

**Dr H M Freeman & Partners**  
General Practitioners



## SURGERY HOURS AND CLINIC TIMES

### RAYNES PARK SURGERY

12 Durham Road SW20 0TW  
**020 3458 5900**

Monday, Tuesday & Thursday ..... 8.30am-8.00pm  
Wednesday & Friday ..... 8.30am-6.30pm  
Saturday ..... 9.00am-1.00pm

#### Practice Nurse Available

Monday, Tuesday, Wednesday, Thursday and Friday  
Various times - please ask at reception

#### Antenatal Clinic

Thursday ..... 10.00am-12 noon

#### Baby Clinic

Thursday ..... 1.30-3.30pm

#### Disabled Access

*Please Note:*  
**This Practice Operates A No Smoking Policy**

### TREVELYAN ROAD SURGERY

27 Trevelyan Road SW17 9LR  
**020 3458 5700**

Monday, Tuesday, Wednesday & Thursday 8.30am-8.00pm  
Friday ..... 8.30am-6.30pm  
Saturday ..... 9.00am-1.00pm

#### Practice Nurse Available

Monday, Tuesday, Wednesday, Thursday and Friday  
Various times - please ask at reception

#### Antenatal Clinic

Alternate Mondays ..... 2.00-3.00pm

#### Baby Clinic

Tuesday ..... 1.00-2.30pm

#### Disabled Access

*Please Note:*  
**This Practice Operates A No Smoking Policy**

### UPPER TOOTING SURGERY

219 Upper Tooting Road SW17 7TG  
**020 3458 5600**

Monday, Tuesday, Wednesday & Thursday 8.30am-8.00pm  
Friday ..... 8.30am-6.30pm  
Saturday ..... 9.00am-1.00pm

#### Practice Nurse Available

Monday, Tuesday, Wednesday, Thursday and Friday  
Various times - please ask at reception

#### Antenatal Clinic

Alternate Tuesday ..... 2.00-4.00pm

#### Disabled Access

*Please Note:*  
**This Practice Operates A No Smoking Policy**

### TOOTING BEC MEDICAL CENTRE

103 MacMillan Way SW17 6AT  
**020 3458 5800**

Monday, Tuesday & Wednesday ..... 8.30am-8.00pm  
Thursday & Friday ..... 8.30am-6.30pm  
Saturday ..... 9.00am-1.00pm

#### Practice Nurse Available

Monday, Tuesday, Wednesday, Thursday and Friday  
Various times - please ask at reception

#### Antenatal Clinic

Wednesday ..... 12.00-2.30pm

#### Baby Clinic

Thursday ..... 10.30-11.30am

#### Disabled Access

*Please Note:*  
**This Practice Operates A No Smoking Policy**

### GRAFTON SQUARE SURGERY

8B Grafton Square SW4 0DE  
**020 7622 5642**

Monday, Tuesday & Wednesday ..... 8.00am-8.00pm  
Thursday & Friday ..... 8.00am-7.00pm  
Saturday ..... 9.30am-12.30pm

#### Practice Nurse Available

Monday, Tuesday, Wednesday, Thursday and Friday  
Various times - please ask at reception

