

Little Park Surgery



281 Hounslow Road, Hanworth, Feltham, Middlesex, TW13 5JG
Telephone Numbers - 020 8894 6588 020 8898 9075

Website: WWW.LITTLEPARKSURGERY.CO.UK

OPENING HOURS

Monday to Friday 8:00am—6:30pm

Extended Hours

We run an extended hours clinic on a Tuesday Evening 18:30—20:45

General Practitioner's

Dr. Carolyn Lynch—Female FRCGP

Dr. Lubomyr Paska—Male MRCP

Dr. Rajkanwal Sibia -Female Salaried MRCP

Dr. Rosalind Adam (M/L)—Female Salaried MRCP

Dr. Navneet Chana —Female Salaried MRCP

Foundation 2 Doctor Dr. Anna Weatherill Female 4
month Rotation

GPST1 Doctor Dr. Mark Remedios—Male 12 month Rotation

ITP Doctor Faye Ramkissoon Female 6 Months
Rotation

OUT OF HOURS CARE

There are 2 option for patients

when the surgery is closed, they are as follows:

1. NHS 111
2. Teddington Walk in Centre, Teddington Hospital, Hampton Road, Teddington, Middlesex

Practice Nurses

Linda King and Chowdane (Savi) Fotedar

Practice Manager

Kim Thatcher

Assistant Manager

Renata Zarzycka

Ancillary Staff

2 Secretaries; 2 Health Care Asst.;

4 Phlebotomists;

CLINICS AVAILABLE by Appointment

Ante Natal/Post Natal appointments,

Blood Pressure and Well man/Woman Screening

Phlebotomy,

New Patient Registration/Health Check,

Diabetes

Asthma and Chronic Obstructive Pulmonary Disease

Travel Vaccines

INFORMATION

We at Little Park Surgery aim to provide a first class service. However if you are experiencing problems with the running of our service it is very helpful to let us know. We would be obliged if you would complete a Feedback Form from Reception or alternatively you can submit your comments online at: littleparksurgery.co.uk/feedback or you can send us an email to: feedback@littleparksurgery.co.uk

HOME VISITS

Most people can be seen in the surgery quicker and more efficiently. Home visits will only be undertaken if it is impossible for the patient to attend the surgery. You will be asked to give the receptionist an explanation of the nature of the problem and the reason for the request so that the Doctor on call can assess the urgency of the problem and the best course of action. Home Visit requests should be telephoned into the surgery by 10:30am on the day of the request, request made later than this may be dealt with the next day, unless in the case of an emergency. If the surgery is closed you will be able to obtain further emergency numbers from the message left on the telephone answering machine. Messages cannot be left.

ALL TEST RESULTS

These can be obtained from reception after 11AM every morning

DISABLED ACCESS

Little Park Surgery is readily accessible for wheelchairs. Disabled Toilet facilities are available

PATIENT'S COMFORT

There are toilets available for patients use providing baby changing facilities for patients with young children

PATIENT CONFIDENTIALITY

We like the NHS follow strict guidelines about Patient Confidentiality and have a leaflet on request

PATIENT RESPONSIBILITIES

All new patients are given a copy of the patients responsibilities to read and sign if they agree to them. You can request a copy of them from the reception desk

BOOKING APPOINTMENTS

You can now **book appointments or request repeat prescriptions on line**— simply ask reception for a pin number.

Routine appointments are bookable up to eight (8) weeks in advance by telephoning 020 8898 9075/080 8894 6588 or booking on-line.

Emergency appointments are allocated on the day and can be obtained by telephoning 020 8898 9075/0208894 6588 from 8:30am.

The Doctor can only deal with the one emergency problem in these appointments.

You will need to make a routine appointment should you wish to discuss any more.

We also offer a small number of **24 Hours/48Hours** appointments for routine problems.

Our Doctors and Nurses work later on a **Tuesday evening** to accommodate those of you who work out of the area and find it difficult getting in during normal opening hours.

REPEAT PRESCRIPTIONS

In order to receive prescriptions for repeat medication without seeing the Doctor submit your written repeat request into the surgery.

Allow at least 2 working days for processing (in writing, email to littleparksurgery@nhs.net or on-line at littleparksurgery.co.uk). Medication reviews are carried out at appropriate intervals by the medical team.

Prescription requests will not be taken over the telephone for safety reasons.

We have a collection service arrangement with local chemists, Boots, Rowlands and Maple Leaf.

Some chemists provide a home delivery service you will need to speak to the Pharmacist about this

FROM 01/05/2018 PHAMACIST CAN NO LONGER ORDER PRESCRIPTIONS ON BEHALF OF PATIENTS.

REFERRALS

All referral letters are passed to the Referral Facilitation Service to enable the tracking of referrals from General Practice to Secondary Care. If you do not receive the appointment that you are expecting within 3 weeks please ring 0800 756 7751 or 020 3416 3611

NEW PATIENTS AND PRACTICE AREA

We are happy to accept patients who live in our catchment area which can be viewed on our web site

WWW.LITTLEPARKSURGERY.CO.UK

CCG CONTACT INFORMATION

Green Zone (Pavilion CG), Ground Floor,
Civic Centre,
Lampton Road,
Hounslow TW3 4DN
Tel : **020 8538 2400**
Email: houcgcg.contacts@nhs.net

PATIENT PARTICIPATIION

We welcome input and ideas from our Patients. Please see our website, Littleparksurgery.co.uk for further information about the practice and our services as well as information on dates for Patient Participation Group meetings

NON NHS Work– Private Medical Examination and Fees

Special appointments are required for items such as HGV, PSV and insurance medicals etc. Please ask the receptionist for an appointment. There will be a fee payable for these examinations and other non-NHS services. Please note that GP practices are entitled to charge for any work that is not NHS work.

Chaperones

If you feel you would like a Chaperone present at your consultation please inform your Doctor/Nurse who will be more than happy to arrange this for you.

Family & Friends Test:

As of the 1st December 2014 new requirements from NHS England for Friends and Family Test (NHSFFT) will be implemented . This includes a short survey that you the patient will have to complete providing feedback on whether you would recommend this practice to your family and friends. We would also be putting out some questionnaires in reception for you to fill out when marking in at reception.

PRACTICE INFORMATION

WE ARE A TRAINING PRACTICE FOR GP'S AND MEDICAL STUDENTS, WE
ALSO WELCOME YOUNG WORK EXPERIENCE PERSONS

For further information on the practice and practice staff please look
on our Website WWW.LITTLEPARKSURGERY.CO.UK