

3 The Manor Drive, Worcester Park, Surrey KT4 7LG
www.manordrivemedicalcentre.co.uk
Tel: 020 8329 9920



Manor Drive Medical Centre

Patient Information



MANOR DRIVE MEDICAL CENTRE

Manor Drive Health Centre • 3 The Manor Drive • Worcester Park • Surrey • KT4 7LG
www.manordrivemedicalcentre.co.uk

Surgery Telephone: 020 8329 9920 (24hrs: Emergencies, Visits and Enquiries)

Appointments Telephone: 020 8329 9920

(The appointments line is only answered:

8.45am - 1.00pm and 2.00 - 6.00pm Mon - Fri, on Weds - 5.00pm)

The Doctors

Dr Susanne Radig

MD (Heidelberg 1996) DRCOG DFFP MRCGP

Dr Jonathan Dougherty

MBBS BSc (Neuroscience) (London 1995) Cert
JCPTGP MRCGP

Dr Ali Rangwala

MBBS (London 2000) DRCOG MRCGP

Dr Banu Manmatharajah

MRCGP

Dr Sabira Somani

MRCGP (2016)

Dr Anu Batra

MRCGP (2017)

Dr Shetal Kotedia

MRCGP MBBS

Opening Hours

The surgery is open as follows:

| | |
|------------------------------|-----------------|
| Monday | 8.45am - 8.00pm |
| Tuesday, Thursday and Friday | 8.45am - 6.00pm |
| Wednesday | 8.45am - 5.00pm |

Surgery Times

| | | |
|-----------|----------------|---------------|
| Monday | 9.00 - 11.00am | 3.30 - 6.00pm |
| Tuesday | 9.00 - 11.00am | 3.30 - 6.00pm |
| Wednesday | 9.00 - 11.00am | 3.00 - 5.00pm |
| Thursday | 9.00 - 11.00am | 3.30 - 6.00pm |
| Friday | 9.00 - 11.00am | 3.30 - 6.00pm |

Extended Surgery Times

Extended surgery times on a Monday evening are by appointment only.

Disabled Access

There is a ramp for wheelchair access into the surgery. Disabled car parking and disabled toilets are both available.

For the latest information click to: www.manordrivemedicalcentre.co.uk

Appointments

An urgent triage clinician is available to assess patient's daily needs. All other surgery times are by appointment. Please telephone the appointment number during the times shown (Monday - Friday). **Please note this line is only answered during these times.** Each appointment is for ONE person only and ONE problem only. The surgery will endeavour to comply with any reasonable preference expressed but there may be circumstances where this is not possible. Patients are encouraged to see their registered GP.

Please telephone us if you are unable to attend for your appointment as it may then be offered to another patient.

How To Register As A Patient

Any person living permanently (ie over six months) within the practice area may apply to register at the surgery. Application forms can be obtained from reception.

All new patients over 16 years old will be required to use the surgery pod for a health check. No appointment is required for this.

How To See Your Doctor

Please telephone as early as possible, from 8.45am if your problem requires urgent attention. For all routine appointments, please telephone throughout the day.

Home Visits

To request a home visit please telephone on 020 8329 9920 between 10.00 - 11.00am. Please be prepared to give some details of your problem to the reception staff.

Results Of Investigations

Results of blood tests, cervical smears, x-rays and other investigations are only available in the afternoon. Please ring after 2.00pm on 020 8329 9920.

Enquiries

If possible please telephone in the afternoons when the lines are generally quieter.

Out-Of-Hours Service

For medical assistance out of hours please telephone the NHS 111 number, on 111.

Appointments and general enquiries cannot be made via this service. Please do not use this service for anything that can be dealt with during normal surgery hours.

For the latest information click to: www.manordrivemedicalcentre.co.uk

Gum disease is known as the silent disease



Did you know that if gum disease is left untreated, it can rob you of your smile? Gum disease is also associated with other illnesses such as diabetes, cardiovascular disease and rheumatoid arthritis.

Your local dentist can help you to protect your smile & your health.

Need some electrical work doing and tempted to do it yourself?



While DIY enthusiasts may think they know the ins and outs, getting it wrong could prove fatal.

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378 Malden Road, Worcester Park KT4 7NL (opposite Miller & Carter restaurant)

Tel: 020 8337 3496

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Why Your Business Needs A Website

WITHOUT a website, your business or practice is invisible to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and who have been helping businesses grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

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So if you don't yet have a website, or are unhappy with the one you have, call today for a chat on 0800 612 1408. You'll be glad you did!