#### Disabled Access

*Please Note:*  
**This Practice Operates A No Smoking Policy**

## THE DOCTORS

<b>Dr Howard Freeman</b>	MRCGP	London 1979
<b>Dr Penelope Smith</b>	MRCGP	Newcastle 1981
<b>Dr Judy Roberts</b>	FRCGP	Nottingham 1985
<b>Dr Stephen De Wilde</b>	MRCGP	London 1987
<b>Dr Simon Rohde</b>	MRCGP	London 1987
<b>Dr Michael Lane</b>	MRCGP	London 1989
<b>Dr Bernadette Veiras</b>	MRCGP	London 1996
<b>Dr Revathy Arunasalam</b>	MBBS	London 1995
<b>Dr Preetha Selestine</b>	MRCGP	Madras 1992
<b>Dr Alain Popov</b>	MRCGP	Manchester 1997
<b>Dr Mersedeh Abiri</b>	MRCGP	London 2007
<b>Dr Azhar Ala</b>	MRCGP	London 2000
<b>Dr Katherine Procter</b>	MRCGP	London 2000
<b>Dr Ruth Goldsmith</b>	MBBS	London 1998
<b>Dr Joanna Bennett</b>	MBChB	Birmingham 2002
<b>Dr Helen Allison</b>	MRCGP	London 1993
<b>Dr Reena Doshi</b>	MRCGP	London 2005
<b>Dr Nazia Salam</b>	BM	Southampton 2004
<b>Dr Abul Ala</b>	MBBS	India 1962
<b>Dr Claire Carroll</b>	MRCGP	London 2006

***This publication tells you about the practice and the services that we offer, therefore please read it carefully. We trust that you will find it informative and we suggest that you keep it in a safe place for future reference.***

## PARTNERS' WELCOME

On behalf of my partners and staff, I welcome you to the practice and thank you for choosing and registering with us. As you probably know, we are a large practice spread over four sites from Raynes Park to Tooting, each with its own team of doctors, nurses and clerical staff aiming to provide for you, the patient, the highest standard of care possible.

This publication tells you a lot about the practice and what we have to offer but if at any time you have any queries or questions about your own or your family's health, then please call in or speak to the receptionist who will be able to advise you as to whom is most likely to be able to help you.

Thank you,

*Dr Howard Freeman*

## THE TEAM MEMBERS

### Practice Staff

All five surgeries are managed by an overall practice manager, Mr Lee Beesley. Whilst the practice manager oversees all five sites, he also has managers at each of the sites to help him and the staff organise the surgeries.

### Reception Staff

The reception staff will assist you in making emergency and routine appointments to see your doctor, undertake repeat prescriptions, answer numerous and varied questions and offer help and assistance at all times. It is a requirement that confidentiality of patients' records is maintained at the highest level by all staff. We hope you will always be received courteously, and would ask you to bear in mind that the receptionists have a difficult job, often being pressurised by busy doctors on one side and anxious patients on the other. If you have any problems please ask to speak to the manager.

### Practice Nurses

At present we have a team of practice nurses all of whom can provide numerous services, and are led by the senior practice nurse, Angela Millar. Their numerous tasks include infant and adult immunisations, cervical smears and family planning, dressings and removal of stitches, and clinics to monitor blood pressure, asthma and diabetes. Appointments may be made by phoning your surgery after 8.30am each morning.

### General Practitioner Registrars, Housemen And Students

Our practice is a training/teaching practice. Our registrars are fully qualified and have a great deal of hospital experience. Registrars are attached to our practice for 12 months and patients find their fresh, enthusiastic approach adds to the healthcare we provide. The registrars are at all times encouraged to seek advice from the practice partners, and they may also ask your consent to video your consultation for training purposes. We also have F2 doctors, in their 2nd year post qualifications, attached to the practice throughout the year. Each houseman joins us for four months slotted in between their duties at St. George's and St Thomas' Hospitals. We are also fortunate to have medical students attached to our practice and, with your consent, they may be present at the consultation with your doctor.

**Stay in touch with our website: [www.freemanpractice.co.uk](http://www.freemanpractice.co.uk)**

## Making An Appointment

Although there may be slight variations, surgeries are usually held from 8.30 to 11.30am and from 4.00 to 6.00pm plus late evenings per week on each site. Saturday morning surgeries are held from 9.00am to 1.00pm. All sessions are arranged by appointment which can be made by telephoning your 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 no longer required, we do ask that the patient phones to cancel the appointment. This will enable it to be used for another patient. Patients have the right to express a preference of practitioner.

## MOBILE PHONES

We would request that mobile phones are switched off while on the premises.

