

THE PRACTICE BOOKLET

The **Ac****rn** Group Practice

Dr Barbara Christie

Dr Neil Jackson

Dr Branko Momic

www.theacorngrouppractice.co.uk

WELCOME TO THE ACORN GROUP PRACTICE

A very warm welcome to The Acorn Group Practice! In this booklet you will find the services we offer set out along with some helpful phone numbers. There is also advice on illnesses that you may feel you can manage yourself.

The practice takes pride in its long history (its roots go back to the 1930s) blended with the ability to deliver state-of-the-art health care. We believe this enables us to offer a really unique service. Always people-centred, we endeavour to create a genuinely caring environment both for our patients and for our staff whilst also encouraging patients to take responsibility for their own health.

We understand the central role of education and believe that we must use this tool in order to provide the highest standard of care for our patients. We therefore consider it our mandate to advise you on preventative issues necessary to maintain your health. We also understand that you want the doctors and nurses who look after you to keep motivated and up to date with medical developments. We are determined to do so through an education programme which encourages every level of our organisation.

We also believe that you deserve the best representation in local health politics and have always had a deliberately high profile in securing the best for our patients at that level.

But most of all we understand that you want to feel free to discuss your concerns with us in a private and unhurried environment. We realise that you want to feel heard and respected. We like to think of medicine as a genuine partnership in which you will play a key role and where we will offer individual advice based on the best knowledge available.

Our mission is to provide our patients with readily available medical care of the highest standard whilst encouraging them to show responsibility for their health. We aim to do this in a friendly and helpful environment and to ensure that partners and staff achieve both their personal and their professional goals.

THE PARTNERS

Dr Neil Jackson	MB BS(Lond) 1991 DRCOG T(GP)	(Male)
Dr Barbara Christie	BSc(Hons) MB ChB(Glas) 1988 MRCGP DRCOG	(Female)
Dr Branko Momic	MD(Zagreb) DRCOG London 2000 DFFP 2000	(Male)

MEMBERS OF THE PRACTICE TEAM

Practice Manager, Reception Staff

The practice employs the following staff:

Ten reception staff One secretary One pharmacist One phlebotomist

Our staff are here to help you and to ensure that you receive the quality of service you are entitled to. All our reception staff are required to attend vocational training courses to further their skills in general practice.

CLINICAL STAFF

Dr Yvonne Harrington (Female)	Associate GP
Dr Pardip Phull (Male)	Associate GP
Dr Jenny Eades	Associate GP
Dr Naomi Gardener	GP Registrar

NURSING STAFF

Practice Nurse

Emma Jones RGN

Healthcare Assistant

Hannah Randall

ATTACHED STAFF

The district nurse and health visitor are employed by the local Trust and work closely with the doctors.

TRAINING PRACTICE

The practice is involved with the teaching of medical students. The receptionists will tell you if the doctor you are seeing has a medical student with them. We have been awarded accreditation to be a training practice with Dr Christie as our accredited GP Trainer. The practice is also involved with training of qualified doctors that are undergoing specialist training in general practice.

ACORN GROUP, 29-35 HOLLY ROAD, TWICKENHAM TW1 4EA

Telephone: Enquiries	
Visits	020 8891 0073
Emergencies	
Appointments	020 8892 4519 Email: acorngrouponpractice@nhs.net

We are open Monday to Friday 8.30am - 6.00pm

Health Visitor - 020 8973 3490

BLOOD TESTS

Phlebotomist - Wednesday and Thursday 8.30am - 12.20pm - appointment required.

Healthcare Assistant - Monday to Wednesday and Friday - appointment required.

APPOINTMENTS

To make an appointment book online or call the appointments line on 020 8892 4519.

Appointment times: 8.30 - 11.30am and 3.00 - 5.30pm.

The online appointment list is opened four weeks ahead. We also offer 'book on the day' appointments, which are used for patients who have an acute or urgent problem.

TEXT SERVICE

We offer a text service to confirm and remind patients of their appointments. If you wish to be included in this service, please advise us of your mobile number, which will be recorded in your medical notes.

OUT-OF-HOURS PHONE: 111

The practice is using NHS 111 service which is a free to call urgent care telephone number that is available 24 hrs a day, 365 days a year. It is a national programme which has been established to make it easier for patients to access services when they need medical help quickly, but it is not a 999 emergency. When you call 111, your health needs will be assessed based on a series of questions and your responses will determine the next questions that you are asked. At the end of this questioning you will be directed to the most appropriate service. You will be directed to out of hours GP deputizing services in case if you need to speak to the doctor for advice or to see a doctor for a face to face assessment at the home visit or nearest primary care centre. Depending to your needs, you might be directed to other services such as A/E Department, Walk in Centre, community services including community nursing service, pharmacies, dentist and other service. All calls to NHS111 are recorded and monitored. We would welcome your feedback and views of the service.

