

Your Confidentiality

How the practice uses personal health information

We respect your right to privacy and keep all your health information confidential and secure. 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 you the best possible advice and care.

This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

Your Rights and Responsibilities

Rights

You have a right to confidentiality - we will respect our patients' privacy and confidentiality at all times

You have the right to express a preference of practitioner when booking a into a clinic

You have a right to know what information we hold about you. If you would like to see your records, please call Dr Toosy at our main Park Road Medical Centre.

Appointments are ten minutes long. Multiple problems or complicated issues can take longer so please bear with the doctor if running a little late

You will be seen the same day if your problem is urgent

You will be given the result of any test or investigation on request or at your next appointment

Your repeat prescription will be ready for collection within 72 hours of your request

Your suggestions and comments about the services offered will be considered sympathetically and any complaint dealt with in accordance with Practice complaint procedure

Responsibilities

Courtesy to the staff at all times - remember they are working under doctors' orders.

To attend appointments on time or give the practice adequate notice that they wish to cancel.

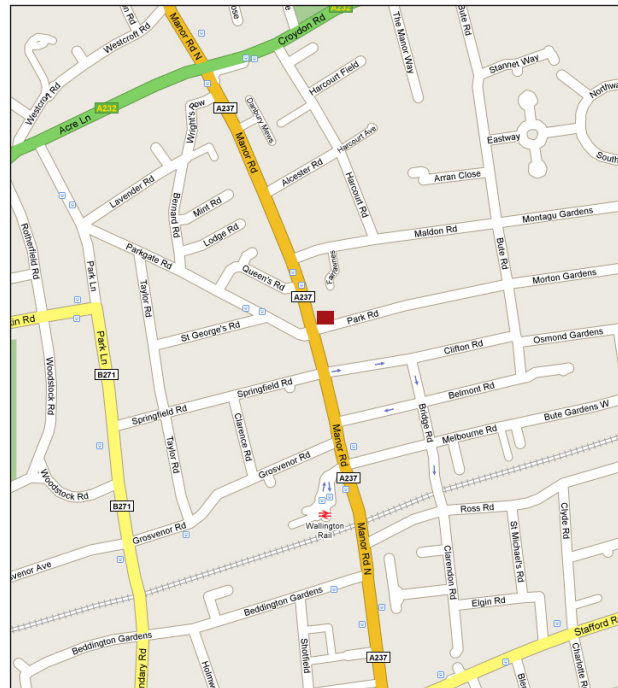
An appointment is for one person only please.

Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience. Please contact us before 10am for home visits.

We have a Zero Tolerance Policy in our surgery. Swearing or aggressive acts to other individuals or vandalism will be taken very seriously.

Do let us know whenever you feel we have not met our responsibility to you. We would, of course, be pleased to hear when you feel praise is due as well.

Our Map



Practice Boundary Area includes parts of SM5, SM6 and CR0

Our Connections

By Bus

Manor Road	Queen's Road	151	O F K
		410	O E K
		463 Mon-Sat	O G K
151	Worcester Park		O F K
410	Crystal Palace		O E K
463	Coulsdon Monday-Saturday		A D H J
	Eastfields Monday-Saturday		O G K

By Train

Wallington Train Station is 5 minutes walk
See the map above for more details

Park Road Medical Centre Practice Leaflet



Our Details

1a Park Road, Wallington
Surrey, SM6 8AW
Tel 020 8647 4485
020 8647 2992
Fax 020 8544 4790
www.parkroadcentre.co.uk

Our Opening Times

Monday to Friday 8am to 6.30pm
Tuesday Evening until 8.30pm

Out of Hours Service
6.30pm to 8am on Weekdays
All Weekends and Bank Holidays

Other Useful Numbers

NHS Direct 111
Out of Hours Doctor 111

Our Doctors

Dr Tahir Toosy MBBS
Dr Raza Toosy MBBC MRCGP MScIT
Dr Uzma Syed MBBS MRCGP

Welcome

This old established practice originally based in Demense Road, moved to the present purpose-built premises in 1977. In order to accommodate the developments which have taken place in general practice it has been necessary to increase the size of the premises. Consequently an adjacent flat was purchased in 1992 and converted to provide an administration office and a large conference room. In 1996 another flat was purchased and now provides a large lecture room, which is used extensively for GP education and administration.

If you would like to register and you are within our practice boundaries, please contact a receptionists who will be able to help you with this process. You will need to fill in a registration form, health questionnaire and book for a new patient check.

To book an appointment to access a doctor or nurse please ring us on our main numbers. We offer a pre booking appointment system with same day appointments for urgent patients. We offer open access to children below the age of 5 in the mornings. If you are worried about your child don't hesitate to bring them in.



Waiting Room



Minor Operations Theatre

4 Consulting Rooms

Treatment Room

Disabled WC

Reception and Administration Area

The Surgery is fully air conditioned

Our Staff and Services

Maternity Services

Park Road Medical Centre offers a shared care service with our local hospital As soon as you discover you are pregnant, please book an appointment with the GP so he can refer you to the hospital. The midwives can be contacted on **020 8296 2990**.

Contraception

Full contraception services are offered by Park Road Medical Centre except for insertion of coils and coil checks. For this method please book an appointment with our local Family Planning Clinic at Shotfield. (**020 8669 6410**).

Child Health Surveillance

We have 2 Health Visitors who visit our surgery once a week on Tuesday during Baby Clinic (1.30pm-3.30pm). They offer a walk in service. The Health Visitor may be contacted on the following number **020 8773 2820**.

District Nurse

There is a district nurse attached to the practice. She carries out nursing procedures in the patient's own homes, with referrals authorised by Dr Toosy, hospitals and other agencies. Please contact the surgery to see one.

Other Services

NHS Direct and Out of Hours

NHS Direct offers free expert health information and advice 24-hours a day on **111** or at their website, www.nhsdirect.nhs.uk which also offers an enquiry service. To talk to a doctor or out of hour service please contact **111**. For deaf people and those hard of hearing, a telephone service is available on **111**. If English is not your preferred language, you can choose to use a confidential translation service.

Your local pharmacist

Your local pharmacist will be able to give you free health advice at any time. Many pharmacies operate extended hours on a rota basis and is also involved with smoking and long term conditions

Accident and emergency/999

If you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999. Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

Other Information

Repeat Prescribing

We offer Repeat Prescribing in our surgery. Whenever you would like a drug to be prescribed on the script, simply tick the box and leave it in the wooden container to the right of the reception desk. It will then be processed and your script should be ready for collection within 48 Hours. If you would prefer to have the prescription posted to you, please send a letter with a stamped addressed envelope. We also offer prescription requests online. Please contact the surgery for more information

Concerns/Complaints

Park Road Medical Centre aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. Speak to whomever you feel most comfortable – your GP or our reception staff will be happy to help. In the majority of cases, concerns can be resolved quite easily. We can handle your concerns either verbally or in writing. Dr Raza Toosy, GP Principal (0208 647 4485) deals with all complaints. However, if you feel we have not dealt with the issues you have raised as you would wish, you can write to the Complaints Manager at Sutton and Merton PCT

NHS England
PO Box 16738
Redditch
B97 9PT

0300 3112233
england.contactus@nhs.net
www.england.nhs.uk

If you have a comment on our provision of service rather than a complaint, please also feel free to contact Dr Raza Toosy (020 8647 4485). We also hold an active Patient Participation Group and would always welcome new members.

Accessibility

Patients with particular needs Our Surgery is accessible to patients using a wheelchair. We also have one parking space outside which is reserved for patients displaying a disabled sticker. We can arrange interpretation and translation services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment.