



## Complaints

### How do I make a complaint?

You should write to the practice manager, giving details of your complaint. If your complaint involves the practice manager, you may write directly to any of the partners.

### What will happen to my complaint?

Your complaint will be investigated thoroughly and you will receive a reply within 10 working days

### What can I do if I do not feel that the complaint has been handled correctly or I am unhappy with the outcome?

If you are not satisfied with the outcome of our investigation to your complaint you should write to the practice manager within 14 days of receiving the letter with your response.

or

**NHS England**  
PO Box 16738  
Redditch  
B97 9PT  
Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

**Independent Complaints Advocacy Services (ICAS)**  
Phone: 0845 337 3061

**Healthcare Commission (Complaints Team),**  
Peter House,  
Oxford Street, Manchester  
M1 5AN Phone: 020 7488 9200

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## Out of Hours

When the surgery is closed and you need medical advice / attention please contact

SELDOC on **020 8693 9066**

Or Telephone 111



## Prescriptions

All prescriptions require 2 full working days notice, and **MUST** be made in writing.

Should you wish the prescription posted to you, you **must** enclose a stamp addressed envelope.

We also offer EPS (Electronic Prescribing)

A new patient requesting medication for the first time **must** be seen by the doctor



## Our Services

New Patient Medicals / Annual Health Reviews  
Nurse Clinics – Asthma, Diabetes, COPD, High Blood Pressure, Weight & dietary advice  
Child Immunisation Clinic – Tues 1:30pm – 3:00pm  
Cervical Smears  
Family Planning  
Chlamydia / Sexual Health Advice  
Stop Smoking Clinic  
Dietician  
Gynaecology  
Travel Advice  
Counselling  
Audiology  
Maternity



## Test Results

Please telephone the surgery results line (Option 3) between 10:00am & 12:00noon & 3:00pm & 5:00pm 5 working days after your test.

## Torridon Road Medical Practice



80 Torridon Road,  
London SE6 1RB



Tel: 020 8698 5281 Fax: 020 8695 1841

Website: [www.torridonroadsurgery.co.uk](http://www.torridonroadsurgery.co.uk)  
e-mail: [lewccg.g85032-general@nhs.net](mailto:lewccg.g85032-general@nhs.net)

## Doctors

Dr Tan Dung Nguyen (M) (Partner)  
MBBS FPDip PCT Dip  
Dr Mita Sau (F) (Partner)  
MRCPI FRCOG MRCGP  
Dr Mahmud Zafar (M) (GP)  
MBChB  
Dr Teresa Hamilton (F) (GP)  
MBChB MRCGP

## Nurse

Vivian Leigh (F) RGN

## Practice Manager

Raj Baranawal



## Surgery Opening Hours

Monday — Friday 8:00am — 8:00pm\*  
Saturday & Sunday Closed  
Bank Holidays Closed

\*Reception closes at 6:30pm

## How To Register

Patients wishing to register with the practice must:

- Live within the practice catchment area and provide recent proof of address
- Complete a New Patient Application Form
- Agree to the Practice Rules

We register patients at the following times:  
9.30am - 6.00pm

Registration takes 3 - 5 working days to process and your NHS card comes from the Health Authority

## Appointments

To book an 'on the day appointment', you should telephone from 8:00am

Limited pre-booked appointments may also be made 2 weeks in advance Monday - Friday



### Online Booking

A limited number of appointments are available to book and cancel, online.

You can also order your prescriptions online.

Ask at reception for details



### Home Visits

Home visits should only be requested for patients who are unable to attend the surgery and should be requested where possible by 10:00am.

### Cancelling an Appointment

If you cannot keep an appointment you should inform us as soon as possible.

### Chaperone Policy

All patients are entitled to have a chaperone for any consultation, examination or procedure.

If you would like a chaperone but have not been offered, please ask the doctor, nurse or member of the reception team.

### Sick Certificate (NHS)

Please remember you self-certify your first week of sickness, using an SC2 form. After that you should consult your GP if you are still unwell.

### Walk-In Centre

Waldron Health Centre

Both registered and unregistered patients can use this service.

GP Walk-In Centre  
Hurley Group Practice  
Waldron Health Centre  
Amersham Vale  
London SE14 6LD  
Tel: 020-3049-2370

Urgent Care Clinic – Lewisham Hospital

## Clinics managed by the Practice.

The following clinics are managed and run by the practice.

### Antenatal Clinic and Postnatal Care

If you know you are pregnant, please contact reception who will complete necessary paperwork and book your 1<sup>st</sup> antenatal appointment with our midwife, who is allocated from Lewisham Hospital on a Thursday.

Follow up appointments with the midwife are on a Monday.

Postnatal checks and your baby's 7 week + checks are carried out by Dr Sau during normal surgery hours and you will receive your appointment by post.



### Children – Vaccination & Immunisation

Childrens vaccination/immunisation clinics are available each Tuesday and Wednesday afternoon between 1:00pm & 3:30pm. Telephone the surgery to book an appointment.

Dr Sau gives joint injections after discussion with the patient.

The injection (if agreed to) will require an appointment.

## Other information



### NHS Health Checks

Patients ( 40 – 74 years ) will be asked to have a NHS health check if they fit the criteria. This will provide the G.P. with the necessary information about the patient

### Private Medicals

Dr Nguyen & Dr Sau offer private medicals at a cost of £100 on Mondays at 1:30pm – bookable in advance. A £10 deposit is required within 7 days of booking, to secure an appointment. This is non-refundable if the patient fails to attend.

### Private Patients

Our charges for a private consultation are :- £40 for the 1<sup>st</sup> ten minute appointment with the Doctor, and £20 for each additional 10 minutes (or part of)

### Private Prescription

There is a £20 fee for patients requesting prescriptions.

### Private Sick Certificate

There is a £20 fee for patients requesting a certificate

### Non – NHS Work

DWP, Job Centre Appeal, Insurance Letters etc.

Payment is required before any Non NHS work is undertaken. It can take up to **6 weeks** for this work.

For any queries contact the secretary between 9:30am & 4:30pm on 020 8698 5281 Option 4

**Our first priority is to provide NHS Medical Services.**



### Patient Participation Group

This Practice has a group of patients who meet once every 12 weeks for one hour to discuss ideas on improving the service. For more details speak to the Practice Manager.

### Behaviour

Physical & verbal abuse and unsociable behaviour are a growing concern. All Doctors, nurses & Practice staff have the right to care for others without fear of being attacked or being abused.

We ask that you treat your GP & Practice staff without violence or abuse. Any such incidents will result in the Police being called and the patient will be removed from the GP list.