

At the time of your registration you are assigned an individual named GP: Each patient is nominally allocated to a GP but is free to see any of our doctors. Please ask when making an appointment if you want to see a particular GP.

Nurses

Our highly qualified and experienced nursing team, Practice Nurse Sonia and Marcia are able to deal with a wide range of conditions and health concerns. They are experts in many areas of disease management such as diabetes and asthma. When booking a nurse appointment our reception staff may ask you the reason for appointment in order to determine how much time to allocate.

Pharmacist

Usha Ganesh is our pharmacist. She will be happy to help with any medication or prescription queries. Her usual working hours are Mon, Tues 8-5pm, Weds, Thurs 8-4.30pm & Fri 12.30-5pm.

District Nurses

The district nurse team is currently based at Woodside Health Centre but can be contacted via Auckland Surgery reception staff.

Health Visitors

Can be contacted on 020 8274 6900.

Community Midwife

Can be contacted on 020 8401 3171.

Practice Management

Our Operations Manager, Aleksandra Stefanczyk may be able to help you with any administrative or non-medical aspects of your health and treatment. They are also available to discuss any suggestions or complaints.

Reception Staff

Our reception staff are here to help you. When telephoning for medical attention, you might be asked some questions to guide us in deciding how best to help you.

Appointments

We offer pre-bookable (at least a month in advance) and book on the day appointments. If you have registered for patient access, you can also book GP appointments online. We offer face to face and telephone consultations. Extended hours appointments must be booked in advance – see surgery hours.

The doctor will try their best to give enough time to each patient but if you think your problem may take a long time, please ask our reception staff to make a double appointment. Please remember that a separate appointment is necessary for each person seeking to be seen by the doctor.

Urgent Appointments

If your medical problem is urgent, requiring same day attention, please inform the receptionist when booking your appointment. If we are fully booked, we will endeavour to deal with the urgent matter by seeing you on our list for urgent extra patients. Such appointments are with whichever doctor is available.

Routine (non-urgent) Appointments

This includes appointments for routine antenatal care, and chronic disease management consultations.

Patients can be referred in-house to our minor surgery clinic which occurs (by appointment) on an ad hoc basis.

Please help us by

Being on time for your appointment. Letting us know if you need to cancel, even at short notice. Calling for a home visit or urgent appointment before 10.00am. Ringing for the results of tests after 11.00am. Making sure you have ordered your repeat prescription in good time, especially before the weekend and Bank Holidays.

Home Visits

Home visits are at the discretion of the doctors. Please note that in the time it takes to conduct a home visit, a doctor or nurse can see several patients at the surgery. It is therefore politely requested that patients only ask for a visit if housebound or too ill to attend the surgery.

Telephone Contact

If you wish to speak to a doctor or nurse on the phone, please ensure that you give your current phone number to the receptionist. Call-backs are made throughout the day. To assist with timetabling your call, you might be asked to briefly state the reason for your request.

Prescriptions

Please allow sufficient time to order your prescription before your medication runs out. Repeat prescription requests can be made via the website, the NHS app or via your nominated pharmacy or in person at the surgery. **To avoid the risk of prescription errors, we do not take requests over the phone.**

Whether being printed or generated electronically, prescriptions take two working days to prepare. Electronic prescriptions will be forwarded to your nominated pharmacy. Alternatively, please speak to a receptionist or ask your regular pharmacist about your repeat prescription.

Evenings & Weekends

When the surgery is closed and you require help or advice, please **call NHS 111**. If you need an urgent appointment and cannot wait

until surgery re-opens, visit the nearest GP Hub, details can be found www.croydongphub.co.uk
For medical emergencies, call 999.

Urgent Care Centre (Not A+E)

Croydon University Hospital
530 London Road
Croydon CR9 1PJ
Telephone: 020 8401 3000

Open 24 hours, every day of the year.

A+E is open 24 hours, every day of the year for ACCIDENTS and EMERGENCIES (e.g. chest pain, difficulty breathing, major bleeding, and suspected bone breakage).

Emergency Dentist

Telephone: 020 3402 1333
Open Monday – Friday 6.00pm – 9.40pm
Weekends & Bank Holidays 1.30pm – 9.40pm

Emergency contraception pills can be taken up to 72 hours after unprotected sex and are available from **many pharmacies**.

Change in Personal Details

Please inform our reception staff if you change your name, address, marital status or telephone number, so we can keep our records accurate. If you move out of our practice area you will need to register with a practice which covers that area.

Comments & Suggestions

We welcome your views, and these can be forwarded to the Operations Manager via our suggestion box (in the reception) or website.

Complaints

We aim to provide a professional, friendly and courteous service to all our patients. We hope that any problems can be sorted out quickly and easily, preferably at the time they arise and with the person concerned. If you wish to make a complaint, a leaflet and form are available from reception. This explains the procedure. If you remain dissatisfied following our response to your complaint, you have the right to approach the Health Service Ombudsman, Tel: 0345 0154033, www.ombudsman.org.uk. If you feel unable to raise your complaint with us, you can contact the South West London Integrated Care Board, tel: 0800 026 6082, email: contactus@swlondon.nhs.uk. In writing NHS Southwest London ICB, 120 The Broadway, Wimbledon, SW19 1RH. If you have a complaint against a hospital this should be directed to the complaints department of the relevant hospital.

