time, motivation, or energy to train effectively on their own, a Personal Trainer can be the answer. So, when should you consider a personal trainer? Well, when you are overweight or underweight, when you are unfit or want to get fitter, when you are in training, when you are bored with training, when the kids have left home, when the jeans don't fit, when you are too busy to keep fit, when you are going skiing, when Christmas has happened, when Summer is about to happen, when aerobics has got boring, when you can't avoid the mirror, when you always avoid the scales; in short, when you want to!

A personal training session will normally last for one hour. This will usually follow along the lines of a brief warm-up followed by your main training programme then a cool down or relaxation period.

Programmes may vary from one session to the next according to your progress.

ADVERTISING FEATURE

To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.

Repeat Prescriptions

If your doctor has decided that you should have a repeat prescription, this means that you do not have to see your doctor every time you need a prescription to be renewed.

You will need to request a repeat prescription before you run out of medicine, ideally allowing at least **two** working days. There are several ways in which a repeat prescription can be requested:

1. Bring in or post either the tear off slip attached to your last prescription to the surgery, ticking the item(s) you require, or a written request. Enclose a stamped addressed envelope if you want your prescription posted back to you.
2. Fax your request to us, making sure you include your doctor's name on the request.
3. Log on to www.parishesbridgemedicalpractice.nhs.uk and follow the link for repeat prescriptions. You will need to register for this service.

You should allow two working days before you collect your prescription from the surgery. Allow longer around bank holiday periods. Either take your prescription to a pharmacy to be dispensed or advise us, through your request, to which local pharmacy you would like your prescription delivered.

4. Use the Prescription Collection Service offered by your local pharmacy. They will advise you what to do. The local chemists in West Byfleet, New Haw, Brooklands and Sheerwater operate repeat prescription services.

Keep your prescription in a safe place and, if you go into hospital, take it, as well as your medicines, with you.

Occasionally, your doctor will want to review your repeat prescription and may add or remove items, as appropriate.

- **Do not over order medicines.**
- **Request only the items needed.**
- **Do not hoard medicines at home 'just in case' as it is unsafe and results in considerable wastage and therefore expense to the NHS.**
- **If you choose not to take any of your medicines, please tell your doctor.**

Training

This practice has been accredited as being suitable for the training of those doctors intending to become general practitioners.

This means that the practice and doctors have had to achieve a number of standards which have been assessed by the GP Deanery for Kent, Surrey and Sussex, acting on behalf of the national organisation (the Joint Committee for Postgraduate Training in General Practice). Dr Joanne Horgan is the GP trainer, accredited by the KSS GP Deanery.

These are some points for your information:

1. Those doctors training to become GPs are called GP registrars. They are employed by the practice and one of the GPs at the practice will be their trainer.

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publications
promote your
business
for you!



To place a business
building advertising feature
in our vitally important
Practice Booklets
simply phone Veronica Smith
now on 0800 612 1516.

2. The GP registrar is a fully qualified doctor who is likely to have a lot of experience of hospital medicine.
3. Sometimes other doctors are also trained and supported in the practice.
4. If you are seeing the GP registrar you can expect to receive the quality of service you would from your own GP. If you have any concerns please mention this to a member of staff.
5. In order for the GP registrars to successfully complete their training they need to be assessed on their consulting skills. This is done by the appointed assessors viewing a video of the registrar's consultations. You may be asked for your permission to have your consultation recorded in this way. If you agree, you will need to give your written permission and there is a consent form available at the desk, which you will be offered. **If the doctor appears to be recording your consultation and you have not signed a consent form, then you should indicate this to him or her immediately.** The recording will be used for educational purposes only. Further information about this process and the confidentiality of it, can be obtained from the reception staff.
6. To ensure that the practice continues to meet the standards for training in the KSS Deanery, the practice and the doctors will be subject to regular inspection visits (normally every three years). At this inspection another doctor will assess the quality of the patient records. **If you do not want your own record to be available for inspection, then please inform the practice of your wishes and they will be respected.** Please ask any member of the reception staff for further information if you need it.

Clinics & Services at the Health Centre

Services are continually reviewed to support the development of care provision in locations which are local and easier for patients to access. We have developed a gynaecology service including pelvic ultrasound, a menopause service, echocardiography, 24-hour blood pressure recording, and the management of atrial fibrillation.