## USEFUL INFORMATION

### Dr Freeman & Partners Patient Participation Groups

We have recently set up Patient Participation Groups for each of our surgeries, as we want to make sure that the views of all our patients are heard. The groups meet regularly and we welcome anyone who would be interested in joining, our Patient Participation Groups are run *by* patients, *for* patients.

If you are interested in joining any of our groups please do let us know by either sending an email to the relevant address below.

For patients at our Wandsworth sites please email:

219 Upper Tooting Road, London SW17 7TG }

27 Trevelyan Road, London SW17 9LR } wan-pct.tootingppg@nhs.net

103 Macmillan Way, London SW17 6AT }

For patients at our 12 Durham Road, London SW20 0TW site please email: nhsswl.durhampeypg@nhs.net

For patients at our 8B Grafton Square, London SW4 0DE site please email: wan-pct.lambethppg@nhs.net

Or writing to us at the relevant surgery addresses below:

12 Durham Road, West Wimbledon, London SW20 0TW

219 Upper Tooting Road, London SW17 7TG

27 Trevelyan Road, London SW17 9LR

103 Macmillan Way, London SW17 6AT

8B Grafton Square, London SW4 0DE

The aim of our groups are 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, particularly with regard to the upcoming moves to our new surgery premises for both 12 Durham Road, London SW20 and 27 Trevelyan Road, London SW17 9LR

**For the latest information click to: [www.freemanpractice.co.uk](http://www.freemanpractice.co.uk)**

## Home Visits

Please do not ask the doctor to call 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 10.00am if you need a visit.

## Nights And Weekends

An answering service will handle emergency calls out of normal surgery hours. Emergency numbers are available from the answerphone message at your usual surgery. Here a different team of doctors will be available to give telephone advice or visit you if the doctor feels it necessary, or you may be asked to attend an out-of-hours emergency clinic. Please remember that this service is for emergencies only and, wherever possible, non-urgent calls should wait until the following morning when the surgery will be open, and the resident team of doctors will be available.

You can also receive health advice or information by telephoning NHS Direct on 0845 4647.

## Sickness Certificates

You do not require a doctor's certificate for any illness lasting six days or less. Your employer, however, may require you to complete a "self-certificate" which you can obtain either from your employer or local DSS office (it is not obligatory to see a doctor for this). After the seventh day you will need a doctor's certificate and you need to be seen by your doctor. Private certificates for claiming benefit for private health insurance for BUPA/ PPP claims etc, and certificates for HGV/PSV licences and for various sporting bodies can be provided. A fee is chargeable for these items at the BMA recommended rates.

## Your Health Records

### 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 it is clear to us that seeing this information will not harm you.

### We Will

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

- Social Services
- Other health providers (according to Caldicott criteria\*)

We will not provide information about you that we hold simply because we are your doctors. We will generally not divulge any information about you without your consent.

### In Return

Please do not allow your relatives and/or friends to approach us for information about you unless you have provided us with your written permission.

\* For more information about this and the Caldicott Guardian, please contact your local Primary Care Trust.

## Telephone Consultations

It is possible to book a telephone consultation with your doctor or nurse, arranging a convenient time to ring them. This allows the patient to discuss a problem or results which may not need a face-to-face consultation which might require time off work.

## Do I Have To Pay For Anything?

Everything concerned with your health or that of your family is free (except prescriptions unless you are entitled to get them free). For most other services including medicals, private certificates and passports a fee is charged at the rate recommended by the British Medical Association, as is also the case with some travel vaccines. We do accept cheques with a valid guarantee card.

## Travel Advice

Please book an appointment with the travel nurse at least two months prior to departure, as some immunisations need to be given in advance to provide optimum cover. Please note that not all travel vaccines are free, so you may be required to pay a charge. It is advisable to bring cash or a cheque book/cheque guarantee card with you to your appointment. Please note that the practice is unable to accept credit cards.

## Family Planning And Cytology

Women seeking family planning can always see a doctor 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, pregnancy tests, teach breast examination and also advise on fitting coils and caps.

## Antenatal Clinics

The practice runs a "shared care" system. This way you will see your own doctor and go to the hospital for booking 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.

## Baby Clinics

The doctor and health visitor run baby clinics weekly for child health surveillance and immunising your children. Please ask for details at reception.

## Counselling Services

We have counsellors who offer confidential counselling sessions at our surgeries. They are experienced in working with such issues as depression, panic attacks, stress, anxiety, loss, eating disorders and relationship problems. If you wish to see a counsellor please discuss this with your GP who will refer you, if appropriate.

## New Patient Registration

All patients wishing to join the practice will be given an appointment for a new patient check with one of our nurses upon completing the registration documents. Your weight, height and blood pressure will be recorded and a urine specimen tested. Diet, smoking and alcohol will be discussed. This appointment also gives valuable medical information for your new doctor as your medical records may take some time to be transferred from your previous doctor.

## Aged 15 - 74

We are committed to health promotion for our patients and you are encouraged to come to the practice for an "MOT"-style health check, which will be done by either your doctor or one of our practice nurses. Your blood pressure, height and weight will be recorded, and a specimen of urine tested. We will discuss diet, smoking and alcohol intake, and any appropriate advice will be given. Please note that this is not a full medical but nonetheless a very useful spot check which gives us the opportunity to anticipate problems before they arise.

## Aged 75 Or Over

We have a practice policy that all patients over 75 should have a yearly health check. Please ask at reception for details.

## Carers

People who provide a substantial amount of unpaid care for another person are entitled to an assessment by their general practice on an annual basis and an assessment by Social Services.

Please ask at reception for an information pack.

## Minor Surgery

The doctor will do some small operations in surgery. Details are available from your doctor.

## Health Promotion

We strongly support the emphasis and trend towards health education and self-reliance. We recommend that you observe the following principles:

- Eat healthily - keep your weight within safe limits
- Increase activity - take more exercise
- Stop smoking
- Drink alcohol in moderation

The doctors and, in particular, practice nurses and health visitors are always ready to offer help and encouragement.

**Stay in touch with our website: [www.freemanpractice.co.uk](http://www.freemanpractice.co.uk)**

## Test Results

We will only give test results to the patient who had them. Please try and phone in the afternoon between 3.00 - 6.00pm when it is less busy. Do not be alarmed if you are told that the doctor wants to see you to discuss your results, bearing in mind it's not necessarily going to be bad news.

## Repeat Prescriptions

Patients on regular medication will require prescriptions and, for a safer and speedier service, repeat prescriptions are computerised. Your doctor will have entered onto the computer what medication you are taking, and each time a new prescription is written by the computer a new request form is also generated for you to make your next request. Please ensure that you keep this slip.

1. Allow **two** working days for your prescription to be processed.
2. If you have more than one repeat prescription please try to order all your items together.
3. Please indicate if required on the Repeat Prescription Request Form where you would like the prescription sent. Please send a stamped, addressed envelope if appropriate.
4. Either deliver or post your Repeat Prescription Request Form to the surgery.
5. If you are receiving any medication which is not on your request form, please add this clearly on the request slip and this will be added after verification with the doctor.
6. All patients on repeat medication should see their doctor at least once a year for a medication review.

## GENERIC MEDICINES

### About Your Medicines

Next time you visit us you may be prescribed medicines which look different to your last supply. This may mean that the doctor has prescribed a generic medicine for you. If you are worried about a change in the name or appearance of your medicines, check with your pharmacist or doctor who will explain why they are different.

### Where Do Your Medicines Come From?

New drugs are developed by drug companies who patent them and give them a special brand name. This is so that other companies cannot copy them. It also helps people to remember the name of their medicine. The other name for a medicine is its generic name. One example of a generic medicine is paracetamol, which is commonly known by the brand name Panadol.