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. All staff in the practice is bound contractually to maintain patient confidentiality. It is important that

the NHS keeps accurate and up to date records about your health and treatment so that those treating you can give the best possible advice and care. Confidential patient data may be shared within the practice health team and with other health professionals to whom you are referred for care. Occasionally patient data may also be required for the broader purposes of health care and audit, research, and the provision of health care services. Data disclosure will be kept to the minimum required, and if possible anonymised before disclosure. Confidential and patient identifiable information will not be disclosed without your explicit consent. You have a right to know what information we hold about you. You can see a lot of your medical record online using the EMIS Access electronic application.

Freedom of Information – Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. This is a guide to the ‘classes’ of information the practice can make available. Details are available from our reception staff.

Patient Rights & Responsibilities

You have a right to expect a high standard of medical care from our practice, which we will strive to provide within the resources available. To help us do this, it is your responsibility to keep to your appointments and follow any medical advice given. Our Practice Charter leaflet is available from reception.

Rarely, the practice/patient relationship breaks down completely. In this situation a patient may choose to register elsewhere, or the practice may remove a patient from the practice list. This would generally only happen after the patient had been given prior warning(s) and strenuous attempts to resolve a problem situation had not been successful.

Zero Tolerance

We will treat our patients with respect, courtesy and will not discriminate against them in any way on the grounds of age, sex, colour, race, nationality, ethnic or national origin or disability, sexual orientation, religion or religious or philosophical belief. We expect the same from our patients.

Our staff are entitled to work without the threat of violence or abuse.

In line with all NHS establishments, the practice operates a zero tolerance policy on violence and abuse. Anyone phoning or attending the surgery who abuses a staff member or another patient, be that verbally, physically or in any threatening manner whatsoever, will be removed from our list without warning. Croydon CCG will be informed of this and will allocate such patients to an alternative GP Surgery.

Patient Participation Group

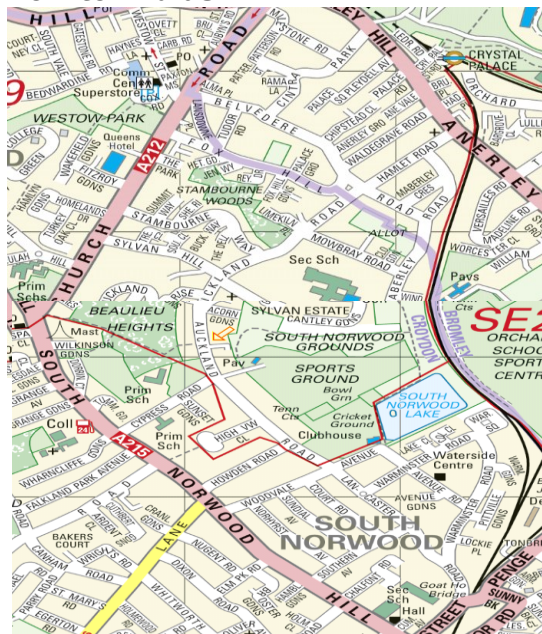
Are you interested in having a say about Auckland Surgery? We run a patient participation group (PPG). All patients are automatic

members of this and welcome to join in by attending meetings or the virtual forum. If you would like to sign up for this, please complete the form available on our website or in reception.

Non NHS Services

Patients should be aware that fees may be charged for services not covered by the NHS e.g. private certificates, insurance forms, and fitness to travel letters, medicals and reports, taxi/HGV licences. Also certain travel vaccinations. A list is available from reception of our charges.

How to find us



Welcome to Auckland Surgery

We hope you find this leaflet informative and will keep it for future reference. Information updates are posted on our website www.aucklandsurgery.co.uk.

Our Practice Catchment Area

Our address is 84A Auckland Road, London, SE19 2DF. Please speak to a receptionist for details of our catchment area.

Telephone Access to the Surgery

Our telephone lines and surgery reception are open 8.00am – 6.30pm, Monday – Friday. Our telephone number is 020 8653 5146. Website www.aucklandsurgery.co.uk

Disabled Access to the Building

All our consulting rooms are on the ground floor, along with a disabled patients’ WC. Disabled parking spaces are located in front of the surgery. If you require any assistance in accessing our services or need us to communicate with you in a particular format, please let a member of staff know.

Surgery Hours:

Monday – Friday 8am - 6.30pm

Within these hours, doctor and nurse consulting sessions are timetabled for the mornings and the afternoons.

Extended Hours: for improved access within our community the location of face-to-face GP and nurse appointments as well as telephone consultations with allied health professionals will be held at The Upper Norwood Group Practice each week.

To book an extended hours appointment please contact Auckland Surgery. Appointments are available: GP Monday/Wednesday 4pm – 6pm. Nurses available Saturdays 9am-12pm

Please note that consultations during extended hours are strictly by pre-booked appointment. We are unable to deal with emergencies during these clinics.

Doctors

Dr Anna Clarke (GMC No. 4413350)

MBBS, BMedSci, MRCGP, MSc. – female. Special interests: diabetes, mental health, sexual health, palliative care.

Dr Sumana Pasumarthy (GMC No. 6135997)

MBBS, MRCGP, DFSRH – female. Special interests: diabetes, women’s health and sexual health

Dr Andrew Roberts (GMC No. 7278828)

MBBS, MRCGP – male. Special interests: men’s health and musculoskeletal medicine.

Dr Alex Dossett (GMC No. 7071599) MBChB, BMedSc, MRCGP – male

Dr Juliette Uka (GMC No. 6027032) MBBS, MRCGP, DRCOG, DFFP

Dr Rhodri Williams (GMC No.6115319) BSc, MRCGP, DTM&H - male