



Sunny Meed Surgery  
15-17 Heathside Road  
Woking  
GU22 7EY  
Phone: 01483 766699  
Fax: 01483 730354  
Email: [nwscg.officesunnymeedsurgery@nhs.net](mailto:nwscg.officesunnymeedsurgery@nhs.net)



when it's less  
urgent than 999

## Out Of Hours Care

### NHS 111

Our out-of-hours emergency service for both medical and dental queries is provided by calling 111. The NHS 111 service is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

### NHS Walk-In Centre

The NHS Woking Walk-in Centre (01483 846209) is open from:

07:00 - 19:30, Monday to Friday

09:00 - 19:00 Saturday, Sunday and Bank Holidays

The centre is based at Woking Community Hospital, Heathside Road GU22 7HS.

Please note that they do not see casualties of road traffic accidents, pregnant ladies or children under two years of age.

There are also Walk in Centres in Walton and Weybridge.

### NHS Emergency Dental Service

For out-of-hours emergency dental treatment ring 111.

### Pharmacist

Your local pharmacist is available to give advice on minor ailments, medication enquiries and over the counter remedies.

### Accident and Emergency

The nearest Accident & Emergency Centre is located at:

St Peter's Hospital, Guildford Road, Chertsey KT16 0PZ (01932 872000)

Alternatively, there are departments located at:

Royal Surrey County Hospital, Egerton Road, Guildford, GU2 7XX (01483 571122)

Frimley Park Hospital, Portsmouth Road, Frimley, Camberley GU16 7UJ (01276 604604)

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

***In a genuine emergency you should call 999.***

Chest pains and / or shortness of breath constitute an emergency.



## SUNNY MEED SURGERY

15-17 Heathside Road  
Woking  
Surrey  
GU22 7EY

01483 766699



[www.sunnymeedsurgery.co.uk](http://www.sunnymeedsurgery.co.uk)

[NWSCCG.OFFICESUNNYMEEDSURGERY@NHS.NET](mailto:NWSCCG.OFFICESUNNYMEEDSURGERY@NHS.NET)

[NWSCCG.PRESCRIPTIONSUNNYMEEDSURGERY@NHS.NET](mailto:NWSCCG.PRESCRIPTIONSUNNYMEEDSURGERY@NHS.NET)

