

UPPER NORWOOD GROUP PRACTICE

Chaucer House
130 Church Road
Upper Norwood
London SE19 2NT
Tel: 020 8771 6050
Fax: 020 8771 6056
Website: www.ungp.co.uk

OUT OF HOURS/EMERGENCY
VIRGINCARE tel. 111
www.virginicare.co.uk

DOCTORS

Dr S Sivathasan, MBBS, LRCP, MRCS,
DRCOG, MRCOG

Dr D Viridi, MBBS, DFFP

Dr K Deegan, MBBS, DRCOG, DFSRH,
MRCGP

Dr R Selvanathan, MBBS, BSc, DFFP,
MRCGP

Dr Y Patel, MBBS, BSC (Hons), DRCOG,
MRCGP

PRACTICE NURSE

Julia-Ann Case, RN

Surgery Times

The surgery is open 08.00-18.30 Monday to Friday and from 09.00-11.00 on Saturdays for pre-bookable appointments with one GP and one nurse. There is no telephone service on a Saturday morning. The Surgery is closed on Sundays and Bank Holidays.

Home Visits

Home visits are at the discretion of the doctor. Patients who are unable to come to the surgery due to their medical condition are requested to telephone in advance. Please give the receptionist as much information as possible to enable the doctor to determine if a home visit is necessary. Please remember that several patients can be seen at the surgery in the time it takes to do a home visit.

Disabled Access and Parking

There is disabled car parking available in front of Chaucer House. Disabled access to the surgery reception in the basement is via the lift beside the disabled car park space. A disabled patients' toilet is located on each floor of our building.

There is **no** parking available for patients. There is free parking available in the nearby side roads. Any car parking in front of the surgery will risk being clamped and repeat offenders may be removed from the practice list.

Practice Area

We cover all of the SE19 and SE25 post code areas and some parts of Thornton Heath, Lambeth, Anerley and Penge catchment areas.

Registration of New Patients

New patients wishing to join our practice can do so by contacting the receptionists between 11.00 am and 6.00 pm. A registration health check, carried out by a practice nurse, will be offered to all new patients over the age of 5 years. New patients who are on regular medication (including contraceptive pill) or having treatment for chronic conditions must make an appointment with the nurse/doctor before their prescriptions can be reissued. It would be helpful if new patients would bring the repeat prescription printout to this appointment, together with any relevant letters from hospital specialists.

Emergencies Dial 111

Access to Emergency Dentistry

The Croydon emergency dental service (Croydent) is available seven days a week for both registered and unregistered patients. Appointments must be made by phone between 18.30-21.30. Tel: 020 8401 3443

Access to Emergency Contraception

Emergency contraceptive pills can be taken up to 72 hours after unprotected sex. Emergency pills are available from local Family Planning clinics.

Out of Hours (when the surgery is closed)

If you phone the surgery outside normal hours, an answering machine will advise you of the number to call.

If you wish to speak to an emergency doctor, please phone 111 (VirginCare) where an answering service will take your details and pass them on to one of the doctors or a deputising doctor who will deal with your problem. Calls will be recorded. Our out-of-hours service is provided by VirginCare, located at Croydon University Hospital, CR7 7YE between the hours of 18.30 to 08.30 weekdays and all day Saturday, Sunday and Monday to 08.30, and Bank Holidays.

Mental Health Crisis Line

A 24-hour line, run by community psychiatric nurses, is provided by South London & Maudsley NHS Trust.

Tel: 0800 731 2864

Minor Injuries Unit

Specialist nurses treat a wide range of minor injuries and problems. No appointment is required.

Address: Croydon NHS Walk-in Centre, 2 Eldridge Road, Croydon, CR9 1PJ

Tel: 020 8714 2861

Open: Monday to Sunday, 08.00-20.00

Antenatal Clinic

Wednesday, 09.15-12.30. Patients are seen by the midwife or doctors by appointment only.

Baby Clinic

Monday, 14.00-16.00, by appointment only.

Minor Surgery

Freezing (warts) clinic - once a month.

Minor operations – once a month or as required.

Chronic Diseases Clinics

These are for patients suffering from diabetes, asthma, COPD, CHD and hypertension. These clinics are held by doctors and nurses, by appointment only.

Non-NHS Services for which a fee has to be paid

Doctors are happy to issue private medical certificates, private reports, housing letters, claim forms, fitness to travel and medical reports, and carry out medical examinations for sports, insurance or driving licences. Examinations are arranged by appointment only. Please telephone

the surgery for an appointment and ask at reception for the charges for the services.

Travel Vaccinations

Travel vaccination services are provided when there is sufficient nurse cover. Please check with Reception and make an appointment at least four weeks in advance of your holiday to ensure adequate cover. A maximum of two appointments per family can be given at a time.

Flu Vaccinations

An influenza vaccination is recommended particularly for patients with heart, lung or kidney disease, diabetes, residents of nursing and rest homes, and those over 65. Please contact reception staff in September for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit may be arranged.

Appointments

Consultations are by appointment only. Patients can express a preference to consult with a specific practitioner and we will do our best to abide by these wishes, subject to availability of appointments.

Appointments may be made by telephoning 020 8771 6050 or by calling at the surgery.

It would be helpful if you could avoid ringing for ROUTINE appointments between 08.30 and 10.30 when the receptionists are normally very busy.

If you cannot keep an appointment, please inform us as soon as possible by telephone to allow us to make it available to other patients. If you do not inform us, then this will be recorded on your notes and you may not be given future appointments. Repeat offenders may be removed from the practice list.

If you are unable to wait for the next available appointment, please give the receptionist as much information about your condition as possible so that the doctor can assess the urgency of your request for medical attention. Patients requesting an urgent appointment should phone the surgery before attending to be given a time to arrive, thereby eliminating too long a wait.

Tests and Results

Please allow two weeks from the date the test was carried out before checking for results. The surgery will get in touch with you sooner if a result requires urgent action. If calling for test results, it would be helpful if you would contact us after 11.30 when the receptionists are likely to be less busy.

Blood tests (Phlebotomy)

This service is available with booked appointments on Monday and Wednesday mornings.

Repeat Prescriptions

Repeat prescriptions will be issued at the doctor's discretion and are normally for regular medication. We can also take requests for repeat prescriptions by fax. However, repeat prescription requests cannot be taken