

## USEFUL LOCAL NUMBERS

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ICB (SWL) Richmond: **0800 026 6082**

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

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 7711**

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](http://www.nhs.net)

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## COMMENTS, SUGGESTIONS AND COMPLAINTS

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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 complaints 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 you can also contact the NHS South West London complaints team on 020 3880 0308 or visit <https://www.southwestlondon.icb.nhs.uk/publications/complaints-policy/>

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

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## Crane Park Surgery

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**Dr. V. N. P. Sinha, MBBS, M.D. DPath FPCERT**  
**Dr. Withya Rajakulendran MBBS MRCGP**  
**Dr. Manisha Kotecha MBBS MRCGP**

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

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Telephone: **020 3405 0820**

Out of Hours: **03000 240000**

Web: [www.craneparksurgery.co.uk](http://www.craneparksurgery.co.uk)

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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.

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## ADDITIONAL SERVICES (by appointment)

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- 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

You can request repeat items from the surgery, by post or using online facilities.  
You can nominate Pharmacy for us to send the prescription to electronically.

Please note that you may sometimes be asked to see the doctor or nurse before a prescription is repeated as part of their safe prescribing policy. Your pharmacist cannot request repeat prescriptions on your behalf. We do not accept verbal requests.

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

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## HOW TO SEE YOUR DOCTOR

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An appointment system operates at the practice. You may make an appointment by visiting the practice or telephoning during opening hours. The receptionist will be happy to arrange an appointment for you. You can also submit requests via our website.

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

### Type of appointment

We offer both Face-to-Face appointment and Telephone consultations. Please make it clear to the reception team which you prefer.

### 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.

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## PRACTICE OPENING HOURS

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

**Monday to Friday**

08:00 am to 6:30pm

(We are closed on weekends and public holidays)

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### 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 and adjacent roads.

**Bus Routes:** 110, 481 & H22

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