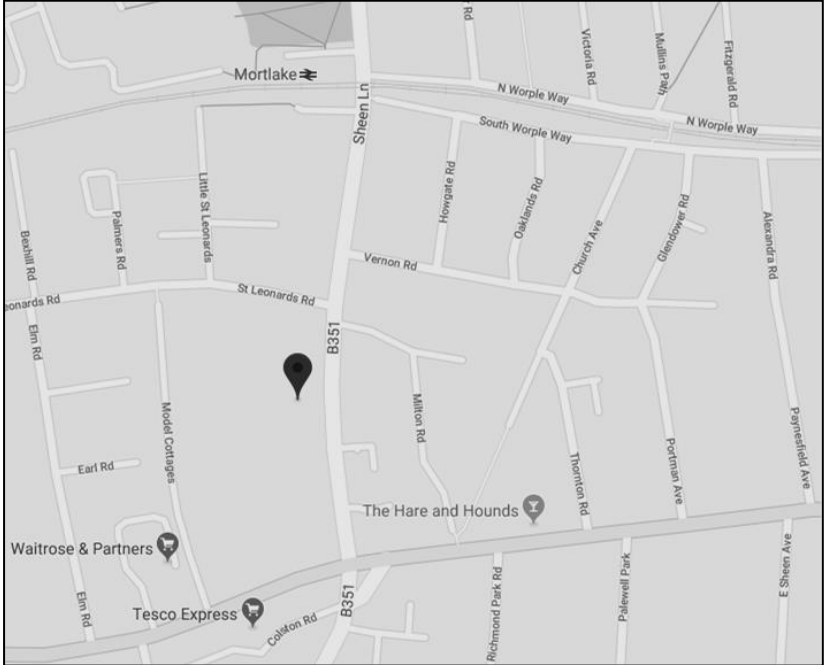


**Sheen Surgery**  
**Patient**  
**Information**  
**Leaflet**

**Dr Andrew Smith**  
**Dr Denise Davies**  
**Dr Shanaz Meeran**  
**Dr Subir Bali**  
**Dr Sarah Invine**



## How to find us:



Sheen Lane Health Centre

[Sheen Lane](#)

London

SW14 8LP

[www.sheensurgery.nhs.uk](http://www.sheensurgery.nhs.uk)

Tel: 020 8876 4086

**Welcome to our practice. We are a five partner practice with a fully integrated primary health care team and strongly support the National Health Service.**

### **OPENING HOURS**

Monday to Friday 08.00 to 18.30 hours

We offer extended hours between 7.30 am and 8.00 am Monday – Friday

### **OUT OF HOURS**

If the surgery is closed and you require urgent medical GP advice please call **111**

### **PARTNERS**

**D A Smith M.B., B.S., M.R.C.G.P.**

Graduated from the University of Western Australia in 1991. He is interested in the education of general practitioners and the commissioning of the health services needed by patients in Richmond.

**Dr D Davies M.B. M.B., B.S., M.R.C.P., D.R.C.O.G., M.R.C.G.P.**

Graduated from University College Hospital in 1981. Her particular interests are paediatrics and women's health.

**Dr S Meeran M.B., B.S., M.R.C.G.P.**

Graduated from the University of Sydney Australia. She completed her vocational training in North West London. Her special interests include dermatology and minor surgery.

**Dr S Bali M.B., B.S., M.Sc. (Sports Medicine), M.R.C.G.P.**

Graduated from the University of London. His special interests are orthopaedics, musculoskeletal injury and minor surgery.

Salaried GPs

**Dr S Invine M.B. Ch.B., M.R.C.G.P., D.F.F.P., D.C.H., Diploma in Practical Dermatology**

Graduated from the University of Birmingham in 2003. Her particular interests are women's health and dermatology.

## **OTHER DOCTORS**

**Dr A Bari M.B.BS., M.R.C.G.P.** Graduated from the Dow University of Health Sciences in 2009. Her special interests include women's health and the education of trainees.

**Dr L Pollock M.B.Ch.B, D.T.M+H, M.R.C.G.P.** Graduated from the University of Manchester in 2012. Her special interests include palliative care and tropical medicine.

## **PHYSICIAN ASSOCIATE**

Physician Associates (PAs) are healthcare professionals with generalist medical education who work alongside doctors providing medical care as an integral part of the multidisciplinary team.

**Ms C Bowman BSc (Hons), PgDip.** Graduated from the University of Surrey 2020. Her current interests are all aspects of general practice.

**Ms L Harrington BSc (Hons), MSc, MPAS.** Graduated from St George's, University of London 2022. She has a special interest in lifestyle medicine and general practice.

## **REGISTRARS**

As a teaching practice we have other doctors working with us from time to time. These are **Registrars** who are qualified doctors completing their GP training.

