

# MACMILLAN WAY SURGERY Practice Booklet



# Welcome to Macmillan Way Surgery

Macmillan Way Surgery opened nearly 20 years ago when the old Tooting Bec Hospital site was re-developed.  
The practice is now run by Grafton Medical Partners.  
We are part of the Grafton Primary Care Network.  
Our senior partner is Dr Penelope Smith.

This booklet is designed to help you stay informed about the services we offer as well as answer any questions you may have surrounding your care.

For more advice and useful links please visit our website  
[www.macmillanwaysurgery.nhs.uk](http://www.macmillanwaysurgery.nhs.uk)

## Our Mission Statement:

We will welcome and treat you with dignity and respect.  
We will make every possible effort to address your needs.  
We will help you to be responsible for your own health.  
We will ensure you are an equal partner in health care decisions which affect you and your family.  
We will help you feel part of a health community.



## Opening Hours

Monday-Thursday: 08.00 - 20.00  
Friday: 08.00 - 19.00

Our Saturday clinics are hosted at Trevelyan House.

When the surgery is closed please dial NHS 111  
for health advice

## Call Us

020 3883 5800

To cancel an appointment call 0203 883 5800  
and select option 1 using our automated service

## Website

[www.macmillanwaysurgery.nhs.uk](http://www.macmillanwaysurgery.nhs.uk)

## Email

[swlicb.macmillanwaysurgery@nhs.net](mailto:swlicb.macmillanwaysurgery@nhs.net)

## Instagram

@graftonmedicalpartners



103 Macmillan Way  
Tooting, London  
SW17 6AT

Macmillan Way Surgery is situated just off Tooting Bec Road and is a 5-7 minute walk from Tooting Bec station which is on the Northern Line. There are a number of buses that conveniently stop outside the surgery.

There is no patient parking on site. There are plenty of parking meters on adjacent side roads.

## Our Catchment Area

Our website offers an interactive map to check if an address falls within this area. In some circumstances, we accept patients who do not reside in the catchment area (e.g. those working locally). This is known as Out of Area registration. This is discretionary, decided by our GPs depending on your medical needs. Such registration means we do not provide home visits and services such as district nurses will be difficult to arrange.

Registered patients moving out of area often request to stay registered with us. This is, again, discretionary and all requests are decided by our GPs based on medical need.

We are a training practice and we teach medical students, nurses and doctors. Our attached F2 and registrar doctors are fully qualified but working with us under supervision to gain experience of general practice.

## The Team



Each member of our team is committed to providing high quality primary health care to all patients.

### Doctors

Dr Bernadette Veiras MRCGP  
Dr Simon Rohde MRCGP  
Dr Leanne Rhodes MRCGP  
Dr Alex Lai MRCGP  
Dr Janelle Yee MRCGP  
Dr Elizabeth Portman MRCGP

Macmillan Way is run by Grafton Medical Partners. The partners are Dr Penelope Smith (senior partner), Dr Judith Roberts, Dr Simon Rohde, Dr Azhar Ala, Dr Bernadette Veiras.

### Nursing Staff

Beverley Kettle - Nurse Manager  
Felicia Mensah - Practice Nurse  
Michelle Boudlel - Nurse Associate  
Carol Burton - Health Care Assistant  
Ella Minchin - Health Care Assistant

### Paramedic

Mr Kevin Drury

### In-House Pharmacists

Maeve McKenny MPharm

### Social Prescriber

Wioletta Tomialojc

### Counsellor

Ms Verenia Rajaloo (Humanistic and CBT  
Psychotherapist)

### First Contact Practitioner (Physiotherapy)

This service is provided on-site by Surrey  
Physio

### Administration and Reception

Chetal Shah – Operations Manager  
Jan Dykes – Secretary  
Anca Figan – Care Coordinator

Our administration team processes forms, registrations, referrals, results and many other general queries. Anca processes requests for insurance reports and can be contacted on the main surgery number, 020 3883 5800. If you are unable to reach Anca, please leave a message and a member of the team will call you back as soon as possible.

Should you have any queries regarding these matters, please speak to **them or reach out via email [swlicb.macmillanwaysurgery@nhs.net](mailto:swlicb.macmillanwaysurgery@nhs.net)**

Our receptionists are here to help you. They are trained to do a difficult job well. If you are kept waiting or seem to be asked one or two irritating questions, remember that they are only carrying out our policy which is aimed at helping the practice to run smoothly. They have to judge the urgency of requests, so please try to give the information they require. They have been asked to do this and are bound by the same rules of confidentiality as doctors and nurses.

Jan Dykes ([jan.dykes@nhs.net](mailto:jan.dykes@nhs.net)) is responsible for arranging letters and referrals and plays a key role in the Electronic Referrals System (eRS).

## Appointments

Surgeries are held throughout the day from 8:00am to 8pm, Monday to Thursday and 8:00am to 7pm on Fridays. Saturday morning surgeries are held from 9:00am to 1pm at Trevelyan House.

Appointments can be made online, by telephone, or in person at the surgery.

It is helpful with urgent problems if you can give the receptionist some information about the nature of the problem, although this does not affect your right to confidentiality.

If an appointment is made and for some reason is no longer required, we do ask that you phone to cancel the appointment as soon as possible. You can easily cancel an appointment online or by telephoning 020 3883 5800 and keying option 1. This will enable the appointment to be used for another patient.

Appointments are booked at the NHS standard rate, which is 10 minutes per appointment. Longer appointments can be given at the doctor's discretion.

At your appointment the doctor will give you as long as is necessary to deal with your problem safely, but if you have multiple problems to discuss, they may ask you to book another appointment.

Please ensure that you arrive on time for your appointment, as if you are even a little late it will delay every other patient after you.



## Telephone Consultations

It is possible to book a telephone consultation with your doctor or nurse. This allows you to discuss a problem or results which may not need a face to face consultation and can save you having to take time off work. If you have a problem that is likely to need an examination – for instance a new lump, then a telephone consultation may not be appropriate. We also use video consultations in some situations.

## Text Reminders

We are able to send you a text message to remind you of your appointment if we have an up-to-date mobile telephone number.

We may need to contact you.

It is imperative that we have up-to-date contact information for you.

Please let us know if any of your details change.

## Automated Booking

Our automated appointment booking system allows patients to book, amend and cancel appointments during and outside our usual operating hours.

To access it, call us as usual on 020 3883 5800 and key Option 1 on the menu. You will be prompted for your date of birth (which the system will use, along with the phone number you are calling from, to identify you). Key Option 1 again from the resulting menu and appointments available via this method over the next five days will be offered to you.

We currently offer GP appointments and smears via automate booking. We aim to include a variety of other appointment types, including blood tests in the near future.

If you have any problems accessing automated booking, please contact the practice with your name, the telephone number you called from and the time at which you made the call; the system has a comprehensive monitoring and reporting facility and we will be able to investigate any issues which may arise promptly.

## Online Booking

Macmillan Way offers online appointment booking and allows for the online submission of prescription requests via Patient Access. To register for the Patient Access facility, please complete our online registration form. The form can be found on our website. Alternatively please ask a member of reception should you need more information.

## Home Visits

Please do not ask the doctor to visit unless the patient is genuinely too ill to come to the surgery.

Remember the doctor can see four to five patients in surgery during the time it takes to do one home visit, and it is at the doctor's discretion as to whether a home visit is necessary.

Please give the receptionist brief details of your illness so the doctor can assess the order of priority of visits.

If possible try to ring before 10am if you need a visit.

## Out of Hours

Wandsworth's Out of Hours service does not offer walk-in appointments.

Access to the service is, instead, via the national NHS 11 call line.

Calls to NHS 111 are free from mobile phones and landlines and the service can be accessed 24 hours a day, 365 days a year by dialling 1-1-1 .

The team will assess your condition with a telephone consultation and, if it is clinically appropriate, they will refer your case to the out-of-hours service. This will result in either a face-to-face appointment to attend a primary care centre to see a doctor, or a home visit from one of our doctors.

## COVID Vaccinations

Our partner site, Trevelyan House Surgery, is proud to be the Primary Care Network local vaccination site for the COVID-19 vaccine. Clinics are arranged around the availability of the vaccine. Details are regularly updated on our website.



