



Surgery Hours

Monday to Friday
8.00am - 8.00pm
Closed Saturday, Sunday
and Bank Holidays
Tel: 0208 644 5187
Fax: 0208 644 7003
Emergency: 0208 644 7718



**Pregnancy, Birth
and Young
Children**
Support through
pregnancy and the
pre-school years.



Teenage Health
Skin problems?
Contraception?
Emotional issues?



Women's Health
Helping you stay fit
and healthy.



Men's Health
Helping you handle
the stresses of life.



Over 65's Health
Services and
clinics
to keep you fit and
well in your senior
years.

Health Monitoring

High Blood Pressure
Asthma
Diabetes
Heart Disease



Top Health Stories

Vegetarians 'avoid more cancers'
Problem pregnancy 'autism risk'
Medical students 'face big debt'
Universal embryo test 'very near'

NHS News and Alerts

Swine flu vaccine Q&A
Early pregnancy complications
Swine flu latest from the NHS
Artery screening weighed-up



**Stop
Smoking**



**Sexual
Health**



Exercise

Contact Us

Address: Stonecot Surgery
115 Epsom Road
Sutton
Surrey
SM3 9EY

Tel: 020 8644 5187

Fax: 020 8644 7003

Website: www.stonecotsurgery.co.uk

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Emergencies

When the Surgery is Closed - Croydoc 020 8644 7718

If you have an urgent medical problem which cannot wait until the surgery is open, contact Croydoc on 020 8644 7718. Please note that all telephone calls to Croydoc are recorded.

NHS Direct 0845 4647 for Health Advice

This nurse-led Advice Line is available 24 hours a day, 7 days a week, by telephoning or by visiting www.nhsdirect.nhs.uk.

In cases of life-threatening emergencies, always ring 999 as well as the doctor.

Appointments

How to make an appointment

To make an appointment please phone 020 8644 5187 during the following times:

Mon – Fri 8.00am – 12.30pm
2.30pm – 8.00pm

The doctors and nurses are available for consultation during their clinic hours, morning, afternoon and early evening. These vary from time to time. All surgery times are by appointment. If you think the matter will take longer than usual, e.g. insurance medical, coil fitting) please inform the receptionist.

We make a number of appointments available for booking up to three weeks in advance with named doctors. More appointments are made available on a daily basis. These are released at 8.00am on a first come first service basis. There may be a choice of doctor available.

We cannot always meet your preference for a named GP. We do aim to provide continuity of care across the surgery and the practice works as a team.

Nurse appointments can be booked ahead up to six weeks.

Urgent Appointments

If you feel you need to be seen on that day about a medical concern, we will make every effort to make sure you are seen. However, we will not be able to tell you which doctor or nurse practitioner you will see. We may first put you through to a doctor on the telephone to discuss your problem.

Home Visits

If you are housebound or too ill to come to the surgery and require a home visit, please contact the surgery if possible before 10.30am as this helps the doctor to plan their rounds. If possible please attend the surgery, as we have better facilities for examination and treatment. The decision as to the need for a home visit rests with the doctor.

Telephone Advice

If you require advice, but do not feel that you need to see a doctor or nurse, you may phone to speak to a doctor or ask for a call back. If you would like to speak to a named doctor, your enquiry may not be dealt with on the same day.

New Patients

How to Register with the Practice

To register as a new patient, please speak to a receptionist who will confirm if you live within our practice boundaries. You will be asked to complete a registration form. All patients registering at the practice are expected to see the practice nurse to have a brief health check. This check allows us to find out about your past medical history and any

current medical problems you may have. The check also allows you to ask any questions you may have about the practice and the services we offer.

Prescriptions

How to Request a Repeat Prescription

Please use the computer print out that you have been given. If you do not have this, please request your repeat prescription in writing. Please allow 2 working days for the prescription to be prepared. We will post the prescription to you if you enclose a stamped addressed envelope.

We have an arrangement with two local pharmacies who, if requested, will collect prescriptions from the surgery. The medication can then be collected direct from the pharmacy.

Prescription requests cannot be taken over the phone as serious mistakes can happen.

