

# The Grove Medical Centre



**The Grove, Church Road, Egham,  
SURREY TW20 9QN**

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FAX: .....01784 477208

[www.thegrovemedicalcentre.co.uk](http://www.thegrovemedicalcentre.co.uk)  
Email: [grovemedicalcentre@nhs.net](mailto:grovemedicalcentre@nhs.net)

**OUT OF HOURS NHS I I I**

*Please keep near to hand for easy reference*

# Welcome To The Grove Medical Centre



THE medical centre was built in 1985 to provide modern facilities for a comprehensive range of primary health care and is designed for use by the physically disabled.

An adjoining community centre is operated by Virgin Care. Facilities offered include: health visitor consultation, psychiatry and speech therapy.

The surgery is close to Egham railway station and the main bus routes. Parking is available for your use when visiting the surgery.

We aim to provide a caring, efficient, punctual and professional service of the highest standard.

## The General Practitioners

### Dr Peter M Warwicker (m)

MBBS (London 1987) DRCOG MRCGP

### Dr Linsey Leach (f)

BMedSci MBChB MSC Pain Management MRCGP

### Dr Amit Vasistha (m)

MBBS BSc (Hons) MRCGP MRCP DRCOG

### Dr Kajal Patel (f) (associate)

MBBS (London) BSc MRCGP DFSRH DRCOG

### Dr Jasvinder Kaur (f) (associate)

### Dr Amber Khan (f) (associate)

### Dr Roopinder Brar (f) (associate)

## Our Staff And Team

The practice manager, reception and administration staff are here to help you make the best use of the services which we provide. They attend initial and continued training programmes in order to be able to provide an efficient and friendly service.

We believe they have a difficult job! It is only with their help that the doctors can organise their work and see as many patients as possible in the time available.

We welcome any suggestions for improving our services. If you have any ideas, questions or complaints, please speak to our practice manager.

Our practice nurses, employed by the practice, work in the treatment room, hold specialist clinics and advise on health requirements for overseas travel. Health visitors, as well as community nurses, midwives and psychiatric nurses, are employed by Virgin Care and work closely with us from the surgery. For more information, please ask at the reception desk.

All our staff are trained in keeping all information strictly confidential.

## Surgery Times

### Dr P M Warwicker

Monday	8.00 - 11.30am	2.30 - 5.30pm
Tuesday	8.00 - 11.30am	2.30 - 5.30pm
Wednesday	8.00 - 11.30am	2.30 - 5.30pm
Thursday	8.00 - 11.30am	2.30 - 5.30pm
Friday	SUBJECT TO CHANGE	

### Dr L Leach

Monday	8.00 - 11.30am	2.30 - 5.30pm
Wednesday	8.00 - 11.30am	
Thursday	8.00 - 11.30am	2.30 - 5.30pm
Friday	8.00 - 11.30am	2.30 - 5.30pm

### Dr A Vasistha

Monday	8.00 - 11.30am	2.30 - 5.30pm
Tuesday	8.00 - 11.30am	2.30 - 5.30pm
Wednesday	8.00 - 11.30am	2.30 - 5.30pm
Thursday	8.00 - 11.30am	

### Dr K Patel

Monday	8.30 - 11.40am	2.30 - 5.30pm
Friday	8.30 - 11.40am	2.30 - 5.30pm

### Dr J Kaur

Tuesday	8.00 - 11.30am	2.30 - 5.30pm
Wednesday	8.00 - 11.30am	2.30 - 5.30pm
Thursday	8.00 - 11.30am	

### Dr A Khan

Monday	9.00am - 1.30pm	
Tuesday	9.00am - 1.30pm	
Wednesday	9.00am - 1.30pm	
Thursday	9.00am - 1.30pm	
Friday	8.30 - 11.30	2.30 - 5.30pm

### Dr R Brar

Thursday	8.00 - 11.30	2.30 - 5.30pm
Friday	8.00 - 11.30	2.30 - 5.30pm

SATURDAYS – PRE-BOOKED APPOINTMENTS ONLY WITH A GP OR PRACTICE NURSE 8.00-11.00AM. C

Closed Sundays and Bank Holidays.

7 The Precinct  
Egham  
Surrey  
TW20 9HN

**Tel: 01784 434007**

# Robinson & Lamb

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Rory Robinson and Alison Lamb would like to welcome you to our new optical practice in Egham.

- NHS and private eye examinations • Modern equipped practice
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## GREAT QUALITY, LOCAL SERVICE

Robinson & Lamb opticians opened in May 2007 by two highly-experienced optical experts, Alison Lamb and Rory Robinson. Both have over 15 years' experience helping people with their eyecare.

"I'm a qualified optometrist, Rory is a dispensing optician," Alison explained. Working as a team at Robinson & Lamb opticians, with a receptionist helping out, you can be assured that you will always see one or both of them. This ensures the friendly, professional service they are so proud of.

"We had worked for other people, but decided we should go into practice on our own to offer the independent, personal service we'd like to receive ourselves," said Alison.

Alison and Rory offer a fully comprehensive eyecare service tailored to every customer. "It's one on one, because every customer is different and has their own specific requirements," Alison said.

Offering full eye examinations for all age groups, many of whom may receive NHS help with costs, they also do diabetic screening. This is carried out with a new state-of-the-art camera. In fact, they are proud to keep up with the latest techniques and technology.

Tests are carried out in-store, but home visits are available for people unable to attend the practice. "We have mobile equipment, and we can dispense and deliver to the customer's home," Alison added.

With a wide range of modern frames, contact lens fitting and full eye examinations, Robinson & Lamb opticians are there for all your eyecare needs.

Call them on **(01784) 434007**.

## Information

### Appointments

The practice operates a pre-bookable system for appointments with all practice healthcare professionals. You may request an appointment with the GP of your choice as long as there are appointments available. The telephones are operational from 8.00am should you require an urgent appointment on the day, when you will be offered an appointment with the duty doctor. There is also a facility to book appointments on line through our website, please ask at reception for details.

### Home Visits

Patients are requested to telephone the surgery **before 10.00am** if a visit is required in order to allow the doctors time to plan their calls. Several patients can be seen at the surgery in the time that it takes to do a home visit and it is at the doctor's discretion as to whether a home visit is deemed necessary.

### Weekend And Night Cover

When the surgery is closed, a doctor is always available for urgent medical advice by telephoning NHS 111.

In case of accidents, the nearest casualty department is located at St Peter's Hospital, Guildford Road, Chertsey.

### Repeat Prescriptions

Regular repeat prescriptions are computerised. Each prescription has a tear-off slip which enables the next prescription to be ordered. For reasons of safety **we cannot take requests for repeat prescriptions over the telephone**. If it is more convenient we are happy to post prescriptions as long as a stamped, addressed envelope is provided or accept requests by fax on 01784 477208 or email to [grovemedicalcentre@nhs.net](mailto:grovemedicalcentre@nhs.net)

Please anticipate your needs and allow two working days before collecting your prescription.

Repeat prescriptions for oral contraception or hormone replacement therapy cannot be obtained in this way but only by seeing your doctor. We are now live with the Electronic Prescribing Service so please ask your pharmacist for details on how to sign up.

### Telephone Advice

The doctors can offer advice by telephone where appropriate and the reception staff will advise you of the time that a doctor will be available.

### Sick Certificates

The patient is responsible for self-certification for the first six days of an illness using form SC2 which can be obtained from your employer. Thereafter, if appropriate, NHS certificates will be issued by the doctor as part of a consultation.

### Laboratory Specimens

Laboratory specimens are collected by hospital transport daily and should be handed in to reception by 11.00am. Our receptionists would appreciate it if you would place the named specimen container in a small plastic food bag. Results may be obtained from reception in person or by telephone between 2.00 and 5.00pm but pregnancy tests will only be divulged in person by the doctor to the patient, in order to ensure confidentiality.

[www.thegrovedmedicalcentre.co.uk](http://www.thegrovedmedicalcentre.co.uk)

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**Egham** 29 The Precinct. Tel 01784 220 580  
**Staines** Two Rivers, Norris Road. Tel 01784 493 355



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## Sight – Don't lose it!

The gift of sight is most precious and one we need to take special care of. As with many things in life we don't realise the importance of our sight until we begin to lose it. It is natural for eyesight to change over the years, and these changes are rarely for the better. When you consider the frightening consequences of failing vision it is amazing how many people do not bother to have their eyes checked regularly.

Your local optician does not just perform a 'sight test' but also tests for various disorders and minor eye problems, which means that any potential problems can be diagnosed and treated at the earliest possible stage. So it is always better to get your eyes fully checked by a qualified optician rather than purchase over the counter spectacles, which are available without the need for an eye test.

Opticians usually have a wide selection of spectacles and contact lenses and are happy to advise on the best solution for you. For instance, disposable contact lenses may be the ideal answer for spectacle wearers who want the freedom of lenses for occasional use or to wear for a day then throw away.

An eye examination is completely painless and includes a discussion about any history and symptoms you may have and a check of any glasses or contact lenses you may already be wearing. So don't take unnecessary risks with your eyesight – one of the greatest gifts you possess. If you have not visited your local optician for some time, or have any concerns regarding your vision, contact them today.

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## **Hospital Transport**

This has to be arranged by yourself directly with the hospital department you are attending.

## **New Patients**

It is important that we know about any relevant medical condition or history you may have. Therefore, if you are on regular medication or have an ongoing medical condition, please make an appointment to see one of the doctors as soon as possible.

## **Change Of Name, Address And Telephone Number**

Please notify our reception staff of any change of name, address or telephone number in order to ensure that your medical records are correct.

## **Minor Surgery**

The surgery is fully equipped for minor surgery. The doctors are qualified to perform a variety of minor surgical procedures.

## **Services**

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### **Services For Children**

From the day you return home from hospital with your baby we provide a complete programme of child health surveillance, immunisation and health care. This will involve at various stages the doctors, midwives, health visitors and practice nurses.

Doctors from our practice carry out developmental checks at specified stages. Your health visitor will provide full details.

### **Immunisation Clinic**

The clinic is held every Monday between 2.00 and 4.00pm. You will be sent an appointment .

### **Services For The Elderly**

If you are aged 75 years or over, you will be invited to consult either your doctor, the practice nurse, district nurse or health visitor. This can be arranged at the surgery or, if that is not possible, a home visit can be arranged.

### **Family Planning**

We offer a full range of contraceptive advice.

### **Maternity Services**

Comprehensive antenatal and postnatal care is provided by the doctors with the help of our community midwife and health visitors.

### **Cervical Smears**

We recommend that females up to the age of 65 should have regular smear tests. Please make an appointment at reception.

## **Health Promotion**

There are specific arrangements for the management of certain conditions, eg diabetes, asthma, high blood pressure, menopause and smoking. Details are available from the receptionists with whom appointments are made.

## **Vaccinations**

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### **Childhood**

This is a standard programme and includes the initial course at two, three and four months, meningitis, the MMR at 15 months and the pre-school booster. Additional vaccines may become necessary and these will then be included.

### **Tetanus/Diphtheria**

Please make an appointment with the practice nurse to discuss these.

### **Influenza**

This is recommended for all patients over the age of 65 and for younger patients with chest problems, heart disease or diabetes. Details are available from our receptionists in October each year.

### **Pneumovax**

This is available and recommended by the Department of Health for all patients over the age of 65, immunosuppressed patients and those who have had a splenectomy.

### **Travel Immunisations/Vaccinations**

Please make an appointment with our practice nurse at least eight weeks in advance of your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations that are not covered by the NHS. A list of these charges is held at reception. You will be asked to complete a detailed questionnaire on your proposed travel which will assist the correct vaccinations.

### **Yellow Fever Vaccinations**

The Grove Medical Centre is an authorised yellow fever vaccination centre.

## **Other Services**

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### **Private Work**

We offer a range of private medical services. Current fees are displayed at reception.

### **Social Services**

It is national policy to provide care in the local community whenever possible. If you think your problem is more social than medical then Egham Social Services will be pleased to help you. Telephone 01932 794400.

### **Emergency Dental Services**

All patients should be registered with a dentist who should be contacted in the first instance. Your local casualty department will be able to provide the number of a dentist in an emergency.

## Registration

To register with the practice, please bring proof of address in our catchment area, photo ID together with details of your previous address in the UK and of your General Practitioner. (Without this information we will be unable to register you.) If you don't have a medical card, you will be given a registration form to fill in which will complete the registration process with the practice. You can also download the registration documents from our website [www.thegrovemedicalcentre.co.uk](http://www.thegrovemedicalcentre.co.uk)

## Complaints Procedure

We always try to provide the best services possible but there may be times when you feel this has not happened. We have an in-house complaints procedure, drawn up to respond to patient grievances. We are not able to deal with questions of liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you might have identified, or mistakes that have been made.

If you use this procedure, it will not affect your right to complain to the health authority.

Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person. If you wish to make a complaint, please write to our practice manager. Full details will be taken and a decision made on how best to undertake the investigation.

We believe it is important to deal with complaints swiftly, so you will be offered (if appropriate) an appointment for a meeting to discuss the details within seven days. You may bring a relative or friend with you to the meeting. We will try to address your concerns, provide you with an explanation and discuss any action that may be needed.

## 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.

## Practice Charter

These are the local standards set within this practice for the benefit of all. If you would like a copy of our charter, please ask one of our receptionists. We hope you have found the information in this booklet helpful. Our aim is to give you the best possible standard of service and we appreciate any acknowledgement that we are achieving this.

## Freedom Of Information – Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme.

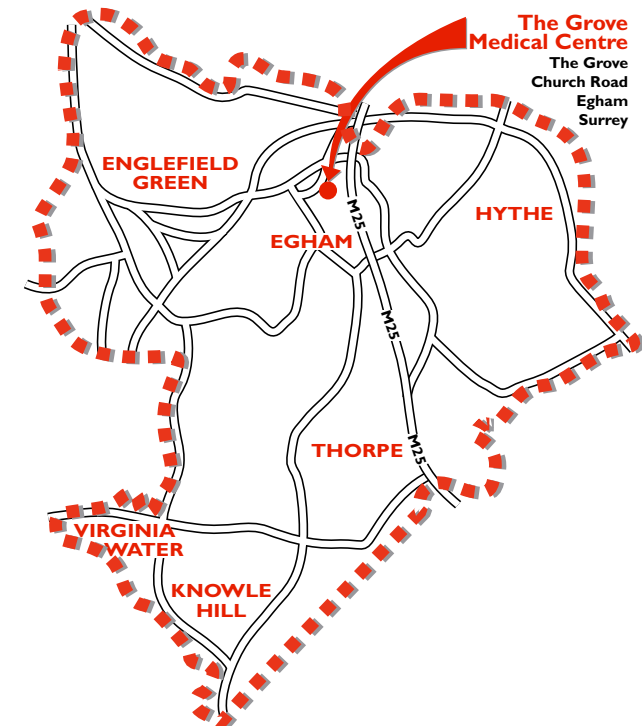
A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

## Patient Confidentiality And Data Protection

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act.

The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team.

## The Boundary Of The Area Served By The Grove Medical Centre



## Useful Telephone Numbers

Alcoholics Anonymous.....	020 7833 0022
Blood Transfusion Service .....	0845 7711711
British Red Cross Society (Medical Loans).....	01483 772369
CARE.....	01784 431031
Citizens Advice Bureau .....	01932 842666
Community Midwife.....	01932 872000 ext 2413
Community Psychiatric Nurse.....	01784 477677
CRUSE - Bereavement Care.....	01932 874914
DSS.....	01483 442400
District Nurses.....	01932 567835
GRACE - Register of Nursing Homes .....	0800 137669
Health Visitors.....	01483 783505

## Hospitals

Ashford Hospital.....	01784 884488
Heatherwood Hospital, Ascot .....	01344 623333
King Edward VII, Windsor .....	01753 860441
Nuffield Hospital, Woking.....	01483 227800
Princess Margaret, Windsor.....	01753 743434
Runnymede Hospital, Chertsey .....	01932 877800
St Peter's Hospital, Chertsey.....	01932 872000
Wexham Park, Slough .....	01753 630000
Macmillan Nurses (Sam Beere Ward).....	01932 826095/826090
Meals on Wheels .....	01784 435278
National Alcohol Helpline .....	0800 9178282
Police.....	0845 125 2222
Princess Alice Hospice, Esher .....	01372 468811
RELATE (Marriage Guidance).....	01483 715285
Samaritans.....	01932 844444
Social Services.....	01932 794400
Thames Hospice Care .....	01753 842121

*See inside booklet for practice boundary map.*

To encourage **our patients** to become **your clients or customers**, advertise your business now through our practice booklets, appointment cards and website. Simply call **0800 612 1516** for more information.

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