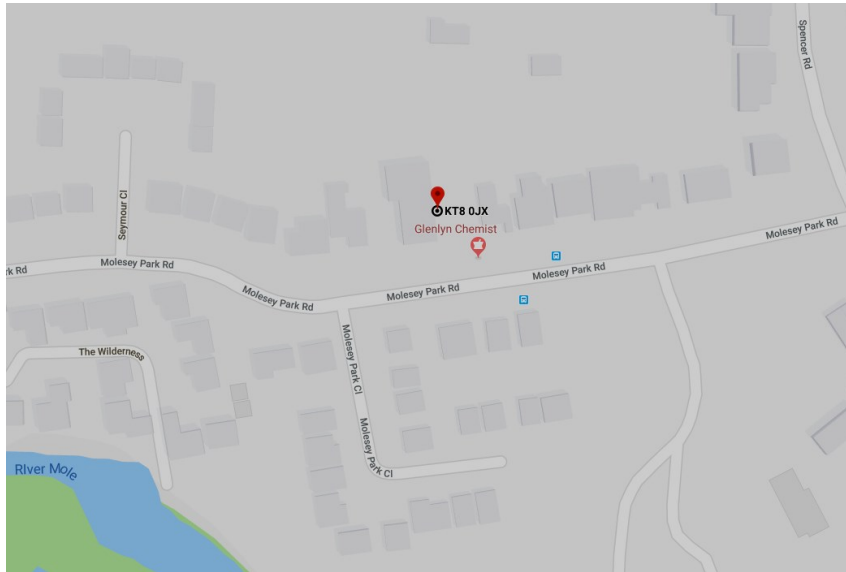


How To Find Us

East Molesey surgery



Thames Ditton surgery



Free parking is available at both sites



Glenlyn Medical Centre

Welcome to The Glenlyn Medical Centre

East Molesey & Thames Ditton

How do I book an appointment?

- Call at 8am for an urgent on the day appointment
- Call at 8am for a routine appointment on the same day, one week in advance
Monday for the following Monday, Tuesday for the following Tuesday and so on
- Online access. You will be able to book routine appointments, blood tests and request repeat prescriptions online. Urgent Care and nurse appointments cannot be booked online.
- We offer telephone appointments as many problems can be dealt with conveniently over the phone

I need a medical document signed by a Doctor, how do I get this done?

Contact the surgery to organise this. Please note that there will be a charge for these services. This includes taxi medical forms, insurance documents and some travel documentation. If you require any more information on this, please ask one of the reception staff.

Please also note, when booking in for travel vaccinations there will be a charge for some of these. These can be paid using the card machine at Glenlyn reception in Molesey.

What if I am late for my appointment?

This will impact on other patients. In order for the clinicians to keep on time, you will be asked to rebook your appointment if you arrive more than 10 minutes late for your appointment.

How do I know if my prescription has been issued?

Typically we suggest 3 working days from the day you put in your prescription request. Your prescriptions will be sent to your nominated pharmacy where you will be able to collect it directly from there.

Frequently Asked Questions

How do I book a nurse appointment or a blood test?

These appointments are bookable at any time. You do not need to call at specific times to book in for these.

How do I cancel my appointment if I no longer need it?

You can either email us, call us or respond to your appointment reminder text with the word CANCEL. This will ensure that the appointment is available for someone else who needs it.

I want my results. How do I get them?

You will need to call up or email in for these. We do not call automatically with results. Results are usually received within 3-5 working days. If you would like a copy of the results printed out then please ask a member of staff at reception. We are unable to give results to anyone other than the patient.

At what age can I start using the online access service?

The online access service is currently only available for patients aged 16 and over. We are currently unable to register patients under the age of 16 for this, this is something we are working on and will update accordingly.

What is the difference between a routine phone call and a duty phone call?

- Duty telephone calls are booked on the day for matters that require urgent on the day attention
- Routine phone calls can be booked in advance if it is not urgent (referrals, discuss results)

How do I get my repeat prescription?

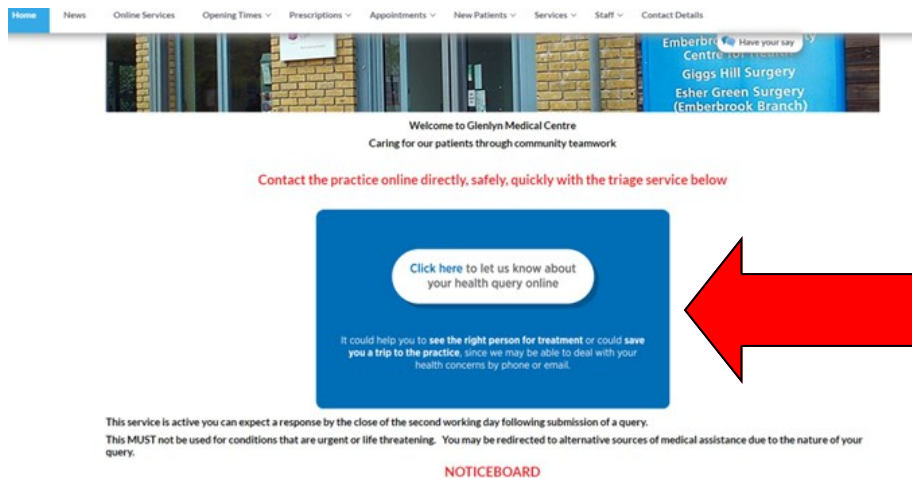
- Request it through your local pharmacy
- Online—via online access or email
- Using the tablets at the surgery receptions

How do I nominate a pharmacy?

- You can request a nominated pharmacy by calling or speaking to reception staff. You will then be able to collect your prescriptions direct from your nominated pharmacy

How do I use online triage?

Online Triage is a portal on our website which allows patients to discuss their symptoms with a doctor without having to book an appointment. This service is active and you can expect a response by the close of the second working day following submission of a query. This MUST not be used for routine appointments or conditions that are urgent or life threatening.



The screenshot shows the website header with navigation links: Home, News, Online Services, Opening Times, Prescriptions, Appointments, New Patients, Services, Staff, and Contact Details. Below the header is a banner for the Glenlyn Medical Centre with the text: "Welcome to Glenlyn Medical Centre Caring for our patients through community teamwork". A red text prompt says: "Contact the practice online directly, safely, quickly with the triage service below". A blue button with white text says: "Click here to let us know about your health query online". A red arrow points to the button. Below the button, it says: "It could help you to see the right person for treatment or could save you a trip to the practice, since we may be able to deal with your health concerns by phone or email." At the bottom, there is a notice: "This service is active you can expect a response by the close of the second working day following submission of a query. This MUST not be used for conditions that are urgent or life threatening. You may be redirected to alternative sources of medical assistance due to the nature of your query." Below the notice is a red "NOTICEBOARD" label.

Please scan this code with your phone to be directed straight to our website



Pharmacies

On site at Glenlyn Medical Centre	0208 224 0300
Central Pharmacy Esher	01372 464 064
Thorkhill Thames Ditton	0208 398 3008
Wallis Jones Hinchley Wood	0208 398 2494
Kents Chemist, Walton Road	0208 979 5158
Boots Thames Ditton	0208 398 1459
Night & Day Chemist (Lloyds Tolworth)	0208 390 6797
Courts Pharmacy West Molesey	0208 979 9022
Boots Surbiton	0208 399 2715

Transport

Neighbourcare (Thames Ditton Area)	0208 398 8600
Dial-A-Ride	01372 474 944
Molesey Care	07891 321 986

Support & Help Lines

Mental Health Crisis Helpline	0800 915 4644
The Samaritans	08457 90 90 90
Childline	0800 1111
Parentline	0808 800 2222
Mind Matters	0300 330 5450
ThinkAction Surrey	01737 225 370



Useful Telephone Numbers

Hospitals & Clinics

Kingston Hospital	0208 546 7711
Molesey Hospital	0208 941 4481
Epsom Hospital	01372 735 735
Ashford & St. Peter's Hospital	01932 872 000
St. George's Hospital	0208 672 1255
Health Visitors	0208 979 6464
Joseph Palmer Centre	0208 873 4300
Midwife (Kingston Hospital)	0208 934 3281
Teddington Walk-in	0208 714 4004
Trio Pharmacy and Travel Clinic	01932 225 900
(Located in Shepperton. For travel vaccinations)	
The Wolverton Clinic	0208 974 9331
(Sexual Health & Contraception Clinic at Kingston Hospital)	
Improved Access (Held at Giggs Hill)	0208 939 3750
(6.30pm-9pm weekdays)	

115 Molesey Park Road
East Molesey
Surrey
KT8 0JX

14 Raphael Drive
Thames Ditton
Surrey
KT7 0EB



020 8979 3253

www.glenlynmedicalcentre.co.uk

Opening hours:

Monday to Friday 8am – 6.30pm

Extended access 6.30pm onwards

Saturday doctor and nurse clinics
at Giggs Hill Surgery

If you need further telephone numbers, please ask at reception

Useful Email Addresses

Sdccg.glenlynreception@nhs.net

Information and queries only.

Glenlynpatient.services@nhs.net

Compliments and complaints

Sdccg.glenlynprescriptions@nhs.net

Prescription requests

Glenlynppg@gmail.com

This is the patient participation email. You can email with any ideas and suggestions.

These email addresses are not to be used to book appointments

Kingstonmaternity.org.uk

Pregnancy self-referral

Texting Service



At Glenlyn Medical Group we use texts and email to keep you informed about your care and about the practice.

If you have provided a mobile phone number you will be automatically enrolled for text messages about your direct care such as appointment reminders, test results, annual reviews and vaccination invitations.

New patients will be asked if they consent to us sending messages with information about the practice such as newsletters or alerts to service changes/disruptions (such IT or power failures necessitating the temporary closure of either surgery.)

Existing patients will continue to receive communications about the practice unless they choose to opt out.

Please speak to us if you wish to change your opt-in or opt-out choices at any time.

Please ensure your contact numbers and home address are up to date. You can send updated numbers to the reception email address where we can update your records accordingly.