

# Glenlyn Medical Patient Information Leaflet Easy Read Version

We have two surgeries:

## Glenlyn Medical Centre

115 Molesey Park Road  
East Molesey, KT8 0JX



020 8979 3253

## Giggs Hill Surgery

14 Raphael Drive  
Thames Ditton, KT7 0EB



020 8398 8619

***Dial 999 in an emergency***

### Appointments



You can book an appointment by visiting one of the surgeries or phoning us.

We have two kinds of appointments:

- **Urgent Care appointments** – for new problems.
- **Routine appointments** – for long-term and complicated problems.

**The Receptionist can help you decide.**







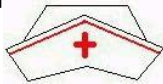




**Make sure you know if your appointment is at Glenlyn Medical Centre or Giggs Hill Surgery.**






### Home Visits



If you are too ill to come to the surgery you can ask for a home visit. Telephone us for help with this.

	<p><b>Giggs Hill Surgery</b> is open Monday to Friday from <b>8am – 6.30pm</b>.</p> <p><b>Glenlyn Medical Centre</b> is open Monday to Friday from <b>8am – 6.30pm</b> and some evening and Saturday mornings.</p>
	<p>When we are closed, ring 111.</p>
<p><b>Prescriptions</b></p> 	<p>If you need to order more medicines, you can post your 'repeat slip' or a list into the box at reception or send it to us. Please remember to tick what you need on the repeat slip.</p> <p>Prescriptions take 3 days to get ready.</p>
<p><b>Patient Online</b></p> 	<p>You can book appointments, ask for prescriptions and view your medical records from your computer. There is an Easy Read leaflet explaining more – ask for a copy.</p>
<p><b>Specimens</b></p> 	<p>Make sure the container does not leak and has your name on it. Containers are available at Reception.</p> <p>Check with Reception what time you need to bring it in.</p>
<p><b>Test Results</b></p> 	<p>The doctor will look at your test results and will leave a message on your notes. Please ring after 2pm to find out your results.</p>
<p><b>'Fit Notes'</b> <b>(Sick Certificates)</b></p>	<p>If you are off work for seven days you will need a Fit Note for your employer. Please tell the Receptionist this is what you need.</p>
<p><b>Our Nursing Team</b></p> 	<p>Linda, Sharon, Lynn, Charlotte and Emma</p> <p>Our Practice Nurses immunise children, dress wounds, take smear tests and run clinics for asthma, diabetes, travel immunisations and many other things.</p>
<p><b>Our Health Care Assistants</b></p>	<p>Harriet, Julius, Linda, Sam, Helen and Mary</p> <p>Our Health Care Assistants take blood samples, do blood pressure checks and NHS Health Checks and help in some of the clinics.</p>

<p><b>Our Advanced Nurse Practitioners</b></p> 	<p>Lauren Heldsinger, Liza Coghill and Jane Joyce</p> <p>Our Advanced Nurse Practitioners ('ANPs') are highly skilled nurses who have had extra training. They can see most patients just like a GP and they can write prescriptions. They mostly work in our Urgent Care Clinics. This means the doctors can concentrate on patients with more complicated problems.</p>																						
<p><b>Our Doctors</b></p> 	<p>Male: Dr Richard Strickland, Dr Ashish Kapoor, Dr Jonathan Miller and Dr Dotun Ajibade</p> <p>Female: Dr Hannah Davies, Dr Phi Vo, Dr Anna Carswell, Dr Kathryn Taylor-Barnes and Dr Fiona Hamilton</p>																						
<p><b>Private Fees</b></p>	<p>Some services like medicals for work are not covered by the NHS. There will be a fee for these. Ask at Reception.</p>																						
<p><b>Clinics</b></p>	<p>We have special clinics:</p> <table border="0"> <tr> <td>Asthma Checks</td> <td>Flu Vaccination Clinics</td> </tr> <tr> <td>Antenatal Clinics*</td> <td>IUD Coil Fitting</td> </tr> <tr> <td>Baby Checks</td> <td>In-house Warfarin Testing</td> </tr> <tr> <td>Blood Pressure Checks</td> <td>Joint Injections</td> </tr> <tr> <td>24 hour BP Monitoring</td> <td>Minor Surgery (lumps &amp; bumps)</td> </tr> <tr> <td>Blood Tests</td> <td>Pill Checks</td> </tr> <tr> <td>Cytology (Smear Tests)</td> <td>Postnatal Checks</td> </tr> <tr> <td>Chronic Disease Monitoring</td> <td>Spirometry</td> </tr> <tr> <td>Contraceptive Implant Fitting</td> <td>Smoking Cessation</td> </tr> <tr> <td>COPD Checks</td> <td>Travel Clinic</td> </tr> <tr> <td>Diabetes Clinics</td> <td></td> </tr> </table> <p><i>*shared care with Kingston Hospital</i></p>	Asthma Checks	Flu Vaccination Clinics	Antenatal Clinics*	IUD Coil Fitting	Baby Checks	In-house Warfarin Testing	Blood Pressure Checks	Joint Injections	24 hour BP Monitoring	Minor Surgery (lumps & bumps)	Blood Tests	Pill Checks	Cytology (Smear Tests)	Postnatal Checks	Chronic Disease Monitoring	Spirometry	Contraceptive Implant Fitting	Smoking Cessation	COPD Checks	Travel Clinic	Diabetes Clinics	
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	<i>Midwives</i>
<b>Disabled Facilities</b> 	<p>Glenlyn Medical Centre and Giggs Hill Surgery have step free access and wheelchair access.</p> <p>We have disabled parking bays, toilets and lifts to the first floor.</p>
<b>Car Parking</b> 	<p>Both surgeries have car parks.</p> <p>Please do not park in front of the main doors as this is for ambulances.</p>
<b>Confidentiality</b>	<p><b>ALL</b> your information is kept confidential. You can access your information but you may have to pay a small fee.</p>
<b>Zero Tolerance Policy</b> 	<p>Please treat all our staff with respect. We do not tolerate physical or verbal abuse.</p>
<b>Named GP</b>	<p>All patients are assigned a named GP, but you can see any of the doctors or nurses.</p>
<b>Changes To Address &amp; Telephone Numbers</b> 	<p>If you move house or change your telephone number please let us know so we can contact you if we need to.</p>
<b>Comments and Complaints</b>	<p>We hope you are happy with our care, but if not please tell the doctor, nurse or reception.</p>
<b>Travel Immunisations</b> 	<p>If you need travel vaccinations, please make an appointment at least six weeks before travelling.</p> <p>You will have to pay a fee for some travel vaccinations – please ask the receptionist for a list of the fees so you know what to expect and bring cash or a cheque to your appointment.</p>