## GOLDSWORTH PARK HEALTH CENTRE

Denton Way  
Woking  
Surrey  
GU21 3LQ

# New Patient Registration

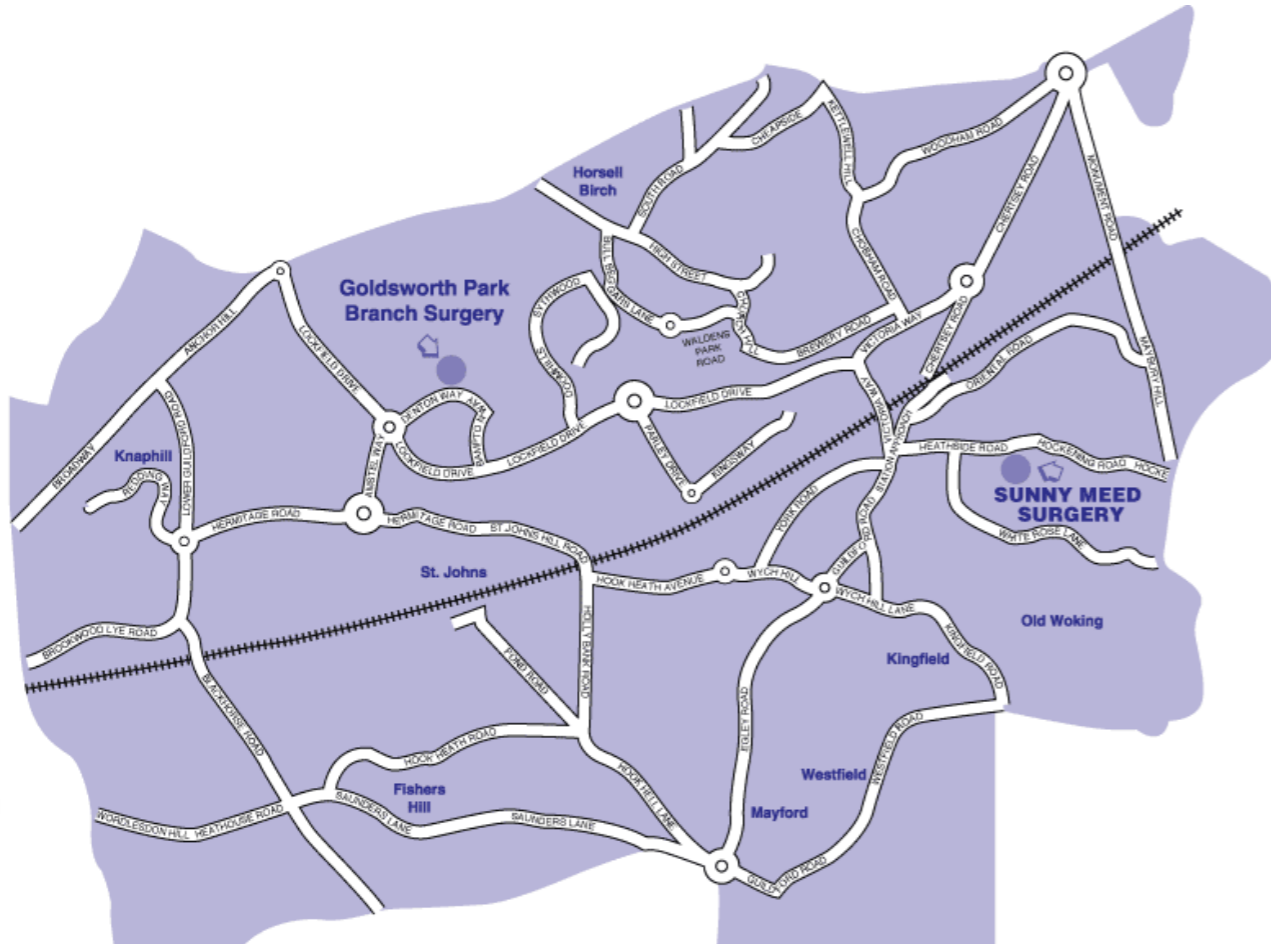
To register with Sunny Meed Surgery you will need to be resident within our practice boundary as shown below.

Registration forms can be downloaded from our website or requested from reception at Sunny Meed or Goldsworth Park, our branch surgery. Please bring them to reception with ID eg. passport/driving license to complete the registration process.

For all children (under 16 years of age) being registered, a photo ID of the adult with parental responsibility will be required.

Please also let a member of the reception team know if you require any ACCESSIBLE INFORMATION eg. LARGE print or access to an interpreter/translation service.

## Practice Area Map



## Useful Contact Numbers

Hospitals	
Royal Surrey County Hospital	01483 571122
St Peter's Hospital	01932 872000
St Peter's Early Pregnancy Unit	01932 723553
Woking Community Hospital	01483 715911
Woking Hospice	01483 881750
Woking Walk-In-Centre	01483 846209
Miscellaneous	
Alcoholics Anonymous	0845 769 7555
Age UK	01483 503414
Childline	0800 11 11
Cruse (bereavement support)	01483 418781
Emergency Dentist	111
i-access (drug & alcohol services)	01483 450256
Primary Care Support Services	0208 335 1400
Relate (the relationship people)	01483 721173
Registrar of Births & Deaths	0300 200 1005
Smoking Cessation Clinic	0845 602 3608
Surrey Drug Help Line	0808 802 5000
The Jarvis Breast Screening Service	01483 783200
Youth Counselling Service	0345 600 2516
Nearby Pharmacies	
Boots York House	01483 714571
Boots Guildford Road	01483 770900
Boots Town Centre	01483 761648

**Patients Over 75 Years of Age** — A yearly health check-up for the over 75's can be arranged by appointment with any of the practice nurses. All patients aged 75 years and over are also informed of their named GP who is responsible for coordinating their care. Both Holly and Dr Sara Gil Rivas can advise on services available to Older Adults in the locality.

