

# BARNES SURGERY

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22 Castelnau  
Barnes  
London  
SW13 9RU

Telephone: 020 8748 7574  
Facsimile: 020 8563 8821

Website: [www.barnessurgery.co.uk](http://www.barnessurgery.co.uk)

**Welcome to our Practice.** We aim to offer a full range of health services to you and your family, in a friendly and efficient environment. If you wish to register, please ask the receptionist for the relevant forms. All we ask in return is that you keep your appointment, or cancel it giving as much notice as possible and to behave civilly to our staff. Abusive behaviour will **not** be tolerated and will result in you being asked to register elsewhere.

### **Reception Hours**

Reception and telephones are open from 8:00am – 6:30pm, Monday, Tuesday & Friday; Wednesday 8:00am – 1:30pm Thursday 8:00am – 7:30pm.

### **Routine Appointments**

Daily surgeries 8:30am – 11:00am &  
3:30pm – 6:00pm (except Wednesday)

Please make an appointment in advance by telephone or in person with the doctor or nurse of your choice.

### **Confidentiality**

This practice is fully computerised and registered under the Data Protection Act. Patient confidentiality is a major priority and patients, relatives and carers are asked to remember this when making enquiries which may put staff in a difficult position. We can only discuss a patient with a third party if we have their express consent – in writing.

### **Online Facilities**

Once you have registered with us, you can apply to view parts of your medical record, book appointments and request repeat prescriptions online via our website ([www.barnessurgery.co.uk](http://www.barnessurgery.co.uk)) This is a simple procedure that requires you to spend a few moments setting yourself up with the required passwords. Please ask one of the reception staff for more details.

### **Emergency Appointments**

If a problem is urgent, we will try to see you on the same day. You will be fitted in as soon as possible or asked to come back later. Please be patient if you have to wait. You must telephone before arriving at the surgery, as we do not offer any walk-in appointments.

### **Home Visits**

If you are too unwell to attend the surgery, the doctor may visit you at home. Please telephone before 11:00am, so that the doctors can plan their rounds. Please be prepared to give your name, address, telephone number and a brief summary of the problem to the receptionists.

## **Out of Hours Emergencies**

Emergency cover is provided by a service whose number is 03000 240000, this is repeated when you call the normal surgery number. The operator will take your details and arrange for a telephone consultation or a home visit or you may be directed to a walk-in centre. Alternatively, advice can be obtained from the NHS by dialling **111**.

The Walk-in Centre at Teddington Memorial Hospital is open 8:00am - 10:00pm Monday to Friday and 8:00am - 9:00pm weekends and Bank Holidays. They can help with minor ailments and injuries, emergency contraception or give advice re self help. Telephone 020 8741 4004. They do not however issue repeat prescriptions.

## **Telephone Advice**

You can speak to the doctor for advice, preferably between 10:30am and 11:30am. Depending on workload, it may be necessary for the receptionist to take your number for the doctor to call you back – please make sure you stay by your telephone in this case.

## **Results**

Test results may be obtained over the telephone from the receptionist, please call from 1:30pm - 3:30pm to avoid the busy surgery times. If there is a problem with a test result, the surgery will make every effort to contact you.

## **Repeat Prescriptions**

Requests can be made in writing by:

- Post
- Fax
- Delivered in person
- Ordered over the internet [please ask staff for details]
- Verbally asked for at Reception

Please tick the appropriate box on the computer printout attached to your last prescription.

Please allow at least two clear working days (not including weekends and bank holidays). If you wish the prescription to be posted to you, please provide a stamped addressed envelope. Our Staff cannot take requests over the telephone, therefore please do not wait until you run out to request repeat medication; and please do not put them in an awkward situation by asking.

In some cases, it may be possible to arrange collection at a local pharmacy - please ask about this at the pharmacy of your choice, the surgery cannot do this on your behalf.

## **Other Clinics**

**Baby Clinics** are held on a Wednesday morning at:

North Barnes Children's Centre  
Lowther School  
Stillingfleet Road  
Barnes SW13 9AE

**Ante-Natal and Post-Natal Clinics**: by appointment with any Doctor.

**Family Planning and cervical smear tests**: By appointment with either female doctor or in any session held by the Practice Nurses.

**Cryotherapy**: for a range of conditions, carried out on the premises by prior arrangement.

**Counselling**: Ask the Doctor for details and referral as appropriate.

**Older Persons Clinic**: Annual checkups and advice for Older Persons are carried out by our Doctors or Practice Nurse. Home visits can be arranged for the housebound.

## **Travel Immunisation and Advice**

Please book with the Practice Nurse.

## **Suggestions and Complaints**

If you have any problems with the service provided or any suggestions for improvements, please make these known in person or in writing to the Practice Manager. Alternatively, do use the suggestion box situated at the turn of the stairs. Compliments are very welcome too!

The Patient Advice and Liaison Service (PALS) is available to provide support and help with concerns. The service is based within Richmond Clinical Commissioning Group:- 020 8734 3001

## **Training**

Occasionally a medical student will visit the Practice and patients may be asked if a student can be present during a consultation or if they are willing to be interviewed by him or her.

## **Parking and Access**

We do not offer parking facilities, however on-street parking is available on the side road opposite (Baronsmead Road). There is a rear entrance to the surgery for wheelchair users (only with prior notice) and there is limited space for prams and pushchairs to be left in the communal hallway and porch (they are not permitted inside the surgery due to lack of space and the stairs down to the consulting rooms).

## **Private Services**

Some services are not available under the NHS, eg insurance forms, certain medicals and signing of housing and Driving Licenses etc. A fee will be charged according to BMA guidelines.

## **The Doctors and Staff**

### Dr Alain Palacci

Dr Palacci (male) qualified at St Thomas' Hospital. He has been a GP in the area for some years having previously worked in local hospitals.

### Dr Bryony Henderson

Dr Henderson (female) joined us in December 2015 having been a partner at a surgery in Bracknell.

### Dr Alex Strachan

Dr Strachan (female) joined us combining her role here, with another practice where she is a partner.

### Dr Brankica Polomcic

Dr Polomcic (female) joined us in October 2016 after finishing her extensive training at a practice in Surbiton.

### David Moore & Susan Ferrari

David & Susan are our management team with many years of experience between them. They are assisted by Senior Receptionist Lucy Cannon and Receptionist Kiran Aldridge.

### Rebecca Mandimutsira

Rebecca is a Registered General Nurse, available at the surgery one and a half days a week. She is responsible for all children's immunisations, travel vaccinations, smear tests, ear syringing, and other general nursing procedures.

### Healthcare Assistant

Our Healthcare Assistant is available a couple of mornings a week for blood tests, blood pressure readings and various other routine patient checks.

### Community Nurses

The attached Community Matron, District Nurses and Health Visitor can be contacted on 020 8487 1600. They are based at Centre House Sheen Lane SW14.

## **Surgery Location**

Our surgery is located at the Rocks Lane end of Castelnau, on the right, going north towards Hammersmith Bridge. Directly opposite the junction with Baronsmead Road where there is plenty of on-street parking (subject to local parking restrictions).