### What Is A Generic Medicine?

After the patent has run out for a branded medicine other companies can manufacture it under a generic name. The medicine is just as safe and effective as the original branded product but it is usually much cheaper. Using generic medicines saves the NHS millions of pounds and allows money to be spent on you and other patients.

**For the latest information click to: [www.freemanpractice.co.uk](http://www.freemanpractice.co.uk)**

## Why Do Generic Medicines Look Different?

The original colour and shape of branded medicines are sometimes included in the patent, so you may notice that your generic medicines are different in colour, size, shape and even taste. This does not alter the effect of the medicine. In some cases tablets and capsules have special coatings so that the medicine lasts longer in the body and the doctor may feel that it is best for you to stick to one brand.

## Checklist For Patients

Discuss any worries about your medicines with your pharmacist or doctor.

Know your medication by its generic name and strength.

Take your prescription to the same pharmacy each time. Generic prescribing is simple and can save the NHS money. You and other patients can benefit from this extra money and the improvements to healthcare that it can bring.

## RECOMMENDED HOME FIRST AID KIT

- Soluble aspirin 300mg tablets (not for those with a history of stomach ulcers or asthma)
- Paracetamol mixture (Calpol or Disprol); good for pain and reduces fever
- Sedative cough linctus (Pholcodine) for dry coughs
- Antiseptic solution for cleaning cuts and grazes
- Calamine lotion for dabbing on insect bites, sunburn and chickenpox
- Thermometer - Feverscan forehead thermometers are very quick and easy for children
- Cotton wool for cleaning cuts and grazes
- An assortment of dressings
- Tweezers for removing splinters
- Crepe or tubular bandage

## FIRST AID TECHNIQUES

### Burns And Scalds

1. Immediately put the burn or scald under running cold water to reduce the heat in the skin. Do this for at least 10 minutes. If running water is not possible, immerse the burn or scald in cold water.
2. If clothes are stuck to the skin, don't try to take them off.
3. Call an ambulance or take the patient to hospital. You should take a small child to hospital for anything other than a very small burn or scald. Don't put butter, oil or ointment on a burn or scald. It only has to be cleaned off again before treatment can be given. Don't prick any blisters; you'll delay healing and let in germs.

### Choking

1. Don't waste time trying to pick the object out with your fingers, it will probably be too far back and too slippery.
2. For babies and small children, quickly turn them upside down, holding them firmly by the legs. Slap the back firmly between the shoulder blades. If the object doesn't come out, do it again.
3. For bigger children and adults, bend them over the back of a settee or arm of a chair and give a good thump on the back, between the shoulder blades.

## Cuts

1. Press firmly on the wound using a clean cloth or your fingers, until the bleeding stops. This may take 10 minutes or more.
2. Don't use a tourniquet or anything that stops the circulation.
3. If possible, raise the injured limb. This helps to stop bleeding, but don't do this if you think the limb is broken.
4. Cover the wound with a clean dressing if you can find one. If you can't, don't cover the wound.
5. If the injury is severe call an ambulance or take the patient to hospital.
6. Ask your doctor about a tetanus injection if it is more than 10 years since you had a booster.
7. Don't give the patient anything to drink after an accident if you think an anaesthetic may be needed later.

## SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

*Many common aches and pains can be simply treated at home without the need to consult a doctor.*

### Back Pain

Back pain is very common and causes a lot of time off work each year. Prevention is better than cure. Regular moderate exercise like walking or swimming strengthens the back. Being overweight puts a big strain on the back. Lifting with a bent back often causes back injuries. Lift with a straight back and bent knees. Most back pain gets better over about two weeks on its own. If you get back pain take painkillers like paracetamol or ibuprofen (read the label first though). Do not rest your back. Gentle exercise is good for back pain, even if it hurts. Back pain does not mean that you need an x-ray of your back. X-rays are rarely any help in diagnosing back pain. Osteopaths and chiropractors can help some kinds of back pain. You do not need to see a doctor as an emergency with back pain unless you have back pain that also goes down BOTH legs or you cannot control your bladder or bowels. If the pain lasts more than two weeks it is sensible to see your doctor.

### Sprains

Treat a sprained ankle with a cold compress (a pack of frozen peas works well). After 30 minutes of this put a crepe or tubular bandage on firmly. Rest the joint for no more than 48 hours, and even when resting it keep it moving. Get walking on the joint as quickly as possible. Sprains are very painful and there is often swelling and bruising, but you should go to casualty if there is any deformity, or if you cannot bear any weight on the joint, or if lots of bruising appears on the first day or so. A sprain can take up to six weeks to settle down.

### Nosebleeds

Sit in a chair, lean forward with your mouth open, and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.



### **WHY GIVE UP ?**

A large number of people die each year in this country from smoking-related diseases.

Every cigarette you smoke can shorten your life by an average of five and a half minutes.

Babies of smokers are, on average, 200 grammes lighter than those of non-smokers.

Smokers smell!

### **HOW TO GIVE UP**

The practice operates a stop smoking programme.

Ask the receptionist to make an appointment with one of our practice nurse advisors.

### **PREVENTING A RELAPSE**

Whenever you feel the need for a cigarette, go back to the procedure which helped you give up in the first place.

Avoid complacency and remember that you're a non-smoker!

Think how unpleasant smokers smell now that you've given up.

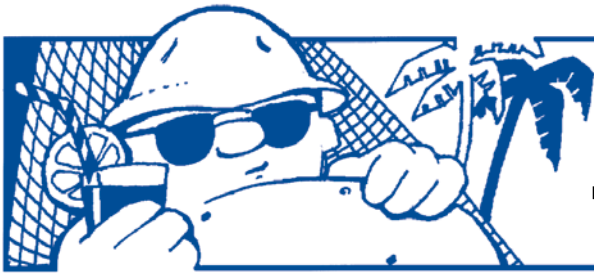
Do you want to smell like them?

Each vaccination is given as a single injection into the muscle of the thigh or upper arm.

When to immunise	Diseases protected against	Vaccine given
Two months old	Diphtheria, tetanus, pertussis (whooping cough), polio and Haemophilus influenzae type b (Hib) Pneumococcal infection	DTaP/IPV/Hib and Pneumococcal conjugate vaccine (PCV)
Three months old	Diphtheria, tetanus, pertussis, polio and Haemophilus influenzae type b (Hib) Meningitis C (meningococcal group C)	DTaP/IPV/Hib and MenC
Four months old	Diphtheria, tetanus, pertussis, polio and Haemophilus influenzae type b (Hib), Meningitis C, Pneumococcal infection	DTaP/IPV/Hib, MenC and PCV
Around 12 to 13 months	Haemophilus influenzae type b (Hib) and Meningitis C Measles, mumps and rubella (German measles) and Pneumococcal infection	Hib/MenC MMR PCV
Three years four months to five years old	Diphtheria, tetanus, pertussis and polio 2nd Measles, mumps and rubella	DTaP/IPV or dTaP/IPV and MMR
13 to 18 years old	Tetanus, diphtheria and polio	Td/IPV
Up to 25 years old	Meningitis C if not had as a child (Recommended on leaving for college or university)	

If you have any doubts about any of the immunisations please speak to either your doctor or the practice nurse.

Please note this programme may be subject to change



## ADVICE FOR TRAVELLERS

### BEFORE YOU GO

Well before travelling abroad, check with your travel agent or the tourist office/embassy of the country you intend to visit on any special precautions you may need to take. At least two months before departure, discuss any vaccination requirements with your practice nurse (travel nurse). Pack a small first aid kit containing adhesive dressings, insect repellent, antiseptic cream and water purification tablets.

The practice nurse provides a full travel advice and immunisation service.

Reminder that there may be a fee for some travel vaccinations and to enquire beforehand.

### WHEN ABROAD

Check on the quality of drinking water. If in doubt either drink only bottled water or use water purification tablets. Failing that, boil the available water for a full five minutes. Avoid ice in drinks as this may very well have been made from suspect water. Raw vegetables, salads and fresh fruit should be carefully washed in clean water. If in doubt, stick to freshly cooked food.

Beware of the sun! Use a high factor sun screen particularly in the first few days of exposure. Children in particular should be monitored closely in this respect.

In hot climates drink plenty of non-alcoholic drinks. If you are not passing water regularly, you are not drinking enough.

### ON YOUR RETURN

If you fall ill, don't forget to tell your doctor that you have travelled abroad.

If you have received treatment abroad, tell your own doctor on your return. When donating blood, tell the transfusion staff which countries you have visited.

Please make sure you observe the following guidelines:

1. Book an appointment with the nurse as early as possible, eg at least two months prior to departure.
2. Make sure you book your appointment specifying the travel nurse.

## Barkers Chemist

(Late Night Chemist)

16 Lambton Road  
Raynes Park  
London SW20 0LR

Tel/Fax 020 8946 9668

Open Monday to Saturday

8.30am to 11.00pm

Sunday

9.00am to 10.00pm

FREE local prescription  
collection and delivery

Blister packs available on request  
Consultation room for advice.



### Make the most of your Chemist...

...for dispensed medicines - The pharmacy is where you go for medicines and for the pharmacist's advice on how to take them. Pharmacists are trusted professionals whose job is to help people to get the best out of their medicines. They know exactly what's in your medicine and will be happy to answer any questions. Your pharmacist will see that your medicine is at the right strength, in the right dose and check that you know how to take or use it properly.

...for minor ailments - If you're feeling off-colour, but don't feel ill enough to go to the doctor, ask your pharmacist for advice. Pharmacists have been trained to offer advice on the treatment of everyday minor ailments for all the family. Your pharmacist will not hesitate to refer you to your doctor if your symptoms demand it, but often an over-the-counter remedy will be all you need, and pharmacies offer far more medicines than other outlets because many remedies can only be supplied under the supervision of a pharmacist.

Remember, too, that you can talk to your pharmacist in confidence. Like doctors, pharmacists have a professional code which means all information you give them will be treated in the strictest confidence. All the more reason to make the most of your local chemist.

To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.

ADVERTISING FEATURE



## BARKERS CHEMIST (Tooting Ltd)

Free Prescription  
Collection & Delivery  
To Housebound

Monitored Dosage  
System for the Elderly  
and Disabled Health  
Monitoring

Advice on Travel and  
Health Matters

Open Monday-Friday 9.00am-7.00pm  
Saturday 9.00am-5.30pm  
223 UPPER TOOTING ROAD  
TOOTING SW17 7TG

☎ 020 8672 6116

## COSPHARM PHARMACY

281/283 Mitcham Road  
Tooting



**FREE Prescription Collection and Delivery**

- Consulting room for advice in privacy!
- Instant passport photographs
- Next day photo service

Monday to Friday  
9am-7pm  
Saturday 9am-6pm

Telephone: 020 8767 6005



### Make The Most Of Your Pharmacy...

The pharmacy is where you go for medicines and for the pharmacist's advice on how to take them. Pharmacists are trusted professionals whose job is to help people to get the best out of their medicines. They know exactly what's in your medicine and will be happy to answer any questions. Your pharmacist will see that your medicine is at the right strength, in the right dose and check that you know how to take or use it properly.

If you're feeling off-colour, but don't feel ill enough to go to the doctor, ask your pharmacist for advice. Pharmacists have been trained to offer advice on the treatment of everyday minor ailments for all the family.

Your pharmacist will not hesitate to refer you to your doctor if your symptoms demand it, but often an over-the-counter remedy will be all you need, and pharmacies offer far more medicines than other outlets because many remedies can only be supplied under the supervision of a pharmacist.

