


Jubilee Surgery

First Floor, Whitton Corner
Percy Road
Twickenham TW2 6JL

 020 3405 0840

 www.jubileesurgerywhitton.nhs.uk

Welcome to Jubilee Surgery

Welcome to Jubilee Surgery. We are committed to providing high-quality, patient-centred care in a friendly and supportive environment.

This booklet explains how to access our services and make the most of the care we provide. If you have any comments or suggestions, please write to our Practice Manager, Justine Wakeford, or speak to a member of our reception team.

Our Practice Team

Doctors

- Dr Tara Boohan BSc MB BS, MRCP, DRCOG – Partner
- Dr Jeanette Coyle MBChB, MRCP – Partner
- Dr Ohwofasa Gbemre MBBS, MPH, MRCP
- Dr Nikita Da Cunha
- Dr Irina Lambden

Other Clinical Team

- Physician Associate – Tehreem Sheikh
- Clinical Pharmacist – Sonia Kakkar
- Social Prescriber – Lucy
- Mental Health Worker – Hana

Nursing Team

- Ann Grant – RGN
- Erika Basra – Healthcare Assistant
- Alison Headland – Phlebotomist

Management Team

- Practice Manager – Justine Wakeford
- Finance Manager – Damian Spencer

We are also supported by a dedicated team of reception and administrative staff.

Community Healthcare Services

(Located on the Second Floor, Whitton Corner)

- Community Matron
- District Nursing Team
- Health Visitors

Health Visitors provide advice and support to pregnant women and families with children under five years of age.

Contact: 020 8973 3490 (Thames House)

Opening Hours

Reception and Phone Lines

Monday to Friday: 8:00am – 6:30pm

We also offer some evening and Saturday appointments through our Hub practice at York Surgery in Twickenham. Please ask at reception for availability. Opening times may vary during holiday periods.

Appointments

 Call 020 3405 0840 to book an appointment.

You can also:

- Request non-urgent appointments online via our website
- Submit administrative requests using the "Contact Us" form

Routine Appointments

Routine appointments are usually available within two weeks. If you wish to see a specific doctor, please inform the receptionist. Waiting times may be longer for individual clinicians.

Urgent Appointments

If your problem is urgent, you will be seen as soon as possible by the next available clinician or given advice on where to access appropriate care. Please call between 8:00am and 9:30am where possible.

Appointment Reminders

We offer SMS text reminders. You can cancel your appointment by replying to the text message.

Please ensure we have your correct mobile number and email address.

If you cannot attend, please cancel your appointment so it can be offered to another patient.

Home Visits

If you are unwell and fully housebound, please call 020 3405 0840 preferably between 8:30am and 10:00am to discuss a home visit.

Please inform the receptionist if the matter is urgent so appropriate arrangements can be made.

Nursing Services

Our nursing team provides appointments for:

- Childhood and adult immunisations
- Wound care and dressings
- Cervical screening (smears)
- Blood pressure and weight checks
- Contraception advice
- Asthma and COPD reviews
- Diabetes reviews
- Anticoagulation monitoring
- Heart disease prevention

- Dietary advice

Please book via reception.

Repeat Prescriptions

Repeat prescriptions can be requested:

- Online via our website
- Through the NHS App
- Via your nominated pharmacy
- In writing (using the prescription request box inside reception or the black post box outside Whitton Corner)

! We cannot accept prescription requests by telephone.

Please allow two working days for processing of this request.

Medication reviews are an essential aspect of patient care to ensure safe prescribing and are required annually at a minimum. If your review is overdue, this may delay your prescription.

Non-NHS Services (Fees Apply)

Some services are not covered by the NHS and require payment in advance, including:

- Medical reports
- Claim forms
- Private certificates and letters
- Certain vaccinations
- Insurance medicals

Please ask at reception for further details.

Information for Patients and Visitors

Disabled Access

- Lift and stair access available

- Wheelchair available for use within the surgery
- Disabled parking available
- Disabled toilet facilities throughout the building

Parking

Parking at Whitton Corner is limited. Additional parking is available on surrounding roads.

How to Register

To register with Jubilee Surgery:

- Apply online via our website
OR
- Collect registration forms from reception

You will need:

- Proof of ID
- Proof of address (within our practice boundary)

Registrations are processed as soon as possible after receiving all required documents.

Online Services

Registering for online services allows you to:

- Order repeat prescriptions
- Book nurse appointments
- View certain parts of your medical record

You can register via our website or at:

<https://patient.emisaccess.co.uk/Register>

When We Are Closed

Our answerphone will also provide details when we are closed.

NHS 111

Call 111 if you need urgent medical help but it is not a life-threatening emergency.

Available 24 hours a day, 365 days a year. Calls are free.

Please press option 2 for MENTAL HEALTH 111 concerns

Further mental health concerns can be accessed MIND

<https://www.mind.org.uk/information-support/guides-to-support-and-services/crisis-services/>

Call Mind's support line on 0300 102 1234.

Walk-In Centre

Teddington Memorial Hospital

Hampton Road

Teddington TW11 0JL

 020 8714 4004

Opening Hours:

- Monday–Sunday: 8:00am – 8:00pm

Richmond GP Alliance (RGPA) Hub

Saturday GP, nurse, microsuction, smear and injection appointments can be booked via reception

Located at

York Practice

Oak Lane

Twickenham TW1 3PA

Please enquire at reception for booking information.

PALS (Patient Advice and Liaison Service)

 020 8734 3001

PALS offers free, confidential advice and support regarding NHS services in Richmond. They can arrange interpreters, signers, or additional support if required.

Complaints

We aim to provide the highest standard of care. If you are unhappy with any aspect of our service please:

- Speak to a member of the reception team
OR
- Contact the Practice Manager

Our full complaints procedure is available at reception or on our website.

If you would like, I can now:

- Format this into a print-ready tri-fold leaflet version
- Create a more modern, patient-friendly tone version
- Add branding language aligned with NHS standards
- Prepare a CQC-ready compliant version
- Or create a shorter summary version for your website