HOME VISITS

If you need a home visit, please try to let us know before 10.30am. This helps the doctors plan their rounds as efficiently as possible. Please ring on 020 8891 0073.

WHEN THE SURGERY IS CLOSED

In case of emergency at night and at weekends please telephone NHS 111 dialling 111. If you phone the surgery number you will hear a recorded message advising you to call 111 which is free to call.

ACCIDENT AND EMERGENCY

The nearest hospital Accident and Emergency Departments are at:

WEST MIDDLESEX HOSPITAL
Twickenham Road
Isleworth

KINGSTON HOSPITAL
Galsworthy Road
Kingston

020 8560 2121

020 8546 7711

REPEAT PRESCRIPTIONS

The practice has electronic prescribing that involves direct electronic link with the pharmacy of the patient's choice. Please speak to your pharmacist or the practice receptionist to get more details about it.

You can request a repeat prescription in writing, via email/website or post (if you wish to receive your prescription back by post, please enclose an SAE). You can also request that your prescription goes directly to a local chemist, if you sign up with a chemist, as some offer a collection service.

Unfortunately, we are unable to take prescription requests over the telephone.

Your prescription will be ready for collection within 3 working days (72 hours).

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TREATMENT ROOM

The nurse and healthcare assistant carry out all routine nursing procedures as well as many tests and investigations. They offer health screening and preventative medicine.

All appointments are pre-booked.

CERVICAL CYTOLOGY (SMEAR TEST)

To reduce the risk of cancer, cervical smear tests should be performed regularly (unless indicated by the doctors) between the ages of 25 - 65.

If you are not up to date with your smears you will be notified by post that you are due a smear test. We ask all female patients who have had a smear test to ring the surgery about one month after the test was taken to confirm the result unless notified by post.

FAMILY PLANNING

Family planning is an important part of our work and we provide a full contraceptive and advice service, including fitting and after-care of coils. Please make an appointment accordingly in surgery time.

NEW PATIENT SCREENING

All newly registered patients will be asked to see the nurse or health care assistant for a new patient screening health check. Ideally this should be completed before you see the doctor so that a synopsis of your medical history, tests and immunisation status is available for the doctor.

PREVENTION

We believe preventative medicine to be a vital part of our work. Our treatment room nurses will explain our screening programmes to you. These include blood pressure and weight checks and advice on smoking, obesity, drink problems, smear tests, etc.

An important part of preventative work is encouraging people to take responsibility for their own health. So, advice on exercise and a balanced diet are part of these programmes too. These check-ups are available to patients by appointment.

Other clinics include asthma, diabetes, heart disease prevention, anti-coagulant (INR) and travel advice.

COUNSELLING

Referral to counsellors is by GP only.

PREGNANCY

If you are planning a pregnancy it is advisable for women to take a folic acid supplement some months before conception and to continue up to the 14th week of pregnancy.

PHYSIOTHERAPY

Referral is by GP only.

HEALTH SCREENING

We encourage all patients to take advantage of the excellent screening facilities offered by the practice.

6 - 8 week Baby checks

40 - 74 Well person screening checks

75 + Screening checks

Please check with the receptionist if you wish to make an appointment for screening.



**It's not a 999 emergency, but
you need medical help fast?**



**Call 111 for medical
advice, assessment and
direction to the best
medical treatment for you**

www.nhs.uk/111



**Transplants
save lives**

**Join the
NHS Organ Donor
Register**

**0300 123 2323
www.organdonation.nhs.uk**

INFORMATION LEAFLETS

DSS and general leaflets are available. Please ask any member of staff if you need help in finding the information you require.

DISABILITY ACCESS

The surgery is purpose-built and easily accessible by wheelchair and we comply with Disability Regulations.

Please ask any member of staff if you need help.

TO HELP US

Change Of Address

Please notify us when you change address, name, telephone number, including mobile and email address.

Ringling The Doctor

If you need to speak to a doctor on a non-urgent matter please telephone late morning or before the start of afternoon surgery, as it is often difficult to interrupt a doctor during surgery.