Services

Ante-Natal Clinic (Sutton & Merton PCT)

Nelson Hospital, Kingston Road, Raynes Park, SW20 8DB

Tel: 020 8251 223

The Community Midwife runs this clinic every Wednesday afternoon by appointment only. Please bring a urine sample every time you come.

Baby Clinic (Sutton & Merton PCT)

Nelson Hospital, Kingston Road, Raynes Park, SW20 8DB

Tel: 020 8251 223

The Health Visitors are available for advice at this weekly clinic held at the surgery every Friday 1.00pm – 2.30pm by appointment only.

Cervical Smears

It is recommended that all women between ages 25 – 65 (except most of those who have had a hysterectomy) should have a smear test. Please make an appointment with a practice nurse. Please also bring a specimen of urine.

Child Development Checks

Dr Karen John (Sutton & Merton PCT) will do 8 week checks at the surgery Wednesday afternoons, by appointment only. Where appropriate your baby will be immunised at this clinic. For advice, telephone 020 8544 2193.

Diabetes, Asthma, Heart Disease and High Blood Pressure

If you suffer from any of these conditions we like to monitor your health at regular intervals. It also gives us an opportunity to suggest changes in treatment. You are invited to make an appointment with one of our Doctors or our practice nurses who have specialist training in these areas.

Flu Vaccine

This is offered every year from mid-October to government specified groups including those over 65 and those at most risk, including diabetics, asthmatics and patients who have heart disease or kidney disease. Notices are displayed in the waiting room.

Family Planning & Contraception

The practice has trained family planning nurses. Doctors and nurses can give advice on all aspects of family planning including the fitting of caps, coils and implants.

Immunisation of Children

The practice nurses run a clinic for baby/child immunisations each Wednesday afternoon, by appointment only. Immunisations may be arranged at other times if more convenient.

Joint Injections

Please make an appointment for assessment with Dr Mark Free, who will suggest the appropriate treatment.

Minor Operations

Some minor operations can be done by Dr Krusha Patel in the surgery. Please make an appointment in the normal way for an assessment of the problem.

"Stop Smoking" Advice

The practice provides access to a smoking cessation service.

Travel Immunisations

We generally need to be advised six weeks before you travel, so that we can put together individual health travel plans for you, which may include immunisations. Please complete a travel form (from Reception), so that we can review what you require and then contact you. Most travel injections must be given at least two weeks before you travel for them to become effective. Thank you for your co-operation.

Non NHS Services

Some services are not covered by the NHS. The practice has a policy of charging for such services which include medical examinations, completion of forms for private insurance and private certificates. A tariff is displayed in the waiting room. Please allow 8 working days. Completed documents will be left in Reception for collection.

Practice

Carers

We are aware of the needs of carers. Please inform reception if you look after an ill, disabled or older person on an informal and voluntary basis.

Change of Details

Please advise us immediately of any change of name, address or telephone number. It is very important that we have up-to-date information. In an emergency this could be vital.

Chaperones

If you would prefer to have a chaperone present during an intimate examination please tell the Doctor/Nurse. You can either bring a friend or we will ask a member of the staff (male or female as appropriate) to be present.

Disabled People

The surgery has a ramp, lift, toilet facilities and automatic doors for disabled people. The reception desk is fitted with an Induction Loop for the benefit of hearing aid users. We have one parking space for a car with a blue badge and there is a second space on the road outside within specified hours.

Hard of Hearing

Portable Induction Loop available to take into consultations, please ask at reception. The reception desk is also fitted with an Induction Loop for the benefit of hearing aid users.

Interpreting Service

We are able to access interpreters for those patients whose first language is not English. We will need advance notice to arrange this.

Parking

Please note parking is for Doctors and Staff only, there is one disabled bay for patients. Parking is available in side roads nearby.

Surgery Policy

No discrimination will be made with regard to race, gender, social class, age, religion, sexual orientation, appearance or on the grounds of disability or medical condition.

Teaching

We have a commitment to training the doctors of the future. We are a university linked training practice and medical students from St George's Hospital Medical School may be present during some consultations. They are bound by the same rules of confidentiality and ethical behaviour as qualified doctors. At times there may also be student nurses in attendance with the Practice Nurses, Health Visitors and District Nurses. You have the right to refuse to have students present during your consultation if you wish.