## The Nursing Team

Our Nurse Practitioners offer appointments booked on the day for a range of minor illnesses, e.g. urinary and chest infections, sore throats . They are able to prescribe medication. Please consider booking an appointment with them rather than the doctor.

Our Practice Nurses can be seen by appointment for numerous services including: clinics to monitor diabetes, asthma and blood pressure, family planning advice and repeat pill prescriptions, cervical smears, travel advice and immunisations.

Our Health Care Assistants provide NHS Health Checks and New Patient Checks as well as dressings and removal of stitches.

We offer phlebotomy (blood taking) services.

You may be asked the reason for booking an appointment with the nurse. This is so that you can see the most appropriate person and the correct length of time can be allocated to you.

## Social Prescribing

The social prescribing service supports you to take control of your own health, make positive lifestyle changes and decide what you would like to do to feel healthier .

The service is here to listen to you and connect you with opportunities in the community that might help you to feel better. This could include supporting you with things like managing your stress, loneliness , finding social groups, learning new skills , physical activity or getting information on employment, benefits, housing and legal advice.

The social prescriber attached to our surgery is Wioletta Tomialojc.

If you are 18 or over, you can ask your clinician to refer you to this service.

## First Contact Practitioners (Physiotherapy)

First Contact Practitioners should be the first contact for those with back, neck, joint pain and sports injuries. They are able to order investigations and make referrals. This service is provided onsite by Surrey Physio.

## Paramedics

Our paramedics can treat a range of minor illnesses including fever, allergic reactions, urinary tract infections and chickenpox.

They can only see adult patients.

Our paramedics also carry out home visits for our patients who unable to visit the surgery in person.



## Antenatal Clinics

The practice runs a “shared care” system. This way you will see your own doctor but go to the hospital of your choice for booking, scans and special tests. The clinics are run with a community midwife and health visitor so continuity of care is guaranteed for both you and your baby during and after your pregnancy.

The majority of our patients choose to have their babies at St George's Hospital. You are encouraged to discuss your choice of birth and hospital with your GP.

It is now possible to self-refer for antenatal care at St George's Hospital using the self-referral form on their website ([www.stgeorges.nhs.uk/pregnancy-referral-form](http://www.stgeorges.nhs.uk/pregnancy-referral-form)) or by calling 020 8725 1710.

## Health Visitor and Baby Clinics

For advice on current services and available clinics please contact them directly on 0330 058 1679.

We also recommend downloading our 'New Parent's Guide ' which can be found on our website.

## The Pharmacy Team

Our Clinical Pharmacists are experienced to help manage a range of minor ailments such as cuts, sprains, aches, colds, headaches, rashes, and cystitis plus manage chronic conditions including diabetes, asthma, COPD, and blood pressure.

They also provide comprehensive medication reviews to help patients get the most out of their medication, general lifestyle and dietary advice, and answer any medication related questions.

To book an appointment with the pharmacy team, please speak to reception.

## Repeat Prescriptions

Repeat prescriptions are medications which appear on the right hand side of your prescription and in your online profile which your doctor would like you to continue on a regular basis. Medications not shown here are not repeat prescriptions.

We favour all patients using the Electronic Prescribing Service (EPS). All new patients will be asked to nominate a pharmacy to receive your prescription when it is sent electronically by the surgery. This is safer, more convenient for you and usually quicker.

For more information please visit the NHS Choices website: [www.nhs.uk](http://www.nhs.uk)



## How do I request a repeat prescription?

1. Online using Patient Access. You can order using any device and the prescription will be sent via EPS to your nominated chemist or you can collect it from the surgery.

2. You can set up a repeat prescription order through your local pharmacist. They will order medication for you and let you know when it is ready to pick up at the pharmacy. This is subject to your medication review being in date but your pharmacist will have details of this when they receive your prescription from us.

If you have any queries and would like to speak to the pharmacy team please call our main surgery number - 020 3883 5800.

## Sexual Health

The nearest sexual health clinic is located on the 1st floor of 160 Falcon Road, SW11 2LN (next to Clapham Junction station).