Recalls

We send out many letters over the year recalling patients for immunisations, smears and clinic recalls - please reply promptly.

TRIALS

The practice is sometimes approached by medical bodies to participate in clinical trials. If you do not wish to be approached, please let reception know.

PATIENT PARTICIPATION GROUP

The practice runs a Patient Participation Group who meets at regular intervals. If you wish to find out more please complete the online form which can be found on the surgery website.

NHS RICHMOND

The practice is part of NHS Richmond. They can be contacted at:
Thames House, 2nd Floor, 180 High Street, Teddington TW11 8HU

Tel: 020 3941 9900

www.richmondccg.nhs.uk

PALS (Patient Advice & Liaison Service) is available to patients, should you have concerns or need support with regards to NHS Care. They can be contacted on:

Richmond: 020 8734 3001 or www.richmondccg.nhs.uk/pages/contact%20us/pals.aspx

COMPUTERS

The practice is computerised and we are registered under the Data Protection Act 1998.

INSURANCE, BUPA FORMS, PRIVATE REFERRAL LETTERS

The doctors charge BMA rates for any documents, eg BUPA forms, you may wish them to complete.

Please check with the receptionist for the amount you will have to pay. All documents will be left at reception for collection.

DATA PROTECTION ACT

For routine audit purposes, representatives of the Health Authority will be required to look at patients' records. The auditors may not be medically qualified but are all bound by their contract of employment to respect confidentiality.

However, if you do not wish your notes to be used in this way please inform us at the front desk and your notes will be annotated accordingly.

We are also obliged to inform you that all telephone calls to NHS 111 and OOH deputising service are recorded.

MANAGEMENT OF COMMON AILMENTS

If you are at all concerned, particularly if your child is ill, please ring the doctor for advice.

Colds and Flu

These usually start with a runny nose, cough, temperature and aches. They are caused by viruses and antibiotics are of no use in their treatment. Treatment consists of taking recommended doses of paracetamol for the temperature and aches, and drinking plenty of fluids.

Do not worry if you do not eat for a few days, you will come to no harm.

Backache, Strains and Sprains

Many acute strains and sprains will respond to a few days' rest and paracetamol taken for the pain. Backache will usually respond to a few days spent lying on a firm flat bed or on your back. If the symptoms continue, you should consult your doctor.

Insect Bites

Ice; witch-hazel; arnica or calendula lotion.

Nosebleeds

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for about 10 minutes by which time the bleeding usually will have stopped.

If the bleeding continues, consult your doctor.

Sprains

Crushed ice or a packet of frozen peas make an ideal compress; make sure to wrap the ice bag in a damp cloth or tea towel so as not to damage the skin.

I - ice

C - compression

E - elevation

CHILDHOOD INFECTIONS

Chickenpox

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off. Oily calamine lotion may be applied to soothe the often severe itching. Cool baths may also help.

The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

German Measles

The rash appears during the first day of the illness and usually covers the body, arms and legs in small pink spots about 2-4mm large and does not itch. There are usually no symptoms apart from occasional aching joints. It is infectious from about two days before the rash appears until the rash disappears in about four to five days.

The only danger is to unborn babies and it is important to avoid women who are pregnant.

Measles

The rash is blotchy and red and appears on the face and body on about the fourth day of feeling unwell and is always accompanied by a cough. It is most infectious from two to three days before the rash appears until eight to ten days afterwards.

Mumps

The symptoms are swelling of the salivary gland in front of one ear often followed a couple of days later by a swelling in front of the other ear. It is infectious for two to three days before the swelling starts until 10 days afterwards. If the pain is severe, you should consult your doctor.

However, if your child appears particularly unwell or you are worried, your doctor will be happy to give you advice.

Diarrhoea and Vomiting

In adults and older children, diarrhoea and vomiting will usually get better on its own. Treatment consists of replacing the fluid that you have lost and resting the digestive system by having nothing solid to eat for 24 hours. Sachets of powders such as Dioralyte and Rehidrat, which can be made into a drink, are available from the chemist. If the diarrhoea contains blood or there is severe pain or high fever, you should discuss it with your doctor.

Diarrhoea and vomiting in small babies and young children should be treated with caution and the doctor will be happy to advise you about this over the phone and arrange to see you if necessary.

A Temperature

A temperature occurs commonly even with mild infections. In small children it is important to stop the temperature rising too quickly and children should be given paracetamol syrup, which may be bought from the chemist. If they still appear hot, they should be gently sponged with tepid water in order to cool them. If a temperature is very high and does not come down with the above treatment, you should consult your doctor.

