

**Fairfield Medical Centre**  
**Lower Road**  
**Bookham**  
**Surrey**  
**Tel. 01372 455450**



**[www.fairfieldmedicalcentre.co.uk](http://www.fairfieldmedicalcentre.co.uk)**

## General information—opening hours

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Opening hours:  
Monday 8.00am-8.00pm  
Tuesday 7.00am-6.00pm  
Wednesday 8.00am-6.00pm  
Thursday 8.00-6.00pm  
Friday 7:00am-6.00pm

Please note:

- We try and make sure that appointments before 8am and after 6pm are offered to patients who commute/work
- The clinicians availability can change due to holidays or sickness
- Amongst the GP team will be a designated 'duty doctor' who is responsible for urgent on the day support
- Our telephone lines and prescriptions are not available outside our core hours of 8.00am to 6.00pm and our reception team is unavailable between 12.15pm and 1.15pm

## What to do when the surgery is closed

- We are closed on Saturdays, Sundays and on bank holidays
- When we are closed, some GP appointments are available in Leatherhead Hospital and Epsom Medical Centre. These can be booked in advance by calling us. If we are already closed - these appointments may be available by calling 01372 384348. The appointment hours available are:
  - Monday to Friday 6.30pm to 9.00pm
  - Saturday and Sunday 9.00am to 12.30 / 1.30pm
- If you require medical assistance or advice outside of these times, please call 111

Clinicians available	Mon		Tues		Wed		Thur		Fri		
	am	pm	am	pm	am	pm	am	pm	am	pm	
Dr Stephenson (m)											
Dr Haydon (f)											
Dr George (f)											
Dr Mehta (m)											
Dr Wali (m)											
Dr Wilckramasingham(f)											
Lorna Fowler (f) Nurse Practitioner											
Lisa Wilkinson (f) Paramedic practitioner											
Practice Nurses											
Tanya Hulford— Health Care Asst											

## Our general practitioners



**Dr Jeremy Stephenson**

Our senior Partner with the practice since 1995, with special interests in orthopaedics, minor surgery as well as GP training. BMedsci (Hons), B.S., B.M. (1989 Nottingham), M.R.C.G.P., F.P. Cert



**Dr Sarah Haydon**

Works three-quarter time and has been with the practice since 1998, with a special interest in women's health, Child Health Surveillance and GP training. M.B., B.S., (1991 London), M.R.C.G.P., D.R.C.O.G., D.F.F.P., Dip OH.



**Dr Sabina George**

Has been with the practice since 2000, with special interests in paediatrics, diabetes and contraceptive services as well as training medical students. M.B., B.S. (1996 London), M.R.C.G.P., D.R.C.O.G., D.C.H., D.F.F.P.

## Our general practitioners (continued)



### **Dr Amit Mehta**

Began at the practice in March 2007 as an associate GP and has been a partner since July 2008

M.B., B.S. (2002 London), M.R.C.G.P.,  
D.R.C.O.G.



### **Dr Ibrahim Wali**

Joined our practice in 2009 having completed vocational training in general practice locally.

M.B., B.S. (2000 Lagos), M.R.C.P.(London),  
M.R.C.G.P

### **Other clinicians**

#### **GP -**

- Dr Mareen Wickramasingham

#### **Advanced practitioners -**

- Mrs Lorna Fowler
- Mrs Lisa Wilkinson

#### **Practice nurses -**

- Mrs Ann Alderton - Mrs Gillian Polgrean

#### **Health care assistants -**

- Mrs Tanya Hulford

## **Our other team members**

**Practice manager (Ms Audrey Lynas)**

Our practice manager ensures that our service is focused around our patients and that we meet our objectives.

**Assistant Practice Manager (Mrs Amanda Davidson)**

Organises and supervises all of the administrative activities that help our services to run smoothly.