Physician Assistants and Nurse Practitioners are also trained at this practice.

Test Results

These are usually available one week after the test was done. Please telephone 020 8644 5187 after 2.30pm Monday – Friday.

Zero Tolerance

Verbal Abuse and/or violence in the surgery will not be tolerated. The police will be called if necessary.

Patient Confidentiality & Medical Records

Access to any information about you, your family and your medical conditions is treated in absolute confidence by the doctors and staff, some of whom will be non-clinical.

Results of blood tests, x-rays, and to other information will only be given to the patient, or to the parents/guardians of children.

The information that is held on our computer system is in accordance with the Data Protection Act 1998. Under this Act you are able to access your records. Please contact the Practice Manager for further information.

Freedom of Information

The Freedom of Information Act 2000, recognises that members of the public have the right to know how public services are organised and run, how much they cost, and how decisions are made. This practice fully complies with this Act, and if you require a copy of the Act, please contact the Practice Manager for further details.

Primary Care Trust

The practice is part of the Sutton and Merton Primary Care Trust (PCT). The address of the PCT is Nelson Hospital, Kingston Road, Raynes Park, SW20 8DB, Tel: 020 8251 223.

Comments, Suggestions or Complaints

We want to provide the best possible service to our patients. If something happens that concerns you while at the surgery, please discuss it with the Practice Manager. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria. A copy of the practice complaints procedure is available from reception.

Staff

The Doctors

| | |
|---|--|
| Dr Karen John (female) | MB BS London 1981 DRCOG MRCGP |
| Dr Mark Free (male) | BSc MB BS London 1981 DRCOG RCGP MA |
| Dr Vasa Gnanapragasam (male) | MRCS London 1991 LRCP DRCOG MRCGP |
| The doctors above practice as a partnership | |
| Dr Tina Rajapaskese (female) | BSc MB BS London 2001 DCH DRCOG MRCGP |
| Dr Dr Ruban Ganeshan (male) | BSc MB BS London 2001 MRCGP |
| Dr Krusha Agarwal (female) | BChir Cambridge 2001 MA MRCGP DFSRH DRCOG |
| Dr Ike Muotoh (male) | MBBS DGM DRCOG MRCGP |

Practice Manager

Vanessa D'Souza BA (Hons)

The Practice Manager is responsible for the day to day running of the practice. She will be pleased to help you if you have a query about any aspects of the practice, and to help you if you have a query about a compliment or complaint.

Nurse Practitioner

Madeleine Rains RN, BSc (Hons)

Our Nurse Practitioner works alongside the GPs to diagnose both minor and major problems for which she can arrange treatment. She is also able to offer advice on lifestyle and management of chronic conditions including asthma and diabetes.

Practice Nurses

Lisa Thwaites RGN, BSc (Hons)

Elena Woods RN, BSc (Hons)

Emma Lasserson Dip HE/RN Adult Nursing

The Practice Nurses see patients in the surgery by appointment.

Their role includes:

- health promotion,
- family planning,
- cervical smears,
- childhood immunisations,
- travel health,
- smoking cessation,
- weight control,
- healthy lifestyle
- blood pressure checks
- ear care
- wound care

They also manage chronic conditions such as asthma and diabetes

GP Registrars and Foundation Year 2 Doctors

We usually have registrar GPs and Year 2 doctors attached to the practice. They are fully qualified doctors. On some occasions their consultation is recorded on video with the patient's agreement.

This is for training purposes only.

Receptionists

Reception Manager Angie Hammond and her team of receptionists are your link with the rest of the practice. They deal with all phone calls and enquiries, manage the appointment system, and will try in every way to help you.

Administration

Jill Baldwin, Deputy Practice Manager & IT Manager, and our Secretaries deal with patient referrals to hospital and other services, medical reports, registration queries, health screening recalls and manage our clinical records.

District Nurses

District Nurses, employed by Sutton & Merton PCT, provide home-based nursing care for our elderly and housebound patients, including those recently discharged from hospital. They can be contacted on 0208 542 7492.