

## Contacting us

### Drs Brennan & Scott Practice

G.P Centre  
322 Malden Road,  
North Cheam  
SM3 8EP

**Tel: (020) 8644 0224**  
**(10 lines)**

Mon – Fri: 8.00am - 6.30pm.

### Evenings and weekends

An evening Surgery is provided to patients for routine matters every **Monday from 6.30pm – 9.30pm.**

For urgent advice and treatment when the Surgery is closed call the **Out of Hours Service:**

**0845 6031087**

**This leaflet is available in large print; a copy may be ordered via the Reception Office.**

## Other local NHS services

### NHS Direct:

Provides free expert NHS health advice and information 24 hours a day  
Contact: **0845 4647**  
(calls are charged at local rates).  
Or visit: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### A NHS Walk-in Centre:

Offers a daily service 8.00am-8.00pm. It is located at Clare House, Blackshaw Road, St Georges Hospital, Tooting.  
Contact: **(020) 8700 0505.**

### A Minor Ailments Service:

Is offered by pharmacies in the NHS Sutton & Merton PCT area and you do not need an appointment. For further details contact: **020 8251 1111**  
Or visit: [www.suttonandmerton.nhs.uk](http://www.suttonandmerton.nhs.uk)

**Sutton & Merton Primary Care Trust is responsible for ensuring you receive all the services you need.**

**Contact: 020 8335 1400**

## G P CENTRE

**322 Malden Road**  
**North Cheam,**  
**Surrey, SM3 8EP**



**020 8644 0224**

**020 8288 1012**

## A GUIDE TO OUR SERVICES

### DR BRENNAN & DR SCOTT PRACTICE



This Practice is within the Sutton & Merton Primary Care Trust area

## NOTES

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## Welcome

To the Brennan & Scott Practice.

The GP Centre was established over 40 years ago and incorporates three separate GP practices in one building. We operate a 'shared staff services model' comprising: a Nurse Manager, Practice Business Manager, Administrative support, Reception and Nursing teams.

Each practice comprises the equivalent of 3 full time Doctors. We achieve continuity of care by ensuring that patients are only seen by the Practice they are registered with and by the most appropriate member of our clinical team; this could be a GP, a nurse specialist, practice nurse or a healthcare assistant.

Patients are invited to register with one of the three practices. Our patients enjoy the individual and personalised attention given to them by a small practice while enjoying a wide range of services and expertise usually provided by only a large practice.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

## Practice Doctors

### GP Partners:

Dr C.A.M. Brennan (f)  
&  
Dr R.I. Scott (f)

The following doctor(s) also work with the Practice:

Dr S Niles (f)

## Practice Area

Our Practice is commissioned to provide Personal Medical Services (PMS) for our registered patients under contract to Sutton & Merton Primary Care Trust.

We serve the geographical area of North Cheam extending to Lynwood Drive, Worcester Park. Further details regarding the area are available from the Reception office.

## Our Location



## Other Useful Services

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment.

### Your local pharmacist:

Will be able to give you free health advice at any time – you do not need an appointment. Many pharmacies operate extended hours on a rota basis. Call NHS Direct **0845 4647** for further details.

You can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home.

Always keep the medicine chest in a secure and locked place out of the reach of small children.

Monitor dates – do not keep medicines beyond the use-by date, and return unused unwanted medicines to your pharmacist.

## Accident & Emergency (A&E)

Whatever the day or time, 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.

A&E departments are open 24 hours a day, 365 days a year to assess serious injuries and provide emergency treatment.

You should not use this service for minor ailments and treatment, as assistance is readily available elsewhere.

## Surgery Availability

<b>MONDAY AM</b>	
Surgeries between 8.30-11.30	Dr Brennan/ Dr Scott/ Dr Niles
<b>MONDAY PM</b>	
Surgeries between 2.30-5.30	Dr Brennan/ Dr Scott/ Dr Niles*
<b>MONDAY EVENING</b>	
6.30 – 9.15PM	Dr Brennan/Dr Scott/Dr Niles
<b>TUESDAY AM</b>	
Surgeries between 8.30-11.30	Dr Brennan/ Dr Scott
<b>TUESDAY PM</b>	
Surgeries between 2.30-5.30	Dr Brennan/ Dr Scott
<b>WEDNESDAY AM</b>	
Surgeries between 8.30-11.30	Dr Brennan/Dr Niles
1.00 – 3.00pm	Ante/post natal/baby checks: Dr Brennan
<b>WEDNESDAY PM</b>	
Surgeries between 2.30-5.30	Dr Brennan/Dr Niles
<b>THURSDAY AM</b>	
Surgeries between 8.30-11.30	Dr Brennan/ Dr Scott/ Dr Niles
<b>THURSDAY PM</b>	
Surgeries between 2.30-5.30	Dr Scott, Dr Niles
<b>FRIDAY AM</b>	
Surgeries between 8.30-11.30	Dr Scott/ Dr Niles
<b>FRIDAY PM*</b>	
Surgeries between 2.30-5.30	Dr Scott, Dr Niles

\* Monday PM surgery: Dr Brennan/Dr Scott work on a rotation basis.

