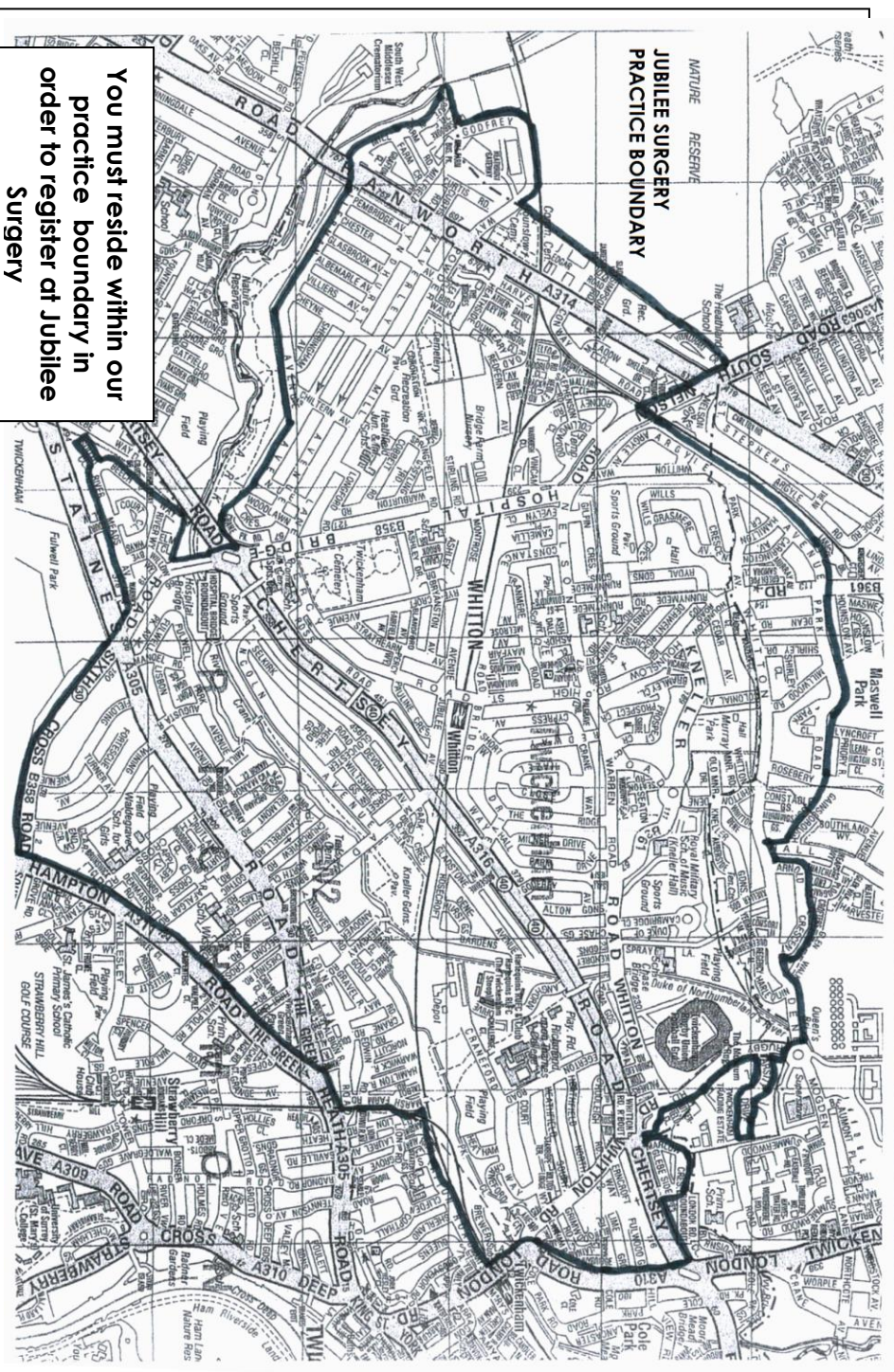


NATURE RESERVE
**JUBILEE SURGERY
PRACTICE BOUNDARY**

**You must reside within our
practice boundary in
order to register at Jubilee
Surgery**



JUBILEE SURGERY

AT

WHITTON CORNER

Dr Tara Boohan MB BS, BSc, MRCGP

Dr Jeanette Coyle MBChB, MRCGP

First Floor
Whitton Corner
Percy Road
Twickenham TW2 6JL

Telephone: 020 3458 5400

Website: www.jubileesurgerywhitton.nhs.uk

OUR PRACTICE TEAM

DOCTORS:

Dr Tara Boohan BSc MB BS, MRCGP, DRCOG (Senior Partner)

Dr Jeanette Coyle MBChB, MRCGP (Partner)

Dr Irina Lambden MB BS, MRCGP

PRACTICE NURSE:

Ann Grant

HCA

Sammi-Jo Tomlin-Fosh (Monday morning)

PHLEBOTOMY (blood tests):

Hardeep Khan

Monday and Wednesday mornings

PRACTICE MANAGER: Angela Harrison

FINANCE MANAGER: Damian Spencer

RECEPTIONISTS/ADMINISTRATION TEAM:

Laura Craig (Secretary/Receptionist), Gillian Searle (Secretary)

Jane Sanderson (Summariser),

Clare Bolton, Amanda Davidson, Karen Kearns,

Gunjhan Sabharwal, Daphne Fernandes,

Alison Headland

COMMUNITY HEALTH CARE TEAM:

(Based at Whitton Corner – Second floor)

Community Matron and District Nursing Team

HEALTH VISITORS:

(Based at Thames House- Teddington)

Health Visitors – Are available for advice on health care to pregnant mothers and children under 5 years of age. They can be contacted at Thames House by telephoning 020 8973 3490.

OTHER SERVICES:

OUT OF HOURS SERVICE

East Berkshire is our out-of-hours provider. They can be contacted on **03000 240 000** when the surgery is closed. Our answer phone will also give details of the out-of-hours provider's contact details.

WALK IN CENTRE – 020 8714 4004

There is a walk-in centre based at Teddington Memorial Hospital, Hampton Road, Teddington, TW11 0JL. The opening hours are 8.00am until 10.00pm Monday to Friday and 8.00am until 9.00pm at weekends.

THE RGPA HUB

In April 2017 a GP hub opened at Teddington Memorial Hospital, provided by Richmond GP Alliance (RGPA). The GP hub gives Richmond residents extended access to GP appointments from 8am to 8pm, seven days a week, at a convenient location. Please enquire at reception.

NHS 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

PALS Service – 020 8734 3001

The patient advice and liaison service (PALS) provides patients, carers and their families, with free, confidential advice, information and support about NHS services in the Richmond area. They can arrange an interpreter, signer or other support service for you.

COMPLAINTS

We take all complaints very seriously. Please speak to a receptionist or our practice manager who will advise you of our complaints procedure.

WELCOME TO JUBILEE SURGERY

This leaflet will help you make the best use of the services we provide. We work as a team and hope you will find us caring, efficient and friendly.

If you have any comments or suggestions regarding the Practice, we would be interested to hear them. Please write to the Practice Manager, Joanna Wickham or hand them to the receptionist.

RECEPTION OPENING HOURS

Monday to Friday 8.00am to 6.30pm

Lunchtime closure from 1.00pm to 2.00pm daily

Phone lines open 8.15am-1.00pm & 3.00pm-6.30pm Monday to Friday

We also offer some **extended hours appointments** on Monday evenings. Times may be subject to variation during holiday periods.

APPOINTMENTS

To book an appointment please phone 020 3458 5400.

Routine GP appointments can also be booked online if you are registered for Patient Access services.

If you wish to see a specific doctor, please inform the receptionist and you will be offered the first available routine appointment.

You may consult any doctor you wish, however if the problem is **urgent**, you will be seen as soon as possible by whichever doctor is available. If possible please phone for an **urgent** appointment between 8.15 until 9.30am.

Please cancel an appointment if you are unable to attend, so that it can be offered to another patient.