**Sexual Health Screening** — We encourage all under 25 years olds to self-test for sexually transmitted diseases (chlamydia and gonorrhoea) using the 'grab a bag' kits that can be collected from surgery 'rest rooms' or by requesting one from a member of the team.

**Travel Immunisations & Vaccinations** — Please complete a travel questionnaire for review by the practice nurse prior to your appointment (ideally at least six weeks in advance of your holiday) to ensure adequate cover if vaccinations are required. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges is held at reception. The surgery is an authorised yellow fever centre.

**Warfarin (INR) Clinic** — Our practice pharmacist Nipa Patel and nurse Samantha Stone are trained to initiate and monitor patients on warfarin. Holly our HCA also undertakes INR monitoring. Near patient (finger-prick blood) testing enables an immediate result to be generated so dose adjustments if necessary can be made without delay and a follow up appointment arranged.

**Well Woman/Man Clinics** — Although we do not run dedicated well woman/man clinics we actively promote patient well being and are happy for all patients to arrange review with a practice nurse to discuss health promotion or answer specific health concerns. This service runs alongside NHS Health checks offered to all patients aged 40-74 years.

**Working Population** — We try to offer a good selection of GP and nurse appointments throughout the week particularly for patients that work, by offering extended hours of opening in the evenings, in addition to 'core working hours'. We also ensure that our website is kept up to date with information, advice and links to enable those who do work access to services at any time of day or night.

## Comments And Suggestions

Please remember that we are trying to provide a service and are always ready to receive suggestions and comments that would enable us to improve our service to you. Please feel free to contact our practice manager at any time.

## Complaints Procedure

We always try to provide the best services possible but there may be times when you feel this has not happened. The following information explains our in-house complaints procedure, drawn up to respond to patients' grievances. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure it will not affect your right to complain to the Primary Care Agency.

Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person. If you wish to make a complaint please telephone or write to our practice manager. Full details will be taken and a decision made on how best to undertake the investigation.

We believe it is important to deal with complaints swiftly, so you will be offered an appointment for a meeting to discuss the details within seven days. Occasionally it may take longer but we will keep you informed throughout. You may bring a friend or relative with you to the meeting. We will try to address your concerns, provide you with an explanation and discuss any action that may be needed.

## Newsletter

We have a quarterly newsletter full of useful information, that is emailed to all patients who have provided their email address. If you would like to receive the newsletter, or have any ideas for articles, please speak to reception or contact the surgery office email address: [NWSCCG.OFFICESUNNYMEEDSURGERY@NHS.NET](mailto:NWSCCG.OFFICESUNNYMEEDSURGERY@NHS.NET)



# General Information

**Sunny Meed Surgery (SM) — 01483 766699 (Option 1)**

**Goldsworth Park (GWP) — 01483 766699 (Option 2)**

Sunny Meed Surgery Opening Times	
Monday	08:00 - 18:30
Tuesday	08:00 - 18:30
Wednesday	08:00 - 18:30
Thursday	08:00 - 18:30
Friday	08:00 - 18:30
Weekend	<i>closed</i>



Goldsworth Park Opening Times	
Monday	08:00 - 18:30
Tuesday	08:00 - 18:30
Wednesday	08:00 - 13:30
Thursday	08:00 - 18:30
Friday	08:00 - 13:30
Weekend	<i>closed</i>



The Practice undertakes regular clinical and non-clinical **staff training** during which time the surgery will continue to run normally, however, to ensure that all staff are kept up to date with mandatory training issues we may close the surgery for a number of hours during the day with advance notice.

