

USEFUL CONTACTS

SUTTON HEALTH AND CARE	020 8296 4100
Email: esth.shc-referrals@nhs.net	
HEALTH VISITING TEAM	020 8770 5409
Email: hcpadmin@sutton.gov.uk	
SOCIAL SERVICES	020 8770 5000
VOLUNTARY SERVICES	020 8661 5900
CITIZENS ADVICE SUTTON	020 8405 3552
BRITISH RED CROSS	0344 871 11 11

ACCIDENT AND EMERGENCY: 24 hours.

The nearest hospital casualty department is at St. Helier's Hospital, Wrythe Lane, Carshalton, Surrey Telephone: 020 8296 2000

NON-NHS SERVICES

Certain services such as private sick notes, insurance claim forms for holiday cancellation etc., medical examinations are not covered by the NHS and charges are made in line with the BMA recommendations. A list of these charges is held in reception.

DISABLED ACCESS

The surgery has a ramp to the front door with easy use push buttons to open the door. There is a toilet available to accommodate wheelchairs. Disabled people can always be seen in a downstairs surgery.

ARE YOU A CARER?

Please let us know if you are a carer. With your permission we can ask Sutton Social Services to assess your needs as a carer, offer you help (for example: respite care), and organise support for you (for example: a local support group).

COMMENTS & COMPLAINTS

We welcome feedback and suggestions for improvements. Please fill in the friends and family form and deposit in the 'suggestions box' at the surgery or follow the feedback links on the practice website to feed comments back about your experience. Alternatively, if you have a complaint, please direct it to the Practice Manager.

www.mulgraveroadsurgery.nhs.uk

March 2023

WELCOME TO MULGRAVE ROAD SURGERY



UNIVERSITY TEACHING
PRACTICE
48 MULGRAVE ROAD
SUTTON, SURREY
SM2 6LX

Dr Anthony Free Dr Clare O'Sullivan
Dr Dino Pardhanani Dr Lalitha Jeyakumar
Dr Junaid Masud Dr Amber Appleton
Dr Trisha Sri Dr Ayesha Ahsan

Nurses: Becky Winter Suzanne Su'a
Healthcare Assistants: Gaye Johnson Caroline Howlett

TEL: 020 8224 4100

WEB: www.mulgraveroadsurgery.nhs.uk

E-MAIL: swlicb.correspondence.H85018@nhs.net

APPOINTMENTS

Clinicians have a selection of face-to-face and telephone appointments bookable both 'online' and through the mainline. Please pick up a registration form from reception to register for *Patient Online*, which can also be accessed via the Mulgrave Road Surgery website, www.mulgraveroadsurgery.nhs.uk

The appointments telephone line is open 8:30am-12:30pm & 2pm-6pm Mon-Fri.

CONTACT A CLINICIAN

Please use the online '*AccuRx*' platform to request to submit a short medical or admin query directly to the Practice. This service can be accessed by following the instructions on the Mulgrave Road Surgery website, www.mulgraveroadsurgery.nhs.uk Alternatively, you can phone to speak to a GP, Nurse or HCA. If they are not available to speak to immediately, either an appropriate time will be given for you to call back or the receptionist will take your number for the Nurse or Doctor to call you back.

ADDITIONAL ROLES

General Practice Teams have expanded in recent years to incorporate a variety of additional clinical roles. As well as district nurses attached to the practice, you can now access First Contact Practitioners (Physio), Mental Health practitioners, Clinical Pharmacists, Health and Wellbeing Coaches and Social Prescribers through the surgery.

REPEAT PRESCRIPTIONS

You can now order your medication through *Patient Online*. Please pick up a registration form from reception to register. Patient Online can also be accessed via the Mulgrave Road Surgery website, www.mulgraveroadsurgery.nhs.uk Written requests should be made on the computer slips attached to your prescription or in writing. NO prescription requests are taken over the phone. *We now send your prescription electronically to any pharmacy of your choice.*

TEST RESULTS

Filed patient results are now accessible through *Patient Online*. Please pick up a registration form from reception. Patient Online can also be accessed via the Mulgrave Road Surgery website, www.mulgraveroadsurgery.nhs.uk Alternatively, phone the surgery after 2pm. Please give up to a week for results to arrive. Cervical smear results can take 2-3 weeks and will be sent directly to your home address.

HOME VISIT REQUESTS

Please make every effort to attend surgery rather than ask for a home visit. Visit requests should be made before 11am if possible. Requests made before 8am and after 6:30pm will be diverted through to the local out-of-hours provider.

We work alongside paramedics to deliver visits that are more acute in nature. Please make sure you leave a contact number as a clinician may contact you prior to visit.

PREVENTATIVE MEDICINE

The nurses help us by doing Blood Pressure Checks, Cervical Smears, Flu Vaccinations, Travel Immunisations, and Well person Health Checks. They can also give advice about Healthy Living, healthy diet and keeping active.

BLOOD PRESSURE

People age 18 and older with optimal blood pressure and no heart disease risk factors should have a blood pressure test **at least once every 2 to 5 years**. People age 40 and older, or younger with an increased risk, should have a blood pressure test every year.

CERVICAL SMEARS

Women are advised to have smears every 3 years between the ages of 25 to 49 years; and 5 yearly for 50 to 65 years.

FLU VACCINATION

This is recommended for all patients over 65 years and patients 'at risk', including those with heart, lung or kidney disease, Asthma, Diabetes, Immunosuppression, Carers or patients that are Pregnant. Please visit your local pharmacy from October for a vaccination. *We provide immunisations for our housebound population.*

TRAVEL IMMUNISATIONS & ADVICE

Please make an appointment with the practice nurse at least one month before travelling. The practice is not a Yellow Fever Centre.

NHS & OVER 75 HEALTH CHECKS

Patients aged 40-74 are encouraged to have health checks and should book with a nurse. Any person over 75 is welcome to make an appointment with the practice nurse each year for a health check or request a visit if unable to attend surgery.

CHILD DEVELOPMENTAL SCREENING & IMMUNISATIONS

Take place in the Baby Clinic on Monday from 1:30 – 2:30pm by appointment

ASTHMA & DIABETES CLINICS

They are run weekly by appointments with a specialist nurse