- Surgery times may vary.
- In addition to the regular doctors, a locum GP may be engaged to provide medical services when a GP is absent.

## Our Services

### Opening Hours

Monday 8.00am – 6.30pm  
6.30pm – 9.30pm \*

Tuesday - Friday 8.00am – 6.30pm  
\* *Routine appointments only*

We offer a wide range of general practitioner medical services to our patients that include ante and post natal, well woman and immunisation clinics. We also provide specialist clinics for the monitoring and management of respiratory conditions including asthma; diabetes, heart disease and anti-coagulation. There is also an onsite facility for patients requiring acupuncture and minor surgery. We offer a regular Travel Clinic providing immunizations and advice; and we are an accredited Yellow Fever vaccination centre.

We have produced an “A-Z Guide” detailing our services. A copy is available from the Reception Office on request. There is blood pressure monitoring equipment available in the waiting area for patient use; and an on-site chemist for the convenience of our patients.

## Specialist & Hospital Care

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will discuss suitable options available to you and ask you where and when you would like to go.

Many specialist and hospital care services may now be booked by patients directly using the ‘**CHOOSE & BOOK**’ system. Appointments may be arranged via the internet or by telephone.

Your clinician or our medical secretary will provide you with an appointment request form and further details.

The referral process will be confirmed with you and you are able to view the referral correspondence if you wish.

**THIS PRACTICE OFFERS  
PATIENT CHOICE & PROVIDES  
THE “CHOOSE & BOOK”  
APPOINTMENT SYSTEM**

## Registration

If you live in our practice area and would like to register with us, please complete one of our registration forms that are available from our reception office. To ensure you are registered quickly and we are able to obtain your previous medical records without undue delay; do provide the information and support documentation required.

Please be aware that you will be registering with the **Practice** rather than an individual GP.

Once your registration is confirmed you will be asked to book an appointment with one of our nurse team for a general health check.

## Prescriptions

The GP Centre has an on-site pharmacy where Patients can have their prescription dispensed if it is more convenient. Prescriptions may also be sent directly to a number of other local chemists for collection.

## Repeat Prescriptions

If you take medication on a long term basis, you can ask for a repeat prescription. Currently we cannot accept these requests by telephone unless you are housebound or disabled.

Your prescription will be available for you to pick up from either the Surgery or sent to the dispensary of choice within a maximum of 48 hours (Mon- Fri).

Dependent upon the medication prescribed, it may be possible for repeat prescriptions to be issued for a period up to 12 months. These prescriptions will be available for collection from your local chemist. Do ask your GP for further details.

Patients taking regular medication will be required to attend a medication review with the doctor. It is in your own interest to make an appointment for a medication review when asked to do so, to ensure continuity of treatment.

## Urgent Appointments

If your condition is Urgent, you may be asked to provide more details of your symptoms and you can expect to see the duty GP on the same day. You may receive a telephone consultation from either a doctor or nurse beforehand.

## Other Information

Do let us know if more than one person in the family needs to be seen as each appointment will require a separate booking.

Appointments are usually allocated in ten minutes slots; if you require more time please inform the receptionist to see if a 'double appointment' is available.

If you are experiencing difficulty obtaining an appointment please ask to speak with the duty Senior Receptionist.

If your condition warrants an urgent appointment you may have to wait until the doctor has completed their normal surgery list before being seen.

## Telephoning a Nurse or Doctor for Advice

We can arrange for a doctor or nurse to telephone you.

Please call the reception office after 10.30am.

## Test Results

Please be aware that we can only provide test results to the patient. Do avoid contacting the Surgery for results during the morning peak periods 8.30am – 11am.

## Home visits

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible.

However, we can visit you at home if your condition means you cannot attend one of our practices. **Please ring before 10am to arrange.**

## Patient Confidentiality

We respect your right to privacy and we 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 will never be asked for personal medical information by anyone not involved in your care.