## **Reception and administration team**

Our receptionist administrators are here to help you make appointments and find the right service. They also help to keep your medical records up to date. They understand the issues and problems that our patients face (they are patients and have health issues too!) and are trained to support people who may be experiencing difficulties. But we expect all of our patients to treat them with respect at all times.

**Lucia ~ Jennie ~ Vivienne ~ Toni ~ Debs ~ Diana  
Angie ~ Judith ~ Jo ~ Glenn**

## **Medical secretaries**

Help our clinicians to write and send referrals to other health providers and liaise with them on your behalf.

**Claire ~ Anthea ~ Debs**

## How do I register?

**UK residents** need to complete form GMS1 and bring the completed form to our main surgery between 10am and 5pm. If you'd like to come outside these times—please call us first so that we can make sure we have enough staff available to help you. You also need to bring two proofs of your identity including:

- photo identity (eg passport, driving licence), and
- proof of your address (e.g. a recent utility bill such as gas, electricity - but not mobile phone).

The GMS1 form is also available to download and print from our website or from our surgery via the receptionists.

**For UK residents visiting the area for more than 24 hours but less than 3 months**, you can register with us as a temporary resident. In this situation, please complete form GMS3 (also available on our website to download and print). Please note that we may not be able to accept temporary residents - dependant on demand and clinician availability.

**For people visiting the country**, we can provide NHS primary care support for emergencies only. Other primary care services can be provided but a charge will apply.

**For further information** on who can register with our practice and how to register please:

- visit our website on [www.fairfieldmedicalcentre.co.uk](http://www.fairfieldmedicalcentre.co.uk)
- call us on 01372 455450
- come into the surgery

## Named accountable GP

The NHS likes us to make sure that all of our patients have a 'named accountable GP'

### What does a 'named accountable GP' mean?

Your 'named GP' will ensure that we work with other health & care providers to deliver a health and care package - including providing health checks - that meets your needs

### What your 'named accountable GP' can't do

Your 'named GP' can't be:

- Available all of the time (they have families too!) - so other GPs / clinicians will also support you
- Legally responsible for the support that you receive from other health & care professionals

### What do you need to do?

**For new patients** – we will let you know who your named GP is when you bring your registration forms into the surgery.

**For current patients** –

- you can continue to consult with any GP or other clinician.
- If you'd like to know who your 'named GP' is - please ask at reception
- If you would like to have a different 'named GP' - just let us know and we will try to meet your preference (this may not always be possible - but if it isn't



## How to make an appointment

You can make appointments:

- by calling us on 01372 455450
- via our website at [www.fairfieldmedicalcentre.co.uk](http://www.fairfieldmedicalcentre.co.uk) (you need to register first to book on-line - please contact us for details)

We have face to face and telephone appointments available:

- same day
- up to 4 weeks in advance

For same day appointments - we may not be able to offer you a specific appointment time and if we do - it may be subject to change. We will also not be able to let you know which clinician you will see. The clinician may be a doctor or nurse practitioner

Please notify the receptionist if you believe you or somebody you bring to the surgery may be 'infectious' This is so that we can make appropriate waiting arrangements.

It is our practice policy to take steps to remove patients from our practice list if they fail to attend 4 appointments in any 12 months.

## Home visits

We understand that sometimes people can't make it to the surgery. But please remember **that for every patient we see at home; 3 - 4 can be seen in surgery!**

Please make sure that you:

- request a home visit by 10.00am where possible
- try to make alternative arrangements to visit the surgery rather than asking for a home visit
- bring children to the surgery

## **Test results**

If you would like to know the results of your tests - you can call the surgery between 11am and 5pm each day and our team will help you. If the results indicate that a clinician needs to speak with you - our receptionists will not be able to give your test results to you. Instead - you will be advised that you need either a telephone or face to face appointment with a clinician. We will not routinely contact you if the test results are normal.

## **Advice and information by telephone**

Receptionist have instructions not to interrupt the doctors whilst consulting except for a medical emergency (the receptionist will need the emergency details) in which case the duty doctor will be interrupted.