Remember, too, that you can talk to your pharmacist in confidence. All the more reason to make the most of your local pharmacist!

ADVERTISING FEATURE



If **YOU** are reading this, then so could patients looking for your kind of service.

To place an advertising feature in our practice booklets and book a daily reminder of your service on our appointment cards and website simply phone Jenny Mellenchip now on 0800 612 1516.

### Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

### Insect Bites And Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

### Head Lice

Contrary to popular belief, head lice prefer clean hair and are, therefore, not a sign of poor hygiene. The hair should be washed with a good household shampoo and conditioner. Then, while still wet, the head lice can be removed from the scalp with a fine metal nit comb (available from the chemist). This procedure should be performed four times fortnightly.

## PRACTICE COMPLAINTS POLICY

We are proud of our practice. Nonetheless, we recognise that problems may occasionally arise with the services we provide. Should you wish to make a complaint about us or our work, we give you the following undertakings:

1. We will acknowledge your complaint in writing within two working days and will include details of the practice complaints procedure.
2. We will give a written explanation within 10 working days.
3. We will offer you the opportunity to discuss your complaint with our practice manager, Mr Lee Beasley, in private.
4. If your complaint involves your doctor, we will offer you the opportunity to discuss it with the doctor involved or with the senior partner, Dr Howard Freeman.
5. If, despite our efforts, you feel your complaint has not been dealt with adequately, we will advise you how you may pursue it.
6. We would welcome comments, suggestions and enquiries - these should be addressed to the practice manager who will be happy to try and help.

## FLU AND PNEUMONIA VACCINATION

Each year a programme of influenza vaccination is carried out at the medical centre and it is strongly recommended that patients at greatest risk ie over 65 years of age, diabetics, asthmatics and those with a history of heart disease take advantage of this vaccination. Patients should contact the surgery every September to make an appointment. Pneumonia vaccinations are available all year for the same category of patients. One pneumonia vaccination will provide lifetime cover.

## USEFUL TELEPHONE NUMBERS

St George's Hospital .....	020 8672 1255
St Helier/Nelson Hospital .....	020 8296 2000
Kingston Hospital .....	020 8546 7711
Bolingbroke Hospital.....	020 7223 7411
Police Tooting.....	101
Police Wimbledon.....	101
Social Services	
Tooting .....	020 8871 6000
Mitcham .....	020 8545 4226
Morden.....	020 8545 4429
Wimbledon.....	020 8545 4493
Primary Care Support Services.....	020 8335 1330
NHS Direct.....	0845 4647

## ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

## IMPORTANT

### CHANGE OF ADDRESS/TELEPHONE NUMBER

It is extremely important to notify the surgery if there is a change in your address or telephone number. A member of the practice may need to contact you urgently; therefore it is vital we have the correct information. A mobile number would also be extremely helpful.

If there is a change in your name/address please complete the details below and return this cut-out to the surgery.

#### Present Details

Name .....

Address .....

.....

.....

Tel: .....

Mobile: .....

#### New Details

Name.....

Address.....

.....

.....

Tel:.....

Mobile: .....

## NOTES

For the latest information click to: [www.freemanpractice.co.uk](http://www.freemanpractice.co.uk)

**PRACTICE BOOKLETS** ARE SPECIALLY PREPARED BY  
**Neighbourhood Direct Ltd** A MEMBER OF THE OLDROYD  
 PUBLISHING GROUP LTD

Keenans Mill, Lord Street, St Annes-on-Sea, Lancs FY8 2ER Tel: 01253 722142 Fax: 01253 714020  
 Website: <http://www.opg.co.uk> Email: [info@opg.co.uk](mailto:info@opg.co.uk)

COPYRIGHT WARNING: All rights reserved. No part of this publication may be copied or reproduced, stored in a retrieval system or transmitted in any form or by any means electronic, mechanical, photocopy, recording or otherwise without the prior written permission of the publisher.

*The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.*



# MAP OF THE PRACTICE AREA

