

How do I get a repeat prescription?

- Repeat prescriptions are for patients who require treatment for long term illnesses.
- To obtain a repeat prescription, please leave your completed request slips or written requests in the box at reception, post them through the letter box in an envelope if out of hours or fax them to us on 0208 654 0487.
- Please note that 48 hours notice is necessary.
- Requests by phone are not accepted as this can lead to dangerous mistakes.
- All patients having repeat prescriptions will have to be seen at regular intervals for review of their medication.

Your Rights as a Patient

- You are all entitled to the same treatment regardless of age, race or religion.
- You have the right to access your medical records and those who wish to do so must make their requests in writing and address them to the Practice Manager. A fee will be charged for this service. Please obtain the required form for completion from the reception.
- The Practice adheres to a strict code of confidentiality. Any medical information can only be disclosed to another party (e.g. a Lawyer) with your written consent (with the exception of a few rare circumstances). Thus we are not at liberty to disclose information regarding relatives unless you are the parent or guardian of a minor.
- If you prefer to have a chaperone present during an intimate examination please inform the Doctor. You can either ask a member of staff or a friend/family member to be present.

Your Responsibilities as a Patient

- If you unable to keep your appointment please let us know.
- Please inform receptionists if you change your address, telephone number or personal details.
- We appreciate that it is convenient to have the whole family seen at once, but this can lead to major delays, so please make separate appointments for each person to be seen or request a longer appointment slot. This helps the smooth running of surgery and also means that everyone is given the necessary attention that they deserve. Our staff must be treated with the same courtesy and respect that patients will expect to be treated with themselves. The surgery operates a zero tolerance policy and those who are rude or violent towards any of our staff will be considered for removal from the Practice list.

Complaints and Suggestions

If you have any comments or suggestions please place them in the suggestions box in our waiting room. You may also write to the Practice Manager, Mr Khalid Ali, who would be happy to hear from you.

ASHBURTON PARK MEDICAL PRACTICE

416 Lower Addiscombe Road, Croydon, CR0 7AG

Tel: 0203 714 6868

Fax: 020 8654 0487

Website: <http://www.ashburtonparkmedical.co.uk/>

Doctors:

Dr Umadevi Parameswaran MRCGP (Female)

Dr Yasasthrie Athapattu MRCGP (Female)

Nurses:

Mrs Elizabeth Holmes

Mrs Anita Woolsey

Mrs Ioanna Kokkosi

Healthcare Assistant:

Mrs Heather Teague



Reception opening hours

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| Monday | 8:00 - 18:30 |
| Tuesday | 8:00 - 19:30 (Extended Hours from 18:30 - 19:30 by appointments only) |
| Wednesday | 8:00 - 13:00 |
| Thursday | 8:00 - 19:00 (Extended Hours from 18:30 - 19:00 by appointments only) |
| Friday | 8:00 - 18:30 |
| Saturday | CLOSED |
| Sunday | CLOSED |

Our approach to your healthcare

Our overriding desire is to provide good quality health care and stability for you by creating a competent, accessible and friendly practice where:

- Quality is everybody's business, and we routinely ask you what you want
- Education, research and sharing good practice is part of the everyday experience
- Reliable up-to-date information is used to measure our progress and plans for the future
- We thoroughly recommend immunisations for all children
- All patients over 75 years are offered annual health assessments.

We see the doctor/patient relationship as integral to ensuring that you receive the highest Level of care, and we strive to build on that relationship with each consultation.

How can I register with the practice?

- If you wish to register with the practice, please come to the surgery and provide us with details of your previous Doctor and your NHS number.
- Please note that you must be within our catchment area in order to register with our practice, and if you are not, we will be happy to provide you with details of practices in your area.
- As part of the registration process every patient must be seen by the nurse for a new patient check prior to seeing the doctor.

How do I make an appointment?

- At Ashburton Park Medical Practice we aim to offer you an appointment within 48 hours, but you may have to wait longer if you wish to see a specific Doctor.
- To make an appointment you can either book in person or by phone on 0203 714 6868 during reception opening times. (See Opening Times) Please let us know if you would like to book via internet.
- Phone Consultations are also available
- We have a new system of allocating appointments at the surgery now in order to cater for everyone's needs. A third are available to be booked well in advance, another third to be booked on the previous day and the final third to be booked on the actual day.
- We advise you to ring at 08:00am if you would like to book on the day in order to guarantee a slot.
- Each appointment slot is 10 minutes long and in order to avoid delays, please remember that each appointment is for one patient only and not the whole family. If other members of the family wish to see the doctor, separate appointments must be made or ask the receptionist for a longer slot i.e. 20 minutes for two patients.



Services offered by the Practice

- Antenatal care, Asthma monitoring, Diabetic checks, Diet control, Smoking cessation, Family planning and Minor surgery

How do I arrange a home visit?

- If you are feeling unwell and are unable to get to the surgery, telephone the surgery in the normal way and request a home visit before 10:30. This way the doctor can plan their day's workload accordingly. The receptionist on duty will ask you some details to help the doctor assess the urgency of the visit. The doctor will then telephone you to discuss the problem and at this stage arrange a home visit time if appropriate.
- Please only request a home visit for genuine reasons, not convenience or transport.



