



FRIENDS ROAD MEDICAL PRACTICE INFORMATION LEAFLET

49/51 Friends Road, Croydon, CRO 1ED

Tel: 020 8688 0908 (Appointments)

Tel: 020 8688 0532 (General Enquiries)

Website: www.frmp.org.uk

TO KEEP UP TO DATE PLEASE VISIT OUR PRACTICE WEBSITE

Opening Hours

Opening times: 8:00 am to 6:30 pm Monday to Friday, excluding bank holidays.

Booking Appointments

Surgeries operate at various times between 8:30am and 6:30pm, Monday to Friday. The surgery is closed every third Wednesday from 1:00pm for staff training.

- To see a specific doctor, please book ahead
- Book review appointments before you leave
- Appointments on the day may not be with the doctor of your choice
- In addition to face to face consultations we also offer telephone consultations and these can be requested through reception

GP Triaging Service

There has been a significant increase in demand for appointments and we have therefore introduced a GP triaging service. This means that for patients who request to be seen on the same day or within the next couple of days, they will be offered a telephone call from a GP who will assess their need and make an appointment if this is required. Patients being offered this service will need to be able to take the call and we would therefore suggest that they have their telephone to hand. Not all patients need to be seen in the practice and may therefore be offered a telephone consultation.

Extended Hours

In addition to our normal surgery times we are able to offer a limited number of appointments during Extended Hours. These appointments are intended for those patients that would find it difficult to attend during our normal surgery times. If you would like to make an appointment during our Extended Hours please advise the receptionist and we will do our best to accommodate your request.

Enhanced Access Service (GP Hubs)

Our practice is part of Croydon GP Collaborative (CGPC) which means that we have access to additional GP and Nurse Appointments outside of our normal opening hours. If we are not able to offer you an appointment at our site then it might be possible to offer you an appointment at one of the 4 Hubs. Patients should contact us in the normal way and we will then book the appointment directly for you, giving you a specific date and time. With the patient's consent the clinicians at the Hub will be able to access your full medical records.

Routine Telephone Calls

Sometimes you might need to speak to a doctor rather than making an appointment, particularly if you just need some routine advice. The doctors will normally respond to routine calls at the end of the morning surgery. Telephone calls received in the afternoon will be passed to the doctor at the earliest opportunity for them to deal with; however they may not always be able to respond on the same day. If possible please try to call during the morning.

Missed Appointments/Did Not Attend

There has been a significant increase in the number of wasted appointments through patients failing to attend without informing the surgery. If you are unable to attend your appointment/s for any reason then please let us know as soon as possible so that we can offer the appointment to someone else. Patients who repeatedly fail to keep their appointment without cancelling them may be removed from the practice list and requested to register elsewhere.

Repeat Prescriptions

Prescription requests can be made via our website: www.frmp.org.uk or in writing (preferably using the tear off slip from your previous prescription, ticking the items you require). Please allow two working days before collecting the prescription and if you wish for it to be returned by post enclose a stamped addressed envelope.

We also offer an On-Line Access service, which means that you can order your prescription electronically. If you are interested in this service then you will need to come to the practice and bring with you photo identification, e.g. passport or driving licence and a recent utility bill (within 3 months). We will then process this and provide you with log-in details.

Please note that requests for prescriptions **cannot** be taken on the telephone.

From time to time we will ask to see you to review your treatment.

Results of Tests and Investigations

We do not routinely advise patients of "normal results". Should a result be outside of the normal range you will be advised. Some tests can take up to 14 days to be reported. If you feel you would like to know your results, please telephone after 11:45am.

Enquiries about tests ordered by the hospital should be directed to the hospital, **not** to the practice.

The Doctors

Dr C.J. Wilcock BSc MBBS (London 1983)

Dr N.B. Karim MBBS (London 1983) MRCP

Dr S. Shaikh Salaried GP

Dr V. Abbott Salaried GP

Nursing Services

The practice employs two Practices Nurses and one Health Care Assistant (HCA). Below are just some of the services that we are able to offer:-

- Chronic Disease Management (Diabetes, CHD etc.)
- Blood pressure checks
- Dressings and removal of sutures
- Immunisations for both children and travellers. They can advise on precautions to be taken whilst abroad
- Asthma review
- Cervical smears
- Ear syringing
- Pill checks and family planning advice
- Blood Tests

The Practice Nurse would be happy to see you by appointment to carry out travel vaccinations, diabetic checks, COPD and asthma screening.