A child or adult with a temperature will not come to any harm being wrapped up and brought by car or by pram to the surgery.

THE FAMILY MEDICINE CHEST

Here is a list of useful medicines and dressings with a description of their uses. All are quite cheap and worth stocking at home in readiness for minor illnesses.

Keep them in a box or cupboard with a lock - or store them well out of the reach of children.

Paracetamol

For adults only. Good for headaches, colds, sore throats and painful bruises.

Paracetamol Mixture or Junifen

For relief of pain or fever in young children.

Sedative Cough Linctus

For dry or painful coughs - but not coughs caused by common colds.

Menthol Crystals

Add to hot water to make steam inhalations for treating catarrh and dry or painful coughs.

Vapour Rub

Again, for steam inhalations. Also useful for children with stuffy noses or dry coughs. Rub on the chest and nose. Use Snuffle Babe for young babies.

Antiseptic Solution/Betadine

One teaspoon diluted in warm water for cleaning cuts and grazes.

Antiseptic Cream

For treating septic spots, sores in the nose and grazes.

Calamine Lotion

For dabbing (not rubbing) on insect bites, stings and sunburn.

Micropore Tape

For minor cuts.

3" Wide Crepe Bandage / Tubigrip

To keep dressings in place. To support sprained or bruised joints.

Cotton Wool

For cleaning cuts and grazes.

Dioralyte Sachets

To replace fluid lost during bouts of diarrhoea and vomiting.

HOMOEOPATHY

For patients who prefer to use homoeopathic remedies most chemists now stock and advise on their use.

THE ACORN GROUP PRACTICE PATIENTS' CHARTER

Committed to giving you the best possible service.

Dr Barbara Christie • Dr Neil Jackson • Dr Branko Momic

This will be achieved by working together. Help us to help you.

1. You will be treated courteously and respectfully at all times, irrespective of age, gender, race or disability.
2. Following your consultation you will receive the most appropriate care, given by suitably qualified people.
3. On joining a doctor's list for the first time you will be offered a health check.
4. We will give information about the services available by means of the practice booklet, notice boards and leaflets.
5. Every effort will be made to ensure that you receive the information that directly affects your health and the care being offered. We will inform you how to get the results of any investigations which have been carried out.
6. It is our job to give you treatment and advice. In the interest of your health it is important for you to understand all the information given to you. Please ask us if you are unsure of anything.
7. The practice will offer advice and seek to inform patients of steps they can take to promote good health and to avoid illness, eg smoking, exercise, diet, immunisations etc. Self-help advice for minor ailments is available in the practice booklet.
8. Surgery Appointments: For urgent problems we will offer an appointment on the same day. For routine appointments, we will offer an appointment within five days. For certain doctors it may be necessary to wait for up to two weeks for routine appointments.
9. We will try to keep you waiting no longer than 20 minutes when you get to the surgery. Any delay will be due to medical necessity, and you will be informed about this.
10. Arrangements for contacting the surgery 'out of hours' are set out in the practice booklet.
11. Telephones will be answered as promptly as possible.

WE NEED HELP TOO

Please.....

.....be ready to tell us details of your past illnesses, medication, hospital admissions and any other relevant details, all of which will be kept confidential.

.....let us know if you are unable to keep an appointment. We lose on average 25 'booked' appointments each week through failure to cancel.

.....give us 72 hours' notice for repeat prescriptions. If you run out of medication please explain the situation to a member of staff who will try to help you.

.....treat staff as courteously as you would like them to treat you.

.....try to request HOME VISITS only when the patient is too ill to attend the surgery. Home visits should be medically justifiable. Try to make your request before 10.30am if possible.

.....ask for a NIGHT VISIT only when you feel it is really necessary.

.....inform us if you change your name/address or telephone number.

.....ask the receptionist if you have a matter you would like to discuss privately. We realise the health centre is a busy place but we can always find a quiet area for confidential discussion.

THANK YOU

CONFIDENTIALITY

Your health records will be kept confidential. Since November 1991 you have had the right, by arrangement with your doctor, to see your health records, subject to any limitations in the law.

ZERO TOLERANCE POLICY

The practice operates a 'Zero tolerance' policy to aggressive and abusive behaviour. This includes any personal, abusive and aggressive gestures. Any incident of verbal abuse, whether in person or over the telephone, is reported immediately to the practice manager and the partners. Incidents are discussed by the partners, who will agree a course of action. This may result in the offending patient's removal from the practice list.

