

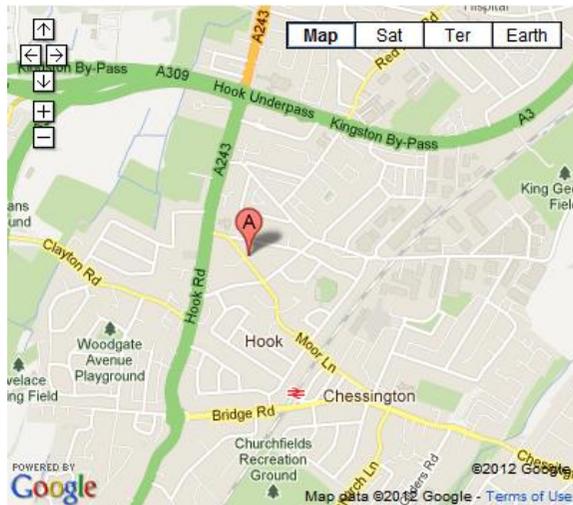
## Opening Hours

|           |               |
|-----------|---------------|
| Monday    | 07.30 – 18.30 |
| Tuesday   | 07.30 – 20.00 |
| Wednesday | 07.30 – 18.30 |
| Thursday  | 07.30 – 20.00 |
| Friday    | 07.30 – 18.30 |

Telephone lines open:

08.00 – 18.30 Monday - Friday

Where to find us:



The Orchard Practice  
Orchard Gardens  
Chessington  
KT9 1AG  
Tel: 020 8397 9494  
Fax: 020 8974 1017



# The Orchard Practice



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Chessington  
Surrey  
KT9 1AG

Tel: 020 8397 9494

Fax: 020 8974 1017

Email: [kinccg.orchard@nhs.net](mailto:kinccg.orchard@nhs.net)

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

## Practice Staff

### Doctors:

|                        |                                      |
|------------------------|--------------------------------------|
| Dr Haythem Naseef*     | MB ChB (Iraq, 1994) Practice Partner |
| Dr Zoe Brown           | MBBS BSc (London, 2005) DRCOG MRCGP  |
| Dr Ann Luxman          | MBBS BSc (London, 2003) MRCGP DRCOG  |
| Dr Debasish Chatterjee | MBBS BSc (London, 2007) MRCGP DRCOG  |
| Dr Kerry Giblin        | MBBS (Plymouth, 2007) MRCGP          |
| Dr Nadine Mueller      | StEM (Berlin, 2004), MRCGP           |

|                    |  |
|--------------------|--|
| Dr Pete Smith OBE* | Mb Chb (Sheffield, 1983), Associate BMAS |
| Dr Maggie Walker*  | BSc MBBS (London, 1991), MRCGP           |

\*Practice Partner

### Practice Nurses:

|                 |  |
|-----------------|--|
| Barbara Roworth | <i>RGN, Diploma in Diabetes</i>  |
| Kate Fairbairn  | <i>RN RSCN BSc (Hons) (Health studies), Dip Asthma, Dip Nursing, Family Planning</i> |
| Jan Paish       | <i>RN BSc (hons) ( health studies) Dip Diabetes Management</i>                       |

### Health Care Assistants

Leonie Catanach  
Mariana Luberdova

### Practice Management Team

|               |                            |
|---------------|----------------------------|
| Mat Chilcott  | Practice Manager           |
| Ellie Roberts | Assistant Practice Manager |
| Julia Wells   | Senior Administrator       |

### Administration Team

We have a team of 16 reception, administration and secretarial staff. They are able to deal with all queries relating to appointments, practice administration and referrals to hospitals.

### Medical records online

*What is online access to your medical records?*

This will be through a website called 'Patient Access' which you can find through [www.patient.co.uk](http://www.patient.co.uk) or through a link on the news section of our website [www.orchardpracticechessington.co.uk](http://www.orchardpracticechessington.co.uk)

You will be able to see your current medication, allergies and send us updates in your personal details such as mobile numbers or new addresses. You will also be able to order repeat prescriptions. This new system will eventually replace our current email system as patient access will allow you to see messages from the surgery about upcoming medication reviews or if you need to book an appointment before obtaining your prescription.

You will need to register to use the website and you will need to come in to the surgery to receive a login and password to access the website.

Please note: you may notice the website says you can book appointments via patient access too. Unfortunately, for our appointment system this is not possible and you need a separate log in – please see below.

### Online Appointments

You are able to book, view or cancel GP appointments online. There are a proportion of the appointments you can pre-book up to two weeks ahead with any of the GPs. If you would like to book an appointment on the day, please still telephone the surgery. Unfortunately, our current system does not allow patients to book nursing appointments online.

Please ask at reception if you would like to register for online appointments. In order to obtain your log in details, you will need to bring in a valid form of photographic ID.

