

INFORMATION

REGISTERING

Please complete the registration forms available at reception or on our website and **bring proof of address (e.g. a recent household bill) and a photo ID (e.g. driving license or passport).**

NEW PATIENTS

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

PRACTICE AREA

- * RICHMOND (as far East as Sheen Lane not incl)
- * KEW (as far East as Sandycombe Road not incl)
- * TWICKENHAM (as far West as London Rd not incl)
- * ISLEWORTH (as far North as South Street not incl)

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, bell for 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 opt out of this.



USEFUL TELEPHONE NUMBERS

Kingston Hospital	0208 546 7711
Queen Mary's Hospital	0208 487 6000
West Middlesex University Hosp	0208 560 2121
NHS for urgent medical advice non emergency.	111
Patient Advice & Liaison (PALS)	0800 026 6082
Richmond Integrated Care Board (ICB)	020 3880 0308
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 to us, or ask to speak to our Practice Manager.

COMMENTS, SUGGESTIONS AND COMPLAINTS

If you would like more information about any of the services we provide, please ask a member of staff, telephone or log into the practice website. For details.

THE PARADISE ROAD PRACTICE

37 Paradise Road
Richmond
TW9 1SA

TELEPHONE
0208 940 2423

Email: swlicb.paradiseroad@nhs.net
Website: Paradiseroadpractice.nhs.uk

Phone lines are open

Monday to Friday
08:00am—6:30pm

PRACTICE SURGERY HOURS

Monday to Friday 08:00am—6:30pm

THE PRACTICE TEAM

DOCTORS

Dr Cindy Lee MBBS MA MRCGP DRCO

Dr Sonia Gandhi MBChB MRCGP

Dr June Andrade MSc MRCGP

Dr Rio Wimalasiri MBBS MRCGP

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

PRACTICE NURSE

Lucia Bramble-Boyd RN

Available for:

- * Monitoring Asthmatic Patients
- * Blood Pressure and Weight Monitoring
- * Child Immunisations,
- * Cervical Smear Tests,
- * Wound Care
- * Suture Removal,
- * Blood Tests Results

HEALTHCARE ASSISTANT

Vera Khan

PRACTICE MANAGER

Ching Lam

RECEPTIONISTS/ADMINISTRATOR

Alexandra Aoun

Brenda De Araujo

Sandie Lawrence

Anna Takacs

RECEPTION MANAGER

Vandana Madaan

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 111 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 or called 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

REPEAT PRESCRIPTIONS

Please submit a **written request** for items regularly prescribed. They will be **sent electronically** to your nominated Pharmacy **in 2 working days**.

Repeat prescriptions can also be **ordered online**. If you have not registered for this service please ask at reception or download the form from our website and bring it in.