

THE MAYBURY SURGERY

Alpha Road, Maybury, Woking

Surrey. GU22 8HF

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Dr Nazura Khan

GMC Registration 1994

Surgery Hours

MONDAY	9.00-11.00	Dr Khan	4.30-7.00	Dr Khan
TUESDAY	9.00-10.30	Dr Khan Walk In	4.30-6.30	Dr Khan
WEDNESDAY	9.00-11.00 9.00-12.00	Dr Verma	Closed	
THURSDAY	9.00-10.30	Dr Khan Walk In	4.30-7.00	Dr Khan
FRIDAY	9.00-11.00 9.00 – 12.00	Dr Khan Antenatal Clinic	4.30-6.30	Dr Khan
SATURDAY	Closed			
SUNDAY	Closed			

Please note that Tuesday and Thursday mornings are walk in clinics and no appointment is required, last check in is 10am, all other mornings are by appointment only.



Evening surgery by appointment only. Please note that reception will not be open for the collection of prescriptions or any other business until 8.30am. No appointments will be given out before 8.30am.

Mission Statement

Dr Khan and the team welcome you to the surgery. Our aim is to ensure our patients receive high quality care in a safe environment.

We are working with our patients to reduce the prevalence & debility from chronic disease and to instil a proactive approach to managing their health.

We aim to reduce the number of patients safety from heart disease, diabetes, blood pressure and obesity with close monitoring and by catching early signs of curable illness.

Our goal is to provide care for our patients with practical advice and support to maintain a healthy lifestyle.

Our goals can only be achieved with your support and cooperation because this invariably requires strict discipline with changes in diet and lifestyle.

This booklet has been designed to inform you how to make the most of the many services we provide at the surgery. If you keep this safely, you will find it a very useful guide to our practice. We hope you will find the practice friendly and sympathetic towards your needs. We have a well trained team of nursing and administration staff to help us provide a high standard of care.

Making Appointments

You can make an appointment either by phone 01483 728757 or in person – or online on our website. Routine appointments with your chosen doctor are available to book up to 8 weeks in advance. Patients with urgent problems will be seen by the first available doctor the same day. Appointments are booked at 10 minute intervals.

Telephone Advice

Increasing number of patients choose to have a telephone consultation with a doctor or nurse to deal with their problem. Telephone consultations can be used to get advice, test results or report on progress. Appointments are available every day and can be booked through reception. The doctor or nurse will phone you at the end of their surgery.

Home Visits

A doctor is able to visit patients home in **emergencies**. Home visits are made at the discretion of the Doctor and triaged first to

assess if required. If a home visit is essential please telephone the surgery in the morning and then the Doctor will visit at the end of morning surgery.

- All requests for home visits should be made to reception by 10.00am
- Home visits should not be requested to overcome patient transport difficulties
- Please give a clear description to the receptionists so a decision can be made about need and urgency
- The doctor may wish to discuss your request – sometimes the doctors advice is all that is required
- Always make sure that we have up to date details of your address and telephone number.

Out of Hours Emergencies

When the surgery is closed a 24 hour emergency service is provided for medical emergencies or problems that cannot wait for the next working day. Please telephone **01483 728757** where an answer phone will advise you how to contact Out of Hours Services. The Out of Hours number is 111.

The Doctor will either give advice or, if necessary, arrange to see the patient at home or at the Community Hospital depending on the problem.

Repeat Prescriptions

We have a computerised prescription service. This enables people on suitable long term treatments to obtain a prescription without having to see the doctor in person.

This enables people on suitable long- term treatments to obtain a prescription without having to see the doctor in person and can be repeated and obtained via reception.

Each computerised prescription has a tear off slip attached. This lists all medication prescribed. Further prescriptions may be requested by ticking the item(s) required and handing the slip in at reception. The new prescription will be ready for collection **after 72 hours** alternatively if you leave a stamped, addressed envelope we can post it to you. Please do not leave it to the last minute to request repeat prescriptions, especially before public holidays.

Requests for repeat prescriptions will NOT be taken over the telephone.

Repeat Dispensing

If you are on regular medication which does not change and use the same pharmacy, it may be possible for you to collect your repeat prescription direct from your pharmacy rather than from your doctor. Please ask your doctor for information.

Test Results

Please call between **11am and 4pm to enquire about your test results** as our staff will have more time to deal with your requests between these times.

The practice has a strict policy regarding confidentiality and data protection and we will only release test results to the person to whom they relate, unless that person has given prior permission for the release of this data.

It is your responsibility to check your results and to make an appointment to discuss them with your doctor if you are advised to do so.

Change of Personal Details

If you change your name, address or telephone number you must let us know as soon as possible.

Access For Disabled

Assistance is always available for patients confined to wheel chairs. Our modified entrance allows easy access for the disabled.

Violence

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.

Patient Participation Group

As an improving practice we are always open to constructive suggestions as to how we can improve the service we offer to you. The doctor may not be able to talk to you about it during a medical examination session as this would be taking up valuable time that should be used to treat patients. Therefore we are keen to hear from any of our patients who would like to be involved in our Patient Forum. Please contact reception if you are interested in taking part.

