

### Home Visits

Patients are requested to telephone before 10.00am if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the practice in the time that it takes to do a home visit. Home visits are made at the discretion of the doctors, based on medical need. Lack of transport is not a reason to request a home visit.

### NHS 111 Advice Line (evenings & weekends)

111 are a 24-hour service offering NHS medical advice. If needed, an appointment can be made with the Out of Hours GP Service.

### Repeat Prescription

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. Requests for prescriptions must be made in writing using the repeat prescription slip. We are unable to take orders or issue repeat prescriptions over the phone or at weekends, public holidays or out of normal hours.

Please allow two complete working days before collection and make allowances for weekends and public holidays. Where possible give exact drug names when ordering.

Repeat prescription slips may be dropped into the practice, posted or Faxed to **020 8685 1377**. Repeated prescription can be ordered on our website. Registration is required for our online prescription ordering service. Please request repeat medication well in advance and remember to make an appointment to see the doctor before your review date expires.

The practice offers the Electronic Prescription Service (EPS), allowing patients to collect some acute and repeat prescriptions directly from their nominated pharmacy.

The centre is able to transmit prescription requests directly to the pharmacy. Please discuss this with your pharmacist if you are interested in setting this up.

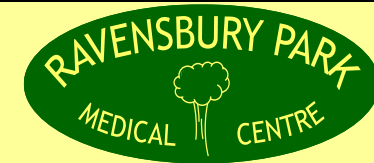


### Clinician's Hours & Preventive Services

| Day       | Consultation Hours |            |
|-----------|--------------------|------------|
|           | AM                 | PM         |
| Monday    | 8am-1pm            | 3pm-6.30pm |
| Tuesday   | 8am-1pm            | 3pm-8.00pm |
| Wednesday | 8am-1pm            | 3pm-6.30pm |
| Thursday  | 8am-1pm            | 3pm-6.30pm |
| Friday    | 8am-1pm            | 3pm-6.30pm |

| Preventive Services          | Name of holder      | Operation Day Clinic Hours |
|------------------------------|---------------------|----------------------------|
| Travel Clinic & Vaccinations | Practice Nurse      | Mon-Fri                    |
| Diabetes Clinic              | Practice Nurse      | Mon-Fri                    |
| Family Planning              | Practice Nurse      | Mon-Fri                    |
| Asthma/COPD                  | Practice Nurse      | Mon-Fri                    |
| Childhood Imms               | Practice Nurse      | Mon-Fri                    |
| Smear Test                   | Practice Nurse / GP | Mon-Fri                    |
| Smoking Cessation            | Practice Nurse      | Mon-Fri                    |
| Mother & Baby                | Practice Nurse / GP | Mon-Fri                    |
| NHS Health Check             | Practice Nurse      | Mon-Fri                    |

**Sick Child & Urgent Appointments**  
*Cases will be seen as soon as possible if the patient calls the practice in emergency. Please remember you may not always see the doctor of your choice.*



Ravensbury Lane, Morden Road, Mitcham, CR4 4DO

Tel: 020 8407 3927

Fax: 020 56851377

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

## PRACTICE LEAFLET

### General Practitioners

Dr Titus Keyamo (Male)

Dr Sarah Khaliq (Female)

Dr Maqbool Sethi (Male)

### Managing Partner

Flora Keyamo (Female)

Practice Nurse – Mary Ajayi

Health Care Assistant - Bridgit DaCosta

### Opening Times

|           |                 |
|-----------|-----------------|
| Monday    | 8.00 am-6:30 pm |
| Tuesday   | 8.00 am-8:00 pm |
| Wednesday | 8.00 am-6:30 pm |
| Thursday  | 8.00 am-6:30 pm |
| Friday    | 8.00 am-6:30 pm |
| Saturday  | 9.00 am-5:00 pm |

**To book an appointment & queries  
Please phone the centre during opening hours:**

**020 33263866**

**We are closed on Bank Holidays**

**The practice has suitable access for disabled patients via the front entrance and our consulting rooms are on the ground floor.**

### Appointment

Patients can book appointment: by telephone, using the NHS App or the practice website.

