



Welcome to Central Surgery

Central Surgery provides high quality care to the community in Surbiton, Kingston and surrounding areas. We will always treat you with respect and dignity. We will not discriminate against you on the grounds of sex, race, colour, religious beliefs, age, sexual orientation, social class, appearance, disability or medical condition. The team will endeavor to alleviate your health concerns and give you any support you need to help you remain independent and involved in your local community.

Surgery Opening Hours

Monday to Friday	07:30 – 18:30
Saturday, Sunday & Bank Holidays	Closed

Contacting Central Surgery

Telephones Mon – Fri	020 8399 6622	08:00 – 18:30
All calls are recorded		
Telephone Options	1. If you are unable to complete the online form	
	2 Cancel appointments	
Email	swlicb.centralsurgery@nhs.net	
Website	www.centralsurgerysurbiton.co.uk	
Out of Hours Service and Advice 24 hours a day, 7 days a week, Telephone 111		

If you telephone the surgery outside normal working hours, you will hear a recorded message directing you to an out of hours service.

Out of Hours services are provided by **SLDUC**. Their telephone number is **111**. All calls to this service are recorded.

The Central Team

GP Team

GP Partners	Dr Philip D. Moore (Male) MBChB (1975), DA, DRCOG, GP Trainer
	Dr Jonathan M. Edwards (Male) MBChB (1982), MRCGP, DRCOG, Dip Med Ac, GP Trainer
	Dr Nassif S. N. Mansour (Male) – works Mon, Tues, Thurs, Fri MBBS (1988), FRCGP, MRCP (UK), DGM, DRCOG, DFFP, GP Trainer
Salaried GPs	Dr Niloufer Byramji (Female) – works Tues, Weds, Thurs MBBS (1986), MRCGP, DFSRH, Certificate in Essential Palliative Care
	Dr Carina Salazar (Female) – works Tues, Weds, Thurs, Fri MBChB (1993), DFFP
	Dr Zainab Jawad (Female) – works Mon, Tues, Thurs, Fri MBChB (1998)
	Dr Rebecca Fenwick (Female) – works Mon, Tues, Thurs BMBS BMedSc (2018) MRCGP (2023)
	Dr Christine Satkunanayagam (Female) – works Mon, Tues, Weds MBBS (2005), MRCGP, DFSRH (2017), IoC IUT, LoC SDI
	Dr Nerida Burnie (Female)- works Mon, Tues and Fri MBBS (1994)
	Dr Harriet Cunningham (Female) – works Weds, Thurs, Fri MBBS 2010 (London), MRCP (2014), MRCGP (2020)
	Dr Amun Mall (Female) – works Thurs, Fri MBBS (2010) MRCGP UK (2023)
	Dr. Meera Gowripalann (Female) – works Tues, Weds, Fri MBBS, DFSRH, DRCOG, MRCPCH, MRCGP
	Dr Rachel Moseley (Female) – works Mon am, Tues am, Fri MBChB Medicine & surgery 2011, BSc Bioethics 2009, MRCGP 2015

Nursing Team

Practice Nurses	Caroline Shannon – works Mon, Weds, Fri RN, BSc (Hons), PG Cert, PG Dip Specialist Practitioner - Practice Nursing Heart Failure and COPD, Independent Nurse Prescriber
	Sue Kingsley – works Mon, Tues, Thurs Registered General Nurse (1986)
	Neda – works Mon, Tues, Weds, Thurs, Fri BSC in adult nursing, RN 2021- GPN (Level 7- 2022) Asthma specialty Nurse (2024)
	Janet Dashti – works Tues, Weds, Thurs Registered General Nurse (2005)
	Jela Ismat – works Mon, Tues, Wed, Thurs

Healthcare Assistants	Hollie Armstrong – works Mon, Tues, Weds, Thurs, Fri HCA Care Certificate 2022
	Vicky Thorpe – works Mon, Tues, Weds, Thurs, Fri HCA Care Certificate 2019
	Eve Podjasek - works Mon, Tues, Weds, Thurs, Fri HCA Care Certificate 2023
Clinical Pharmacist	Ms Chaandni Devgon – works Mon, Tues, Thurs, Fri Master of Pharmacy MPharm (2010) Postgraduate Certificate in Independent Prescribing (2018)
Practice Paramedic	Mrs Sandra Ramirez – works Mon - Fri Degree in Paramedic Science (2013) Qualification in Minor injury management (2019)

Management Team

Practice Manager	
Assistant Practice Manager	Ms Caroline McGovern
Reception Team Leader	Ms Luiza Matyja
Database Manager	Miss Alex Marcham

