

Nursing Services

For Nurse Appointments please book in advance as the nurse slots can sometimes get booked up.

- Regular checks for people with diabetes, asthma and high blood pressure.
- Advice on avoiding heart disease.
- Advice on a healthy diet / weight reduction.
- Pre-pregnancy advice
- Nursing procedures such as dressings, removing stitches, injections & ear syringing.
- Family planning, Contraception and Emergency Contraception (Morning-after pill)
- Cervical Smears
- Travel Health
- Spirometry

Our Mission Statement

Improving well-being through compassion and empathy

- **We provide safe, evidence based medicine in a caring and empathetic manner**
- **We are committed to empowering our patients through education**
- **We hold patients interests as a priority and listen carefully in order to continuously improve**
- **We are passionate about helping our staff to achieve their full potential**

THE HAIDER PRACTICE

162 ST JOHN'S HILL

BATTERSEA SW11 1SW

Tel - 020 8812 4170

Fax - 020 8812 4175

Haider.practice@nhs.net

General Practitioners: Dr Ban Haider, Dr Peter Latchman, Dr Yaso Param, Dr Anjella Balendra

Practice Manager: Samuel Metcalf

Practice Nurse: Laura Matheson, Kathryn Lister, Shantelle Johnson

Health Care Assistant: Katie Hallford

Administration: Doreen Mitchell-Daley, Mimi Woldemariam

Reception: Robert Gray, Ellis Gordon, Leighanna Brown-Wallace

SURGERY OPENING HOURS

Monday: 8:00am – 7:15pm

Tuesday 8:00am – 7:15pm

Wednesday 8:00am – 7:15pm

Thursday 8:00am – 7:15pm

Friday 8:00am – 6:30pm

To see a healthcare professional you will need to make an appointment as we no longer operate a walk-in service. To book an appointment, please phone the above number. Please note that the phones lines are not open after 6:30pm Monday – Friday. Out of hours Emergency Doctor – 111

Repeat Prescriptions

Please hand in the repeat request slip found on the right hand side of your prescription to Reception. Other written requests are perfectly acceptable. Please note that we do not currently accept prescription requests over the telephone.

If a request is handed in by 12pm midday it should be ready for collection by 5pm on the same day. If it is after 12pm it will be ready to collect on the following working day at 5pm. Repeat prescriptions can also be requested online.

Appointments

The Doctors generally operate surgeries during the following times:

Monday	8:30am – 12:00pm	3:30pm – 6:50pm
Tuesday	8:30am – 12:00pm	3:30pm – 6:50pm
Wednesday	8:30am – 12:00pm	3:30pm – 6:50pm
Thursday	8:30am – 12:00pm	3:30pm – 6:50pm
Friday	9:00am – 12:00pm	3:30pm – 5:50pm

Please note that surgery times may differ from those shown here. Reception will advise you of the times.

If you think you may require longer than 10 minutes for your appointment then please ask reception to book you a double slot. Double slots are subject to availability and it is likely you may need to wait longer to book a double rather than a single appointment. We also recommend you make a list before seeing the doctor and what you would like to achieve from the visit.

Patient Feedback

- If you have a suggestion, compliment or complaint for the practice, please ask to speak to the Practice Manager. Alternatively you can write

a letter, send an email to Samuel.metcalf@nhs.net or call and ask to speak to him.

- We ask that you treat all of the staff at the Practice with courtesy. We adopt a zero tolerance policy and violent or abusive patients may be immediately removed from our list.

Online Access

You can now book GP appointments, order repeat prescriptions and view part of your medical records online. To register for online access please ask at reception.

Access to Medical records

Your medical records are Strictly Confidential. They will only be accessed by your GP, Practice Nurse and the health care professionals directly involved in your care.

Practice Staff can only access information needed to perform their role within the practice.

We will always obtain signed patient consent to provide medical reports to Solicitors, and information to other agencies not directly involved in your care.

In certain circumstances, we are required by law to disclose information; for example, when the Government requires notification regarding cases involving certain infectious diseases or the Law Courts may issue an order for doctors to disclose medical records.

Patients wishing to see their medical records can apply by writing to the Practice Manager. We are entitled to charge a small fee to cover our administrative costs.