

## INFORMATION

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### REGISTERING

Please complete the registration forms available at reception and bring proof of address, e.g. a recent household bill or bank statement and a photo e.g. driving license or passport.

### NEW PATIENTS

All new patients are requested to attend for a New Patient Health Check with our Health Care Assistant when they register.

### PRACTICE AREA

- \* RICHMOND (as far East as Sheen Lane)
- \* KEW (as far East as Sandycombe Road)
- \* TWICKENHAM (as far West as London Road)
- \* ISLEWORTH (as far North as South Street)

### PARKING

There is a multi-story car park next to the Surgery in Paradise Road. It is open from 8:00am to midnight and includes disabled spaces at street level.

### DISABLED PATIENTS



There are full facilities including wheelchair access, W.C. and ground floor consulting rooms.

### COMPUTERISED RECORDS

We use computers in the practice for records, recall and repeat prescribing. The Practice is registered under the Data Protection Act.

### MEDICAL RESEARCH COUNCIL

This Practice takes part in Medical Research, therefore patients records may be used for this purpose. Patients have the right to refuse permission for this.



### USEFUL TELEPHONE NUMBERS

Kingston Hospital	0208 546 7711
St Georges Hospital	0208 672 1255
Queen Mary's Hospital	0208 487 6000
Teddington Walk-In Centre	0208 714 4004
West Middlesex University Hosp	0208 560 2121
Teddington Family Planning Clinic	0208 614 5300
Whitton Corner Family Planning	0203 458 5333
NHS for urgent medical advice Non Emergency	111
Patient Advice & Liaison (PALS) <a href="mailto:riccg.richmond pals@nhs.net">riccg.richmond pals@nhs.net</a>	0208 734 3001
Richmond Clinical Commissioning Group (CCG)	0208 734 3000
Primary Care Support England	0333 014 2884
Social Services	0208 891 7971

### PATIENTS RIGHTS AND RESPONSIBILITIES

We aim to offer our patients an appointment as quickly as possible. We therefore ask you to respect our Doctors and Nurses time. If you are unable to keep an appointment please remember to cancel it in good time, this allows for it to be made available to others.

Please be courteous to Staff and remember they are adhering to Surgery protocols.

If you have any concerns, suggestions or complaints regarding the service the Practice offers, please write, or ask to speak to our Practice Manager.

## THE PARADISE ROAD PRACTICE

37 Paradise Road  
Richmond  
TW9 1SA  
**TELEPHONE**  
0208 940 2423  
**FAX**  
0208 332 6363

### PRACTICE HOURS

Phone lines are open  
Monday to Friday  
08:30am—6:30pm

### Reception Hours

Monday and Friday 08:00am—6:30pm  
Tuesday | Wednesday | Thursday | 08:30-7:00pm

### PRACTICE SURGERY HOURS

(By appointment only, extended hours are on  
Monday, Thursday & Friday)

### Doctor:

Mondays	7:30-10:20am / 1:00-3:00pm
Tuesdays	9:00-11:30am / 5:15-7:00pm
Wednesdays	9:00-11:30am / 3:30-6:00pm
Thursdays	9:00-11:30am / 4:10-7:00pm
Fridays	7:30-10:20am / 3:30-5:00pm

### Nurse:

Monday	12:30pm—4:30pm
Thursday	9:30-12:00pm / 2:00-3:30pm

### HCA:

Mon | Tues | Thurs | Fri | 09:00am-11:30am

## THE PRACTICE TEAM

### DOCTORS

**Dr Cindy Lee** MBBS MA MRCGP DRCOG

**Dr Sonia Gandhi** MBChB MRCGP DRCOG DFFP  
DPD

Your **Named GP** is Dr Lee, but you can make an appointment to see any of the Doctors.

### PRACTICE NURSE

**Lucia Bramble-Boyd RN**

Our Nurse is available for:

- \* Health Promotion Advice
- \* Monitoring Asthmatic and Diabetic Patients
- \* Help with Smoking Cessation
- \* Blood Pressure and Weight Monitoring
- \* General Health Queries
- \* Child Immunisations,
- \* Cervical Smear Tests,
- \* Wound Care
- \* Suture Removal,
- \* Ear syringing,
- \* Blood Tests and Results

### HEALTH CARE ASSISTANT

**Mrs Heather Wax**

Available for blood tests and results, blood pressure checks, B12 injections, ear irrigation, diabetic foot checks, dressings, Flu vaccination (for over 18's), smoking cessation and New Patient Health Checks.

### PRACTICE MANAGER

**Miss Zin Htet**

### ADMINISTRATOR / RECEPTIONIST

- \* **Emanuela Halliday**

### RECEPTIONISTS

- \* **Gillian Shaw**
- \* **Anje Ward**
- \* **Alexandra Aoun**

## OUR SERVICES

### CHILD HEALTH

The Doctors are available for your baby's 6 week check.

For Immunisations, please make an appointment with the Practice Nurse.

### ANTENATAL CARE

Please make an appointment with the Doctor.

### CONTRACEPTION AND SEXUAL HEALTH

The Doctors and our Nurse can give advice during normal surgery hours.

### TRAVEL VACCINATIONS

Please make an appointment with the Nurse to discuss your requirements at least 6 weeks before departure. Some travel medicines are not covered on the NHS.

### RESULTS

We do expect you to contact us for the results of your investigations or blood tests.

Please phone between 12:00pm—1:00pm. Most laboratory results take about one week. X-ray results can take two weeks to arrive.

### HOME VISITS

If you are too unwell to attend the surgery we will visit you at home. Home visits should be requested before 10:00am on the day. Whenever possible please try to attend the Surgery as the Doctors can see several patients in the Surgery in the time it takes to carry out a home visit.

### EMERGENCIES

During Surgery hours please call us on 0208 940 2423. If the Surgery is closed and your concern is of a life threatening nature, please call **999**. Otherwise call 03000 204 000 who will be able to give advice or arrange for you to be seen by a GP.

## APPOINTMENTS

### MAKING AN APPOINTMENT

Please call at reception or telephone during surgery opening hours on **0208 940 2423** to make an appointment with the Doctor or Nurse. If you cannot keep your appointment please let reception know as soon as possible. You are registered at the Practice and therefore free to consult any of the Doctors, except in an emergency when you will be seen by the Doctor on duty. You can also book appointments online, please ask at reception.

### CHANGE OF ADDRESS

If you change your address or telephone number please inform our receptionists, as we may need to contact you. If you move out of the Practice Area you should not assume that you can continue to be registered with the Practice.

### NON NHS FEES

There are certain services we provide that are not covered by the NHS, for which a fee will be charged, e.g.:

- \* Medical Reports
- \* Passport Applications
- \* Driving License Applications
- \* Some Travel Medicines

### REPEAT PRESCRIPTIONS

Please submit a written request for items regularly prescribed. They will be ready for collection in 48 hours, or you can enclose a stamped addressed envelope and we will post your prescription to you. You can also nominate a Pharmacy for your prescriptions to be sent electronically.

Repeat prescriptions can also be ordered online. If you have not registered for this facility please ask at reception.