

## REGISTRATION PROCEDURE

New registrations for patients residing within the boundaries of our practice area are normally undertaken during consulting hours. Patients will be asked to complete a medical questionnaire and a health check (height, weight, BP, etc) will be performed. Please ensure that all your family, friends and those living in your building register with a local doctor NOW. They should not leave it until they are in need of medical attention.

## TEST RESULTS

It often takes between 7 and 10 days for the results of special investigations to be received at the surgery. Once these are to hand (and have been seen by the doctors) the results may be available on the telephone from the surgery staff.

## Comments and suggestions:

We are pleased to receive your comments both formally and informally. We are committed to the highest standards of medical care and any suggestions about how we can improve our services would be welcome. If for any reason you have a complaint, please contact the Practice Administrator in writing or telephone PALS 0208 962 4547

**Personal Health Information-:** Any personal health information will be used by the surgery, primary and community teams to help improve your care including preventive measures. It will not be shared with outside agencies without your consent subject to legal and statutory obligations.

**The NHS Constitution-:** In England, some of your rights and responsibilities as an NHS patient are set out in the NHS constitution. You can see a copy of this on the **DOH website-:** [www.dh.gov.uk](http://www.dh.gov.uk).

## PRACTICE AREA

To allow ease of access to patients and to ensure adequate response time in case of emergency, the practice will normally only accept new registrations from people who reside within the boundaries shown on the map below.

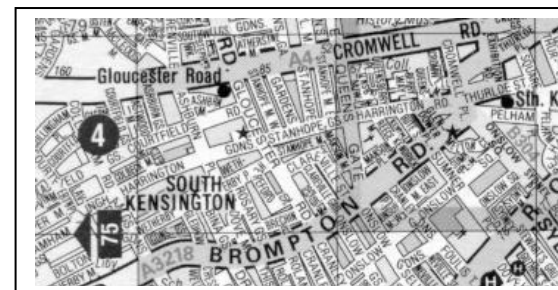


**Underground:** Gloucester Road Station (Circle, District & Piccadilly Lines) is the most convenient underground station, although both Earls Court and South' Kensington Stations are within walking distance.

**Buses:** Bus Route 49 stops within walking distance of the surgery.

**The surgery, located in a basement at 45 Rosary Gardens, is approached by a flight of stairs and is therefore unsuitable for patients unable to manage the steps.**

**Chelsea Medical Services**  
**45 Rosary Gardens**  
**South Kensington**  
**London SW7 4NQ**  
**Telephone: 020 7373 6557**  
**Fax No: 020 7373 6426**



## THE DOCTORS

**Dr A Joshi MB ChB MBA DIC MRCGP**  
**Dr P Burgess MB ChB MRCGP**

## PRACTICE STAFF

**Practice Administrators:** Responsible for the administrative functions of the Practice. They are available to discuss any suggestions or comments you may have.

**Practice Nurse:** Undertakes health checks, immunisations, special clinics, etc.

**Receptionists:** Responsible for appointment bookings and the maintenance of patients' records.

**Ante and Post- Natal Care:**

Available as shared care with the midwives at the Chelsea & Westminster Hospital.

**Family Planning:**

This is available from the nurse.

**Cervical Smear Testing:**

Cervical smear testing can be arranged with the practice nurse.

**SPECIAL SERVICES**

**Anticoagulation**

**Well Person**

**Hypertension**

**Anti-Smoking**

**Minor Surgery**

**Diabetic/COPD/Asthma**

**Travel and Vaccination Advice:-**Patients who intend to travel abroad are advised to seek advice regarding vaccination requirements and other problems they may encounter.

**Outside the hours** of commitment to the

National Health Service patients, the doctors will see private patients either at the surgery or elsewhere by arrangement.

**Violence-** If a patient is violent, either verbally or physically, to a doctor, nurse, member of staff or other persons on our premises, the doctor reserves the right to request that patient be removed from the practice list.

**Local Walk-in centres: Earls Court, Parsons Green & St Charles Hospital:** Minor injuries such as sprains, minor cuts, burns and bruises.

**APPOINTMENTS**

**Morning surgery & Afternoon surgery:** Is BY APPOINTMENT ONLY to try and reduce waiting time. You can book in advance, by telephone or in person, or on the day. Always state if you wish to see a particular doctor. You are free to consult with any doctor of your choice or the practice nurse.

**PRACTICE HOURS**

There is always someone available to answer telephone or personal callers between **8.00am and 6:30pm**, daily, **Wednesday till 8pm**

**CONSULTATION HOURS**

	<u>Morning</u>	<u>Afternoon</u>
<b>Monday</b> (GP)	9.00 - 11.00	3.00 - 5.00pm
<b>Tuesday</b> (GP)	9.00 - 11.00	3:00 - 5:00
	(PN) 10:00-12:00	2:00 - 5:30
<b>Wednesday</b> (GP)	9.00 - 11.00	4.00 - 6.00
	(late evening)	6:30-8:00
	(PN) 12:00-2:00	3:00- 6:00
	(late eve)	6:30-8:00
<b>Thursday</b> (GP)	9.00 - 11.00	3:00 - 5pm
	(PN) 10:00 - 12:30	
<b>Friday</b> (GP)	9.00 - 11.00	2.00 - 4:00

**Last appointments are 30 minutes before the end of consultation hours.**

**TELEPHONE ADVICE**

You may telephone for advice. Telephone calls are normally taken between 11:30-12:30am and 30 minutes before afternoon surgery. If the doctor/nurse is not available to speak to you at any time you will be asked to call back when

he/she is less likely to be busy or doctor may return your call.

**PRESCRIPTIONS**

Repeat prescriptions can be ordered in person at the surgery, by post and by fax. Please use the re-order slip that came with the original prescription. Please allow 48 hours (2 working days) for collection. Prescriptions can be returned by post if a stamped addressed envelope is provided.

**HOME VISITS**

If you are unable to come to the surgery, a home visit can be arranged if appropriate. If possible, please make the request by 10am.

**OUT OF HOURS ARRANGEMENTS**

(Evenings, night-times, week-ends and Bank Holidays) There is always a doctor "on-call" outside surgery times in case of an emergency. If you need a doctor urgently, please ring the surgery and speak to a receptionist who will contact a doctor. If there are no members of staff in attendance, a recorded message will let you know how to contact the doctor. Out of hours, please phone **020 8969 7777** (available 24 hours, 365 days a year). You may also obtain advice from NHS Direct on 0845-46-47. Please note that phone calls may be recorded. Additionally, health information can be sought from [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk).