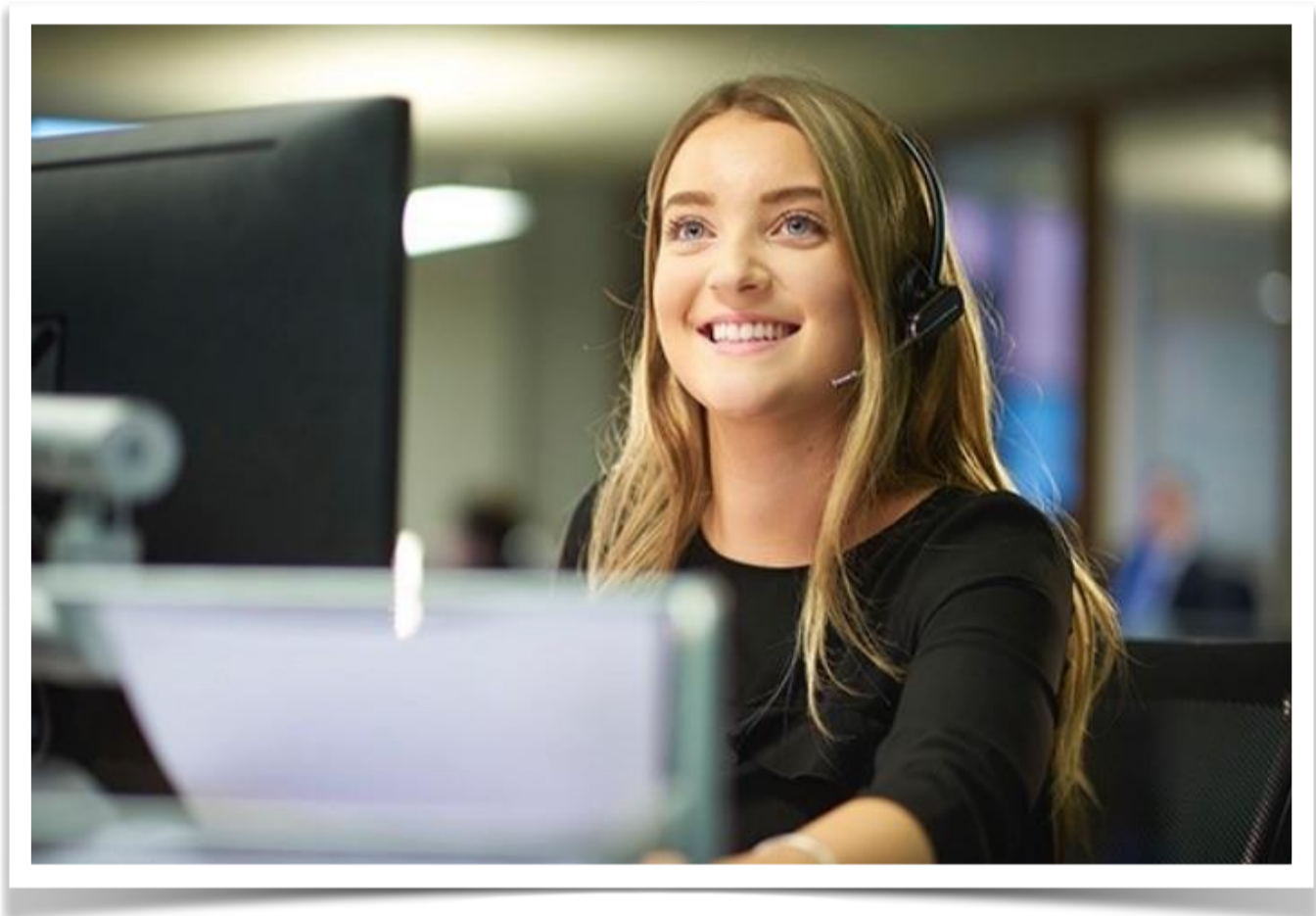


Welcome
to
Hartland way surgery 



Contact Us

Hartland Way Surgery 1
Hartland Way Shirley
Croydon CR0
8RG
Telephone: 020 8777 7215
Out-of-Hours 111

<https://www.hartlandwaysurgery.nhs.uk>



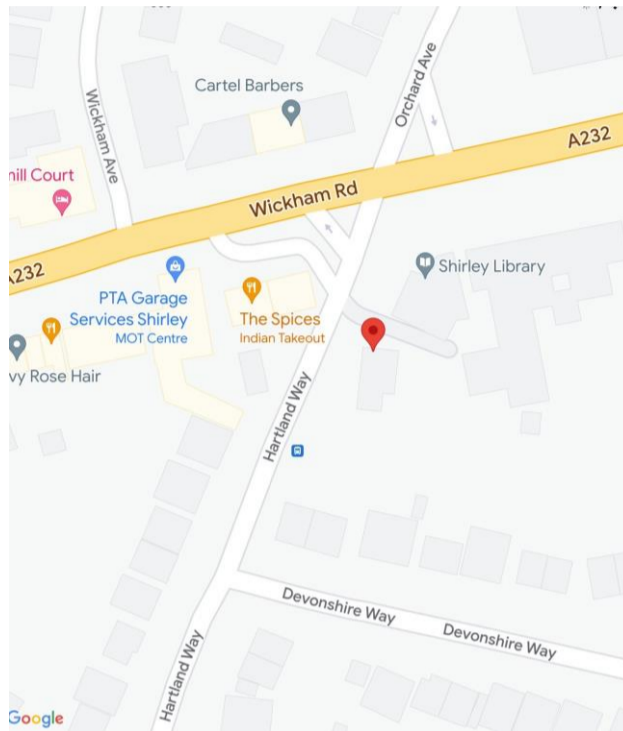
Practice Handbook: Version 2.0.0
Updated March 2024

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Surgery Location, Opening Hours and Disabled Access

Hartland Way surgery is situated at the junction of Wickham Road and Hartland Way next to the Shirley library. There is no patient parking at the surgery, however the roads close to the surgery do not have any parking restrictions. The surgery has disabled access, with electric doors and toilets available on the ground floor. Staff are available to help and provide assistance if required.



Reception: 020 8777 7215

Opening Hours

Day	Reception Times	Doctors Consulting Times
Monday	08.00am - 6.30pm	08.30am - 11.50am & 2.30pm - 6.30pm
Tuesday	08.00am - 7.00pm	08.30am - 12.30am & 2.30pm - 7.00pm
Wednesday	08.00am - 7.00pm	08.30am - 11.50am & 4.30pm - 6.30pm
Thursday	08.00am - 7.00pm	08.30am - 12.20pm & 2.30pm - 7.00pm
Friday	08.00am - 6.30pm	08.30am - 12.20pm & 2.30pm - 6.30pm
Saturday	CLOSED	CLOSED
Sunday	CLOSED	CLOSED

Extended Hours

Day	GP Appointments	Nurse Appointments
Tuesday	6.30pm - 7.00pm	6.30pm - 7.00pm
Thursday	6.30pm - 7.00pm	

Practice Team

Partners

Name	
Dr A R Ingram	Senior Partner
Dr Lydia Osei-Boateng	Partner

Doctors

Name		Gender	Primary Qualifications
Dr Lydia Osei-Boateng	Partner	Female	MBChB 2007, MRCGP 2013
Dr A R Ingram	Partner	Female	MBChB 2004, MRCGP 2009
Dr Azra Ziaulla	Salaried	Female	MBChB 2007, MRCGP 2013

Nurse

Name		Gender	
Ruthlyn Royal	Practice Nurse	Female	
Diana Crawford	Healthcare Assistant	Female	

Health Care Team

Name		Gender	Primary Qualifications
Nicky Adeyemi	Clinical Pharmacist	Female	
Margaret Carter	Social Prescriber	Female	
Hectoras Angelis	First Contact Practitioner	Male	
Sam Pyne	Pharmacy Technician	Female	
Dawn Geary-Andrews	Paramedic	Female	

Practice Team

Name		Gender	
Elisabetta Vescio	Practice Manager	Female	

Need to see a GP today but can't get an appointment

Appointments are available with the Croydon GP hubs which are managed by NHS111.

Please call NHS 111direct or go online at 111.nhs.uk you will be assessed and an appointment booked or advice given directing you to the most appropriate service for your need.

GP hubs in central Croydon, Purley or Parkway are also available by completing the online request at <https://croydongphub.co.uk/>

Please be advised that GP hubs are in place to provide urgent care, for minor illness or injury requiring a same day response. We are unable to make routine referrals or request non urgent investigations. Should you require these or are requesting repeat medication, please contact your GP surgery in the first instance.

Joining the practice

We are open to new registrations from within our practice area, please check with reception whether your address is within the practice area or click [here](#) to visit our website and enter your postcode.

The links below will take you to the forms you need to complete. If you are intending to sign up for online services, particularly access to your detailed coded records, we ask that you carefully read the patient information leaflet. Please note that access to your detailed coded records will not be available until your notes have arrived from your previous GP and they have been summarised and signed off by the doctor.

Please where possible return the completed forms below with a copy of ID and proof of address to CROCCG.Hartlandwaysurgery@nhs.net. If you are unable to send the documents by email please drop them to reception.

If you do not have access to the internet, printed copies of these forms are available from reception.

Form	Description
GMS1 Form	Family Doctor Services Registration
New patient questionnaire	Hartland Way New Patient Registration Form
Under 16 questionnaire	Hartland Way Child Registration Form
Online access consent	Application for Access to Online Services
Online access consent leaflet	Online Medical Records Access - Patient Information Leaflet

NHS Login

NHS login is a service that has been created by the NHS for patients and the public. It provides a way for patients to access multiple digital health and social care services with a single login.

NHS login can be used to access a wide range of health services, order repeat prescriptions and securely access your health and care information wherever you see the NHS login button.



Once you have created an NHS login you can order repeat prescriptions by either logging into your account using the NHS app which is available on the App Store (IOS) and Google Play (Android), NHS website or via the Hartland Way website, by selecting 'Prescriptions' on the home page.

When you first access a health and care website, app or service you may be asked to create an NHS login. In order to create an NHS login account you will need an email address and mobile phone number in order to set this up.

A 6-digit security code will be sent to your email. You will be asked to enter this code to verify your email address and continue. Next, you will be asked to give your mobile phone number. Another 6-digit security code will be sent by text message to your mobile phone. A security code will be sent to your mobile phone every time you log in, unless you select 'remember this device and stop sending security codes'.

Once this has been completed you will have verified ownership of an email address and mobile phone and now have an NHS login account with the lowest level of identity verification.

If you want to do things like contact your GP surgery or get notifications in the app or website you will need to provide further information to obtain medium level verification, which requires you to provide your NHS number, date of birth and high the postcode of your home address as registered with your GP.

If you want to access your health records or any personal information you will need to provide high level verification as proof of who you are. This can be provided with either of the four following options.

- (1) Submit a photo identification and a face scan.
- (2) submit a photo identification and a video of your face.
- (3) use registration details from the GP practice online services.
- (4) or you can choose to transfer a previous identification check for GP online services to the NHS login if you use the mobile number on your NHS record.

For further help, information and general enquiries about NHS login, contact: enquiries@nhsdigital.nhs.uk or call 0300 3035678 or visit the NHS website www.nhs.uk



Hartland Way surgery has teamed up with **AskFirst** to increase the range of services offered to their patients. The **AskFirst** app has been developed in partnership with the NHS, helping patients to self-help and connect with the right services 24 hours a day, 7 days a week.

The **AskFirst** app acts as a gateway to a range of GP, nurse and health care services, including :-

- Booking of routine appointments (Doctors, Nurses, clinicians or admin)
- Booking of urgent GP appointments
- Online Symptom Checker
- Self-care advice
- Manage appointments
- Book health reviews

Downloading the AskFirst App

The **AskFirst** app is available for the iPhone, Android phone, iPad or tablet and can be downloaded from the Apple store for the iPhone and iPad and Google Play for Android phones and tablets and is completely free to download and use.

Creating an Account

Once the app has been downloaded from the Apple store or Google Play, click on create account and enter the information requested (postcode, surname, date of birth & email address) and a secure password. **AskFirst** will then automatically associate the account with records held by Hartland Way surgery.

Benefits of using AskFirst

AskFirst offers a range of benefits to both the patient and the practice, with patients being able to book appointments directly through the app without the need to call or visit the practice, so no more early morning rush to ring the surgery, constant redialling or waiting for the receptionist to answer. In addition, this will help free up the surgery phone line, enabling patients who may be frail, disabled or without internet access to contact the surgery more quickly.

With the **AskFirst** virtual assistant being able to triage patients to the appropriate health care professional, rather than all patients first being seen by a GP to diagnose the appropriate treatment the patient may need, it will help free up additional appointment slots for the GP to see those patients who need more urgent care.

Symptom Checker

AskFirst enables patients to interact with the virtual health assistant who will ask what the main symptom is and then ask a series of questions to assess the patient's symptoms and based on the responses given will recommend the appropriate care, which may include self-care advice, appointment with a GP or nurse, NHS 111 or to seek emergency care.

Self Care

The self Care option, enables patients to interact with the virtual health assistant to provide help and assistance in diagnosing health care problems and obtain information and advice on how to treat self health care issues or if deemed appropriate, direct the patient to visit a pharmacy for over the counter medication or to seek medical help from a GP or other health professional.

Electronic Prescription Service (EPS)

The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.

What does this mean for you?

- If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time.
- You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.
- You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

Is this service right for you?

Yes, if you have a stable condition and you:

- don't want to go to your GP practice every time to collect your repeat prescription.
- collect your medicines from the same place most of the time or use a prescription collection service now.

It may not be if you:

- don't get prescriptions very often.
- pick up your medicines from different places.

How can you use EPS?

You need to choose a place for your GP practice to electronically send your prescription to. This is called nomination. You can choose:

- a pharmacy, a dispensing appliance contractor (if you use one).
- your dispensing GP practice (if you are eligible).

Ask any pharmacy or dispensing appliance contractor that offers EPS or your GP practice to add your nomination for you. You don't need a computer to do this.

Can I change my nomination or cancel it and get a paper prescription?

Yes you can. If you don't want your prescription to be sent electronically tell your GP. If you want to change or cancel your nomination speak to any pharmacist or dispensing appliance contractor that offers EPS, or your GP practice. Tell them before your next prescription is due or your prescription may be sent to the wrong place.

Is EPS reliable, secure and confidential?

Yes. Your electronic prescription will be seen by the same people in GP practices, pharmacies and NHS prescription payment and fraud agencies that see your paper prescription now. Sometimes dispensers may see that you have nominated another dispenser. For example, if you forget who you have nominated and ask them to check or, if you have nominated more than one dispenser. Dispensers will also see all the items on your reorder slip if you are on repeat prescriptions.

Primary Care Network (PCN) Services

Croydon Super Network, which Hartland Way is part of, provides the following services

First Contact Practitioner (FCP)

The role of the First Contact Practitioner is to be the first point of contact for patients with issues relating to joint and back pain. A FCP is a physiotherapist who is professionally qualified to treat patients without a referral from a GP or a Physiotherapy Department which would normally involve a long wait to receive an appointment.

Social Prescriber

The role of the Social Prescriber is to assess the needs of the patient in order to determine the support and care they need to help improve their health, wellbeing and social welfare by connecting them to a range of non clinical community support groups which provide help in areas such as budgeting, financial assistance, loneliness, local social clubs or groups. The Social Prescriber having access to a wide range of Community contacts is able to offer non medical treatments to help improve the health and wellbeing of the patient.

Care Coordinator

Care Coordinators play an important role within our PCN to proactively identify and work with people, including the frail/elderly and those with long-term conditions, provide coordination and navigation of care and support across health and care services. The care coordinators role will ensure patient health and care planning is timely, efficient and patient-centred.

Pharmacy Team

Clinical pharmacists and pharmacy technicians are increasingly working as part of the general practice team. Our clinical pharmacists are highly qualified experts in medicines and can help people in a range of ways. This includes carrying out structured medication reviews for patients with ongoing health problems and improving patient safety, outcomes and value through a person-centred approach.

PCN Paramedic

PCN paramedics work independently within their scope of practice within the PCN, using their enhanced clinical assessment and treatment skills, to assess and manage patients presenting with acute presentations which include minor illness or injury, abdominal pains, chest pains and headaches. Our PCN paramedics are involved extensively with housebound patients for vaccines, blood tests and health checks.

Carers

Do you look after someone who is ill, frail, disabled or mentally ill?

We are interested in identifying carers, especially those people who may be caring without help or support. We know that carers are often "hidden" looking after a family member or helping a friend or neighbour with day to day tasks and may not see themselves as a carer.

Caring for someone is an important and valuable role in the community, which is often a 24-hour job that can be very demanding and isolating for the carer. Carers should receive appropriate support by way of access to accurate information on a range of topics such as entitlement to benefits and respite care and not least, a listening ear when things get too much.

Practice Champion

Here at Hartland Way we have a Practice Champion who is the focal point for all carer matters. Should you have any questions or would like to have a confidential discussion, please ask at reception. Alternatively, ask for a Carer's identification form at reception. The

Practice Champion at Hartland Way is **Lyndsey Booth**. We are **here to support you supporting others**.

Also please consider talking to the local carers centre: Croydon

Carers Centre

Tel: [0208 649 9339](tel:02086499339) (Option 1)

Email: info@carersinfo.org.uk Website:

www.carersinfo.org.uk

Address:

Carers Support Centre 24
George Street Croydon
CR0 1PB

Opening hours:

Monday – Friday 10am – 4pm



Contact Directory

Name	Number	Address
A Age UK - Croydon	0208 686 0066	81 Brigstock Road, Thornton Heath, CR7 7JH
B Blood Test Booking - CUH and Purley	0208 4013028	
C CAMHS Carers Support Centre Citizens Advice Croydon Council Community Health Services	0208 3228 0000 0208 649 9339 0800 144 8848 0208 726 6000 0208 274 6300	Christopher Wren House, 113 High Street, Croydon CR0 1QG 24 George Street, Croydon CR0 1PB Bernard Weatherill House, Mint Walk CR0 1EA 12 - 18 Lennard Road, Croydon, CR9 2RS
D Dentist (Croydent) Emergency	020 8401 3443	Phone appointments only 6.30pm - 9.30pm
H Hospital - Beckenham Hospital - Croydon University Hospital - Princess Royal University Hospital - Purley	01689 863000 0208 401 3000 01689 863000 0208 401 3515	Croydon Road, Beckenham. BR3 3QL 530 London Road, Thornton Heath CR7 7YE Farnborough Common, Orpington. BR6 8ND 856 Brighton Road, Purley CR8 2YL
M Maternity Services (Main Switchboard) MIND - Croydon Minor Injuries - Walk-In Centre Minor Injuries - Walk-In Centre	0208 401 3000 0208 668 2210 01689 863000 020 8251 7225	Beckenham Hospital, Croydon Road, Beckenham. BR3 3QL Parkway Health Centre, New Addington, Croydon. CR0 0JA
P Pharmacy -Mccoig Pharmacy- Mona Pharmacy- Shirley	0208 654 1726 0208 654 4826 0208 656 4627	143 Wickham Road, Croydon CR0 8TE 246 Wickham Road, Croydon CR0 8BJ 175 Shirley Road, Croydon CR0 8SS
S Samaritans Shirley Clinic Shirley Medical Centre Sickle Cell & Thalassemia Centre Silver Line - Helpline	0330 094 5717 0208 714 2807 0208 777 2066 0208 251 7229 0800 4 70 80 90	2b Kidderminster Road, Croydon. CR9 2BQ 135 Shirley Road, Croydon. CR0 7LR 370 Wickham Road, Croydon. CR0 8BH 316 - 320 Whitehorse Road, Croydon, CR0 2LE
W Woodside Health Centre	0208 274 6900	3 Enmore Road, London SE25 5 NT

Complaints and Suggestions

We aim to provide the best care we can to all our patients. Where things go wrong or we fail to meet the standard of care expected, we would like to hear about it. We are also happy to hear about any suggestions, concerns or indeed compliments you may have about our service, so please let us know.

The Practice Manager Elisabetta Vescio handles all complaints about our services. We record all complaints and write to acknowledge all complaints within two working days. We aim to respond to all complaints within 10 working days, although in some cases more time may be required. Due to strict rules of confidentiality, if you are complaining on behalf of someone else, we will require written permission.

Where a complaint is about a Doctor, you have the right to choose to discuss this with another Doctor in the Practice if you wish.

Copies of our Practice Complaints Procedure are available at Reception.

You can also lodge a complaint verbally via the Practice Manager or through a representative.

Please be assured that you will not be treated any differently should you make a complaint, in fact we may as a result of reviewing a complaint make changes to the way the practice is run.

If you are not happy with how your complaint has been dealt with and would like to take it further, you can contact the Parliamentary and Health Service Ombudsman which makes final decision on unresolved complaints about the NHS in England. It is an independent service which is free for everyone to use.

To take your complaint to the Ombudsman:

Visit www.ombudsman.org.uk/make-a-complaint Call

0345 0154033

Fax 0300 0614000

Email: phso.enquiries@ombudsman.org.uk

If you prefer to write, the postal address is:

The Parliamentary and Health Service Ombudsman Milibank

Tower

Milibank

London

SW1P 4QP

Did Not Attend Policy (DNAs)

Background

Most of our patients know it can sometimes be difficult to get a routine appointment with a GP or Nurse within a certain time frame. Where such demand is unpredictable, this cannot easily be remedied. One thing that makes this even more difficult to overcome is the problem of missed appointments - DNAs.

Where patients have been declined appointment because clinicians are fully booked, it is extremely disappointing when one of those booked appointments does not turn up and has not contacted the Practice to cancel the appointment so that it can be released and allocated to another patient.

The cost in time and money is a burden to the National Health Service generally and the Practice cannot sustain this. Please see the DNA Status Sheet posted in the waiting room.

Remember that your DNA is another patient's denied appointment.

DNA Policy

A DNA occurs when an appointment is not attended and the patient has not contacted the Practice in advance to cancel it or where the cancellation is so late as to make it impossible to allocate that time to another patient who needs treatment.

The Practice will code this DNA and this will prompt a retrospective check on the number of DNAs recorded against that person. As such, the following applies

1st DNA: Where this is the first occasion, a code will be added to the patient's medical records, and the patient contacted by text message, a note will also be added to their splash screen and the DNA counted in a monthly search.

2nd DNA: Where this is the second occasion, the patient will be contacted by the Practice, advised of their second missed appointment and informed that if a further appointment is DNA'd they could be at risk of compromising their relationship with the Practice, an additional splash screen will be added to their record.

3rd DNA: Where a third DNA has occurred, the Practice will review the individual case and a decision will be taken with regard to addressing the patient's future ability to pre-book routine appointments. The Practice will consider whether consistent failure to adhere to our Practice policy constitutes a breakdown between the patient and the GP (where the GP Practice has given clear instruction on policy and service provision and the patient has chosen to disregard this on several occasions in spite of due warning). This ultimately could result in you being removed from the Practice List and you will need to register with an alternative Surgery.

It should be noted that, whilst unacceptable in most cases, there may be extenuating circumstances as to why the patient has failed to attend their appointment. Therefore, prior to any correspondence being sent to a patient, it would be reasonable to discuss this with their clinician.

Any correspondence sent to patients relating to DNA's are only valid for a 12 month period. All correspondence will be saved in each patient's electronic health records.

By reducing the number of DNAs, the Practice will:

- Enhance the efficiency of clinical sessions
- Reduce costs
- Increase productivity
- Offer a more effective service to patients
- Enable more effective booking of slots

How to Avoid Becoming a DNA

If you cannot attend or no longer need an appointment, please ring us in advance – ideally 24 hours before the scheduled appointment.

Mistakes do happen and the Practice understand that appointments can be forgotten about or overlooked. However, each patient receives a text message reminder 24 hours before the appointment. If you are not receiving these please check with Reception to make sure we have the correct contact details for you.

Preference of course, is for the Practice to know in advance so we can offer the appointment(s) to other patients in need.

Should you Need to Cancel, Here's How:-

- By telephone our appointment line is [020 8777 7215](tel:02087777215)
- If the appointment was booked online, it can be cancelled online. For more information on online access please speak to Reception.



Patient Participation Group

We have an active Patient Participation Group (PPG) that provides feedback from the patients' perspective to help us to improve the quality of service that we provide. At intervals, we also ask patients to complete a questionnaire when attending the surgery and we are grateful for your input.

If you would like to become involved with the Patient Participation Group or require further information, please contact the surgery on [020 8777 7215](tel:02087777215) or email: swlicb.ppghartlandway@nhs.net

The Hartland Way Surgery PPG

The Hartland Way Surgery PPG is made up of patients registered with the surgery. Group members were recruited through an expression of interest publicised in the surgery. The purpose of this group is to establish a real opportunity for patients to influence decisions about which services are provided, how they are provided and how the surgery is run. Our PPG has been active for a number of years. As a practice we firmly believe in two way communication and in order to achieve this, we encourage our patients to convey their thoughts and suggestions. If you wish to contact the representatives of our PPG or wish to comment on any aspect of our practice, please put this forward via our suggestion box which is in the practice waiting area or email: swlicb.ppghartlandway@nhs.net

The purpose of the Hartland Way Surgery Patient Participation Group is to support and strengthen the relationship between the practice and its patients in a transparent manner in order to sustain and improve on the existing services. The group will work as a team with the practice to improve communication, raise patient cognisance on current priorities, enhance patient awareness on health matters as well as offer support to the practice.

Members	Surgery Representatives
Mr Chris Kirwan	Dr A Ingram
Mr Michael Mansfield	Dr Lydia Osei-Boateng
Tanya White	Ms Rena Amin
Note: Hartland Way PPG currently consists of eleven practice patient members. Full membership details awaiting update confirmation.	Ms Lyndsey Booth

Aim of the Hartland Way Surgery PPG

The purpose of the Hartland Way Surgery Patient Participation Group is to support and strengthen the relationship between the practice and its patients in a transparent manner in order to sustain and improve on the existing services.

The group will work as a team with the practice to improve communication, raise patient cognisance on current priorities, enhance patient awareness of health matters as well as offer support to the practice.

Croydon - Talking Therapies



Are you feeling low, anxious or stressed, then Croydon ‘Talking Therapies’, which is a local National Health Service, offering free and confidential talking therapies and specialist support, to help you to feel better.

Croydon ‘Talking Therapies’ is part of the ‘Improving Access to Psychological Therapies’ service (IAPT). The service is free and confidential and available to anyone 17 years and older registered with a Croydon GP.

The talking therapies are for people experiencing mild to moderate depression, general anxiety and worry, panic attacks, social anxiety, specific phobias, traumatic memories and obsessive compulsive disorder. Support is also available for people experiencing stress due to living with a long term health condition as well as talking therapies for relationship difficulties.

If it is felt that the Talking Therapies are not the best service to help, then they will be put in contact with an appropriate alternative support service.

Full details on the Croydon Talking Therapies service can be found at <https://croydontalkingtherapies.nhs.uk>, where you can refer yourself by completing a quick, easy and secure form or if you prefer call **0203 228 4040**.

You can download a copy of the Talking Therapies Service leaflet [here](#)

Urgent Mental Health Support



Croydon ‘Talking Therapies’ cannot provide support for people who are in crisis. In the event of an emergency, or if there is immediate risk of harm or injury:

Call the 24 hour mental health support line on

0800 731 2864

See <https://slam.nhs.uk/crisis> for further details

If you are feeling low and would like to speak to someone in confidence, call the Samaritans on **116 123**.

Looking After Your Mental Health



There are little things we can all do to help look after our mental health. Having good mental health helps us relax more, achieve more and enjoy our lives more. We have expert advice and practical tips to help you look after your mental health and wellbeing, so discover what works for you.

Visit <https://www.nhs.uk/every-mind-matters/>