Other Services Include:

Minor surgery - for non-cosmetic skin lesions that require removal under local anaesthetic.

Cryotherapy - treatment for superficial skin lesions, including viral warts that are resistant to first line treatments.

Contraception - specialist services provided include the fitting of intra-uterine coils and the insertion of contraceptive implants.

Disease management - the practice offers a comprehensive range of care for diabetes, hypertension, cardiovascular, respiratory and renal disease.

Anti-coagulation - we provide the ongoing management of warfarin therapy.



Are you eligible for the Higher Rate Motability Allowance?

If so you are also able to join the Motability Scheme



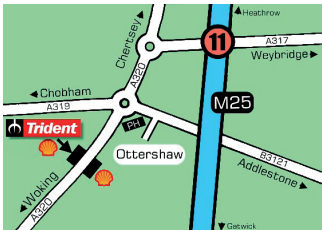
NIL ADVANCE ON SELECTED MODELS ACROSS THE HONDA RANGE

THE SCHEME PROVIDES:

- A new car every three years
- Insurance
- Annual Road Tax
- Breakdown cover
- Replacement tyres
- Replacement windscreens
- Servicing & Maintenance
- 60,000 mileage allowance over 3 years

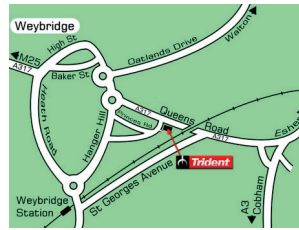
TRIDENT PROVIDES:

- Family business established 1963 delivering old fashioned quality service
- Full sales, service & parts facilities including bodyshop repairs
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- Honda Price Match Promise
- 24 hour Fuel Forecourt & Convenience store



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Surrey, KT16 0NZ
Tel 01932 874411
ottershaw@tridenthonda.co.uk

Queens Road, Weybridge,
Surrey, KT13 9UZ
Tel 01932 858811
weybridge@tridenthonda.co.uk
www.tridenthonda.co.uk



To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.

What Is Motability?

Motability helps disabled people become mobile through the use of contract hire and hire purchase schemes. It is a non-profit-making, independent organisation which can turn Mobility Allowance into a travel solution to fit specific needs.

A wide range of cars, wheelchairs and scooters is available through a national network of Motability-accredited suppliers. Dealerships who are Motability Approved conform to the Motability Dealer Code of Conduct and have agreed certain standards which will apply to their customers. If you are entitled to a vehicle, but cannot drive it yourself, then you may nominate up to two other drivers for your car. For instance, eligible children who are five years old or more and who qualify for a vehicle can nominate two alternative drivers.

There is a minimum contractual period of three years, and it is possible that you will be charged for any adapting that needs to be done to the vehicle – although in certain cases grants are available to assist with this.

Access to Motability is the right of anyone who is disabled. It is a fact that many disabled people do not know that they could get help to buy a car through this scheme. So if you or any of your family receive Disability Living Allowance visit your local Motability dealer Trident Honda, located in Ottershaw and in Weybridge to establish what your rights really are.

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We will design and launch a top quality bespoke business-generating website for you, update it regularly at your request and provide on-going advice and support every working day.

from £24 per month

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

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or email us at payasyougo@opg.co.uk

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Other Services We Provide:

ANTENATAL CLINICS

Our GPs run antenatal clinics with the community midwife, to ensure the best possible outcome for mother and baby. Our midwife and health visitors hold parent-craft classes at the Health Centre.

ASTHMA CLINIC/COPD

This is run by the practice nurse and doctor with a special interest in respiratory disease. Treatment is constantly improving. We offer regular review of treatment, and instruction in inhaler use and self help. Your doctor or nurse will advise which patients should attend.

CERVICAL SMEARS

Women will be invited by letter to have a smear test every three years if aged between 25 - 49 or every five years if aged 50 - 64. Tests are carried out by appointment by the practice nurse.

CHILD HEALTH CLINICS

These are run by health visitors. You may attend any time the clinic is open. An appointment is not needed. A health visitor is available to weigh your baby and discuss baby's progress and any problems you may have.

