



**Sheen Lane Health Centre, East Sheen, London, SW14 8LP |**

**Tel: 020 8876 3901**

**Richmond Medical Group, Quadrant House, Levett Square, Kew, Richmond, TW9 4FF | Tel: 020 8876 4442**

**Doctors**

**Dr Alexandra Strachan (f)** BSc MB BS (London 1994) FP Cert

**Dr Sophie Jukes (f)** MB BS London 1993, BSc DRCOG DFFP DOCCH DOccMed FRCGP

**Dr Darren Tymens (m)** MB BChir Cantab 1992, MA Oxon, DCH MRCG

**Dr Jonathan Barnes (m)** BSc (Hons), MBBS, MRCGP, DCH

**Dr Mark Peters (m)** BMBS Nottingham 2010, MRCGP, BMedSci, DRCOG

**Dr Eleanor Squire (f)** MBBS London 2005, MA Cantab, MRCGP, DRCOG

**Dr Alice Blake (f)** MA Oxon, BMBCh, MRCGP, DRCOG

**Dr James Lurkins (m)** MBBS (London 2013) BSc MRCGP

**Dr Silvia Moens-Lecumberri (f)** BMBS BMedSci(Hons) MRCGP

**Dr Holly McGuigan (f)** MBChB BSc DCH DFSRH

**Dr Caroline Hoernig (f)** MBChB (Sheffield 2015) BSc

**Dr Laura Thomas (f)** MBBS BSc MRCP MRCGP MA Cantab

**Dr Priyana Sen (f)** BSc (hons), BMBS, MRCGP

**Dr Clarisse Nirere (f)** MBChB (Hons) Keele University 2017, MRCGP

**Dr Louise Clifford (f)** MBChB, BMedSci (Public Health), DTMH, MRCGP

**Dr Jennifer Eades (f)** MBBS BSc, DRCOG, MRCGP

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

# Welcome to Richmond Medical Group

Richmond Medical Group is wholeheartedly committed to providing high quality care for all patients, respecting and encouraging their autonomy. We believe that this should be delivered in a way that is sustainable for all patients, all our staff, the NHS and the Environment.

This guide is intended to help you get the best from the services we offer.

# Online Access

We encourage all of our patients to consider registering for online access via [www.patientaccess.com](file:///C%3A%5CUsers%5CRob%5CDownloads%5Cwww.patientaccess.com). You will need to make an account and then contact our reception for your unique code to link your account.

Through online access, you can

* book appointments
* request medications
* view test results and letters.

# Practice Website

Our website contains regularly updated practice information and news. Please visit us at [www.richmondmedicalgroup.co.uk](http://www.richmondmedicalgroup.co.uk) and have a look around.

To contact the practice for non urgent, non clinical, administrative inquiries including feedback please email swlccg.rmg@nhs.net we will respond as soon as we can but this may take up to 7 days.

# Practice Area

Richmond Medical Group offers comprehensive, high quality healthcare to patients living in mainly the SW14 and TW9 postcode areas, together with some parts of SW13, SW15 and TW10.

# Seeing your doctor

You may see any of the doctors at the practice, although we encourage you to see the same doctor where possible. If you need an urgent appointment it may be necessary for you to see someone different.

We offer the following appointments:

- Pre-bookable for routine issues, follow-ups and results discussions

- On-the-day for urgent issues

- Triage in the morning and evening for emergencies

To book an appointment please complete the online form using the following link: [Contact us about your request (accurx.nhs.uk)](https://accurx.nhs.uk/p/H84006)

If you are unable to use the internet, please call reception and a receptionist will complete the online form on your

behalf.

Please try to let us know by 10.00am if you feel you need to be seen that day.

Each appointment is 10 or 15 minutes long. Please remember that each appointment is for one person only.

Both telephone and face to face appointments area available.

Our telephone lines are open Monday— Friday 8.00am—6.30pm.

You can also book appointments online, via [patientaccess.com](http://www.patientaccess.com)

Speak with reception about online access.

# Home Visits

If you are housebound and unable to come to the surgery, please telephone reception, preferably between 8.00am and 10.30am, to request a home visit. Please come to the surgery if you can as we have better facilities on site for examination and treatment. The decision as to the need for a home visit rests with the doctor.

# Emergencies and out of hours

If you have an urgent medical problem that cannot wait until the surgery is open, please telephone 111.

**In a medical emergency, please call 999 for an ambulance.**

LOCAL WALK-IN CLINIC - The Teddington Walk-In Centre in Teddington Memorial Hospital (telephone 020 8714 4004) Monday—Friday 8.00am—10.00pm Weekends & Bank Holidays 8.00am—9.00pm

ACCIDENT & EMERGENCY DEPARTMENTS

24-hour services providing emergency care for adults and children is available at the Accident & Emergency Departments at Kingston Hospital, (020 8546 7711 ext 2181/6147) and West Middlesex Hospital (020 8560 2121) 4.