There are also clinics available in Mitcham, Wimbledon and Twickenham.

Sexual health clinics offer testing as well as useful details on STIs (including treatment), contraception and accessing emergency contraception.

Visit [shswl.nhs.uk](http://shswl.nhs.uk) or call **0333 300 2100** to book an appointment or to find opening times of your local clinic . Register online for a free STI home testing kit: [www.shl.uk](http://www.shl.uk).

## Family Planning and Smears

Women seeking family planning can always see a doctor or nurse if they wish but there is also a clinic run by specially trained nurses. These nurses will give advice on birth control, do cervical smears, teach breast examination and also advise on fitting coils, caps, and implants. Please ask at reception for details .

## Sick/ Fit Note

You do not require a doctor's certificate for any illness lasting six days or less. However some employers insist on a Doctor's note regardless. A Doctor's note under these circumstances may involve a charge.

Search 'Sick/Fit note' on our website to download and fill out our Self Certification Form. If you have been ill for more than 7 days you will need a doctor's certificate, please call the practice on **020 3883 5800**.



## Carers

If you are a Carer please let us know so we can give you our practice Carer's Pack. You can find a detailed page full of resources as well as register as a carer on our website by searching 'Carers'. For more information, please contact our Health & Social Care coordinators Anca Figan and Jessica Lopes on 0203 883 5800. We encourage you to have an annual health check and flu vaccination.

Carers UK is a valuable source of information, visit [www.carersuk.org](http://www.carersuk.org). More local support can be found via Carers Wandsworth, visit [www.carerswandsworth.org.uk](http://www.carerswandsworth.org.uk) or call **020 8675 0811**.

## Insurance/ Medical Reports

Please contact our Care Coordinator Anca on our main surgery number, 020 3883 5800, to discuss any insurance / medical report requests. If you are unable to reach Anca, please leave a message and a member of the team will call you back as soon as possible.

## Referrals

Our website offers a self-referral option for a number of services (mental health, carers, pregnancy booking, sexual health and help with drugs and alcohol). Please search 'referral' to access this page. You can also track already made referrals.

Our secretary Jan Dykes can help with any queries about referrals. Contact her at [swlicb.macmillanwaysurgery@nhs.net](mailto:swlicb.macmillanwaysurgery@nhs.net)

## Chaperones

Macmillan Way Surgery is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance. All patients are entitled to have a chaperone present for any consultation, examination or procedure where they consider one is required. The chaperone may be a family member or friend, but on occasions a formal chaperone may be preferred for example a Practice Nurse or other member of The Practice Team.

The Healthcare Professional may also require a chaperone to be present for certain consultations .



## Health Review and Assessments

Our website provides a number of health review and self-assessment options that help both you and us monitor your condition. These range from Asthma, Blood Pressure and Contraception reviews to COPD assessments and Health (PHQ-9) and Wellbeing questionnaires. Please visit the Health Review and Assessment Clinic on our website to update the relevant section.

## Low Mood Service (Counselling at the practice)

The Low Mood Service is there for you to discuss your concerns so we can then decide what the best course of action may be. This may involve a change of lifestyle like doing something differently in your life. We may look at some techniques, websites or reading which may be of help or think about counselling services or a group. The other option may be medication depending on how debilitating your feelings may be.

If you would like to meet one of our counsellors to discuss your concerns then please fill in the Low Mood Patient Questionnaire and make an appointment either via the practice or online for an initial meeting. The questionnaire can be found on our website by searching 'Wellbeing Service Questionnaire'.

The completely confidential questionnaire is sent directly to the Senior Counsellor if completed online. Alternatively, it is perfectly acceptable to print it off, fill it in and bring it with you to your first appointment.



There are many fantastic organisations we have worked with for a number of years. Below are just a few we recommend. For a full list of free services available to you please visit the 'Wellbeing Centre' on our website.

**The Coral Mental Health Crisis Hub is an alternative place of safety to the Emergency Department for patients with primary mental health problems during the COVID-19 pandemic.** The service is based at Springfield University Hospital and you can be referred to the hub via the Mental Health Support Line. Call 0800 028 8000 (Referrals) or email [CoralCrisisAssessmentHubTeam@swlstg.nhs.uk](mailto:CoralCrisisAssessmentHubTeam@swlstg.nhs.uk).

