

## Teaching Practice

The Practice is an accredited teaching Practice. Your appointment may be with a trainee, please be assured that supervision is provided by senior clinicians. Trainees may also sit in on your consultations. You will always be asked if you consent to this beforehand.

## How to register at the Practice

The quickest way to register at the Practice is to use the Practice website. You must live within the Practice area which is shown on the website. If you are unable to use the website, please contact the Practice for information about how to register.

## Patients' rights and responsibilities

See the Practice website for a full list of your rights and responsibilities.

## Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the Practice website.

## Chaperone

A chaperone will be offered to all patients (male or female) undergoing an intimate examination, irrespective of the gender of the clinician/nurse. You may bring a family member/friend with you to your appointment, although they cannot act as a chaperone as they are not impartial.

## Home visits

Home visits are usually for those patients who are housebound or have significant health issues. Should you require a home visit, this will be carried out by our PCN Paramedic Home Visiting Service. On rare occasions one of our clinicians may visit you at home.

## Patient Participation Group

We have an active Patient Participation Group (PPG) who we like to call Friends of the Practice, ensuring that our patients are involved in decisions about the services provided by the Practice. Please contact us if you are interested in joining.

Further information about our PPG is available online at [www.crouchoak.nhs.uk](http://www.crouchoak.nhs.uk).

Alternatively, contact Clive Husselbury, PPG Chair, who is the nominated point of contact for all PPG matters (not matters related to health). PPG email: [coppgchair@gmail.com](mailto:coppgchair@gmail.com)

## Comments, suggestions and complaints

Our aim is to give the highest possible standard of service, and we would like you to tell us what you think about the service we provide.

If you would like more information about any of the services we provide, please ask a member of staff, telephone or log into the Practice website. Contact details on the front of this leaflet.

## Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.

## Are you using the right service?

<b>SELF-CARE</b>  What's in your medicine cabinet? Visit NHS choices at <a href="http://www.nhs.uk">www.nhs.uk</a> Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	<b>PHARMACY</b>  Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	<b>NHS 111 (24/7)</b>  Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day
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<b>GP ADVICE</b>  Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	<b>WALK IN CENTRE</b>  Minor injury or illness Symptoms not getting better and you cannot see your GP	<b>A&amp;E or 999</b>  Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke
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## NHS England Contact

The Crouch Oak Family Practice provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

## Patient Information Leaflet 2025



## The Crouch Oak Family Practice

a partnership providing services under an NHS Medical Services Contract

### Practice opening hours

Monday to Friday 8.00 am – 6.30 pm

Saturday and Sunday: Closed

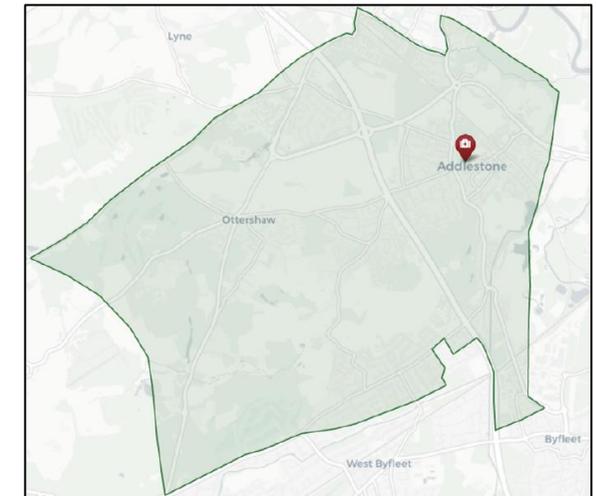
45 Station Road

Addlestone

Surrey KT15 2BH

Telephone No.01932 840123

Website: [www.crouchoak.nhs.uk](http://www.crouchoak.nhs.uk)



Further information can be sought from [www.nhs.uk](http://www.nhs.uk)

## The Practice Team

### GP Partners:

Dr Mary-Jo Sanchez - **MB BS**  
Dr Mohan Kanagasundaram – **MB BS**  
Dr N'Jaimeh Asamoah-Owusu - **BM**  
Dr Maria Nyekiova – **MB BS**  
Dr Steven Bews – **MC ChB**

### GPs:

Dr Rosalind Adam <b>MB BS</b>	Dr Najiya Saidalavi <b>BM</b>
Dr Dinusha Arulrajan <b>MB BCh</b>	Dr Duncan Black <b>MB BS</b>
Dr Anil Chopra <b>MB BS</b>	Dr Zoe Hollowell <b>MB BS</b>
Dr Urmila Menon <b>MB BS</b>	Dr Charlene Pateman <b>MRCGP</b>
Dr Amanda Peirson <b>MB ChB</b>	Dr Victoria Rees <b>MB ChB</b>