## **Fit notes (formerly known as sickness certificates)**

If you are ill for 7 days or less - you do not need a fit note. Your employer may require you to complete a self-certificate. These are available from both your employer and from us. If you are ill for more than 7 days - you will need a Med 3 certificate. To get this (and for renewals too) you need to see a doctor at the surgery. Please also note - for new sickness episodes fit notes cannot be backdated.

## **Suggestions and complaints**

We welcome all suggestions about the services we provide. We know we will not get everything right all of the time, but we aim to do so. We want to learn from our mistakes and improve.

We try to deal with problems at the time they arise. However if you feel your issue cannot be resolved in this way and you wish to make a complaint, please let us know as soon as possible.

To obtain a copy of our complaint leaflet, please contact us by telephone or email, or ask at reception.

## Prescriptions

We have trained reception staff available to answer and process any queries about your medication. They are available within our core hours of:

Monday to Friday 8am-6.00pm.

## Repeat prescriptions

If you are offered repeat prescriptions for a long term medication, we have a computerised system which incorporates a tear off request form. Once issued one of these, please tick the items you require on the request section of the prescription and return it to the surgery. You can also send it:

- by post (if you require the prescription to be sent back to you please provide us with a stamped addressed envelope)
- via your pharmacy
- on-line via our website (you need to register for this service—please contact us for details)

A few useful things to note:

- we now operate an electronic prescription service along with local chemists, please enquire at reception for further information
- you need to allow at least 48 hours / 2 working days to fulfil your request (it may take longer if returning via post)
- we cannot take prescription requests over the phone
- urgent requests will be dealt with after the end of surgery
- the quantity of drugs that you are allowed may be reduced if your medication review is overdue - so please make you arrange to have your medication reviews when requested by the GP

## Prescription charges

People in the following categories are automatically exempt from prescription charges: children under 16, under 19 in full time education, people over 60 years of age, pregnant women, women who have had a baby in the last 12 months, people receiving DHSS benefits and people with certain specific medical conditions.

A leaflet (HC11) is available from post offices, pharmacies and us which provides more information on who is entitled to free prescriptions. You can also get a copy of the leaflet by writing to: Department of Health, PO BOX 777, London SE1 6XH. The information is also available on: [www.doh.gov.uk/nhscharges/hc11.htm](http://www.doh.gov.uk/nhscharges/hc11.htm)

## Clinic information

The surgeries offer a full range of health and disease management clinics and there are facilities for carrying out minor surgery.

**NHS health checks:** These are available for people aged 40 to 74 years at our branch surgery with our healthcare assistants.

**Travel immunisation:** These are given by the nurse after consultation. You will need to complete a travel vaccination form which you can download from our website [www.fairfieldmedicalcentre.co.uk](http://www.fairfieldmedicalcentre.co.uk) or from reception.

**Minor surgery:** This is carried out in our well equipped treatment room at Fairfield Medical Centre by special appointment with the doctor.

## Clinic information (continued)

**Emergency contraception:** Please speak to the receptionist who will make an appointment with one of the doctors, a nurse or nurse practitioner or direct you to a pharmacist.

**Family planning:** Advice on all forms of contraception, including fitting caps and coils, is carried out at Fairfield Medical Centre with our Practice Nurse. General advice and pill prescriptions are available during normal surgery hours.

**Antenatal and postnatal examinations:** These are carried out at the surgery at various times of the day to allow you to choose the most convenient time. The midwife has a clinic at the surgery every Thursday.

**Stop smoking:** A stop smoking service is available locally. Please ask at reception.

**Well woman:** We operate a recall system for smears in conjunction with the Primary Care Support England (PCSE). This simple test is carried out in the surgery by our specially trained practice nurse.

**Chronic disease health checks (heart disease, respiratory and asthma, diabetes):** We offer regular health checks for patients who have chronic diseases. These follow locally and nationally agreed guidelines and are managed by our specialist practice nurses and healthcare assistants.