Rethink provide expert, accredited advice and information to everyone affected by mental health problems. Telephone: **0300 5000 927** or visit [www.rethink.org](http://www.rethink.org).

Kooth is a free online counselling and emotional wellbeing support service, helping young people through this difficult time. Kooth is exclusively for people aged 11-22 years living in Wandsworth and does not have a waiting list, meaning you can get the support you need when you need it. Visit [www.kooth.com](http://www.kooth.com) to join.

**Talk Wandsworth (Talking Therapies/IAPT) can help if you are** experiencing anxiety or stress, depression, bereavement or loss, sleep difficulties, anger issues, obsessive compulsive disorder, phobias, eating disorders and many other everyday problems. Call 0203 513 6264 or visit [www.talkwandsworth.nhs.uk](http://www.talkwandsworth.nhs.uk).

Togetherall is an online 24/7 community and anonymous, peer-2-peer platform supporting a range of mental wellbeing issues. It provides self-help programmes, creative outlets and a library of articles to help improve your wellbeing. When you're dealing with everyday distress or major life events, they'll help you get through it. This service is available free of charge if you are a Wandsworth resident. Call 0203 405 6196 or visit [www.togetherall.com](http://www.togetherall.com).

Silver Line is a free phone 24/7 support line for older people suffering with loneliness. Call 0800 4708 090 or visit [www.thesilverline.org.uk](http://www.thesilverline.org.uk).

The Wandsworth Wellbeing Hub is a free and impartial NHS service which aims to help patients and the public to find organisations and services to support their health and wellbeing needs. Call 020 8812 6700 or visit [www.wandsworthccg.nhs.uk](http://www.wandsworthccg.nhs.uk).

## We Promise

Not to divulge to your relatives, friends or any other third party, either in writing or verbally, any information about you without your written permission.

Any information means: the results of any investigations (eg blood test, x-rays, pregnancy tests); the nature and severity of any illness you may have or suspect you may have; any other personal information and any information we receive from a non-medical source (eg Social Services, insurance companies).

To allow you access to information we keep on you, provided that this information does not identify or provide information about third parties not directly involved in your care. The law allows us to withhold information about you on the very rare occasions that we might have concerns that such information might cause serious harm to your health.

## We Will

When requested, provide complete information about your medical status to:

Social Services – with your written permission, except in situations where there is serious concern about a child in your care, where information may be passed on for Child Protection purposes. We would always tell you if we were doing this, however.

Other health providers legitimately involved in your care (according to Caldicott criteria).

We will not divulge any information about you without your consent unless ordered to do so by the Courts, or for Child Protection purposes, or in an emergency to protect you, or other people, from death or serious harm.



## Patient Participation Group

There is a Patient Participation Group for our group of surgeries in Tooting. We want to make sure that the views of all our patients are heard.

The group meets regularly, and welcomes anyone who would be interested in joining. Our Patient Participation Groups are run by patients, for patients. If you are interested in joining our groups please do let us know by filling in the participation form found on our website.

### **The aim of the group is to:**

Benefit all patients by discussing the delivery of health care services in the surgery and in the local NHS

Enable all patients to take an active interest in their health through health promotion services and information

Provide a channel of communication between medical and support staff based at the surgery and their patients, thus allowing patients to have their voice heard.

## Complaints Policy

We recognise that problems may arise with services we provide.

Should you wish to make a complaint about us or our work, we give you the following undertakings

We will acknowledge your complaint in writing within three working days and will include details of the practice complaints procedure;

We will give a reply as soon as possible;

- We will offer you the opportunity to discuss your complaint with our Practice Manager in private;

- If your complaint involves your doctor, we will offer you the opportunity to discuss it with the doctor involved or with our Senior Partner, Dr Penelope Smith.

All complaints are taken seriously and are handled openly and honestly. We will endeavour to conclude matters to the satisfaction of all parties as soon as possible.