Managing Partner

Karen Northwood

Operations Manager

Kunal Trivedi

Reception Manager

Joanne Spinks

Reception Staff

We have a Team of fully trained receptionists who will assist you in making appointments with the Doctor or Nurse, undertake repeat prescriptions, answer numerous and varied questions and offer help and assistance at all times. It is a legal requirement that confidentiality of patient's records is maintained at the highest level by all practice staff.

Secretarial/Admin Staff

We have three part time medical secretaries who help with the smooth running of the practice.

Clinics

- Antenatal & Post Natal appointments
- Diabetic reviews
- Child health including immunisations
- Flu clinics usually commence mid-September each year

GP Hubs

If you are Croydon resident and require assistance that cannot wait for you to see your own GP you can call NHS 111 for an assessment of your problem. If you then need to be seen by a GP NHS 111 can book an appointment for you to be seen at one of the GP Hubs in Croydon which are open 8:00am to 8:00pm 7 days a week 365 days a year. For more information visit the website on: www.cgpc.uk

Primary Care Networks (PCN)

Our Practice is part of a Primary Care Network (PCN) called GPNET5. A Primary Care Network, or PCN, is a group of GP practices working collaboratively with local providers, like community services, social care and the voluntary sector, to offer personalised, proactive and coordinated care to match different people's needs, with a strong focus on prevention.

GPNET5 consists of 5 local Practices in Croydon and by working together we are able to share a number of health care professionals which include Clinical Pharmacists, First Contact Practitioners (Physiotherapists), a Social Prescriber, a Paramedic and Care Coordinators. These roles support and strengthen our existing primary care team and enable us to offer additional services to our patients.

Update of Patient Information

It is important that the practice is informed of any change of name, address, and telephone numbers, including mobile numbers or marital status.

Practice Boundary

We cover a wide area and it is always best to telephone reception to check to see if you are in our Practice Boundary.

Patient Parking

Please note that there is **no** patient parking available at the practice. There are however, a number of parking meters in Friends Road and Chatsworth Road and the surrounding streets, all of which are just a short walk from the practice.

Arrangements for the Disabled

We have disabled access via the pathway and the front lobby door. There is also a fully equipped toilet with wheelchair access. If any patient is unable to get upstairs please ask the receptionist for an appointment to be seen by a GP or Nurse in a downstairs room.

Accessible Information Standard

We are committed to ensuring that people who have a disability, impairment or sensory loss receive information in a way they can and assess and understand. If you have any specific needs then please let us know so that we can record this on your medical records and support you in an appropriate way.

Our Responsibilities To You

We are committed to giving you the best service possible.

Waiting Time – We run an appointment system in the practice. You will be given a time at which the GP or Nurse hopes to be able to see you. You should not wait more than 30 minutes in the waiting room without receiving an explanation for the delay.

Telephone – We will try to answer the telephone promptly. Due to the many calls we receive each day, especially at the start of each day, delays in answering are inevitable.

Respect – Patients will be treated as individuals and partners in their health care, irrespective of their ethnic origin or cultural beliefs.

Health Promotion – The practice will offer advice and information on:

- Steps they can take to promote good health and avoid illness
- Self-help which can be undertaken with reference to a doctor in the case of minor ailments
- Health records – you have the right to see your health records, subject to limitation in the law and in line with GDPR, by written request to the Operations Manager

Your Responsibilities To Us

- Help us to help you
- Please let us know if you change any of your details
- Please keep your appointment and arrive on time or tell us as soon as possible if you cannot. Otherwise, other patients may have to wait longer
- Please ask for Home Visits ONLY when the person is too ill to visit the surgery
- Please keep your phone call brief and avoid calling during the peak morning time 8:00am – 10:00am for non-urgent matters
- We ask that you treat the doctors and practice staff with courtesy and respect

Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act on it.