Administration and Patient Advisor Teams

Administration	Macy Green	Sophie Richardson
	Karen McLaughlin	
Reception	Angie Baker Patient Advisor	Hannah Bond Patient Advisor
	Colleen Bolin Patient Advisor	Jackie Williams Patient Advisor
	Gosia Lindsay Patient Advisor	Mahima Rashid Patient Advisor
	Carol Mooney Patient Advisor	Amanda Penny Patient Advisor
	Tracy Patterson Patient Advisor	

Disabled Patients

- The Surgery premises are DDA compliant; disabled parking spaces, step free access and toilets adapted.
- There are wheelchairs for use within the building.
- A portable induction loop is available for hearing aid users.
- Signing interpreters can be arranged when necessary.
- Hearing and Guide dogs are welcome.

- If you would like a large print version of this leaflet, please ask at our Reception.

Registration at the Surgery

The Practice welcomes new patients to register if they live within the catchment area outlined on the map below. More details can also be found at

www.centralsurgerysurbiton.co.uk

To register, applicants should complete a GMS1 form and a health questionnaire, obtained from our reception desk or downloaded from our website. The completed forms should be presented at the reception desk along with evidence of identity and proof of address.

New patients are invited to attend a New Patient Check with one of our clinical team.

When registering a child, please bring their Personal Child Health Record otherwise known as their "Red Book."

Practice Catchment Area



Central Surgery

Surbiton Health Centre, Ewell Road, Surbiton, KT6 6EZ

Telephone: 020 8399 6622

WHAT WE OFFER

Online Services

Central Surgery has an e triage system called Accurx on which you can submit a medical or an administrative request. Through the NHS app you can view your test results, medical records and order repeat prescriptions. If you would like some help to navigate you through setting up the NHS app <https://www.nhs.uk/apps-library/nhs-app/> for the first time, our reception team will be very happy to assist you and show you its full functionality. Photo identification and proof of address will be required to do this.

Home Visits

The decision to provide a home visit is at the doctor's discretion. They are intended for genuinely housebound patients or for patients whose current illness makes them unfit to attend the surgery. Patients requesting a home visit should contact the surgery before 10.00am. Regrettably, lack of transport is not considered a reason to request a home visit.

Appointments

Appointments are provided Monday to Friday from 07:30 to 18.30.

If you would like someone to be in attendance for any examination, we have staff that are trained chaperones. Please let a receptionist know as practicably possible that you require this service. A doctor or nurse can also ask to have a chaperone present when undertaking examinations.

Central Surgery is a teaching practice. We have GP Registrars and Retainers (qualified doctors undertaking further training in General Practice), medical and nursing students working in the Practice. You may be asked if one of these students can sit in on your consultation. We will always ask your consent first.

Appointment types

- **Non urgent/Routine appointments** – these appointments can be booked by completing the online e triage form.
- **On the day telephone triage appointments** - these appointments are for patients who are deemed to require urgent medical care on the day, however we only have a limited number of appointments to offer of these each day. You will need to advise us what your medical urgency is when completing the e triage form. You may be contacted either by our Duty Doctor, Practice Clinical Pharmacist or the Practice Paramedic who are all qualified to look after you.
- **Video consultations** – When the clinician speaks with you, they may decide that a video consultation is more appropriate. Please ensure you are in a private place to do one. Please watch this short video on You Tube to understand the process.
<https://www.youtube.com/watch?app=desktop&feature=youtu.be&v=xxW4ssN3y90>
- **Face to Face Appointments** – After being e triaged or after speaking directly with a clinician, they may ask you to come into the practice.

Appointment duration

Our standard length of appointment is 10 minutes. Whilst our clinicians will do their best to deal with your health issues in the time, they have available, this isn't always possible, and they may ask you to book another appointment. If you do have several medical issues that you need to discuss, please request a double appointment at the time of booking.

Cancellations and Late arrivals

If you are unable to attend an appointment once booked, please phone **020 8399 6622**, **select option two (2)** and leave a short message on the answerphone. You can cancel appointments using the patient online service as well by texting back 'CANCEL' to your appointment text reminders on your mobile phone.

Cancelling an appointment enables us to offer it to another patient. The Practice has a Did Not Attend (DNA) Policy and if you do not comply, you will be removed from the Practice's register.

If you arrive more than 10 minutes late for your appointment, you may not be seen by the doctor. It is at their discretion if they will still see you. The receptionist will message the doctor who will advise the receptionist what to inform you. You may have to rebook another appointment or the doctor, time allowing, may agree to see you at the end of their surgery.