## Patient Information & How it is Used.

Information regarding any patient registered at the GP Centre will only be disclosed to the patient concerned unless we have your written consent that it may be disclosed to a third party.

All information received, shared and communicated is covered by the Data Protection Act (1998).

We have produced a leaflet entitled “**Information & You**” which you may find helpful.

If you would like to see your medical record, please obtain the “**Access to Medical Record**” leaflet from our Receptionist.

## Quality & Standards

In 2008, this Practice received Data Accreditation, and it was one of the first Practice’s in the area to attain this national standard of excellence.

The accreditation process involved rigorous assessment of the management, controls and processes in place to ensure patient information is used and shared appropriately; the attainment of quality standards of record keeping, accuracy and timeliness; and the work practices developed to safeguard patient data security.

## Patient Rights & Responsibilities

You have the right to be offered appropriate medical care, and to be treated with respect and courtesy, and in complete confidence.

Please observe our processes and procedures for making appointments, ordering repeat prescriptions and disclosing information.

If you make an appointment, please be punctual or cancel in good time if you cannot keep it.

Do make sure you inform the Practice of changes of address or personal details.

Please be patient when there are delays as this is often unavoidable and last but not least treat our doctors and staff with respect and courtesy.

The GP Centre adopts a Zero Tolerance policy in terms of verbal and non verbal, threatening, aggressive, offensive, prejudice and violent behaviour towards its doctors, staff or other patients.

Such behaviour will not be tolerated in any form and offenders may be de-registered from the Practice.

We have produced a **Patient Charter** that details our obligations to you the patient and our expectations of you.

## Complaints

Our Practice aims to give a friendly and professional service to all our patients. If you have any concerns about any aspect of our service, please let us know and we will try to resolve matters for you.

We will always try to address your concerns and any misunderstandings speedily and informally. However, if you wish to make a complaint we have produced a comprehensive guide (available from the reception office) to assist you.

Please be aware we are unable to escalate complaints on your behalf in respect of other NHS departments or personnel employed by NHS bodies outside the Practice.

## Surgery times & Appointments

The reception office is open from: 8.30am – 6.00pm daily.

To make an appointment to see a Doctor or nurse please call the main telephone number: **020 8644 0224**

**8.30am – 12.00 pm**  
**2.00pm – 6.00 pm**  
**(Mon – Fri).**

Please note the building remains open throughout the day, but telephone access is restricted to urgent matters during the lunchtime period from 12.00pm– 2.00pm.

When you make an appointment do let us know if you want someone to accompany you during an examination.

If your condition is **not urgent**, we aim to offer you an appointment within two working days. You will be offered the first available appointment with the duty doctor for the Practice.

Our Practice Nurse Manager also holds a regular minor illness clinic\* Appointments can be made 'on the day'. Please enquire at reception (\*certain patient groups and conditions are excluded).

### Advance Booking

A number of appointments are allocated in advance for patients who wish to book 3-4 weeks ahead. This includes the weekly evening surgery.

We will do all we can to accommodate your request for a particular doctor.

Should there be no advance appointments left for the surgery you wish to attend you will be offered an appointment with another doctor working for the Practice or offered an alternative date if available.

## Patients with particular needs

We can arrange interpretation and translation services in person or by telephone for patients who do not speak English. Please give us advance notice if you need this service when booking an appointment.

Patients with mobility problems may gain access to the GP Centre by a gentle slope to the main entrance from the GP Centre car park.

There are two designated car spaces in the rear GP Centre car park which have been allocated for patients holding a blue badge.

There is also a fully accessible toilet in the building for patients with a disability, along with baby changing facilities.

If required we can provide a wheelchair for use in the building or to and from a vehicle. If you need further assistance, please ask one of the receptionists.

There is no lift in the building. If you are unable to climb the easy-rise staircase please inform reception.

## General Information

We have produced specific Information guides and leaflets for patients on a wide range of topics. A sample list is detailed below.

### Information Leaflets:

**Patient Charter** – this leaflet details your rights and responsibilities as a patient.

**Information & You** – this leaflet provides an overview of how we use patient information and the control measures in place to safeguard your personal data.

**How to make a complaint** – this leaflet sets out the process and options available to you if you are dissatisfied with our services.

**Guide to Access your Medical Record** – comprises the application process and tariff should you wish to access your medical record.

**Freedom of Information (Fol) Publication Scheme** - as we are funded by the NHS there is a requirement under the Fol Act that we publish a synopsis of who we are and what we do.