

## Services

The practice nurse offers a wide range of services:

- Blood pressure monitoring
- Cervical smears
- Family planning
- Travel advice and travel vaccinations
- New patient checks
- Asthma & COPD monitoring
- Diabetic checks
- Weight management
- Cholesterol advice
- Ear syringing
- Dressing changes & stitch (suture) removal
- Childhood immunisations
- Stop smoking clinic
- Pre Diabetic advice

The surgery is a designated Yellow Fever Centre.

## Minor Illnesses

Minor illnesses, such as coughs, colds and sore throats, are mostly viral and can be treated by yourself. For advice please contact your local pharmacist who will be able to help you with over the counter medication.

### NON-ATTENDANCE

If for any reason you are unable to attend an appointment please inform the surgery as soon as possible.

Patients that fail to attend their appointments on a regular basis may be removed from the practice list.

In certain circumstances beyond the control of the practice, appointment times may need to be changed at short notice.

## Access to Medical Records

Patients may access their medical records. Please write to Caroline Hall, Practice Manager, with your request. A fee will be charged for this service.

## Freedom of Information

Practice information must be requested in writing.

## Patient Comments, Complaints & Suggestions

If you have any comments about the surgery or service then please write to the Practice Manager who will respond accordingly.

Further advice and help can be obtained from NHS England – [www.england.nhs.uk](http://www.england.nhs.uk)

If you are interested in being involved in the Patient Participation Group then please speak to Tanya our Reception Manager.

## Disabled Facilities



We provide access and toilet facilities for the disabled.

### ZERO TOLERANCE

Patients are reminded that this surgery operates a zero tolerance policy. If you are rude or abusive to any member of staff you risk being removed from the practice list.

We are part of:



Clinical Commissioning Group

Priory Crescent, Sutton, SM3 8LR  
[www.suttonccg.nhs.uk](http://www.suttonccg.nhs.uk)

# HACKBRIDGE MEDICAL CENTRE

**Dr Chandrika Carroll**

MBBS, BSc, MRCGP

**Dr L Siddique**

MBBS, BSc, MRCS, MRCGP, DFRSH

**Dr Kevin Carroll**

MBBS, BSc, MSc, FFPH



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Hackbridge

Wallington, Surrey

SM6 7HF

[www.hackbridgemedicalcentre.co.uk](http://www.hackbridgemedicalcentre.co.uk)

Telephone – 020 8647 3711

Email -

[sutccg.prescriptionrequests.H85103@nhs.net](mailto:sutccg.prescriptionrequests.H85103@nhs.net)

### Opening Hours

Monday – Friday 8 am – 6.30 pm

## Welcome to the Practice

All patients registering with the practice are required to attend a health check. Parents are requested to bring their child's personal child health record (red book) or any record of previous immunisations.

## How to See a Doctor

### General Appointments

The surgery telephone lines are open Monday to Friday from 8 am - 6.30 pm. All appointments with a doctor or nurse can be booked up to 6 weeks in advance. You can also request a telephone consultation with a doctor from 12 - 1 pm daily.

### Extended Hours

Pre-bookable appointments outside normal working hours with a doctor or nurse are available for full-time workers. These are usually Thursday evening 6.30 - 8.30 pm.

### Home Visits

Home visits are for patients who are too ill or infirm to attend the surgery. It is at the doctor's discretion whether a home visit is necessary or not. Lack of transport is not considered a valid reason for a home visit. *Please telephone before 10.30 am on the day the visit is required.*

### Emergency Clinic

This is held every morning for those who have an urgent condition that requires treatment by a doctor. You may not be able to see the doctor of your choice and may experience a delay.

### WHEN THE SURGERY IS CLOSED

If you need medical advice or need to be seen in an emergency then ring:

**Out of hours service 111**

Our **Extended Hours Hub** provide GP and nurses appointments from **18.30 – 20.00** in the evenings and **8am – 8pm** at the weekends. Please ask at reception or call the hub **07578 813838** during opening times.

## ACCIDENT & EMERGENCY IS FOR MEDICAL EMERGENCIES ONLY!!

**Patients attending A&E for conditions considered to be inappropriate will be redirected to the surgery. A doctor will ring you and offer you the most appropriate appointment.**

### Repeat Prescriptions

Requests for repeat prescriptions must be submitted in writing and not by telephone, My GP app or email. Please tick the item required on the counterfoil of the prescription and hand in your request slip at reception.

*Please allow 48 working hours during the working week before collection (**weekends excluded**).*

Please enclose a stamped addressed envelope if you require the prescription to be posted to you. Prescriptions can also be collected from the local pharmacy by arrangement. Please enquire about this service.

### Test Results

To maintain confidentiality, results will only be given to patients themselves or the parent / guardian of children. Please ring after 10.30 am. We do not usually contact patients for normal findings. If the result is abnormal you will be contacted by the surgery.

### Medical Certificates

Please remember that you do not need a Medical Certificate to abstain from work for the first 7 days of your illness. Self-Certificates are available from reception. If you require a private Medical Certificate there will be a charge.

### Fees for Services

Not all services are covered by the NHS. Fees will be required for certain services, e.g. medical reports for insurance claims. Please ask to see the list of services and fees at reception. The fees charged are in accordance with guidance from the British Medical Association.

### Change of Details

Please help us to keep our records up to date by letting us know if you change your name or address,

## Members of the Team

### Doctors

- Dr Chandrika Carroll (Female)
- Dr L Siddique (Female)
- Dr Kevin Carroll (Male)

### Administration Team

- Senior receptionist – Tanya
- Receptionists – Margaret, Lesley, Tracey, Sarah, Mary & Karen
- Senior Administrator - Claire

Receptionists are essential for the smooth running of this busy practice. They are not here to give medical advice but will refer you to the person best able to help.

### Practice Manager – Caroline Hall (Dip MS)

The Practice Manager organises the administration and running of the practice. If you have any questions, suggestions, complaints or compliments, the Practice Manager will be happy to deal with them.

### Practice Nurses

The Practice Nurse offers a wide range of services that are listed overleaf. They work closely with the doctor and other members of the primary health care team.

### Health Visitors

Health Visitors are available to advise and inform you on issues concerning child health and health promotion. They are located at Green Wrythe Lane Clinic, Carshalton. Tel: 0208 544 2008.

### District Nurses

The District Nurse team carry out nursing duties in patient's homes, with referrals authorised by the doctors, hospital or other agencies.

### Community Midwives

An antenatal service is available at Muschamp Children's Centre. Tel: 020 8296 2990.