Clinics will run normally outside these hours of closure to ensure that appointments are not lost as a result.

**For advice on what to do whilst we are closed please see the back page of this leaflet.**

**Family Planning & Smears** — All the doctors and nurses provide family planning advice and nurses undertake smears throughout the week. We would ask you to phone to make a 'double appointment' for a smear with the nurse **ONLY** after receiving your invitation as samples will not be processed by the laboratory if requested early (in line with National Screening Guidelines). Contraceptive implants are fitted by Sister Sue Carr during the week by and coils will shortly be being fitted by Dr Roopinder Brar on Fridays.

**Flu, Pneumococcal and Shingles Vaccination** — Influenza and pneumococcal vaccinations are particularly recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing homes and rest homes. Children aged 2, 3 and 4 are also being offered the nasal seasonal flu vaccine. Shingles vaccine is offered in line with NHS guidelines.

Please contact the reception staff in September or October for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit can be arranged for you. Saturday clinics are offered for both adults and paediatric flu vaccination in October.

**Interpreter and Translator Service** — All staff have access to a phone interpreter and translator service for clinical or administrative queries.

**Learning Disability** — We invite all patients on our learning disability register for a yearly check-up.

**Medication Reconciliation & Review** — Nipa Patel offers a medicine reconciliation and review service for all patients to improve safety and understanding around prescribed and over the counter medications.

**Mental Health** — We invite all patients to attend for an annual review to discuss general wellbeing and undertake a health check.

**Minor Surgery** — Dr Rankin carries out minor surgery procedures by appointment and has cryotherapy ('freezing') clinics weekly. He also undertakes joint injections.

**New Patient Health Checks** — These are available for all patients registering.

**Patients Between 40-74 Years of Age or Recently Retired** — NHS health checks are provided on a 5 yearly basis for patients in this age group who are not currently on a chronic illness register or more frequently if specific health concerns arise.

**Allergy and Anaphylaxis** — Nipa Patel, clinical pharmacist, leads on the annual review of all patients with allergy or history of anaphylaxis although appointments can be made with all practice nurses.

**Asthma** — All asthmatics are contacted annually and invited to submit an 'asthma review' form online or attend in person for a practice nurse appointment. A personalised asthma management plan can then be generated. Nipa Patel is our respiratory care lead.

**Baby Vaccinations** — Wednesday pm - SM & Tuesday pm - GWP.

**Blood Pressure** — We offer 8 appointments a week for 24 hour BP machine fittings and HCA appointments every day of the week for one off readings.

**Carers** — We invite all patients who are registered as carers for a yearly health check-up with a practice nurse and review any support that we can offer. Suzanne Lockyer is our 'CARER CHAMPION' and offers dedicated pre-bookable carer support consultations.

**Child Development Clinics** — Wednesday pm - SM & Tuesday pm - GWP. Babies that are 8 weeks old are routinely offered a developmental check with a GP ideally just prior to their first vaccination appointment with the practice nurse for parent's convenience.

**COPD** — All patients with COPD are invited in their birthday month to attend for an annual COPD review with a practice nurse or Nipa Patel.

**Cardiovascular Disease Clinic** — We invite patients with CVD for annual reviews in the month of their birthday with the practice nurse.

**Denosumab** — We offer an in-house Denosumab injection service for all eligible patients helping osteoporosis protection and prevention.

**Deep Vein Thrombosis (DVT) Testing** — We offer in house testing for DVT (D-Dimer) in conjunction with clinical review by a GP.

**Diabetic Clinic** — We invite patients for annual reviews in the month of their birthday with either Sister Clare Fluker (nurse lead) or Dr Gil Rivas (GP lead). We encourage all diabetics to have interim reviews every 6 months. Insulin can be initiated at the surgery and written diabetes management plans provided. All patients that have pre-diabetes or have had gestational diabetes are also invited for annual reviews with practice nurses for monitoring and lifestyle advice.

## Self Treatment of Common Illnesses And Accidents

Many common aches and pains can be simply treated at home without the need to consult a doctor.

**Back Pain** — Causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong. Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse, ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back. Take aspirin or paracetamol which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

**Bedsore** — These are far easier to prevent than cure. They are caused by prolonged pressure to certain parts of the body when lying in bed for long periods. They can be prevented by encouraging the patient to shift position as often as possible. Take care to smooth out creases in the bottom sheet to avoid irritation. If red marks appear at the pressure points such as heels, elbows, buttocks and hips, inform the doctor before they get worse.

**Burns** — Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

**Colds** — Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take antibiotics as these will have no effect!

**Diarrhoea** — In adults, diarrhoea is usually caused by a viral infection and, therefore, cannot be treated directly. The symptoms can usually be eased by drinking large quantities of clear fluid or taking Dioralyte. Holiday diarrhoea is often due to bacteria and is usually self-limiting. Consult your doctor if the symptoms persist for more than a few days.

Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet.



Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

**Gastroenteritis** — This describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach-ache. Because the lining of the stomach is likely to be inflamed medicines are often immediately vomited up. Large quantities of water, orange juice or thin soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies or young children, six hours.

**Stomach-ache** — Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help. If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

**Sprains** — Treat with a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Then apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period.

**Nosebleeds** — Sit in a chair, lean forward with your mouth open and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

**Minor Cuts and Grazes** — Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

**Sunburn** — Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

**Insect Bites and Stings** — Antihistamine tablets can be obtained from the chemist without prescription but cold water will usually relieve most symptoms. Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

## Referrals

If you need to be referred for further care or treatment to a hospital or community based service, your doctor/nurse practitioner will discuss and agree this with you.

### What should I do if I don't receive an appointment?

If you have not received an appointment within 2 to 3 weeks of your referral being sent then you can contact the hospital to get an update:

- Ashford & St Peter's Hospital
- Royal Surrey County Hospital
- Frimley Park Hospital
- Woking Community Hospital

### Physiotherapy, Hand Therapy, Rheumatology, Pain Management & Orthopaedics

These all fall under the Surrey iMSK service and have a dedicated phone number (01932 722730) to help with all things related to your referral. This service will ensure that you are seen by the right person for your condition as quickly as possible and offers a range of suitable treatments and options for your care through a single point of access.

## Clinics

**Ambulatory Blood Pressure Monitoring (ABPM)** — This is a useful way of monitoring blood pressures and helping patients with their BP control in a much more effective manner. The device is fitted one day, worn for 24 hours where it takes your blood pressures randomly throughout the day & night, and then removed. Your doctor will then decide whether any new or different medication is required.

**Accessible Information Standard** — The surgery staff are here to help provide any information in an 'accessible' way for all patients by identifying patient or carer information and communication needs eg. access to LARGE print information leaflets or correspondence.

**Antenatal Clinic with Midwife** — Tuesday am - SM (initial booking appointment only) and Friday am - GWP. GPs also see antenatal patients throughout the week as well as encouraging self-referral Antenatal Bookings, available through St Peters Hospital.

## Services

**EMIS Access** — Using Patient Access, you can view, book and cancel appointments from home, work or on the move - wherever you can connect to the internet. What's more, because Patient Access is a 24 hour online service - you can do this in your own time, day or night. With this service you can also; order repeat prescriptions, change your address and view your consultation history.

To register please bring some photo ID and enquire at reception.

**Repeat Prescriptions** — These will be issued at the doctor's discretion and are normally for patients on long term treatments. You will need to allow two working days for prescriptions to be processed. Requests for prescriptions can only be made in writing, to avoid prescribing errors, by one of the following methods:

- In person/post - tick the items required on your repeat slip and drop it in to the surgery or post it to us. If you want us to post it back to you please enclose a stamped addressed envelope.
- Fax - to 01483 730354.
- Online - register to use the EMIS access facility.
- Advising your nominated pharmacy of the items you require.