**Advanced Nurse Practitioner:** Catherine Goldstone

**Advanced Paramedic Practitioner:** Kylie Kontzilelos

**Nurses:** Kirsty Cooper  
Marina Alfred-Ifill  
Vicky James

**Clinical Pharmacist:** Samantha Cudby  
**Pharmacy Technician:** Rowena Tuttle  
**Prescription Clerk:** Tracy Collings  
**Care Coordinator – Meds:** Harry James

**Health Care Assistants:** Teresa Lewan  
Sita Padarath

**Practice Manager:** Susan Goundry  
**Assistant Practice Manager:** Claire Alvey  
**IT Manager:** Nick Conn

### Admin Team/Reception:

**Anne, Claudia, Crystal, Georgia, Gina, Jamie, Keeley, Kim, Kristina, Nita, Becca, Sophia, Sue, Suzanne, Suzi, Tara, Teresa, Tracey**

**CoCO (Crouch Oak, Chertsey, Ottershaw) PCN Team:** We also have attached members of staff from our CoCO Primary Care Network. These include Pharmacists, Advanced Paramedic Practitioners, Pharmacy Technicians, Care Coordinators, Social Prescribers, Mental Health Specialists and Cancer Link Nurse

## Appointments and accessing Practice services

To make an appointment to see your GP or any member of our healthcare staff, or to access any other of our Practice services, please visit our website at [www.crouchoak.nhs.uk](http://www.crouchoak.nhs.uk). Should you be unable to access the website, please ring 01932 840123 and a member of our administrative staff will be able to assist you.

The Practice website contains all of the relevant Practice information that you are likely to require. It is the quickest way to access the services you may need. The Crouch Oak Patient Access Policy is also available on our website.

Each day a team of clinicians operates the triage hub, handling all incoming requests. These requests can range from urgent matters to non-urgent ones. Our clinicians assess each request and allocate them to the most appropriate service.

### Services we provide

Along with routine appointments, the Practice offers the following services:

- **Family planning** – All our GPs and the Practice nurses offer a full range of family planning services
- **Immunisations** – The nursing team administers vaccines for both adult and child immunisations.
- **Minor surgery** – Your GP will advise on minor operations
- **Cervical smear testing** – For women aged 25 – 65. These tests are undertaken by the nursing team.
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension and heart disease.
- **Other services** – Details are available from reception and on the Practice website.

From time to time other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the Practice.

### General Enquiries

Please phone the Practice after 2.00 pm Monday to Friday on 01932 840123. This will leave other times free for our patients needing urgent care. Our phone lines tend to be less busy after this time.

### Test Results

When your test results arrive, they will be reviewed by a clinician. If they consider that the results require a change in your treatment or further investigation, we will contact you. We would, therefore, ask that you not contact reception for results. If, however, you are particularly concerned about a result please contact us from 2.00 pm.

## Prescriptions/repeat prescriptions

Your clinician will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- On the NHS app
- On our website during usual opening hours
- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located at the front of the building by the entrance to the building or in the box at the front of the Reception desk.

To avoid potentially dangerous errors we cannot accept prescription requests by telephone.

**Please allow 72hrs for collection (excluding weekends and bank holidays) when ordering repeat prescriptions. Remember to order in good time, especially near weekends and holidays. It is the patient's responsibility to order repeat medication in good time, to ensure that they do not run out of their medication.**

### Private Medicals/Insurance Reports/Letters

Our Reception Team have up to date information on current charges for this work which is outside of our NHS contract. Please call from 2.00 pm.

### Out of Hours - when we are closed

When the Practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via [www.nhs.uk](http://www.nhs.uk)

### CCTV / Call Recording

The practice operates a CCTV system for the security of its patients and staff. Calls are recorded for the benefit of both patients and staff. Further information can be obtained from the Practice Manager

### Access and Car Parking

There is privately managed car parking available at the rear and side of the Practice for patients and staff, with disabled access near the front door. Please ensure you enter your car registration number on arrival to avoid any penalties. The Practice has wheelchair accessibility.

### Services to help our patients

We offer a number of services to assist you:

- Chaperones
- Interpreting/Sign Language
- Translation
- Hearing Loop

Please enquire at reception if you need help.