

Patient Transport to hospitals or clinics

If you need to arrange transport to a hospital or clinic then you are asked to contact the Single Point of Access for transport bookings by calling ERS medical on **0333 240 4082**. Please be aware that when booking patient transport you will be assessed for your eligibility. If you are not deemed eligible you will be signposted to other services available to you.

The Practice Team

General Practitioners

The GPs at Cross Deep Surgery aim to provide excellent NHS Primary Care services to the local population. When booking your appointment the receptionist may ask what the appointment is regarding, This is to ensure you are directed to the most appreciate clinician at the practice for your condition. If you prefer not to advise us then we respect your wishes not to do so. Please refer to the leaflet front cover or visit our website for further details on what days each GPs works.

Nursing Team

Our Nursing team together provides services traditionally provided by the GPs, including reviews for asthma, diabetes, coronary heart disease, smoking cessation and INR testing. This helps to extend the range of clinical services we offer and improve accessibility for patients.

Management

The Practice Manager, Lacy van der Sloot with the assistance of practice colleagues strives to offer excellent services to patients and to continuously improve and expand the services we provide.

Reception & Administration Team

Tina Luckhurst – Practice Secretary
Nuala Quirk Jackie Watson
Denise Heath Dawn Keefe
Pauline Singleton

Barbara Birch – Reception Manager
Lavina Fernandes Christine Elderfield
Sophie Dean Zoe Payne

Most Reception & Administrative staff work both on the front desk and in the back office dealing with patient queries. If you have any questions regarding any aspect of the services you received, please do not hesitate to ask.



CROSS DEEP SURGERY

AT THE HEART



OF TWICKENHAM

4 Cross Deep
Twickenham
TW1 4QP

T: 0208 892 8124
F: 0208 744 9801

www.crossdeepsurgery.com

Days in surgery

Mon, Tues, Weds
Wed, Thurs, Fri
Wed, Thurs, Fri

Mon, Tues
Mon, Wed, Thurs
Maternity Leave until Aug 18
Tues, Thurs, Fri
Mon, Wed, Thurs

*Routine Telephone calls
are answered daily
between
8.00am – 1.00pm
2.00pm - 6.30pm*

**Telephone:
0208 892 8124**

**Fax:
0208 744 9801**

Out of Hours Service:

111

From a landline or Mobile

GP Partners

Dr Rachel O'Donnell MBChB MRCPG DCH DFRSH
Dr Clare Hurle MBBS, MRCP, MA (Cantab), MBA, DCH, DFRSH, DRCOG
Dr Sylwia Ferguson LMSSA LRCS LRCP MRCPG

GP Associates

Dr Suman Pramanik MBBS BSc, DRCOG DFFP MRCPG DFFP
Dr Jenny Eades MBBS BSc, DRCOG MRCPG
Dr Eloise Elphinstone MBChB, MRCP, DRCOG, DFRSH
Dr Faisal Islam MBBS BSc DCH DRCOG MRCPG
Dr Emily Challenor BMBS BMedSci MRCPG FSRH

GP Trainees

Nursing Team

Manjinder Juttla
Sita Beharrell
Sam Tomlin-Fosh

Practice Manager

Lacy van der Sloot

Secretary / Ultrasound Co-ordinator

Tina Luckhurst

Surgery Open Hours

Mondays - Friday
8.00am to 6.30pm

Extended Hours Appointments

Tuesday & Thursdays - 7.30am – 8.00am & 6.30pm- 7.00pm
Wednesdays - 6.30pm- 7.00pm

About the Practice

The practice was founded by Dr Thompson in 1910 and developed along traditional family doctor lines. The present partners have sought to continue this tradition whilst incorporating the highest standard of modern medicine. The surgery was fully refurbished in 1991 when it also became a Training practice for aspiring GPs.

In 2007 further expansion was completed to provide improved services to patients. The clinical team includes eight doctors, GP trainees, Practice Nurses & a Health Care Assistant.



Our Practice Catchment Area

Cross Deep Surgery accepts new patient registrations for residents from the surrounding areas. If you have a postcode in TW1, TW11, TW2 & TW12 you may be eligible to register. Please call reception to confirm if your address falls within the practice boundary or visit the practice website to use the catchment area checker. The practice is not participating in the 'Choice of GP Practice' scheme therefore only patients who live within the practice catchment area will be accepted.

New Permanent Registrations

In order to register permanently with Cross Deep Surgery for your NHS primary care services you will need to attend the practice in person to complete 2 forms both of which can be found on our website: www.crossdeepsurgery.co.uk.

You will also be required to provide proof of address & photographic ID.

Temporary or Immediately Necessary Registrations

Non-regular patients are able to register temporarily or for immediately necessary treatment.

Temporary registrations - when you are staying in the area for a period of up to 3 months and are normally registered for NHS services elsewhere (where you normally live).

Immediate and necessary - is for visitors to the area who have a medical condition that requires immediate attention.

Private Services

Travel Advice Clinic

We provide travel advice to patients registered at the practice and to private patients.

Please visit our website and complete our travel questionnaire and return to the practice. Copies are also available at reception. We will look at where you are travelling to, what immunisation you may have previously received and what you require for the countries you are travelling to. Please note that some vaccinations are covered under the NHS for patients registered with the practice, however some vaccines are chargeable. You will be advised of this when we contact you.



Private Medical Examinations, Insurance Claim Forms and Statement of Fact Letters

Completion of Forms for Employment, Insurance and statement of fact letters do not fall under our remit of providing NHS Services and a fee may be charged. Please see our practice pricelist on our website, notice boards or alternatively ask at reception. Any forms that require completion should not be brought to a doctor's appointment. They should be dropped into the practice in advance of needing them. Please ensure that you leave at least 2 weeks for the practice to complete these before the information is required.