The practice offers both face to face and telephone appointments. We anticipate providing appointments for the same day.

Whenever possible, we will book your appointment with the doctor of your choice. Please let reception know your preference at the time of booking. If there is no appointment available on the day you will be requested to call for the next available session.

### Accident & Emergency

**For urgent problems during surgery hours:** Please call the surgery. There is an emergency doctor available for telephone\ face to face consultation and home visits as the doctor deems necessary.

**To get Healthcare advice & Assistance when the surgery is closed:** call NHS 111

**In a life threatening emergency:** such as sudden severe chest pain, severe breathlessness, loss of power in a limb, loss of consciousness or severe bleeding **Dial 999**

### Practice Catchment Areas [Boundaries]

Mitcham, Morden Road, London Road, Church Road,  
We also register patients beyond our catchment area.

### Carers

The practice is keen to look after the health of carers and offers annual carers health checks with the GPs. More support can be found on [www.csmerton.org](http://www.csmerton.org)

Tel. 020 8646 7515 [Carers Support Merton]

### Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.

### Medical Examinations

Can be carried out for Insurance purpose, driving licences e.g. HGV or for other licences such as diving etc. These may incur a charge.

### Zero Tolerance

We strongly support the NHS policy on zero tolerance. We ask that you treat the Doctors, Nurses and Practice Staffs with courtesy and respect. Anyone attending the practice that abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

### Freedom of Information

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.

### Named GP

All our patients have a named GP who is responsible for your overall care at the practice, you should contact the practice if you wish to know who this is, and that if you have a preference as to which GP that is, the practice will make reasonable efforts to accommodate your request.

### Integrated Care Board

#### NHS South West London Integrated Care Board

120 The Broadway,

London

SW19 1RH

Tel: 020 3880 0308

General Enquiries: Email. [hello@swlondon.nhs.uk](mailto:hello@swlondon.nhs.uk)

Website: [www.southwestlondon.icb.nhs.uk](http://www.southwestlondon.icb.nhs.uk)

### Investigations and Specimens

Please call the practice between 12pm – 1pm Mon-Fri for investigation results.

### Change of Personal Details

Patients are asked to notify the practice as soon as possible of any change of name, address or telephone number; not forgetting to indicate all the persons involved in this change. In an emergency this could be absolutely vital.

### Sickness certification

If you are off work for seven days or less, no certificate is required. However, you may need to complete a self-certification form, which is obtainable from your employer. If you are absent from work for seven days or more, because of illness, you may require a doctor's certificate. In which case, you must arrange an appointment with a doctor; otherwise a certificate will not be issued. If for whatever reason, you require a doctor's certificate covering a period of less than seven days, a private certificate can be issued at an appointment; there will be a charge for such a certificate.

### Chaperone

Should you need a chaperone present at a consultation or procedure then please alert reception staff that can ensure that one is available for the appointment? It is standard practice policy for patients to be offered a chaperone for any examination.

### Late arrivals for appointments

If a patient is late for a routine appointment, it is practice policy to ask the patient to make another appointment, however, the doctor or nurse may still see you if time allows. Time keeping is essential if we are to provide patients with the best treatment and service they expect. We do ask for your patience if the clinician is running slightly late. We endeavour to run to time but the nature of our work does not always allow this to be possible.

### How to complain?

In the first instance if you have a complaint or concern, please email or write to us for the attention of the Practice Manager at: Ravensbury Lane, Morden Road, Mitcham, CR4 4DQ **or** email us at: [MERC.PatientEnquiries-avensburyH85110@nhs.net](mailto:MERC.PatientEnquiries-avensburyH85110@nhs.net)

### How to Register

Please call or attend our practice to complete the **GMS1 Form**.

You can also register on our website:

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

We may ask for 'Proof of Identity' when registering children in your care. E.g. passport or driving licence and current utility bill or bank statement [within the last 3 months].