Carers & Veterans

We are a veteran & carer friendly practice so please inform us if you are a veteran or have carer responsibilities and who they are for. We will record this on your medical record, and you will be sent information periodically offering support and invites for seasonal vaccinations if eligible. If you no longer care for someone, please also let us know.

Central Surgery Services

In addition to regular appointments with GPs and Nurses we provide a wide range of additional services:

Acupuncture	Dietician
Annual Flu Clinic	Extended Opening Hours
Asthma and COPD Care	Headaches and Neurological Disorders
Atrial Fibrillation clinic	Health Checks
Audiology	Minor Surgery
Cardio-vascular risk assessment and management	Sexual Health Services
Child Development Checks	Phlebotomy (Blood Test)
Dementia Care	Tele dermatology
Diabetic Checks	Vaccinations and Immunisations

Access to these services is usually referred by a clinician. Should you have any general questions about these services, please ask at the reception desk.

Requests for GPs and Nurses to contact patients by phone.

Our clinicians are happy to speak to you by phone if a face-to-face consultation is not needed. You will be asked to provide a contactable number. Telephone calls cannot be put through to clinicians when they are consulting. Callback times given by the receptionist will be approximate and dependent upon clinical priorities.

Repeat Prescriptions

Patients & representatives can request their repeat medication through their nominated pharmacy, via the NHS App or by emailing their request to our prescription email swlicb.centralprescriptions@nhs.net

Patients are required to order their medication in a timely manner. Please allow 72 working hours for the processing of prescription requests and note that prescription requests cannot be taken over the phone for patient safety reasons.

The Practice has a strict policy that only in exceptional circumstances, will medication requests be issued sooner.

Test Results

Results are available online using the NHS app. It is important that you check for your test results up to 10 days after having samples taken or as instructed by your clinician. MRI and other scans can take up to 6 weeks, depending on lab resources. If you are unable to access your results through the NHS app, you can contact the surgery when we are open, after 11:00am.

Private Fees

Private medicals and reports (travel, HGV/Taxi driver or similar) are not part of the GP NHSE contract so a fee will be charged as it is deemed private work that the GP must be paid for. To remain nondiscriminatory charges are the same for every patient.

Details can be found on the practice website & on the Practice reception noticeboard.

Payment must be made by **debit/credit card or a bank BACS transfer** at the time you make your request.

Private letters that are not clinically urgent may take up to 20 working days to process.

Confidentiality

Patient health records are maintained in accordance with the Data Protection Act 1988.

Access to this information is limited to your healthcare team. All staff are contractually bound to a strict code of confidentiality and the practice is registered under the Data Protection Act 1988 and is guided by 'Caldicott' recommendations. Anybody who wishes to

access their medical record must make their request in writing to the practice.

Patient Responsibilities and Behaviour

Patients & representatives are expected to act responsibly in their use of the practice and ensure that they attend appointments or cancel them well in advance.

All staff members are entitled to work in a respectful and peaceful environment. Abusive or aggressive behavior will not be tolerated. Patients who abuse the surgery or staff may be involuntarily deregistered.

Complaints, Suggestions and Feedback

We aim to deliver excellent patient care. You may feel that we have let you down or could improve our service or that we have surpassed your expectations so please let us know. All feedback is welcomed to give our patients an excellent service.

If you have any comments, complaints or compliments; please refer them to our Reception Team Leader, Assistant Practice Manager or Practice Manager. They can accept your comments either verbally or in writing, whichever is your preference. If you are commenting on behalf of another person, you will need to furnish us with their written consent to be able to discuss the matter with you. For more information, please go to our website.

You can also give anonymous feedback by completing the **Friends and Family Questionnaire** available on our website or from the reception desk. You can also give us feedback by visiting the NHS website at <https://www.nhs.uk/services/gp-surgery/central-surgery-surbiton/H84030/leave-a-review>

Contract and Legal

Central Surgery is a non-limited partnership which holds a Personal Medical Services Contract with NHS England. The full range of services is available to all registered patients regardless of their age or length of time between consultations or from the date of their registration.

The Wider NHS

Services at Central Surgery are commissioned by NHS England, Wellington House, 135-155 Waterloo Road, London SE1 8UG Tel: 0300 311 22 33.

Central Surgery is part of the South West London Integrated Care Board and works collaboratively with other practices in South West London. Our GPs play a leading role in planning and developing services for the residents of Kingston, commissioning hospital, community and specialist services. We are part of a Primary Care Network (PCN) with other

practices in Surbiton.