Clinics are held on:

Wednesday (2nd & 4th)	1.15 - 2.30pm	Byfleet Library, High Road, Byfleet
Tuesday	11.00am - 12.30pm	Children's Centre Blackmore Crescent, Sheerwater
Thursday	9.30 - 11.30am	Health Centre, Madeira Road, West Byfleet

The postnatal group is held on:

Wednesday	1.30 - 3.00pm	Health Centre, Madeira Road, West Byfleet
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GENERAL CONTRACEPTIVE SERVICES

See opposite under 'Family Planning'.

COUNSELLING

Referral is by the doctor. Appointments are sent directly to the patient by this service. Counsellors are here to help you to work through a wide range of personal and family difficulties. The service provided is strictly confidential between the counsellor and the client.

DIABETIC CLINICS

The nurses and doctors at the Health Centre work closely with the specialist diabetic clinic at St Peter's Hospital. All diabetics on our register are invited for annual checks. Regular review of diabetic control is encouraged as good control of diabetes helps to avoid long-term complications.

DISTRICT NURSES

The district nursing service, provided by the North West Surrey CCG is responsible for nursing care to patients in their homes or residential homes in the community. The district nursing sister is responsible for (a) assessment and review of the needs of each individual patient and carer and (b) provision of an appropriate care plan. Referrals to the district nursing service may be made either by your doctor or by a hospital.

FAMILY PLANNING

A full range of services is offered during normal surgery appointments; please ask your doctor or practice nurse for advice. Emergency contraception is available after discussion with a GP or nurse or through the local Walk-in Centres.

HEALTH CHECKS

These are available to all patients on request. They include lifestyle assessment and advice eg diet, exercise, smoking cessation.

HEALTH VISITORS

This team, which comes under the North West Surrey CCG, takes care of children and the elderly. All team members are qualified nurses with specialist training in family health, child development and the elderly. Their primary responsibility is for the promotion of good health and prevention of ill health. They may be contacted on **01932 340411**.

A health visitor is usually in the office between 9.00 and 10.00am and 4.00 and 5.00pm; otherwise a message may be left with the health visitors' secretary or receptionist.

Our health visitors work closely with our midwives in providing the parenthood classes. Their prime function is to promote good health through education and to give parents an understanding of their child's development. Apart from child health clinics, they also carry out routine developmental checks on pre-school children.

MIDWIFE

We have fully qualified community midwives providing maternity care. They organise parenthood relaxation classes for parents-to-be. Mothers are seen at the antenatal clinics and visited at home in the early days following delivery.

PODIATRY

This service is via self-referral. Please telephone 01932 570607. Appointments are sent directly to the patient by the Podiatry Service at Chertsey. Clinics are held at West Byfleet Health Centre.

TRAVEL HEALTH SERVICES

The practice nurses provide a comprehensive travel advice and vaccination service. For information on vaccinations required visit www.fitfortravel.nhs.uk

PRACTICE NURSES

We have a team of very experienced nurses, who work as part of the practice team in providing care. They run nurse-led services for asthma, chronic obstructive pulmonary disease, diabetes, coronary heart disease and hypertension (high blood pressure). They also provide childhood immunisation and travel health services, plus general health checks for men and women - including lifestyle advice on weight management, smoking cessation and cervical smears. Our nurses do suture removal and can also help with minor ailments.

Appointments are made by contacting reception or referral from the doctor.

In addition our treatment rooms are available by appointment on **01932 340411** throughout the week, augmenting our Primary Care teams with services such as blood tests, suture removal and dressings.

QUIT SMOKING

If you are interested in giving up smoking please make an appointment with our practice nurse or health care assistant who are trained to offer smoking cessation advice support and treatment.

SCHOOL NURSES

The school nurses are part of the Community Health Services and are based at Woking Community Hospital. They visit local schools, monitoring children's health and providing advice to parents and children on relevant matters.

SPECIALIST MEDICAL EQUIPMENT

The Health Centre is uniquely equipped with an ultra-sound machine, which enables echocardiography, abdominal and pelvic examinations to be carried out without referral to a hospital. Some of the running costs of the machine, as well as the sonographers' fees for abdominal examinations, are met by The Friends of West Byfleet Health Centre (see later in this booklet).