We provide an SMS messaging service which sends automatic text message reminders for upcoming appointments (providing we have a mobile number for you on your records). This service allows you to cancel your appointment via text reply if needed. Please ensure we have the correct mobile number listed for you.

Services by appointment with the doctor are:

- Maternity care
- Family planning
- Minor procedures

Yellow Fever Vaccination:

This surgery is an approved centre. We are able to vaccinate both our patients and non-registered patients against yellow fever by appointment with the Practice Nurse (non-NHS service fee payable).

Non-NHS Services: (fee payable in advance)

This applies to certain medical examinations, reports, claim forms, certificates, passport applications and some vaccinations. Please enquire at reception for details.

INFORMATION FOR PATIENTS AND VISITORS**HOW TO REGISTER AT JUBILEE SURGERY**

Please collect registration forms from our reception or download them from our website. Jubilee Surgery requires proof of ID and proof of address (within the practice boundary) in order to register you. Your registration will be processed within one week of submitting your forms and additional documentation.

Disabled Access

Access to Jubilee Surgery is provided by both stairs and lifts. A wheelchair is also available for use in the surgery for those mobility issues. Disabled parking is available. Disabled toilets are available throughout the building.

Parking

Parking is limited at Whitton Corner but available in surrounding roads.

District Nurses

The District Nurse team provide care to people who need nursing care at home. They can be contacted by telephoning Whitton Corner on 020 3903 3610 Monday to Friday 9.00am to 5.00pm.

HOME VISITS

If you are too ill to attend surgery or are housebound, a visit can be arranged by telephoning 020 3458 5400 between 8.30 and 10.00am, so that the doctor can plan her rounds. **Please tell the receptionist if your problem is urgent.**

TELEPHONING THE DOCTOR OR NURSE AT CALL-TIME 11:45am to 12:15pm

If you wish to speak to your doctor or the nurse on the telephone, please ring 020 3458 5400 between 11.45am and 12.15pm, Monday to Friday. If the doctor is engaged, the receptionist will take a message with relevant details and the doctor will return your call whenever she is able. **Please note that this may not be on the same day, depending on on the clinical urgency of your enquiry.**

Urgent enquiries are welcome throughout the day and will be dealt with by the duty doctor.

REPEAT PRESCRIPTIONS

Prescriptions can be requested in writing, via the Jubilee Surgery website, through a nominated chemist or via Patient Access services. **Requests cannot be taken over the telephone.**

Medication reviews will be necessary from time to time. Please ensure you are up to date with your reviews as this may prevent you from receiving your medication upon request.

For leaving prescription requests when the surgery is closed, there is a wooden box on the reception desk or a black post box located outside Whitton Corner main entrance.

PLEASE ALLOW 2 WORKING DAYS BEFORE COLLECTION.

PATIENT ACCESS ONLINE SERVICE

Registering for Patient Access Online services allows you to order repeat prescriptions, book routine appointments with the doctor, and see certain aspects of your medical records.

To register for Patient Access services can either visit:

<https://patient.emisaccess.co.uk/Register> and follow the instructions,

OR

Visit the surgery reception desk where we will be happy to help.

NURSE PRACTITIONER/PRACTICE NURSE

The nurses are available by appointment at various times during the week for general advice and help with:

- Travel vaccinations and advice (please book six weeks in advance to ensure appointment availability)
- Immunisations including children
- Dietary advice
- Wound care and dressings
- Ear syringing
- Cervical smears
- Blood pressure and weight checks
- Contraception
- Asthma and COPD care
- Diabetes care
- Anticoagulation
- Heart disease prevention

PRACTICE MANAGER:

The Practice Manager, Angela Harrison supervises the overall running of the surgery. If you have difficulty obtaining help with an administrative problem or complaint, please telephone on 020 3458 5400 during surgery hours.

RECEPTIONISTS:

The reception team are here to help with appointments, home visit requests and general enquiries.

We operate a strict zero tolerance policy. Patients who physically or verbally abuse staff will be removed from the practice list.

CHANGE OF NAME, ADDRESS OR TELEPHONE NUMBER?

Please let reception know as soon as possible to ensure your records are updated.