

Francis Grove Surgery



FRIENDS AND FAMILY FEEDBACK

At Francis Grove Surgery 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 rooms or online via our website: www.francisgrovesurgery.co.uk

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. If you wish to join our PPG please contact us on: MERCCG.admin@francisgrovesurgery.nhs.net

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 pick up a leaflet in the Waiting Room.

Our Team



Practice Nurses:

Rosanna Holley – ANP, Hannah Abbott, Alice Laho, Catherine Spence

Health Care Assistant:

Olivia

Phlebotomists:

Shannon, Jo and Emma

Practice Business Manager:

Lynsey Buckles

Operations Manager:

Cameron Middleton

Administration Manager:

Lynne Purvor

Data and Quality Assurance Manager:

Emma Garcia

Administrators:

Jo, Anna, Akilah, Hydea, Lisa and Barbara

Reception Manager:

Maxine Hall

Receptionists: Elizabeth, Adele, Gail, Katrina, Kayeeshia, Nora, Kimberly, Lea, Sarah, Karen and Paula

Secretaries:

Debbie and Lyn

Paramedics:

Alexa Tremaine

Pharmacists:

Sagar Pala and Yoo Jin Park

Social Prescribers:

Venice Sanderson and Mustafa Mansour

www.francisgrovesurgery.co.uk

REPEAT PRESCRIPTIONS

Requests must be in writing (either email, by using the tear-off slip of the previous computerised prescription or using the slips in reception). Please allow 2 full working days before collecting the prescription.

We regret that we can only except telephone requests from patients for whom this has been previously agreed. Taking requests over the telephone can lead to dangerous mistakes.

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

TEST RESULTS

We encourage patients to take responsibility for their health and ask our patients to call up for their test results or view their blood test results via patient access

Please allow 5 working days before calling for a test result.

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

PRIVATE (No- NHS Services)

Certain services such as, To Whom it May Concern letters, insurance forms, pre-employment medicals etc. Are not covered by the NHS. A full list of charges is displayed and 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.

SURGERY OPENING HOURS

08:00 - 18:30 Monday-Friday

Please call 020 8971 5640 to book an appointment. Appointments can also be booked in person or via a triage request that can be accessed via the practice website.

EXTENDED HOURS

We offer some early morning (from 7:10am) and late evening (till 7:50pm) extended hour appointments. We also have Saturday morning clinics. All extended hours appointment are prebooked. Please ask reception for further details or call on 020 8971 5640. Please use the intercom to gain access to the surgery

HUB APPOINTMENTS

You can book evening and weekend appointments at our 2 GP hubs in the borough. Please ask receptionists for more information.

EMERGENCIES

We have emergency appointments available Monday-Friday. Contact 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.

CCTV

Public areas of the surgery have CCTV. This is not in any consulting rooms, and is for security reasons only. Images are automatically deleted after 7 days unless there is a need for us to keep them. For more information please email the surgery.

For review: 01/05/2027

CLINICS AND SERVICES AVAILABLE BY APPOINTMENT ONLY

ANTENATAL CARE	CHILDHOOD IMMUNISATIONS
TRAVEL VACCINATIONS AND ADVICE	AGE AND SEASONALLY APPROPRIATE VACCINATIONS
STOP SMOKING CLINIC	EMERGENCY CONTRACEPTION
ANTICOAGULATION	ECG'S
24 HOUR BLOOD PRESSURE MONITORING	CHRONIC DISEASE MANAGEMENT
NHS HEALTH CHECKS	CERVICAL SCREENING

EPS Pharmacy Nomination

If you would like to nominate a pharmacy for electronic prescriptions, please indicate this on the relevant section of your registration form. Below is a list of our local pharmacy but you can choose to nominate whoever you wish.

Superdrug, Barkers, Boots, Sterling, D Parry, Haria, Ridgway and Trident

For more information please speak to a receptionist

Receptionists

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 patient 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.

Francis Grove Surgery
8 Francis Grove
Wimbledon
SW19 4DL

0208 971 5640

swlicb.adminfrancisgrovesurgery@nhs.net

Partners

Dr Sarah Blake (Female)

MBBS (1992), Bsc, MRCP, DRCOG

Dr Christopher Baillie (Male)

MBBS (1987), MRCP, DRCOG, MA

Dr Vatsala Mohan (Female)

BM, BS, BMedSci, MRCPCH, DSRH, MRCP

Doctors

Dr Bronwen Moss (Female)

MBBS BSc DCH

Dr Amrita Mankia (Female)

MBChB, BMedSc, DRCOG, MRCP

Dr Helen Gage, female

MBChB, BSc, Dip BSLM

Dr Satpal Chaggar (female)

MBBS, BSc (hons), MRCP, DFRH

Dr Nafisa Rahim (female)

MBChB, MRCP

Dr Maha Nadeem (Female)

MBChB

Dr Salma Haji (female)

MBBS BA Hons. MA (Cantab)

Practice Business Manager – Lynsey Buckles