Advertising Feature

Repeat Prescriptions

Please write in or leave your written request at reception or use our on-line prescription service. Prescriptions, where possible, will be ready for collection after two **working** days. Please enclose a stamped, addressed envelope if you wish it to be posted back to you. Please do not request prescriptions by telephone.

Sickness Certificates

For the first six days of illness including Saturday, you can self-certify. Form SC2 is available at the surgery for unemployed and self-employed. Other patients should obtain a self-certificate from their employers. If you are unable to return to work after the first six days, you will need a DSS Certificate (Med 3) signed by a doctor.

If employers insist on a sick note during the first week of illness, this will be in the form of a private note for which there will be a charge.

Carer

A 'carer' is someone who looks after or provides regular unpaid help to a sick, disabled or elderly person. Carers are often partners or family members, but they can also be a friend or neighbour. If you are a carer, please make yourself known to our reception staff.

Change Of Address Or Telephone Number

If you move house or change your telephone number, please let us have the new details. **This is very important to enable us to keep in contact with you. If you move outside of the practice area in most cases you will need to register with a new doctor.**

Additional Services

Antenatal Clinic

Please book for an appointment. We share antenatal care with the local Maternity Services.

Family Planning/Well Woman Surgery/Postnatal Check

A full contraceptive service, well woman checks and HRT monitoring are available. Postnatal checks are done at six weeks. The doctors provide advice on pre-conceptual care and sterilisation counselling. These services are provided in routine surgeries.

Well Baby Checks/Immunisations

Childhood immunisations are carried out by the nurse and eight week checks are carried out by the GP. Your health visitor will be able to give you more information about this.

Routine Health Checks

Health care assistants carry out weight, urine and blood pressure, plus other checks as indicated. They can also give advice on lifestyle and diet. Results can later be discussed with your doctor.

Asthma/COPD Clinics

Appointments are available with the nurse for the regular monitoring of your treatment.

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publications
promote your
business
for you!



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

Diabetic Clinic

Appointments are available with the nurse for an annual review of your treatment.

Flu Immunisation

This is available every winter. It is recommended for patients with chest problems and other chronic diseases, those over 65 and patients in nursing and residential homes.

Pneumovax Vaccinations

Available all year, this is recommended for patients with chest problems and other chronic diseases, older patients, and those in nursing and residential homes.

Travel Clinic

(Not all NHS provided.) This clinic is carried out by the nursing team. Please discuss with the nurse or doctor at least two months before travelling, or complete a travel questionnaire available online.

Chronic Disease Clinics

Nurse-led clinics regularly monitor patients with asthma, diabetes, hypertension, heart failure, cardiovascular disease and COPD.

Practice Staff

We have the following staff working at the practice:

1 Practice Manager 2 Secretaries 2 Practice Nurses 1 Reception Manager
9 Receptionists 3 Administrative Staff 1 Health Care Assistant/Phlebotomist

Please treat the receptionists with respect. Each year they make thousands of appointments and receive tens of thousands of phonecalls. They cope with all the doctors, nurses and patients. The practice operates the national guidance on zero tolerance, supporting its employees.

Suggestions, Comments And Complaints

The practice welcomes all comments and suggestions on improving our service. These can be made in person or by writing to the practice manager. If you feel that you have grounds for a complaint, please discuss this with the member of staff concerned, where it is hoped that any problem can be resolved. Should you not wish to speak to the person direct, then please contact the practice manager. We believe it is important to deal with the complaints swiftly and your call or letter will be acknowledged within two working days as guided by practice policy. Occasionally it may take longer but we will keep you informed throughout. We will try to address your concerns, provide you with an explanation and discuss any action that may be needed. The practice manager may wish to meet with you in order to alleviate and answer your concerns.

For the latest information click to: www.manordrivemedicalcentre.co.uk

Confidentiality

The surgery is responsible for the protection of information given to them by patients or obtained in confidence about patients. We take all steps necessary to ensure, as far as lies in our control, that the manual and computerised records which we keep, to which we have access, or which we transmit, are protected by effective security systems with adequate procedures to prevent improper disclosure. Whilst we shall continue to presume you are happy for us to share relevant details with those to whom you agree to be referred, we can assure you that private medical information will not be released to non-medical third parties (such as insurance companies/employers) without your signed consent. If we are asked to provide information about patients we will seek their consent to disclosure of information wherever possible, whether or not we judge that patient can be identified from the disclosure; ensure that the person given access to records will be subject to a duty of confidentiality; anonymise data where unidentified data will serve the purpose; keep disclosures to the minimum necessary.

Patients do have a right to object to such a process. Any objection will be respected, except where the disclosure is essential to protect the patient, or someone else from risk of death or serious harm.