## **RECEPTION AND ADMINISTRATIVE TEAM**

Amanda Mylles – Practice Manager

Alice Reilly – Business Manager

Donna Noche – Practice Secretary

Joan Ramsey – Practice Secretary

Val Nutbeam – Prescriptions/Administrator

Laureen de baer – Service Coordinator

Helen Bond – Receptionist

Andrea Wharton – Receptionist

Suzi Spence – Receptionist

Denise Smith – Receptionist

Tracey Wheeler – Receptionist

Martha Evans - Receptionist

Celia Davies – Care Coordinator

Kate Jay – Care Coordinator

## **PRACTICE NURSES**

Sima Mistry RGN

Janine Pembroke RGN

## **HEALTH CARE ASSISTANT**

Val Goodman

Emily Demiray (Care Coordinator)

Our nurses can be seen in our treatment rooms by appointment for:

Travel Advice

Immunisations

Cervical Smears

Minor Injuries

Removal of stitches

Ear syringing if requested by GP

Dressings

Coil checks

ECG

Diabetic checks

Spirometry & Reversibility

Asthma checks

Anti-coagulation/Warfarin INR monitoring

Blood pressure checks & 24 hour monitoring

## **DIETICIAN**

There are dietetic sessions on Friday mornings by appointment and on referral by the doctor.

## **HEALTH VISITOR**

The health visitor is located at Centre House, next door to the surgery and is available for advice on health, particularly for pregnant women, babies and young children and the elderly. The Health Visitor may be contacted by phone on 03300 518 679 from 9am to 5pm, Monday to Friday.

## **BABY CLINICS**

Please phone 03300 581 679 to book an appointment.

## **FAMILY PLANNING**

We provide advice on all aspects and methods of family planning, including coil fitting, implants and contraceptive injections.

## **MATERNITY CARE**

Our doctors provide full ante and post-natal care in conjunction with local specialists and community midwives. The midwife holds antenatal sessions at Barnes Children's Centre on alternate months. They take place on Thursday's between 10am and 12 noon.

## **COMMUNITY NURSING**

We have a community nursing team for services to housebound patients. Community nurse visits can be arranged by a doctor.

## **OTHER LOCAL SERVICES**

**Teddington Memorial Hospital**, Hampton Road, Teddington, TW11 0LJ,  
Tel: 0208 714 4000.

This facility is available by appointment only. To obtain an appointment for any urgent medical need, you may phone 111 or the telephone number for Teddington Memorial Hospital (see above). The clinic is open from 8am to 8pm seven days a week.

**Queen Mary's Minor Injuries**, Queen Mary's Hospital, Roehampton Lane, Roehampton, London, SW15 5PN, Tel: 020 8487 6999.

## **111**

This service is designed to make it easier for people to access care and should be used if you:

- Need medical help fast, but it is not a 999 emergency
- Think you need to go to A&E or another NHS urgent care service
- Require health information or reassurance about what to do next.

## **REGISTRATION**

Registration forms need to be completed. They can be obtained from the reception desk. Patients must reside permanently in our catchment area and will need to bring proof of current address, e.g. utility bill, bank statement, etc. plus photo ID, e.g. passport, driving license, etc.

## **ONLINE APPOINTMENT BOOKING**

We now offer online booking of appointments and reminders. To register to use this service please speak to reception. Alternatively you can download the MyGP app or NHS app to your mobile phone or tablet.

## **TRIAGE**

We run a triage system every weekday morning between 8am and 11 am. The receptionist will take your telephone number and a few details of your illness. A doctor will then call you to assess your need. We advise you to call earlier rather than later.

## **TEXTS**

Please let us have your mobile phone number if you would like to receive free text reminders of your appointments as well as free text alerts about health checks, treatments that are due, etc.

## **SURGERY ACCESS**

Wheelchair access is available to all parts of the surgery.

## **CONTACT DETAILS OF PALS**

The Patient Advice & Liaison Service will provide advice and support to patients, their families and carers. **By telephone:** 020 8734 3001.

## **PATIENT COMPLAINT PROCEDURE**

To make a complaint please put your complaint in writing to the Practice Manager Amanda Mylles either by post or email [swlicb.sheensurgery@nhs.net](mailto:swlicb.sheensurgery@nhs.net) . For a full copy of our Complaints Procedure please visit our website [www.sheensurgery.nhs.uk](http://www.sheensurgery.nhs.uk)

We will acknowledge your complaint within 3 working days and aim to have fully investigated within 15 working days of the date it was received. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again.

## **RIGHTS AND RESPONSIBILITIES OF PATIENTS**

We will do everything possible to ensure patients find a safe and welcoming environment at the surgery. Patients have a responsibility to observe Health & Safety notices and ensure their children play safely and quietly and respect other patients and staff.

## **VIOLENCE & VERBAL ABUSE**

Should a patient demonstrate violent or threatening behaviour towards staff they will be removed from the list immediately. In addition, we do not tolerate verbal abuse of staff.

## **CONFIDENTIALITY**

Patients' medical records are confidential. Information will only be given to a third party with the written permission of the patient. Patients wishing to view their own medical records need to put the request in writing to the practice manager and a time will be arranged for the patient to do so.