## Your Medical Records and You

### Summary Care Record

NHS Summary Care Records are now being used at the practice. A Summary Care Record is an electronic record containing key health information which can be made available to NHS healthcare staff caring for you in an emergency or when the surgery is closed.

Your record contains the following:

1. Allergies and adverse drug reactions
2. Acute medication issued in the last 12 months
3. All current repeat medication
4. Past repeat medication ended in the last six months

This is the only information contained in the summary care record. If you would like to opt out of the summary care record, you can pick up a form from reception. You can change your mind at any time and opt back in.

More information about the summary care record can be found here:

<http://www.nhscarerecords.nhs.uk/>

### GP2GP

When you register at our surgery, your previous records are sent on to the surgery via NHS England. A system called GP2GP enables patients' electronic health records to be transferred directly and securely between GP practices. It helps to improve your care as the GP will have your previous records available from your first consultation. It also means if you register at a new practice, your electronic health care records can be seen by your new practice.

### How we use your information

For more information about how your information is kept and used by the surgery, please see our leaflet 'How We Use Your Health Records', available at reception.

## Practice Appointments

Appointments with the GPs are available to book up to two weeks in advance. We offer appointments throughout the day from 07.30 until 18.30 and until 20.00 on Tuesdays and Thursdays. To book an appointment either telephone the surgery, or make an appointment online. See overleaf for online services.

We also offer appointments on the day with the GPs. To book an on the day appointment please telephone the surgery at 08.00 for morning and afternoon appointments. Your preference of GP will be accommodated as far as possible, however if they are fully booked or not available, you will be offered an alternative appointment.

Appointments with the nursing team are available usually up to two months in advance. The reception staff will need to ask you what your appointment is for in order to book your appointment with an appropriately trained member of the nursing team.

Please try to be punctual and give as much notice as possible if you are unable to keep an appointment. If you are more than 5minutes late for your appointment, the receptionist will need to check if the clinician is still able to see you. Occasionally medical problems can take longer than the allotted time, this means your GP or nurse may be running late. Please be patient, next time it could be you!

Home visits are reserved for patients who are bed-bound by illness. To arrange a home visit, please telephone the surgery before 10.30am if possible. A member of our nursing team will assess your condition and advise accordingly.

### How to register as a patient

To register at The Orchard Practice, visit the surgery during opening hours to fill out a new patient form and questionnaire, or download a copy from our website. Once this is completed and handed in to reception you can make appointments.

**Services and clinics**

We offer all patients advice on basic health matters, screening tests and examinations. A standard appointment with the GP is 10 minutes long. We are able to offer appointments for a range of chronic disease management, for example asthma or COPD.

In addition we have the following specific appointments and clinics:

- **Antenatal Clinics/Post Natal Checks**

Ante natal appointments can be booked with the doctor at any time. When making an antenatal appointment, please advise the receptionist at the time of booking as the appointment is longer in length. Our community midwives are based at West Chessington Children's Centre.

- **Women's Health**

Our nursing team carries out cervical screening. One of our nurses is also trained in IUD/IUS and implant fitting.

- **Travel Advice and Immunisations**

Our practice nurses provide this service. Please try to contact us at least two months prior to departure to allow time for your vaccinations to take effect. You need to complete a travel form, available either on our website or at reception, prior to your appointment.

- **Diabetic Clinic**

This is held jointly with one of our practice nurses and health care assistants on Tuesday mornings. If you cannot attend at this time, alternative times can be made available. We also have a diabetic specialist nurse who comes to the surgery on Thursdays to see complex diabetic cases.

- **Smoking Cessation**

These appointments are with our healthcare assistants who are able to offer advice and support on quitting.

**Access to medical care outside of surgery hours:**

During the day the practice covers urgent calls. At nights and weekends your care is provided by NHS 111. If you require urgent medical attention from a GP whilst the surgery is closed contact the out of hours GPs on 111.

There are local walk-in centres at:

Teddington Memorial Hospital, Hampton Road, TW11 0JL Tel 020 8714 4000

Queen Mary's Hospital Minor Injuries Unit, Roehampton Lane, SW15 5PN  
020 8487 6999

A late night and weekend pharmacy is available at the Ace Pharmacy, Ace Parade, Hook Road, Chessington, KT9 1DR. Tel: 020 8397 4564

**Comments and Complaints**

We operate a comprehensive complaints procedure in accordance with national policies. All comments and complaints will be dealt with seriously, promptly and confidentially. All complaints should be addressed for the attention of the Practice Manager.

Should any matter remain unresolved, you have the right to refer the matter to the Health Ombudsman. Visit their website <http://www.ombudsman.org.uk/> or call 0345 015 0433.

The NHS operates a zero tolerance approach to physical or verbal abuse to any of our staff. The practice policy includes issuing written warnings to patients or asking patients to make a behaviour contract with the surgery. In extreme circumstances, the practice has the right to remove abusive patients from our list with immediate effect in order to keep our staff safe. In this situation we would record a patient's removal from the surgery in their notes, write to the patient and include information on how to register at another local surgery.

