

USEFUL LOCAL NUMBERS

NHS Richmond: **020 8734 3000**

The minor injuries treatment centre
Queen Mary's Hospital, Roehampton Lane,
Roehampton.

Open daily 07:00 - 23:00

Tel: 020 8355 3002

Walk-in Centres

Urgent Treatment Centre

Teddington Memorial Hospital,

Hampton Road, Teddington, TW11 0JL

Tel: 0208 714 4000

Charing Cross Hospital Walk-in Centre,
Fulham Palace Road, London W6 8RF

Tel: 020 8383 0905

St. George's Hospital,

Tooting Walk-in Centre,

Clare House, Blackshaw Road, SW17 0QT

Tel: 020 8700 0505

Kingston Hospital,

24 Hour Accident and Emergency,

Galsworthy Road,

Kingston-Upon-Thames, KT2 7QB

Tel: 020 8546 2121

West Middlesex University Hospital,

Twickenham Road, Isleworth, TW7 6AF

Tel: 020 8560 2121

For more information on choosing NHS
services, living well and a Health A-Z,
please visit www.nhs.net

COMMENTS, SUGGESTIONS AND COMPLAINTS

You are encouraged to make any comments and suggestions and these will be given full consideration to improve our services. Should you have any reason to be dissatisfied with our service, please contact Dr. Sinha or any other member of the practice team, who will advise you of the complaint s procedure. Please forward any official complaint, in writing to Dr. Sinha.

The practice promotes a policy of **zero tolerance** to any form of violent or abusive behaviour. Patients will be removed from the practice list if they display violent or abusive behaviour towards clinicians, other staff, any persons present on the practice premises or in the place where treatment is provided.

If you wish to discuss any problems or concerns please contact the Patient Advice Liaison Service (PALS) at NHS Richmond. The PALS team will provide advice and support to patients, their families and carers. It also provides on-the-spot help to sort out any problems or concerns you may have.

You can contact the PALS team on
020 8743 3001

All members of the practice team are bound by a legal duty of confidentiality

Crane Park Surgery

Dr. V. N. P. Sinha, MBBS, M.D. DPath FPCERT
Dr. W. Rajakulendran MBBS, MRCGP (Female)

Whitton Corner Health and Social Care Centre,
Percy Road,
Twickenham,
TW2 6JL

Telephone: **020 3405 0820**

Out of Hours: **03000 240000**

Web: www.craneparksurgery.co.uk

Any patient moving to live within the practice boundary is welcome to register with the practice by calling in to reception and completing a registration form. We will process your registration by ensuring your medical records are forwarded from your previous GP.



ADDITIONAL SERVICES (by appointment)

- Ante-Natal Clinic
- Asthma Care
- Cervical Screening/ Well Woman Care
- Diabetic Care
- New Patient Health Checks
- Immunisation
- Travel Vaccinations

Urgent appointments will be given on the same day. If your need is not urgent you will be offered the first available appointment.

If you cannot keep your appointment, please inform us as soon as possible.

REPEAT PRESCRIPTIONS

If you would like your prescription posted back to you, please enclose a stamped addressed envelope and allow for delay in the post.

Please note that you may sometimes be asked to see the doctor or nurse before a prescription is repeated.

For repeat items, please allow two full working days for processing.

The nurse runs dedicated clinics between 09.00 -12.30 and 15.30 -18.15 on Tuesdays and Thursdays.

All clinics are strictly by appointment only.

Our administrative office is closed between 1.00 & 14.00 daily

HOW TO SEE YOUR DOCTOR

An appointment system operates at the practice. You may make an appointment by calling into the practice or telephoning during opening hours. The receptionist will be happy to arrange an appointment for you.

If you have a problem which you feel requires URGENT attention, please explain this to the receptionist.

TELEPHONE ADVICE

If you would like to speak to your doctor for advice, please call the surgery between the hours of 11.30 and 12.30.

DISTRICT NURSING

District nursing services are provided by the team based at Whitton Corner Health and Social Care Centre.

HOME VISITS

Home visits are available for patients too ill to attend the practice. Home visits should be requested **BEFORE** 11.00am if possible, unless an emergency arises later in the day. Please give the receptionist your address, telephone number and, if possible, a brief account of the reason for your call. The GP may wish to speak to you beforehand, to decide whether a home visit is needed.

PRACTICE OPENING HOURS

The practice is open for the collection of letters, prescriptions and arranging appointments on:

MON, TUES, WED, THURS, FRIDAY
08.00 - 1.00 and 14.00 - 18.30

Our GP consults between
09.00 - 11.30 and 15.30 - 18.30

The practice is closed every Saturday, Sunday and Bank Holidays.

ACCESS

There is disabled access into the practice with access to all consulting rooms. There are two lifts to all floors and Prams and Push Chairs can be brought in. There is ample free parking in and around Whitton Corner Site and adjacent roads.

Bus Routes: 110, 481 & H22
