



Chatfield Health Care

Chatfield Medical Centre

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London

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www.chatfieldhealthcare.com

Chatfield Health Care provides family doctor services for people living in Clapham Junction, West Battersea and Wandsworth. The surgery occupies purpose-built premises with full disabled access. The practice is part of the Wandsworth Primary Care Network (PCN) and is commissioned by South West London Integrated Care Board (SWL ICB) and NHS England via a Personal Medical Services (PMS) contract to provide NHS Primary Care Services to the local population.

Our surgery has step free access to every floor.

Our intention is to help and support patients to manage their health and prevent illness. Our GPs assess, diagnose, treat, manage and prevent illness and disease. We carry out diagnostics and screening and promote general health and wellbeing. We also provide family planning and maternity services.

Our team consists of nine doctors, two physician associates, two general practice nurses and two health care assistants, all supported by our dedicated reception and administration teams. Our GPs are also involved in the education and training of doctors and other healthcare professionals including medical registrars, physician associates and medical students.

OPENING HOURS

We are open from 7am-6:30pm Monday-Friday. We also provide late evening and early morning surgeries by appointment only. Pre-booked appointments are available on Tuesdays and Thursdays between 6:30pm – 8pm, every weekday from 7am to 8am and on Saturdays normally from 7am – 10am.

APPOINTMENT SYSTEM

Please call 020 3764 0822 to book an appointment, which can also be booked online – please ask a receptionist for details or visit our website. Routine appointments are available throughout the day Monday to Friday and can be booked between 6 – 12 weeks in advance. We also offer some on-the-day appointments for urgent healthcare problems and an on-call GP service for same day emergencies.

For continuity of care many patients prefer to see the same doctor on each visit, which we encourage. However, please be aware that this is not always possible as some doctor's surgeries can become very full or a doctor may be on annual leave. If the doctor of your choice has no appointments available within a reasonable time we might ask you to see an alternative doctor.

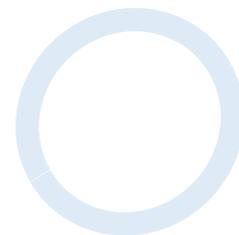
If you are unable to keep an appointment please cancel at least an hour before your appointment so that it can be allocated to someone else. If you are more than 10 minutes

late for an appointment you will not be seen or if there is an indication of clinical urgency then you may have to wait until the end of surgery.

CLINICS AND SERVICES

Our practice nurses and/or health care assistants run daily clinics that offer a variety of services. Please inform the receptionist which service you require when making an appointment to ensure you are booked into the correct clinic.

- Diabetic services
- Respiratory clinics for asthma and COPD.
- Hypertension and CHD (Coronary Heart Disease) clinics
- Routine and New Health Checks
- Family Planning and Contraception services
- Childhood Immunisations
- Warfarin/INR monitoring
- ECG/24 hour blood pressure monitoring
- Routine blood tests
- Cervical smear service
- Routine immunisations, travel vaccinations and advice
- Stop Smoking clinics
- HIV testing and Chlamydia/Gonorrhoea screening
- Doppler testing (ankle brachial pressure index)
- Procedures such as ear syringing, injections, dressings, removal of stitches etc.



If you have a chronic disease you may need to have your condition monitored 3 or 4 times a year to ensure you are on up-to-date treatment and to prevent you developing complications of your disease.

Some of our doctors also provide joint injections and the removal of moles and skin lesions under local anaesthetic in our minor surgery clinic on Thursday mornings. We also offer a coil fitting service.

A mental health support worker and substance misuse liaison nurse are attached to the surgery to help with the recovery of patients with severe mental health problems and addictions.

TELEPHONE ADVICE

We offer an urgent advice service about your medical problems each day from 8:00am – 6:30pm. Calls are answered in order of urgency but we promise to phone you back the same day. If your complaint is not urgent you may be asked to book a routine appointment.

OUTSIDE SURGERY HOURS

If you live in Wandsworth and have an urgent medical problem which cannot wait until the surgery re-opens please dial 111 to access the out of hours service. NHS 111 is free to call from landlines and mobiles.

HOME VISITS

Urgent home visits are available every day between 8:00am to 6:30pm for those who cannot get to the surgery in an emergency.

Please call 020 3764 0822 as early as possible from 8am so that the doctor has time to arrange any urgent treatment you may need the same day.

When you call you will be assessed by a duty doctor to see if you need a doctor to visit you at home. The doctor will discuss your problem with you and agree the best way forward to manage your condition.

Routine home visits by a paramedic are offered to all our housebound patients twice a year for a general check-up. Where necessary a member of the home visiting team can visit more regularly if there are any concerns.