**How to Order Repeat Prescriptions**

We ask that you allow 48 hours for a repeat prescription request. To request a repeat prescription please:

- Please tick the appropriate medication you require from your last prescription and either drop it into reception.
- Fill our request form at reception
- Send us a letter with your name, address, date of birth and medication you require. If you send us a self-addressed envelope with your request please allow 5 working days
- You may fax us a request to 020 8974 1017
- Sign up for online prescriptions – please visit our website.

We cannot take any requests over the phone. Repeat prescriptions require regular reviews. This will be indicated on your repeat prescription when due so please check before requesting medication.

**Electronic Prescribing Service**

The Electronic Prescription Service (EPS) is an NHS service. It enables your GP to send you prescription electronically to a pharmacy of your choice. You can choose to nominate any pharmacy; it could be closer to where you work or shop. To sign up for electronic prescribing, visit the pharmacy of your choice. The pharmacy will be able to give you a nomination form and explain the process in detail.

**Interpreting Services**

If you require an interpreter for your appointment, this can be arranged at reception. The Kingston Interpreting Service provides this service free of charge.

**Access for the disabled**

Our surgery is all on one level and has an easy access ramp to the electronic double entrance doors. There is a stair lift to a disabled toilet accessible up 4 steps. There is an alternative disabled toilet on the ground level.

**Minor Operations & Joint Injections**

These are available via internal referral by the GPs.

**Dermatology**

We have a GP with a Special Interest visit the surgery approximately once a month to provide specialist treatment and advice. Appointments are available via internal referral through the GPs.

**Ante-Natal Classes**

The practice is able to offer ante natal classes free of charge to our patients. These are run jointly with our sister practice The Churchill Medical Centre. Please ask at reception or in your appointment for more information.

**Audiology Clinic**

The practice has an audiology clinic on the first Wednesday of every month for patients with hearing aids who are both registered and not registered at the practice. It runs from 13.30 – 15.00. Patients can have a faulty hearing aid looked at and get advice about their hearing aid. Replacement batteries can be collected at any time from the practice.

**Dietitian**

A dietitian comes to the practice on average once a month. Appointments with her are available through internal referral from the GPs or practice nurses.

**Childhood Immunisations**

These are given by our practice nurses. Two of our practice nurses are also able to carry out 8 week baby checks as well as giving the first immunisations. Please make sure you have had baby weighed by the health visitors prior to coming in for an 8 week check with either the GP or practice nurse.

## We need your ideas! Get involved at the practice

### The Patient Participate Group (PPG)



The practice has a very active patient participation group, registered with the National Association of Patient Participation.

The PPG meets quarterly at the practice to discuss what is happening at the practice, how the surgery could improve its services to patients and other local health issues. For example, the audiology service was suggested by a member of the PPG and continues to be a very popular service available to both our registered patients and non-registered patients in the Chessington area.

If you would like to join simply attend one of our quarterly meetings or ask at reception for more information. The dates of upcoming meetings are advertised on the PPG noticeboard in the practice entrance lobby and on our website.

You can also you can join our Patient Reference Group. The practice will send you surveys during the year about new services or the performance of the practice. If you would like to join this online group, please email the practice address ([kinccg.orchard@nhs.net](mailto:kinccg.orchard@nhs.net)) for the attention of Matthew Chilcott, asking to be added to the PRG.

These groups work together to help the practice shape the way in which we deliver services for our patients.

### The Friends and Family Test

You can also leave us feedback through the Friends and Family Test. There are paper forms available in the waiting room, or you can leave feedback for the practice online here:

<https://www.iwantgreatcare.org/gpsurgeries/the-orchard-practice-1>

\*Please note this is not a forum for complaints, to make a one please see 'complaints'

The GPs work regular times at the surgery.

Below are the times they are normally in the Practice.

|                               |   |   |
|-------------------------------|---|---|
| <b>Dr Haythem Naseef</b>      | Monday morning<br>Friday morning                        | Monday afternoon<br>Friday afternoon  |
| <b>Dr Zoe Brown</b>           | Tuesday morning<br>Wednesday morning                    | Tuesday afternoon<br>Wednesday afternoon  |
| <b>Dr Ann Luxman</b>          | Monday morning  | Monday afternoon  |
| <b>Dr Debasish Chatterjee</b> | Wednesday morning                                       | Wednesday afternoon<br>Thursday afternoon<br>Thursday evening   |
| <b>Dr Kerry Giblin</b>        | Wednesday morning<br>Thursday morning<br>Friday morning | Tuesday afternoon<br>Tuesday evening<br>Wednesday afternoon<br>Thursday afternoon<br>Friday afternoon |
| <b>Dr Nadine Mueller</b>      | Monday morning<br>Tuesday morning                       | Monday afternoon<br>Tuesday afternoon   |

Please note that these may change due to annual leave, study leave or at short notice due to sick leave or the operational necessity of the practice.