SPECIALIST NURSES

A Macmillan (cancer) nurse is attached to the practice and meets regularly with the practice team.

VACCINATIONS

Contact the practice for current information.

General Information

NON-NHS WORK

Some of the services carried out by the doctors and nurses carry a fee. These include certificates, forms, medical examinations, reports and travel abroad. Please ask at reception for a list of fees.

NURSING HOMES

We offer a dedicated GP service for a number of nursing homes in the area.

CARERS

Please advise reception or speak to your GP if you require help or advice.

CHAPERONES

We can provide a chaperone during intimate examinations. Please advise your doctor if you would like a chaperone present.

NEW PATIENTS

We advise all new patients to make an appointment with the health care assistant or practice nurse for a new patient check, so we can obtain details of your medical history and current medication, as it can take time before we receive your records from your previous doctor.

ACCESS

The main entrance is on the corner of the building facing Waitrose and gives access to stairs and two lifts. All the general practice surgeries and practice nurses are on the first floor. Treatment rooms for blood tests and dressings, together with a Health Education room for baby clinics and antenatal classes, are situated on the ground floor, together with clinics for podiatry and speech therapy.

PARKING

Access for vehicles is from Madeira Road and limited parking is available at the Health Centre *for the duration of your visit only*. The needs of seriously unwell and elderly patients places considerable demand on the available space. If you are able to, please use public parking in the surrounding streets.

DISABLED PATIENTS

The building has been specifically designed to be disabled patient friendly with lifts to all floors, dedicated parking spaces and a drop-off point beside the main door. A wheelchair is available.

TRANSPORT

For those unable to use the public bus services or car, local voluntary organisations may be able to help: Byfleet Care **01932 355503** or New Haw and Woodham Good Neighbours **07855 680950**.

TESTS

Blood tests will generally take a week before the results are available and x-rays 10 - 14 days.

Please ring the practice reception after 2.00pm for results.

MEDICAL CERTIFICATES

Sick certificates (SC1) for the first six days of absence from work are available from the receptionists, your own employer or a post office. After the first week they will be provided at the time of a consultation with your doctor. A fee will be charged for private certificates.

PATIENT PARTICIPATION

The Health Centre endeavours to engage with the practice population to develop and enhance services. This is a two-way communication process to ensure that the right services are commissioned locally. If you are interested in becoming actively involved please speak to the Practice Manager.

FRIENDS OF WEST BYFLEET HEALTH CENTRE

This is a Registered Charity (No 1086545) whose aim is to raise funds to enable the provision of facilities to enhance both patient care and the surroundings in which medicine is practised but which are beyond the resources made available by the National Health Service. The trust is independent of the Health Centre and is managed by a group of patient trustees, assisted by a committee representing patients, doctors and other medical staff in the building. You are already surrounded by supplementary facilities which have been provided by The Friends. The Friends also incorporate the Patients' Participation Group; they may be contacted through the Health Centre. Please speak to the receptionists if you are interested in making a donation to The Friends, or in finding out more.

CONFIDENTIALITY

All information and records are held in the strictest confidence. Access is restricted to healthcare professionals and the practice teams. All staff are bound by rules of confidentiality. Disclosure of information to third parties requires the consent of the patient.

AUDIT OF PATIENT RECORDS

This is required by the Health Authority. It may be carried out by persons who are not medically qualified but who are also bound by the terms of their contract of employment to respect absolute patient confidentiality. If you object to your records being used in this way, please advise the practice receptionist and warning notices will be placed on your records.

VIOLENCE

The practice supports the Government's Zero Tolerance Zone Campaign. Violence and abuse, including verbal abuse, is a growing concern. General practitioners and their staff have a right to care for others without fear of being attacked or abused. Violent patients will be reported to the Police and removed from the practice list.

MEDICAL RESEARCH COUNCIL'S GENERAL PRACTICE RESEARCH FRAMEWORK

The practice is a member of the GPRF. This is a national group of around 1,100 general practices interested in undertaking research that will lead to better patient care. Research is carried out using anonymised data.

SUGGESTIONS OR COMPLAINTS

We are very happy to receive constructive comments and suggestions for improving our service to patients. All general practitioners and staff at the practice use their very best endeavours to give patients the service they expect and to which they are entitled. Nevertheless there are inevitably occasions when we do not meet the high standards we set ourselves and we appreciate patients bringing these to our attention.