# Regular/Repeat Prescriptions

We DO NOT accept prescription requests over the telephone. Your regular medications may be obtained by either;

* Requesting via your pharmacy
* Online via patientaccess.com
* Post, or leaving a written request at reception
* Using the request form on your previous prescription

Please allow two working days before collecting your prescription

# Practice Staff

**Nursing Team**

**Sarah Farquhar-Smith**

RGN BSc (Hons) HealthStudies Diploma in High Dependency, Critical Care and Emergency Nursing Emergency Nurse Practitioner Practice Nurse

**Sherri Myburgh**

Healthcare Assistant

**Kate Morris**

Healthcare Assistant

**Leda Suma**

Healthcare Assistant

**Admin Team**

**Laura Jones**

Practice Manager

**Lucy Cannon**

Reception Manager (Sheen)

**Lucia Aukett**

Reception Manager (Kew)

Please note: Richmond Medical Group is a training practice and as such we regularly host GP and nursing trainees who will see patients independently with appropriate supervision.

# Tests and Results

Test results are received in the middle of the day and checked by your doctor.

These can be reviewed online via [patientaccess.com](http://www.patientaccess.com). Alternatively, please telephone 020 8876 3901 or 020 8876 4442 from 2.30pm—3.30pm and select the “results” option to talk to the nurse.

# Comments, Suggestions or Complaints

We want to provide the best possible service to our patients and welcome comments and suggestions. If you have any comments, concerns, or complaints, please contact the practice manager who will be pleased to talk to you. They will give you further information and guidance, if required, on our practice complaints procedure. You can leave comments for the surgery on the NHS Choices website: www.nhs.uk

ZERO TOLERANCE: Verbal abuse, aggression or violence in the surgery will not be tolerated. The police will be called if necessary. Parents who use or threaten violence or abuse or harass staff or other users of the Health Centre may be removed from our list immediately and may have these details shared with other healthcare providers.

Other Practice Information

ACCESSIBILITY

Both sites are wheelchair accessible with step-free access. The public car park beside Sheen Lane Health Centre has two disabled person’s parking bays. There is disabled persons parking at Kew in front of the building and parking is available at the Kew retail park. A portable induction loop facility is available.

ANTE-NATAL All the doctors provide a full range of ante-natal care.

CHANGE OF DETAILS Please advise us immediately of any change of name, address or telephone number. You may do this in writing or via our website.

FAMILY PLANNING We fit and remove coils (IUDs) and implants. Our nurses are happy to discuss any contraception queries you may have. Please make an appointment for these services. Alternatively there is extensive information on our website.

FLU VACCINE We offer a flu vaccine every year to government-specific groups considered to be at a greater risk, including people over 65, diabetics, asthmatics, those with heart or kidney disease. If you believe you may be eligible for a flu vaccine, please ask.

MISSED APPOINTMENTS If you are unable to keep your appointment, please let us know as soon as possible so that it can be offered to someone else.

PHYSIOTHERAPY Physiotherapy assessment and treatment is available through online self-referral or by telephone without the need to speak with a doctor. Please see [richmondmedicalgroup.co.uk/physio-self-referral/](https://richmondmedicalgroup.co.uk/physio-self-referral/) for further details.

PSYCHOLOGICAL SERVICES Local NHS psychological services are provided by Richmond Wellbeing Service and you can refer yourself to this without a doctor’s referral at <https://www.richmondwellbeingservice.nhs.uk/>

TRAVEL ADVICE The practice nurse can advise you on travel immunisation. Please note that some vaccines for overseas travel are not available on the NHS and you will be charged a fee for these.

EAR SYRINGING/MICROSUCTION Unfortunately, these services are not carried out at the surgery but are available from Specsavers in Richmond. Tel: 020 8439 9330. Note: This is a private service and will incur a charge.

# Confidentiality

Information about you is treated in complete confidence by doctors and staff, some of whom will be non-clinical. If you wish us to discuss any aspect of your treatment with a relative or friend, please inform us in writing. Test results will only be given to the patient or to the parents/guardians of children.

All information held about you on our computer system is in accordance with the Data Protection Act 1998, under which you are able to access your medical records. As part of our commitment to continuing high standards of care, we may use data, from which all individual identities have been removed, for research and quality assurance purposes.

To see how as a practice we comply with GDPR, please see our website

# Useful Addresses

NHS South West London Clinical Commissioning Group
3rd Floor, 120 The Broadway, London SW19 1RH Tel: 020 3668 1221 <https://swlondonccg.nhs.uk/>

Patient Advisory & Liaison Service (PALS) SWL CCG (address as above) Telephone: 0800 026 6082 Email: contactus@swlondon.nhs.uk

Hounslow and Richmond Community Healthcare

<https://www.hrch.nhs.uk/>

Richmond Wellbeing - First Floor St Johns Health Centre
Oak Lane Twickenham TW1 3PA. Telephone: 020 8548 5550 [www.richmondwellbeingservice.nhs.uk/](file:///C%3A%5CUsers%5CRob%5CDownloads%5Cwww.richmondwellbeingservice.nhs.uk%5C)