The paramedic and trainee physician associates and medical students visit our housebound patients regularly to monitor their chronic health conditions and report back to the doctors at a weekly meeting.

MATERNITY SERVICES AND OBSTETRIC CARE

We can arrange fertility tests for you if you are having a problem conceiving a baby.

Ante-natal clinics appointments are available in our daytime and evening clinics for those who work. Our doctors do not oversee homebirths but these can be arranged with our local community midwives. We do provide complete post-natal care including new birth visits.

The surgery also runs a Mother and Baby Clinic on Tuesday mornings, where a doctor conducts post natal checks and new baby's 8-week developmental checks. If you are a new

mother you should automatically receive an appointment for this clinic after your baby is born but please do contact the surgery if you have not heard from us by the time your baby is 4 weeks old.

REPEAT PRESCRIPTIONS

Please request your repeat medication at least 2 working days in advance. You can order your repeat prescription online, by post, or in person. We do not accept repeat prescription requests over the phone. Most local chemists are happy to order, collect, and deliver your medication if required. We offer an Electronic Prescription Service (EPS). It is a faster, paperless way for us to send your prescription to a pharmacy of your choice.

All patients on repeat medication will need to have their medication regularly reviewed by a doctor. Please ensure that you make an appointment for this review before your review date, printed on the bottom of your prescription receipt. On occasion you may need to see your doctor for review before a further prescription will be issued.

MEDICAL REPORTS

We complete a variety of medical reports including (but not limited to), insurance, disability and PIP reports. We aim to complete all reports within 4 weeks from the day of receipt. If the report is not part of the provision of routine NHS services a charge will apply (a list of charges is available on our website).

OVERSEAS VISITORS

Free medical advice or medication for pre-existing conditions is not available to visitors from abroad. Emergency care is available if you hold an EEA E128 or E112, or where there is a UK reciprocal agreement with your country. Chatfield Health Care is able to treat visitors privately but you should discuss payment with the reception manager on arrival.

PATIENT FEEDBACK COMPLIMENTS OR COMPLAINTS

We aim to provide our patients with the best care possible, but occasionally we may sometimes fall short of the mark. If you have any compliments, comments, concerns or complaints about our service, we want to hear about it. You can fill out a form in the waiting room and place it in the black box at reception marked “Comment / Suggestion Box” , by visiting <https://makeusbetter.net/FFT/Chatfield> , by using the feedback tablet in the waiting room or by scanning this QR Code:



If you have a complaint or concern about the service you have received from the doctors or any of the practice staff, please don't be afraid to say how you feel.

We welcome your feedback to help us improve our standards and you will not be treated any differently because you have complained. Please let us know by either talking to Renata Johnstone, our Practice Manager, or by completing the complaints form available at reception.

PATIENT FORUMS

The surgery has a patient forums consisting of regular patients who are carers and diabetics, who meet approximately every 1-3 months to discuss issues affecting them and the practice, to influence change and to improve the healthcare services delivered to our practice population.

We are looking at expanding these forums to include patients with other long term conditions and welcome new members - if you are interested in joining our patient forums ask a member of staff for details or see our website for more information.

When you are sent for a test, the doctor or practice nurse will discuss with you how you will be informed of the result. This will vary according to what test you have been sent for as some results take longer to come back than others. The doctor or practice nurse will either contact you themselves, ask reception to contact you on their behalf or ask you to phone the surgery after a certain time period.

Once the test results are received at the surgery they are reviewed by a doctor and then actioned accordingly. If you wish, you can ring reception any time after the results have been actioned and they will tell you whether the doctor has reported that your test results are normal or not. However, reception staff cannot discuss your results in any more detail.

If the doctor asked you to make an appointment to be seen after your test result please keep your appointment, even if your result is normal, as the doctor may want to run some more tests.

On some occasions we may write to you to ask you to see a doctor to discuss your results - please do not be alarmed as this does not normally mean that there is anything seriously wrong.

Please note any seriously abnormal result is actioned urgently by the doctor who will contact you directly, usually by phone.

**GP ONLINE SERVICE – BOOK & CANCEL APPOINTMENTS,
ORDER REPEAT PRESCRIPTIONS, VIEW YOUR MEDICAL RECORD**

People registered with our surgery can now book appointments and request repeat prescriptions at a time convenient to them, thanks to GP online services.

These services enable patients to book GP appointments and request repeat prescriptions via their computer, smartphone or tablet at a time that suits them rather than calling or visiting the surgery.

If you want to register for GP online services you will need out a form at the surgery and show two forms of ID, one of should be a photo (such as a UK passport or driving and the other with your address. Please ask a receptionist www.chatfieldhealthcare.com for more information.



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