

FACCINI HOUSE SURGERY



**FACCINI HOUSE SURGERY
64 MIDDLETON ROAD
MORDEN, SURREY
SM4 6RS**

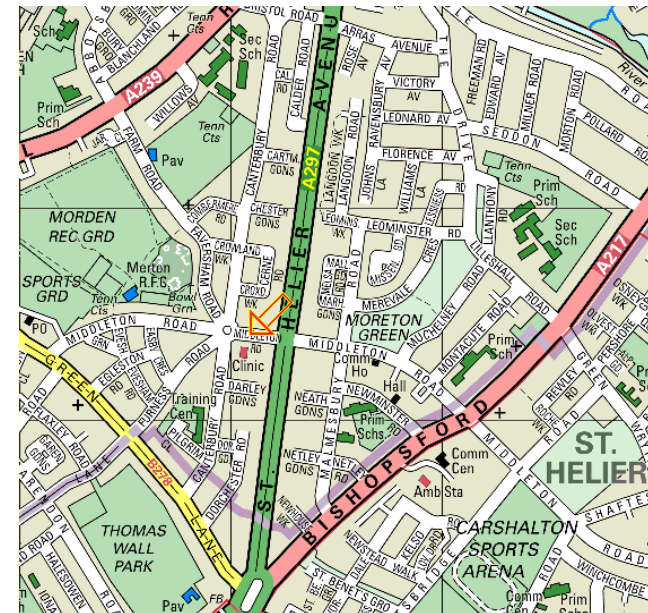
**TELEPHONE: 020 8646 4282
FAX 020 8646 2848**

**GP SURGERY
PHARMACY
PHLEBOTOMIST
NHS DENTIST
COUNSELLORS**

WWW.FACCINIHOUSE.COM

HOW TO FIND US

Address	Faccini House, 64 Middleton Road, Morden. Surrey. SM4 6RS
By Rail	The nearest rail station is St. Helier which is on the main line between Wimbledon and Sutton. A taxi ride from the station to Faccini House is only 5 minutes. Morden underground station is on the Northern line providing access from London Waterloo. From the underground station either a taxi or a bus can be used to get to the Surgery. The journey time from London is approximately 50 minutes.
By Bus	The number 80 bus from Morden stops at Middleton Road. It is only a short 2 minute walk from the bus stop to Faccini House.



GENERAL PRACTITIONERS

Name	Qualifications
Dr Ashraful H Mirza (Male)	MBBS(1998), MRCGP
Dr Deena H Mirza (Female)	MBBS(1996), DFRSH, DRCOG, MRCGP
Dr Ponmalar Rajendra (Female)	MBBS, DFRSH, MRCGP
Dr. Raakhee Katbamna (Female)	MBBS, MRCGP
Dr Pragya Gupta (Female)	MBBS, DCH, MRCPCH, MRCOG, MRCGP
Dr. Annie Murphy (Female)	MBBS, BSc, DRCOG, DFRSH, MRCGP

NURSING STAFF

Name	Role
Sister Marie Edwards	Specialist Practitioner (Practice Nurse)
Shamim Spaul	Practice Nurse

ADMINISTRATIVE TEAM

Farrah Sheikh	Prescription Administrator
Alice Flannery	Administrator
Susan Hammond	Senior Receptionist
Carly Kay	Receptionist
Nicola Dilly	Receptionist
Hafiza Hussain	Receptionist
Lauren McLaughlin	Receptionist

SURGERY TIMES

The Surgery is open between the following hours weekly.

DAY	Surgery Hours
Monday	08:00 - 18:30
Tuesday	08:00 - 18:30
Wednesday	08:00 - 18:30
Thursday	08:00 - 18:30
Friday	08:00 - 18:30
Saturday	09:00 - 12:15
Sunday	CLOSED

Note - the Reception area is open throughout the day for prescription queries or making appointments, apart from Thursday afternoon. If you wish to see a Doctor or a Nurse, you will need to book an appointment at Reception or call on **020 8646 4282**.

APPOINTMENTS

Appointments can be made for the following times:

DAY	A.M.	P.M.
Monday	08:00 - 12:00	14:00 - 18:30
Tuesday	08:00 - 12:00	14:30 - 18:30
Wednesday	08:00 - 12:00	12:00 - 18:30
Thursday	08:00 - 12:00	15:30 - 18:30
Friday	08:00 - 11:30	12:00 - 18:30
Saturday	09:00 - 12:15	CLOSED
Sunday	CLOSED	CLOSED

APPOINTMENT DURATION

Appointments are usually for 10 minutes. If you have more than one problem please ask for a longer appointment. Please be punctual for appointments and make separate appointments if another member of the family needs to be seen.

CANCELLING APPOINTMENTS

If you need to cancel an appointment please inform Reception as soon as possible so that the appointment may become available for another patient. Patients who repeatedly fail to attend appointments without cancelling will be considered for removal from the Practice list and will need to find an alternative GP Practice.

TELEPHONE APPOINTMENTS

The Surgery offers telephone consultations for a range of health care issues. Please call after 10:30am. If the Doctor or Nurse is not available at the time of your call, the Receptionist will arrange for them to return your call later during the day. Generally telephone consultations are carried out at the end of morning Surgery.

URGENT MEDICAL PROBLEMS

These will be assessed and dealt with on the same day.

HOME VISITS

If you are housebound and require a home visit, please contact the Reception before 10:00am. Home visits are usually carried out after 12:00 noon.

EMERGENCY ACCESS

When the Surgery is not open the following resources are available:

NHS DIRECT

Medical advice can be sought from NHS Direct on **0845 4647** or visit the NHS Direct website. This is a 24 hour service.

OUT OF HOURS

The Out Of Hours service for this Practice is provided by **PatientCare24**. If you need to urgently speak to a Doctor between 18:30 pm and 08:00 am Monday to Friday, or during weekends and Bank Holidays contact **PatientCare24** on **0845 603 1087**.

WALK IN CENTRE

There is a 'walk-in' centre at the St. George's Hospital site in Tooting. You do not need an appointment for this clinic. The contact number for the centre is **020 8700 0505**.

CLINICAL SERVICES

The Surgery provides the following clinics:

Antenatal Care	COPD	Travel Vaccinations
Asthma	Diabetes	Healthcare Abroad
Cervical Smears	Elderly Health Assessment (In Surgery or at home)	Nutritional Education
Childhood Immunisations	Hypertension	Weight Reduction
Child Health Surveillance	Immunisations (e.g. Flu jabs, Pneumococcal)	Well Woman Clinics
Chronic Disease Management	Mental Health	Well Man Clinics
Contraception	Sexual Health	Minor Surgery
IUCD Fitting	Smoking Cessation	

Appointments can be made for Doctors, Nurses, Health Visitors and the Midwife through the Reception staff by calling **020 8646 4282**.

On site there are also other services including a **Pharmacy, NHS Dentist and Counsellors**.

Disabled Access - There is full disabled access at the Surgery including dedicated parking, lift and washroom facilities.

NURSING SERVICES

Asthma, COPD, Diabetes, Hypertension, Well Woman/Man, Family Planning, Stop Smoking, Elderly Health Assessments, Baby Immunisations and Travel Vaccinations are all offered by our Nurses. Please book an appointment with our Receptionists for any of these services.

HEALTH VISITORS

The Health Visitors for Faccini House is Tracy. Clinics are held by appointment only. To make an appointment or contact the Health Visitors call **020 8646 2442**.

MIDWIFE

Our Midwife visits the Practice each Friday morning and appointments are available from 09.00am. Please contact Reception for appointments and further details.

MINOR SURGERY

A range of minor surgical procedures are offered. Please ask at Reception for details.

REPEAT PRESCRIPTIONS

For routine repeat prescriptions, you may re-order your medicines a week in advance of requiring them, but **please allow a minimum of 48 hours**. Patients on long-term medication will be asked to attend for regular check ups.

All requests for repeat medication must be in writing, with the only exception of housebound patients, who should telephone after 10.30am for their repeat medication. Telephone requests are not accepted to avoid possible errors. Please do not embarrass staff by asking them to take a repeat prescription over the telephone as they are not allowed to do so. If you would like your prescription posted to you, please include a stamped, addressed envelope.

The Prescription Administrator can also deal with concerns you have about your medication.

N.B. Our on-site Pharmacy, Day Lewis, will be happy to deliver to housebound patients who live within the locality. Similarly, Mr Shah of IS Pharmacy at Rosehill is happy to provide home delivery for the housebound within his catchment area.

TEST RESULTS

Results may be requested over the phone (e.g. Blood, Urine, X-ray, Ultrasound) preferably between 16:00pm and 18:00pm. Information is available from the Receptionists.

If the Doctor or Nurse feel that the results require further attention or intervention, you will be contacted by telephone. Alternatively, a letter will be sent to you requesting a follow up appointment.

TRAVEL VACCINES

We are happy to give travel vaccines and advice. You should allow at least 6 weeks before travel for vaccines to become fully effective.

Please remember:

- Seek advice from the Nurse.
- You may not be able to have all the vaccines at once, so allow sufficient time.

There may be a fee for some vaccinations so please ask the Nurse or a Receptionist for details.

PRIVATE SERVICES

A list of private services is available at Reception. The Receptionist will be able to advise you regarding the appropriate fee payable when you book your appointment. If you choose to be referred to a Private Specialist there is a fee payable for any relevant forms the Doctor may need to complete.