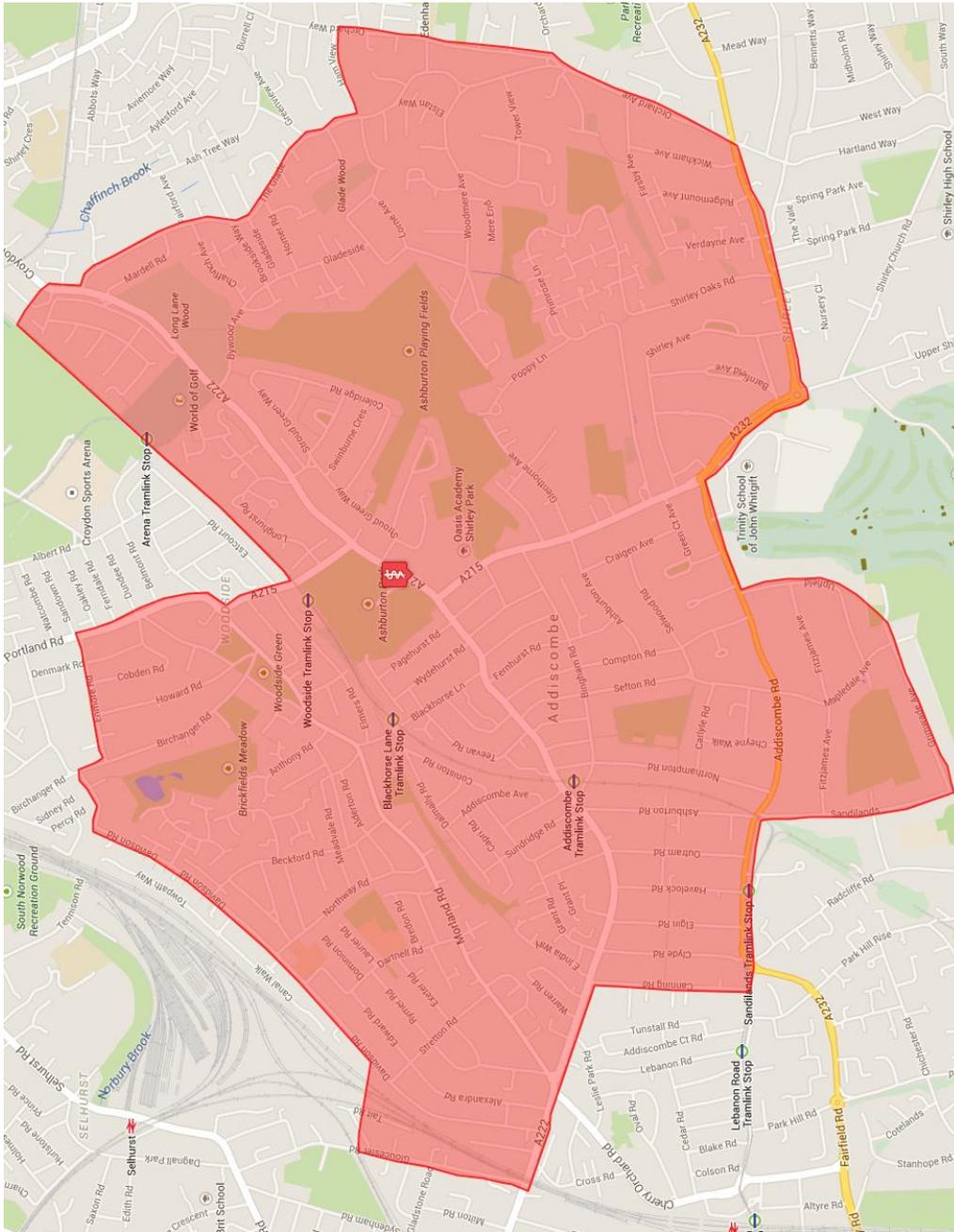
How do I get a prescription?

To obtain a prescription for the first time you must make an appointment to see the doctor. Your local Pharmacy will be able to dispense your prescription. We also make arrangements for prescriptions to be picked up from Addiscombe Pharmacy on Lower Addiscombe Road.

What do I do in an emergency?

- If your case is urgent, you will be given an appointment on the same day
- If we are unable to offer you an appointment, you can visit the **Croydon NHS Walk-in Centre** which is located on, Edridge Road, Croydon, Surrey, CR9 1PJ. Here you can see an experienced nurse for information, advice or treatment for minor illness and simple injuries. There is no need to make an appointment and it is open seven days a week from 8am-8pm.
- Or you can visit Minor Injuries at New Addington, which is open Mon-Fri 2-10pm and Sat 12-10pm.
- **FOR MEDICAL ADVICE IN OUT-OF-HOURS RING NHS 1-1-1.** If you require urgent medical assistance please call 1-1-1 to access the NHS 111 service. This service is free to call from landlines and mobiles. If you need urgent hospital treatment go straight to the Accident & Emergency department at CUH, London Road, Croydon.
- Call **999** for an ambulance for emergencies such as loss of consciousness, severe chest pain, serious accidents or serious loss of blood.

Practice Catchment Area



Practice Catchment Area

In order to register yourself with Ashburton Park Medical Practice, your post code must be within the catchment area of the practice. Map of which is shown as opposite. You could also use the "Catchment Area Check Tool" for Ashburton Park Medical Practice provided at the practice website at

<http://www.ashburtonparkmedical.co.uk/pages/Registering>

In the tool you will need to enter your post code in the provided box and click the button to submit which will then tell you whether you are within our catchment area or not.

Alternatively, please check with the reception staff to ensure that you live within our practice boundary.