SUGGESTIONS/COMPLAINTS

We will be pleased to listen to any suggestions or concerns you may have about the care we offer. We want to improve services, and we will therefore welcome any comments you may have. Such comments should be made to practice manager. Special forms are available from staff if you have a complaint which you want to bring to the attention of the practice. Your complaint will be dealt with promptly.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

USEFUL TELEPHONE NUMBERS

HOSPITALS

Ashford.....	01784 884488
Charing Cross	020 3311 1234
Hammersmith Hospital	020 3313 1000
Kingston Hospital	020 8546 7711
Princess Alice Hospice	01372 468811
Queen Charlotte's Maternity	020 3313 1111
Queen Mary's, Roehampton	020 8487 6000
Royal Marsden	020 7352 8171
Ealing Hospital.....	020 8967 5000
Teddington Memorial	020 8714 4000
West Middlesex.....	020 8560 2121

DISTRICT NURSES/HEALTH VISITORS

Twickenham (Health Visitor)	020 8973 3490
Whitton/Twickenham (District Nurse).....	020 3458 5365
Single Point of Access.....	020 8630 3943
Teddington	020 8614 5300

MISCELLANEOUS

Alcoholics Anonymous - National Helpline	0800 9177 650
Carers UK.....	020 7378 4999
Citizens Advice Bureau.....	020 8712 7800
Civic Centre.....	020 8891 1411
CRUSE (Bereavement Counselling).....	020 8939 9530
Drugs Advice Line	0845 1200 660
Gingerbread	0808 802 0925
Housing Department	020 8891 1411
Kingston NHS.....	020 8339 8000
MIND Counselling.....	020 8548 5550
NHS 111	111
NSPCC Helpline	0800 800 5000
ChildLine	0800 1111
Police	020 8721 2912
PALS (Patient Advice & Liaison Service).....	020 8734 3001
Rape & Sexual Abuse Support Centre.....	0808 802 9999
Registrar Births, Deaths & Marriages	020 8891 7188
Red Cross	020 8560 2121
RELATE (Marriage Guidance), Richmond.....	020 8940 8578
Teddington Clinic.....	020 8714 5300
Terrence Higgins Trust - Helpline.....	020 8712 1600
Victim Support.....	0845 450 3936
Macmillan Cancer Support	0808 808 0000
Breast Cancer Care Service.....	0345 077 1895

VISIT OUR WEBSITE

The surgery website is a most effective way of giving our patients access to help and the latest information 24 hours a day, seven days a week. It contains complete information about all the services we offer. It also details how the practice is organised and introduces our doctors, other medical and administrative staff and describes their various responsibilities. For easy, convenient access to our website, bookmark or place our website in your favourites folder today. Please see our website for further information and links to useful services.

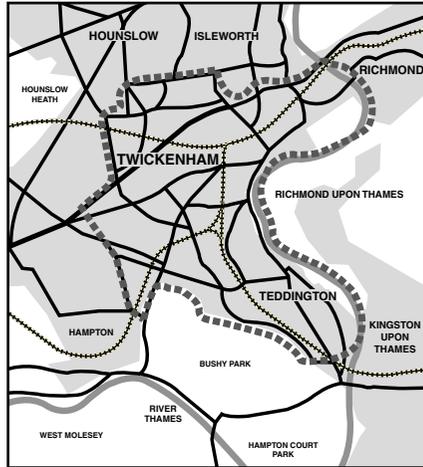
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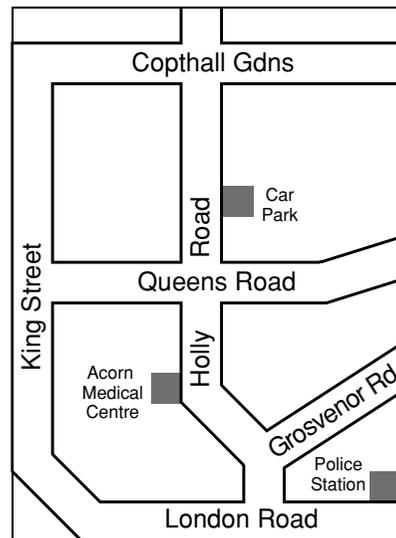
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THE PRACTICE BOUNDARY



LOCATION OF HOLLY ROAD



PRACTICE AREA

Our practice area extends from Twickenham into Teddington, parts of Hampton Hill and Whitton.