SICKNESS CERTIFICATE

You do not require a sick note for the first 7 days of your illness. A self-certification form, available from your employer, is sufficient for this purpose. Alternatively, you may obtain a DSS self-certificate (SC2) from the Receptionists. If your employer insists that a sick note is issued by your Doctor, you may then need a private certificate for which a fee is charged.

CHANGE OF PERSONAL DETAILS

If you change your name, address or telephone number please complete a change of address form, which can be obtained from the Receptionist.

RIGHTS AND RESPONSIBILITIES

PRACTICE

- To provide a high level of medical care in accordance with the guidelines set down by the National Institute for Clinical Excellence and the National Service Frameworks.
- Not to discriminate on race, gender, social class, religion, sexual orientation or appearance, disability or medical condition.
- To protect a patient's own right to confidentiality. The patient will be treated with informed consent.
- To provide access to a patient's own medical record or other information held about them in accordance with the Data Protection Act 1988.
- To request identification or checkable information to confirm the identity of the patient requesting confidential information.
- To refuse to retain patients on the medical list who are abusive or exhibit rage towards the Practice staff, including Pharmacy employees or other patients on the Practice premises.

PATIENT

- To be treated equally irrespective of race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition.
- To request details of their medical record or other personal details held by the Practice, in accordance with the Data Protection Act 1988.
- To inform the Practice of any changes to their personal details including address, telephone or name changes.
- To observe the Practice's request that patients treat the staff and facilities with the respect they would expect to receive themselves.
- To inform the Practice as soon as possible if they are unable to attend a booked appointment.

TRAINING AND RESEARCH

This Practice is involved in the education and training of Medical Students and Practice Nurses.

From time to time such students or trainees will sit in with one of the Doctors or Nurses in order to further their educational studies. There may be occasions when the Doctor or Nurse will seek your permission for the student to participate in your consultation, either by taking a history of your symptoms or by carrying out a physical examination.

If you would prefer that a student or trainee did not take part in your consultation, please tell the Receptionist or the Doctor. You will not cause offence as we understand that some matters are sensitive and we would not wish to cause you embarrassment.

USE OF PERSONAL INFORMATION

This Practice uses a computerised database to store personal details such as names, addresses, telephone numbers as well as details of medical conditions and medications prescribed.

This information is used solely by the Doctors, Nurses and staff attached to this Practice for the benefit of its patients although; on some occasions we may pass on this information to specialist hospital services. As a patient you have the right to view information held about you, as set down in the Data Protection Act 1988. There may be a fee for this service and details can be obtained from the Practice Manager.

From time to time Doctors and Nurses also participate in research projects set up by the Medical Research Council. Your consent will always be sought for use of any data held by the Practice. If you do not wish to participate in a study, it is your right to refuse.

COMPLAINTS AND SUGGESTIONS

SUGGESTIONS

We try to provide the best service possible. We welcome constructive comments about any aspect of our service.

There may be rare occasions when a patient feels that we have not fulfilled their expectations. In these situations we appreciate feedback on any shortcomings so that we can try and improve.

COMPLAINTS

If a patient feels it is necessary to complain about the level of service, this should be in writing to the Practice Manager. In most circumstances patients should expect to receive a full response within 10 days of our receipt, unless the matter requires further investigation, in which case we undertake to keep our patient updated of progress.

Where patients feel that their complaint has not been resolved satisfactorily, the complaint can be reviewed further by the complaints team at Sutton and Merton PCT on request.

USEFUL TELEPHONE NUMBERS

Out of Hours	
NHS Direct	0845 4647
PatientCare24 (6:30pm – 8:00am)	0845 603 1087
Weekends & Bank holidays	0845 603 1087
Chemists	
Day Lewis (Faccini House)	020 8648 1329
Boots (Sutton)	020 8642 7575
Imperial (Stonecot Hill)	020 8644 8922
Jescap (St. Helier Avenue)	020 8646 0822
I.S.Pharmacy (Rosehill)	020 8644 8142
NHS Dentist	
Lillywhite Dental Practice (Top floor Faccini House)	020 8685 1200
Community Services	
District Nurses	020 8544 2020
Health Visitors	020 8646 2442
Carers (Merton)	020 8545 4710
Carers (Sutton)	020 8770 4082
Midwife	020 8296 2883
St. Helier Hospital	0208 296 2000
St. George's Hospital	020 8672 1255
Tooting Walk-in Centre	020 8700 0505
Bereavement Services	020 8939 2537
Social Services	
Merton	020 8543 2222
Sutton	020 8770 5000
Elderly Support (Merton)	020 8545 4391
Other Services	
Marie Curie Cancer Nurses	0800 716 146
On-Call Doctor Service	0845 603 1087