Data Protection Act

All our staff are bound by the same rules of confidentiality as the doctors and nurses. We are registered under the Data Protection Act 1998.

Health Visitors

Health visitors are part of the NHS Community Health Service. All are qualified nurses with special training in child health, health promotion and health education. They are there to listen, help, advise and support you in all sorts of situations. They are there for everyone: families with children, couples, single people, young people and older people. Their aim is to help you lead as healthy a life as possible, both physically and mentally. If you need to contact your health visitor you can ring on 020 8408 8508.

For more information, including details of Child Health Clinics and Postnatal Groups please contact: Manor Drive Clinic, Manor Drive Health Centre, Manor Drive, Worcester Park KT4 7LG.

Tel: 020 8337 0246

District Nurses

We have district nursing teams attached to our practice. Patients can be referred by their GP, home carer, hospital and by self referral. District nurses provide a high standard of nursing care for the acute and chronically sick in their own homes or residential setting.

Telephone **020 8274 7088**

Clinical Commissioning Group

Kingston Clinical Commissioning Group will be responsible for the area. They will be responsible for commissioning primary care services in the area.

For the latest information click to: www.manordrivemedicalcentre.co.uk

Our Responsibilities To You

Telephone: We will try to answer the phone promptly and to ensure that there are sufficient staff available to do this. Please be patient.

Test Results: If you have undergone tests or x-rays ordered by the practice, please ring back for the results in three to five working days. You will also be advised of this at the time.

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

Information: Every effort will be made to ensure that you receive the information which directly affects your health and the care being offered.

Health Promotion: The practice offers patients advice and information on steps they can take to promote good health and avoid illness, as well as 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. These will be kept confidential at all times.

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.

Please ask for home visits by the doctor only when the person is too ill to attend the surgery.

Please read our practice booklet. This will help you to get the best out of the services we offer.

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 do not use the out-of-hours emergency service for anything other than genuine emergencies which cannot wait until the next surgery.

Practice History

The practice was originally founded in the 1920s by Dr GCB Robinson in Wimbledon and moved to Malden Road, Worcester Park approximately 10 years later. By 1955 it was a three doctor practice, a fairly new concept in medicine.

With an ever increasing list of patients, the practice moved to its present premises, a modern purpose-built building in The Manor Drive in 1971, and continued as a four doctor practice until 1998 when it divided into two separate doctor practices. In 2001 the practice absorbed the majority of the list after the retirement of Dr A Lewis of Malden Road. The doctors practise together as a non-limited partnership.

The practice has always been innovative and was amongst the first to run an appointment system and we now run a totally computerised practice.

The practice has continually evolved and expanded in line with current developments in health care. Since April 1999 the practice has been in the new governing arrangements for the NHS and is now an active member of the Kingston Clinical Commissioning Group and a member of Kingston GP Chambers responsible for Practice Based Commissioning in the area.

For the latest information click to: www.manordrivemedicalcentre.co.uk

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. This scheme is available from the surgery.

Violent Or Abusive Patients

Physical violence and verbal abuse are of growing concern. GPs, practice nurses and other practice staff have the right to care for others without the fear of being attacked or abused. Violent or abusive patients will be reported to the police and removed from the practice list with immediate effect.

Self Treatment Of Common Illnesses And Accidents

Many common aches and pains can be simply treated at home without the need to consult a doctor.

Back Pain

Back pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong. Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse, ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back. Take aspirin (only if over the age of 16) or paracetamol which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

Bedsores

Bedsores are far easier to prevent than cure. They are caused by prolonged pressure to certain parts of the body when lying in bed for long periods. They can be prevented by encouraging the patient to shift position as often as possible. Take care to smooth out creases in the bottom sheet to avoid irritation. If red marks appear at the pressure points such as heels, elbows, buttocks and hips, inform the doctor before they get worse.

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

Colds

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take antibiotics as these will have no effect!

Diarrhoea

In adults, diarrhoea is usually caused by a viral infection and is, therefore, unable to be treated directly. The symptoms can usually be eased by the traditional kaolin and morphine mixture or by medicines containing codeine. Holiday diarrhoea is often due to bacteria. Again, kaolin and morphine can be taken. Consult your doctor if the symptoms persist for more than a few days. Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding them a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

Gastroenteritis

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed medicines are often immediately vomited up. Large quantities of water, orange juice or thin soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies or young children, six hours.

Stomach Ache

Most attacks are not serious and are usually caused by indigestion or wind. A hot-water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help.

If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

Sprains

Treat with a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Then apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period.

Nosebleeds

Sit in a chair, lean forward with your mouth open, and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor, or go directly to casualty.

Minor Cuts And Grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

Insect Bites And Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms.

Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

Head Lice

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription.

Chickenpox

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off.

Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

German Measles (Rubella)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints.

It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date.

The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

Immunisation can prevent this disease.

Measles

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight or ten days after that date.

Immunisation can prevent this disease.

Mumps

Symptoms are swelling of the gland in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight or ten days after that date. If the pain is severe you should consult your doctor.

Immunisation can prevent this disease.

What To Do In Time Of Bereavement

If Death Occurs At Home

Telephone the doctor. They will visit to confirm death has taken place. Contact the funeral director, or ask the doctor to do this for you. It is not necessary that the body of the deceased be removed immediately; you may want friends or relatives to visit before this is done.

If the doctor has attended the deceased within the last 14 days they will be able to issue a death certificate. If not they will have to contact the coroner first. It is very rare that a post-mortem has to be done.

When Death Occurs In Hospital

Contact the funeral directors to inform them that their services will be required. Collect the death certificate from hospital. Take this to the registrars for the area in which the death took place. Also take the deceased's medical card if available. Take the green form, issued by the registrar, to the funeral directors who will take over complete responsibility for arranging the funeral. If there is any difficulty, ring the selected funeral director.

Useful Telephone Numbers

Walk-in Centres

Tooting NHS Walk-in Centre, Clare House, Blackshaw Road,
St George's Hospital, TootingTel: (020) 8672 1255

Hours: Daily 8.30am-6.30pm Monday - Friday

Charing Cross Hospital, Fulham Palace Road,
London W6Tel: (020) 8893 0384

Hours: Mon-Fri 8.00am-10.00pm, Sat-Sun 9.00am-10.00pm and Bank Holidays

Minor Injuries Units

The Minor Injuries Unit, Teddington Memorial Hospital,
Hampton Road, TeddingtonTel: (020) 8714 4004

Hours: Mon-Fri 8.00am-10.00pm, Sat, Sun and Bank Holidays 8.00am-9.00pm

The Minor Injuries Treatment Centre, Queen Mary's Hospital,
Roehampton Lane, RoehamptonTel: (020) 8487 6499/6

Hours: Daily 8.00am-7.00pm - No under 2 year olds

Kingston Hospital.....(020) 8546 7711

St. Helier Hospital(020) 8296 2000

Epsom Hospital.....(01372) 735735

St. George's Hospital(020) 8672 1255

Royal Marsden Hospital.....(020) 8642 6011

Queen Mary's Roehampton(020) 8487 6000

Tolworth Hospital(020) 3513 5000

Surbiton Health Centre(020) 8399 7111

St. Anthony's Hospital.....(020) 8337 6691

New Victoria Hospital.....(020) 8949 9000

Parkside Hospital.....(020) 8971 8000

Ashted Hospital.....(01372) 221400

Locality 4 Mental Health Team(020) 8335 4116

Ewell Court Clinic(020) 8394 3860

CCGs
Kingston(020) 8339 8000

Social Services
Kingston(020) 8547 6008

Sutton(020) 8770 4337

Surrey.....(01372) 832300

Citizens Advice Bureaux
New Malden(020) 8405 3552

Sutton(020) 8405 3552

Ewell(01372) 237000

RELATE (Marriage Guidance)
Kingston(020) 8549 3318

Sutton(0300) 003 3255

Ewell.....(01372) 722976

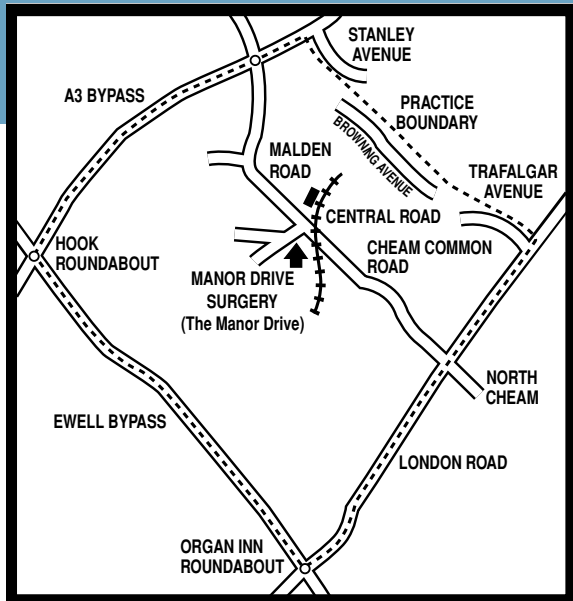
Samaritans(020) 8399 6676

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A MAP SHOWING OUR SURGERY LOCATION

THE PRACTICE BOUNDARIES