You can make a complaint by emailing the Operations Manager on [swlicb.macmillanwaysurgery@nhs.net](mailto:swlicb.macmillanwaysurgery@nhs.net).

## Feedback

We are continually looking to turn our patients' feedback into real improvements in the services we provide. We use it to focus on the things that matter most to our patients, carers and their families. We would like to hear from you if you have a suggestion on how we can do things better to improve our patients' experiences. We'd also like to hear from you if you are pleased with the service you've received.

Anonymous posts on public websites give us no opportunity to work with you to resolve any problems. Please visit our website and search 'feedback' to fill out our feedback form.

## How We Use Your Medical Records

- This practice handles medical records in-line with laws on data protection and confidentiality.
- We share medical records with those who are involved in providing you with care and treatment.
- In some circumstances we will also share medical records for medical research, for example to find out more about why people get ill.
- We share information when the law requires us to do so, for example. to prevent infectious diseases from spreading or to check the care being provided to you is safe.
- You have the right to be given a copy of your medical record.
- You have the right to object to your medical records being shared with those who provided you with care.
- You have the right to object to your information being used for medical research and to plan health services.
- You have the right to have any mistakes corrected and to complain to the Information Commissioner's Office.

Please see the practice privacy notice or speak to a member of staff for more information about your rights.

The Health and Social Care Act 2012 legally requires GPs to release electronic medical records of all registered patients, in an identifiable form, to a new central records database called care data. The records will contain all coded data about you, but no free text. As a GP practice we are legally obliged to provide this information.

If you object to your medical records leaving the practice, you must inform reception immediately.

**For more information and to view our full privacy notice please visit our website.**



## Local Hospitals

Out of Hours 111  
St George's Hospital 020 8672 1255  
St Helier Hospital 020 8296 2000  
Kingston Hospital 020 8546 7711  
Queen Marys Hospital (minor injuries) 020 8725 0120

The nearest hospital to Macmillan Way Surgery is St George's Hospital, Blackshaw Road, Tooting SW17 0QT.

If you are seriously ill and need emergency care fast you should go to Accident and Emergency or call 999.

Please note: Accident and Emergency is for life threatening or very serious illness only (e.g. heavy bleeding, broken bones, choking, chest pain, difficulty breathing, black outs or seizures).

## Useful Contacts

Please visit the 'Wellbeing Centre' on our website [www.macmillanwaysurgery.nhs.uk](http://www.macmillanwaysurgery.nhs.uk) for details of services available to you.

You will find organisations that can help with the specific topic you are looking for. Our website provides a number of resources on a range of topics, from loneliness, bereavement and depression right through to maternity services, sexual health and community groups .

Wandsworth Council 020 8871 6000  
Social Services (Tooting) 020 8871 6000  
Primary Care Support Services 0333 014 2884  
Orchid Mental Health Emergency Line (Springfield Hospital )  
**0800 028 8000**  
Samaritans 116 123  
Wandsworth Bereavement Services 020 7223 3178  
Cruse Bereavement Services 0808 808 1677  
Citizens Advice Bureau 0808 278 7833  
Victim Support 0808 168 9293  
**Carers UK 0808 808 7777**  
Wandsworth Community Drug and Alcohol Service  
**(WCDAS) 020 8812 4120**

**Macmillan Way Surgery is part of Grafton Medical Partners.**

Our other surgeries:

Trevelyan House Surgery 160 Tooting High Street, London SW17 0RT  
020 3883 5700, [www.trevelyanhousesurgery.nhs.uk](http://www.trevelyanhousesurgery.nhs.uk)

Upper Tooting Surgery 219 Upper Tooting Road, London SW17 TG  
020 3883 500, <https://uppertootingsurgery.nhs.uk/>

Grafton Square Surgery 8B Grafton Square, London SW4 0DE  
020 7622 5642, [www.graftonsquaresurgery.nhs.uk](http://www.graftonsquaresurgery.nhs.uk)

Lambton Road Medical Practice 1 Lambton Road, London SW20 0LW  
020 3883 5900, [www.lambtonroadmedical.nhs.uk](http://www.lambtonroadmedical.nhs.uk)