



Francis Grove Surgery

8 Francis Grove
Wimbledon
SW19 4DL
0208 971 5640

www.francisgrovesurgery.co.uk

GP Partners

Dr Sarah Blake (Female) *Works Mon, Wed, Fri*
MBBS (1992), Bsc, MRCGP, DRCOG

Dr Christopher Baillie (Male) *Works Tue and Thurs*
MBBS (1987), MRCGP, DRCOG, MA

Dr Vatsala Mohan (Female) *Does not work Thurs*
BM, BS, BMedSci, MRCPCH, DSRFH, MRCGP

Salaried GP's

Dr Helen Gage (Female) *Works Tues- Thurs*
MBChB, BSc, Dip BSLM

Dr Bronwen Moss (Female) *Works Tues, Thurs, Fri*
MBBS BSc DCH

Dr Amrita Mankia (Female) *Works Mon, Tues, Thurs*
MBChB, BMedSc, DRCOG, MRCGP

Dr Satpal Chagger (Female) *Works Mon and Weds*
MBBS BSc (hons) MRCGP DFRH

Dr Clare Judd (Female) *Works Mondays* MBChB DRCOG
DFSRH PGCE

The Rest of Our Team



Practice Nurses:

Rosanna Holley
Hannah Abbott
Alice Laho
Ashley Dawkins

Health Care Assistants:

Kayleigh
Nicolette

Administration:

Lynne
Jo & Anna
Emma
Nichola

Receptionists: Georgia, Lea, Olivia, Liz, Chantelle,

Secretaries:

Debbie
Georgina

Practice Business Manager:

Lynsey Buckles

Assistant Practice Manager

Lisa Bird

Duty Managers:

Lynsey, Lisa, Lynne, Emma

Reception Managers:

Maxine & Charlotte

Our reception staff will try in every way to help you.

Their job is very demanding, with phone calls and enquiries from every direction. When patients call in for appointments the receptionist should ask for some details. They have been trained to make these enquiries so that we can help you in the most appropriate way. Your co-operation will be much appreciated.

SURGERY OPENING HOURS

08:00 - 18:30 Monday-Friday

NON-URGENT APPOINTMENTS

We are currently operating a triage first model. If the GP feels they need to see a patient for a face-to-face appointment, then they will be booked in for one. The best way to book an appointment is to call first thing in the morning at 8am for a book on the day appointment

**Please call 020 8971 5640 to book an appointment.
For a same day appointment please call as close to
8am as possible.**

Doctorlink

If you are not able to call the practice at 8am, you can use the Doctorlink online triage tool. Doctorlink connects you to your GP practice allowing you to check your symptoms online, gives medical advice based on your symptoms and provides access to GP services - <https://www.doctorlink.com/>

URGENT APPOINTMENTS

We have emergency appointments available Monday-Friday at the end of morning and evening surgery. Telephone the surgery during opening hours. If you call the surgery outside of opening hours you will be automatically directed to our out of hours service.

HOME VISITS

Home visits are reserved for patients who are too ill to leave their home. If you feel you require a home visit please contact reception before 11:00 if possible.

Requests

You can use the practice website for many different things, such as requesting medication, requesting test results, asking the reception a question and also asking the GP a simple question.

REPEAT PRESCRIPTION

Requests must be in writing (either by email, by using the tear-off slip of the previous computerised prescription and dropping this into the practice or via the practice website). Please allow 2 full working days before collecting the prescription.

We regret that we cannot accept telephone requests, as this can lead to dangerous mistakes.

Prescription requests are collected by the prescription clerk at 10:30am each morning. Any requests submitted after this time will not be processed until 10:30am the next day.

EPS Pharmacy Nomination

If you would like to nominate a pharmacy for electronic prescriptions, please indicate the on the relevant section of your registration form. Below is a list of our local pharmacies but you can choose to nominate whoever you wish;
Superdrug, Superdrug, Boots, Sterling, D Parry, Haria, Ridgway and Trident

TEST RESULTS

We encourage patients to take responsibility for their health and ask our patients to call up for their test results, or get patient online access to be able to view blood tests. Please allow 5 working days before calling for a test result.

Please call 020 8971 5640 between 14:00—16:00.

PRIVATE (Non- NHS Services)

Certain services such as, To Whom it May Concern letters, insurance forms, pre-employment medicals etc. are not funded by the NHS. A full list of charges is available on our website.

CHANGE OF PERSONAL DETAILS

Please inform us immediately of any changes to your contact details. It is vital that we are able to contact you if there is a concern for your health. This can be done via the practice website.

First Contact Practitioner

Our First Contact Practitioners are experienced physiotherapists who have the advanced skills necessary to assess, diagnose and recommend appropriate treatment or referral for musculoskeletal (MSK) problems on a patient's first contact with healthcare services e.g. when they visit their GP surgery

In- House Pharmacists

Our Clinical Pharmacists 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.

Social Prescribers

Social Prescribing can support you with managing your stress, loneliness, finding social groups, learning new skills, physical activity or getting information on employment, benefits, housing and legal advice. Referrals to see the team are primarily made via our GPs but if you feel you would benefit from seeing them please speak to reception who will be able to organise an appointment for you.

In – House Paramedics

Our Paramedics are experienced to help manage a range of minor ailments such as cuts, sprains, aches, colds, headaches, rashes, and cystitis. They also support patients who are housebound with their regular reviews, vaccinations and also some of our more complex patients who require regular checks

Community Pharmacists

We are participating in a new approach to improve access for patients to GP appointments. The aim is to direct patients to the most appropriate healthcare professional, which may be a GP or a pharmacist. From 16th May 2022, if your symptoms could be resolved by a booked consultation with the pharmacist instead of the GP, a direct referral will be made for you to a local pharmacy.

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FRIENDS AND FAMILY FEEDBACK

We welcome your feedback to help us improve the services we provide. Please complete a Friends and Family feedback Test (FFT) and leave a review of your experiences in the Practice. FFT forms can be found in the waiting room or on our website:

www.francisgrovesurgery.co.uk

COMMENTS COMPLAINTS AND CONCERNS

If you have a comment, complaint or concern we have protocols in place for you to inform us of your feedback. For further information you can speak to our helpful Reception Team or visit the practice website for more information

PATIENT PARTICIPATION GROUP

The Practice has a Patient Participation Group. The group is made up of patient volunteers and members of the Practice Team who meet throughout the year to discuss how to help with the development of the Practice and ensure the services we provide are efficient and effective. For more information please see our website or If you wish to join our PPG please contact us on: swlccg.adminfrancisgrovesurgery@nhs.net

OUT OF SURGERY HOURS

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from a landline and mobile. OR call the practice number and you will be advised on options.