Complaints

A copy of our Complaints Form is available at the Reception Desk, which should be completed and returned to Suzie Dean, Receptionist & Complaints Officer. We aim to resolve all complaints as soon as possible.

Special Purpose Clinics

Antenatal Clinic

The midwife holds antenatal clinics in the surgery by appointment only. Booking appointments are on Friday mornings.

Asthma, Diabetes and Heart Disease

Our healthcare assistant has special skills monitoring these conditions. If you suffer from one of these you can make an appointment with the healthcare assistant to discuss tour management.

Child Health Clinic

Post-natal checks and child health checks are done between 6-8 weeks. Please book a routine appointment.

Children's Immunisations

It is essential that all children receive all the immunisations recommended by the government to safeguard their health.

The Nurse runs immunisation clinics.

Adult Immunisations

- We advise all adults that they should be protected against tetanus.
- For immunised adults who have received five doses, either in childhood or adulthood, booster doses are not recommended.
- Please make an appointment at least two weeks before you travel.

Every October, we offer a flu vaccination to all our patients aged over 65, plus those "at risk" patients with a history of asthma, diabetes, heart or kidney disease. Appointments are made with the practice nurse for this injection.

All patients over 65 years are offered a pneumonia vaccination. This is also recommended for patients suffering from any of these conditions shown below. Please contact the surgery to make an appointment with the practice nurse for this vaccination.

Holiday Immunisations

There is a very high risk of certain infections when travelling outside Western Europe and especially when going to Pakistan and Saudi Arabia.

We can provide **Hepatitis A+B, Meningitis** and **Typhoid** vaccines. There will be a small charge for certification.

Anti-malarial tablets are also essential and can be purchased from any chemist. They are not available on NHS prescription but we are happy to give advice.

Family Planning

Contraceptive advice is confidential and available to people of any age during ordinary surgery hours. Our doctor offers a comprehensive service.

Emergency contraception is also available after discussion with a GP or nurse.

Dr Khan has a special interest in family planning and runs a weekly coil fitting and implant clinic.

Management of Childhood Fever

If a young child has a high temperature it is important to try and cool them down by:

- Removing their clothing and thick bedcovers. Leaving them only in a nappy or underwear is often sufficient
- Give regular doses of paracetamol. Choose any preparation suitable for children and follow the instructions carefully
- Encourage the child to have plenty to drink
- Have the room well ventilated and not too hot

Do not worry if the child does not want to eat during a short illness –this is quite normal

After a Death

What do you do if a friend or relative dies?

- If the death occurred at home contact the doctor on call. The doctor will come and examine the deceased and advise on further action
- Death certificate. The GP or hospital doctor who was looking after the deceased in their final illness will be able to tell you if he/ she can complete the death certificate. If not, the doctor may have to inform the coroner
- The coroner. If the death was unexpected or due to certain conditions the doctor will have to inform the coroner, who may wish to visit the house and arrange for a more detailed examination of the body. He will then issue the death certificate
- The registrar. Once the death certificate has been signed you must take it to the registrar within 5 days. Part of it will be required by the undertakers
- Cremation. If you are arranging a cremation, the deceased's doctor will have to complete a special certificate and arrange for a second doctor to examine the body. This second doctor will also have to talk to a near relative, so do not be alarmed by this
- Grief. It is natural to be sad when someone you love dies. Do not hesitate to contact your doctor for advice. They can often help you through grief.

- **Health Screening Clinics**

All new patients aged 17-74 years joining the practice should have a health check which is carried out by our practice nurse or healthcare assistant.

This is a quick check which takes about 20 minutes and involves simple tests such as blood pressure and urine tests.

- **Asthma / Diabetic Clinics**

We conduct regular clinics to monitor and guide our patients in the management of their conditions.

- **Over 75 Year Checks**

An annual health check is offered to all patients over 75 years in order to monitor or detect diseases such as diabetes and heart disease.

- **Ante Natal / Post Natal Clinics**

These clinics are held every Friday 9.00am – 12.00pm and are attended by a Midwife.

It is most important that expectant mothers attend these clinics once a month in order to prevent complications and ensure a safe and happy delivery.

Practice Area

We welcome patients from all parts of Woking.

Parking

There is ample room for free parking in front of the surgery as well as being easily accessible by wheelchair.

Useful Telephone Numbers

Age Concern – Spelthorne	01784 444200
Alcoholics Anonymous	0845 769 7555
Alzheimer’s Society	01932 855582
ChildLine	0800 1111
Citizens Advice Bureau	0344 411 1444
Coroner’s Office	01932 205460
CRUSE	0870 167 1677
District Nurses (Surgery)	01784 883943/883946
Out of Hours Service	111
Police – Woking	01483 571212
RELATE – Marriage Guidance	0208 549 3318
RAPE Crisis Centre	0207 837 1600
Royal Surrey Hospital	01483 571122
SAMARITANS – Guildford	01483 505555
Social Services - Woking	01483 518851
St Peter’s Hospital	01932 872000
Surrey Alcohol & Drug Advisory Service	01483 571122
West Middlesex Hospital	0208 5602121
Woking Walk in Centre	01483846209
West Byfleet Health Centre	01932340411