Access to Medical Records

If you require access to or an extract from your medical record, please request this in writing. This may attract a fee.

Other services hosted at Cross Deep Surgery

Ultrasound Services

The practice hosts an ultrasound service which sees patients from Cross Deep Surgery and also accepts referrals from other NHS practices in the area. Through investment in an ultrasound machine the practice has cut waiting times from 8-10 weeks to 2-3 weeks for patients in the surrounding area. The practice is very proud of this service.

About the Practice

Training Practice

GP Trainees

Cross Deep Surgery is an established GP Training Practice. We will have GP Trainees at most times throughout the year. A GP Trainee is a fully qualified doctor who is completing their final year of specialised training as an independent GP.

Medical Students – From time to time we may also have medical students from other medical colleges such as St Georges & Kings College London.

Complaints

A practice complaints procedure is operated in accordance with NHS policy. Comments, suggestions and complaints should be addressed to the Practice Manager, Lacy van der Sloot. If the practice cannot resolve your complaint, you can contact NHS England on england.contactus@nhs.net or via telephone 0300 311 22 33.

Zero Tolerance

The practice operates a policy of 'Zero Tolerance' in respect of patients who are violent and abusive towards any staff members or any other persons on the premises. These incidents will be reported to the police where appropriate, and steps taken to remove such persons from our list.

Information for Patients

Carers

A carer is anyone, irrespective of age, whose life is in some way affected because of the need to take responsibility for the care of a person who has mental health problems, a learning difficulty, is elderly and frail or whose health is impaired, including the parents of a child with a disability (parent carers). Cross Deep Surgery is committed to identifying and supporting carers. If you are looking for additional help or support, please contact Richmond Carers Centre on 0208 867 2380.

Disabled Access

Cross Deep Surgery is suitable for disabled access. A lift means that all patients are able to reach all areas of the practice.

Your Medical Records

The Health and Social Care Information Centre have developed ways to share information in order to improve your care. More information about these methods of data sharing can be found on our website www.crossdeepsurgery.co.uk/patient_information.

When we are Closed

The practice has an Out of Hours Service outside our normal opening hours. They can be contacted on NHS 111 by dialing 111 from a Landline or Mobile.

If you feel you need advice or to see a doctor out of hours either contact the above number or alternatively you can seek advice from the bodies below.

Patient.co.uk - www.patient.co.uk

This website offers lots of advice on all sorts of different illnesses. You are able to print off leaflets for your reference.

NHS 111

This is a health advice and information service which you can access by dialing 1-1-1 which is free from a Landline or Mobile. They can provide medical advice and direct you to various sources of information and local services. Available for advice 24 hours a day, 365 days a year



Practice Services

GP Appointments

All appointments may be booked in person at the practice, by telephone on 0208 892 8124 or online via the online services portal. Appointments are available throughout each day, Morning and Afternoon, Monday to Friday. Each appointment is 10 minutes and is for one person only. If you have more than one problem to discuss please advise the receptionist when booking your appointment. For more than one family member to be seen, please ask for the required number of appointments when booking. Emergencies are seen on the same day, however you may have to await a call back from the doctor before you are offered an appointment. Remember, routinely you are able to express a preference of doctor when booking however it may not always be possible to see the doctor of your choice in an emergency. We also offer telephone consultations with all doctors. If you are unable to attend your appointment, please telephone the surgery to tell us as soon as possible. This will then allow us to offer the slot to another patient. The practice runs a strict late policy in which if you are more than 10 minutes late you will be asked to rebook. If your problem is urgent then you will be seen at the discretion of the GP. When attending the Practice for an appointment, please use the self check-in screen located next to reception. This advises the Doctor or Nurse that you have arrived for your appointment and enables the reception staff to attend to other patient needs.



Other clinics by appointment

Asthma, diabetes, cryotherapy, NHS Healthchecks, cervical smears, contraceptive services (inc coils & implants) & Minor Surgery are also available. Please ask at reception for details.

Home Visits

If you are too ill to attend the surgery and need to be seen at home, please telephone the surgery before 10.00am if possible. The Doctor will call you prior to making a home visit to ensure it is required. Home visits are made at the discretion of the doctor.

Community District Nurses

You are able to contact the District Nurses via the practice or alternatively, you can contact them directly on 0203 458 5333.

Repeat Prescriptions

If you are being prescribed regular medication, repeat prescriptions should be requested at the necessary intervals giving us sufficient time to process.

~ Repeat Prescription requests require a Minimum of 72 Hours to process ~

Please retain the tear-off right-hand side of each prescription, tick the items required and hand to reception. Alternatively visit our website www.crossdeepsurgery.co.uk where you can request your prescription online or via the online services portal.



We do not accept prescription requests over the phone as it may lead to errors.

Pharmacy Services – Electronic Prescription Services (EPS)

Your prescriptions can be sent to a pharmacy electronically if you nominate a pharmacy on your record – Please advise reception if you wish to do so so we can update your record.

Alternately, you can collect from the practice or we can send to one of the local pharmacies which collect from us regularly. Please ask at reception if you would like your preference changed. The selected pharmacy can also request medication from us on your behalf.



Test Results

Please call the surgery on 0208 892 8124 after 2pm daily to obtain your test results. As a general rule test results take 5 working days to process. Please note that we are only able to give results to the patient which they relate to. Prior written consent is required if another person is going to obtain results for one of our patients. This is due to patient confidentiality.

Referrals

When you are referred to a hospital by your GP, any routine referral will be sent to directly to the hospital via the E Referral System. If you require any help with these services or have a question relating to any referral made by the GP call the surgery secretary. For routine referrals, please allow up to 15 working days after the date of your referral before contacting the practice if you have not heard.