## Other primary care teams

Some health services are provided by other teams who do not work for our surgery. We work with them to ensure you are supported as you need:

### Community nurses

Community Nurses provide home nursing and work closely with us and with other health care providers. They can be contacted by telephoning us.

**Health visitors:** Our health visitors are based at Leatherhead Community Hospital, where they hold regular baby clinics and offer general advice. They can be contacted on 01372 384300.

**Community midwife:** Our midwife undertakes antenatal and postnatal care for our patients, working closely with the doctors. Weekly clinics are held at this surgery on Thursdays.

## Privacy notice

General Data Protection Regulations and how we use your information:

- Medical confidentiality is the cornerstone of trust between doctor and patient and we keep your records secure and confidential.
- For your direct care either from the practice or within the NHS hospital service we imply your consent to pass on relevant clinical information to other professional staff involved in your direct care.
- Only when there is a legal basis for the transfer of data we may pass limited and relevant information to other NHS organisations to improve the efficient management of the NHS or to aid medical research.
- This practice contributes to national clinical audits and may sometimes send relevant data to the Health and Social Care Information Centre (HSCIC) when the law allows.

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- In order to comply with its legal obligations this practice may send data to the Health and Social Care Information Centre when directed by the Secretary of State for Health.

If you wish to object to the use of your data for these 'secondary' uses please speak with or email the practice manager (SDCCG.fairfieldmedicalcentre@nhs.net).

## **What we aim to do**

We always aim to provide high quality and personalised care to all of our patients.

## **GP teaching and training at Fairfield**

We have fully qualified doctors, at different stages of their training, working in the practice. They are with us to gain experience in general practice. Please consult them with confidence, as they already have extensive hospital experience. And they are supervised at all times by Dr Stephenson, Dr Haydon and / or Dr Mehta.

We also host student doctors from St George's Hospital - who may sit in your consultation (only with your permission of course), with your clinician so that they can learn more about general practice.

## **Patient participation group**

Would you like to help us to improve our services by joining our patient participation group (PPG)?

We have an active PPG at the practice and welcome any of our patients who would like to be involved in supporting the other patients and the practice to improve what we do.

For more information or to join the group, please leave a note for them in their dedicated message box in the reception, or by emailing them; [fairfieldppg@nhs.net](mailto:fairfieldppg@nhs.net)

## Some useful contact details

For the NHS helpline and for advice and guidance when we are closed	<b>111</b>
<b>Hospitals</b>	
Royal Surrey County Hospital	<b>01483 571122</b>
St Peter's Hospital	<b>01932 872000</b>
Leatherhead Community Hospital	<b>01372 384384</b>
Epsom General Hospital	<b>01372 735735</b>
Princess Alice Hospice	<b>01372 468811</b>
St Helier Hospital	<b>0208 296 2000</b>
<b>Miscellaneous</b>	
i-access (drug and alcohol services)	<b>0300 222 5932</b>
Surrey Drug Help Line	<b>0808 802 5000</b>
Alcoholics Anonymous	<b>0800 9177 650</b>
Age UK	<b>080 678 1174</b>
Childline	<b>0808 109 8716</b>
Cruse (bereavement support)	<b>0808 808 1677</b>
Emergency dentist	<b>111</b>
Gamblers Anonymous	<a href="http://www.gamblersanonymous.org.uk">www.gamblersanonymous.org.uk</a>
Primary Care Support England	<b>0333 014 2884</b>
Relate (Leatherhead)	<b>01372 722976</b>
Registrar of Births and Deaths	<a href="http://www.gov.uk/browse/births-deaths-marriages">www.gov.uk/browse/births-deaths-marriages</a>
Samaritans	<b>116 123 (free number)</b>
Social services—Adult	<b>0300 200 1005</b>
Smoking Cessation Clinic	Search via NHS Choices website
The Jarvis Breast Screening Service	<b>01483 783211</b>
Youth Counselling Service	<b>0845 600 2516</b>
Social services—Children	<b>0300 470 9100</b>