If you are unable to obtain satisfaction from the member of staff directly involved in your complaint, and wish to take it further, then in the first instance any complaints should be addressed to the practice manager.

HEALTHCARE SERVICES

Further information about Healthcare Services may be obtained from:

North West Surrey Clinical Commissioning Group (NWSCCG)

58 Church Street,

Weybridge KT13 8DP

Tel: 01372 232400

FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

Practice Charter Standards

These are the local standards set within this practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

OUR RESPONSIBILITY TO YOU

We are committed to giving you the best possible service.

Names: People involved in your care will give you their names and ensure that you know how to contact them. The surgery should be well signposted and the doctors' or nurses' names are indicated on their surgery doors.

Waiting Time: We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. You should not wait more than 30 minutes in the waiting room without receiving an explanation for the delay.

OUR RESPONSIBILITY TO YOU CONTINUED...

Access: You will have access to a doctor rapidly in case of emergency and otherwise within two working days. We will arrange a home visit appropriate for those who are too ill or infirm to be brought to the surgery.

Telephone: We will try to answer the phone promptly and to ensure that there are sufficient staff available to do this. You should be able to speak to a doctor by telephone.

Respect: Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs.

Information: We will give you full information about the services we offer. Every effort will be made to ensure that you receive that information which directly affects your health and the care being offered.

Health Promotion: The practice will offer patients advice and information on steps they can take to promote good health and avoid illness and self-help which can be undertaken without reference to a doctor in the case of minor ailments.

Health Records: You have the right to see your health records, subject to limitations in the law. These will be kept confidential at all times.

YOUR RESPONSIBILITY TO US

Help us to help you.

Please let us know if you change your name, address or telephone number.

Please do everything you can to keep appointments. Tell us as soon as possible if you cannot. Otherwise, other patients may have to wait longer.

We need help too. Please ask for home visits by the doctor only when the person is too ill to visit the surgery.

Please keep your phone call brief and avoid calling during the peak morning time for non-urgent matters.

Test results take time to reach us, so please do not ring before you have been asked to do so. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.

We ask that you treat the doctors and practice staff with courtesy and respect.

Please read our practice booklet. This will help you to get the best out of the services we offer. It is important that you understand the information given to you. Please ask us questions if you are unsure of anything.

Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.

Please ask if you wish to see your doctor.

Notes

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Useful Telephone Numbers

CITIZENS ADVICE BUREAUX

Woking.....	01483 763840
Addlestone.....	01932 842666

HOSPITALS

St Peter's/ Ashford	01932 872000
Woking Community	01483 715911
Royal Surrey	01483 571122
Weybridge.....	01932 852931
Walton	01932 220060

PHARMACIES

Cohens Chemist (West Byfleet).....	01932 351439
Lloyds (West Byfleet).....	01932 345004
Boots (West Byfleet).....	01932 343965
Your Local Boots (Byfleet).....	01932 345284
May & Thomson (Sheerwater).....	01932 346186
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Tescos (Brooklands).....	01932 611004

REGISTRARS OF BIRTHS, MARRIAGES & DEATHS

Weybridge (Oatlands)	08456 009 009
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COMMUNITY TRANSPORT SCHEMES

Woking Community Transport.....	01483 747864
Runnymede Dial-a-Ride	01483 747864

NEIGHBOURHOOD CARE SCHEMES (Phone 10.00am -12 noon)

Byfleet Care	01932 355503
New Haw and Woodham Good Neighbours	07855 680950

OTHER LOCAL ORGANISATIONS

North West Surrey CCG.....	01372 201802
Surrey and Sussex Strategic Health Authority	01293 778899
St John Ambulance Association	01483 450000
Woking Shopmobility.....	01483 776612
Friends of West Byfleet Health Centre.....	01932 358646
Woking Information for Disability Enquiries (WIDE).....	01483 747400
Community Health Council	01932 873635
Samaritans.....	01932 844444
Medical Equipment Loan.....	01483 772369

OTHER NATIONAL ORGANISATIONS

NHS 111	111
Royal College of Nursing.....	0845 772 6100
British Medical Association.....	020 7387 4499