

## Repeat Prescriptions

These should be ordered

1. via the local pharmacy
2. Via the website
3. Online via patient access

We **do not** take repeat requests over the phone.

You should **allow 3 working days** to process your request.

All prescriptions will be sent electronically to the pharmacy of your choice.

We have a prescribing clerk available mornings Mon-Fri for any queries or raise these with your pharmacy.

## Online Access

**Please register for online access via the website.** This will allow you to;

- Make and cancel appointments
- View immunisation history and results of investigations (we no longer send these to patients)
- Request repeat prescriptions

## Opening Hours:

DAY	HOURS
Monday	08:00-18:30
Tuesday	08:00-18:30
Wednesday	08:00-19:30*
Thursday	08:00-18:30
Friday	08:00-18:30
Saturday	08:30-11:30*
Sunday	CLOSED

\* extended hours operates Wed 18:30-19:30 and alternate Saturday mornings when the practice is open only to those who have pre-booked appointments.  
The practice is closed at weekends and on all public and bank holidays.

## Contacting the Practice:

For non-urgent enquiries please contact the practice via our website at [www.wallingtonfamilypractice.nhs.uk](http://www.wallingtonfamilypractice.nhs.uk). This is the most efficient method of communication and keeps phone lines free for more urgent matters.

Complaints and other feedback can also be submitted via the website online forms ensuring all relevant information is captured and allowing time for an investigation and response. Please also see separate leaflet re: patient feedback and our full complaint policy available at reception or via the website.

# Wallington Family Practice

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*Jubilee Health Centre West  
Shotfield  
Wallington  
Surrey SM60HY*

*Tel 0208 669 6186  
Out of hours emergencies dial 111  
Website:  
[www.wallingtonfamilypractice.nhs.uk](http://www.wallingtonfamilypractice.nhs.uk)*

***Please also refer to our website for all up to date information and how to contact the practice online.***

## Welcome to Wallington Family Practice.

We are located in the Jubilee Health Centre and share the building with another practice and various hospital and community based services.

### Your Registration

Your registration may take up to 2 weeks to process. You can see any doctor of your choice routinely, however, you will be allocated a usual doctor who will be the person who normally receives any paperwork relating to your care. In an urgent situation you may have to see a different doctor or alternative clinician who will have full access to your records.

We are a teaching practice so you may also be offered appointments with a Registrar, Foundation Year Doctor or Medical Student who will work under close supervision with our regular doctors.

### Other Clinical Staff

We also employ two Physician Associates and two Practice Pharmacists who support our clinical team. You may be offered appointments with them or be contacted by them if its more appropriate.

## Appointments

From 4 July '22 our appointment system has changed to an on the day system. You will no longer be able to book in advance for your appointment with a GP or Physician Associate. You can go online from 7am for morning appointments and 1pm from afternoon appointments or you can call us from 8am and 2pm. Appointments will be available with a selection of clinicians and as a choice of face to face or telephone. If your need is deemed medically urgent and all appointments are gone for the day you will be referred to the duty doctor for a telephone assessment. Please note appointments with nurses and other healthcare professionals are unaffected by this change.

### Extended Access Hub

We also offer appointments with GPs and nurses in the evenings and at weekends at several local hubs. These are usually face to face appointments but you can request a telephone appointment. Those working in the hub have full access to your normal GP record. During normal hours you can make a hub appointment via the surgery but outside normal hours you can ring the hub directly on 07578 813838 or 07479 819677.

### Out of Hours

Please dial 111 for urgent medical advice when the practice is closed. If your condition is life threatening you should also consider dialling 999 or going straight to the nearest A&E dept.

## In-House Services

Minor Surgery & Cryotherapy This service is now available with Dr Roughley

Learning Disability Health Checks These are offered annually and you will be contacted.

Asthma, Diabetes, CHD, COPD and Hypertension Reviews These are offered annually. Please book with one of the nurses

Mental health reviews Please book with our HCA or a nurse

Blood tests (provided by Epsom and St Helier at Jubilee Health Centre). Open 8.30am-12.00 Mon-Fri (by appointment only) Go to [www.epsom-sthelier.nhs.uk/blood-tests](http://www.epsom-sthelier.nhs.uk/blood-tests) or call 02082962846 or 02082968044

X-rays 09.00-13.00 and Walk in with referral form 14.00-16.30 Mon-Fri