**Sickness Certificates** — You do not require a doctor's sickness certificate for any illness lasting seven days or less; Your employer may however require you to complete a self-certification form (SC2). If you are sick for more than seven days, your employer can ask you to give them some form of medical evidence or 'Fit Note' to support payment of statutory sick pay. To obtain a fit note you will need to have seen a doctor at the surgery, who can then issue one. Please note that they cannot be backdated.

**Test Results** — If you have undergone blood tests or X-rays ordered by the practice, the results can be obtained by phoning the surgery or by checking your medical records using online access (currently only for blood test and smear results).

In the event of any significant abnormality you will be notified by the surgery.

Our reception staff are not qualified to comment on results therefore it is your responsibility to check them and make any necessary follow-up appointment with the doctor.

## Appointments

Although each patient is registered with a particular doctor you are free to make an appointment with the doctor of your choice and at either site (Sunny Mead or Goldsworth Park).

We operate an integrated clinical computer system and therefore we have access to your full computerised medical records at both sites.

Text message reminders are sent to your mobile number once an appointment has been made.

### Types of Appointments:

**Face to Face** — Routine GP and nurse appointments can be made online, by phone or in person.

**Phone consultation** — Available with all GPs, they are pre-bookable and can be booked online. The doctor will call you back on the number given as close to this appointment time as possible.

**Phone triage** — On the day service offered by GPs until 9:30am; patients needing advice will be phoned back as soon as possible by the duty doctor who can arrange appointments, investigations, prescriptions, etc.

If the doctor or nurse of your choice is not available for a face to face consultation, the reception team may instead offer a phone consultation with that doctor or a face to face appointment with another doctor or nurse who have access to your complete records. We appreciate the benefit of continuity of care for patients and endeavour to maintain it wherever possible.

## Home Visits

Whilst we encourage our patients to come to the surgery, where we have the proper equipment and facilities available, we do appreciate this is not always possible.

If you do feel that you need a home visit please call 01483 766699 ideally before 10:00am.

You may only request a home visit if you are housebound or are too ill to visit the practice. Your GP will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed.

If you have a sick or infectious child or adult that can be brought to the surgery, the receptionist can arrange for you to be seen as quickly as possible in a side room.

# The Team That Works For You

## General Practitioners

Dr Michael Joseph Bourke (male) MB BCh (Dublin 1983) DCH DOBS BSc  
 Dr Paul Vincent Rankin (male) MB BCh (Belfast 1988) DGM MRCGP  
 Dr Sara Gil Rivas (female) MB BS DCH (London 1994) DRCOG DFFP MRCGP  
 Dr Dhrushil Patel (male) MB BS (London 2010)  
 Dr Alia Sahil (female) MB BS (Pakistan 1996) IELTS Plab 1&2 MRCGP  
 Dr Roopinder Brar (female) MB BS (Newcastle 2010)

## Nurses

Sister Clare Fluker (female) Registered General Nurse  
 Sister Sam Stone (female) Registered General Nurse  
 Sister Sue Carr (female) Registered General Nurse  
 Pharmacist Nipa Patel (female) BSc Pharmacy (UNI YEAR)  
 Health Care Assistant Holly (female) BSc Human Nutrition (Chester 2011)

## Managers

Filippa Dilena Practice Manager  
 Guy Ferrett Assistant Practice Manager  
 Suzie Zand Duty Manager  
 Suzanne Lockyer Duty Manager

## Receptionists

Rebecca Brown	Tina Liddington
Marta Czerwinska	Simone Neumann
Theodora Dobre	Fiona Pollitt
Sue Hubbard	Clair Priestley
Caroline Lay	Samantha Sparling

## Secretaries

Jackie Connolly  
 Andrea Corrie



## Clinicians Timetable

	Monday		Tuesday		Wednesday		Thursday		Friday	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
<b>Dr. Michael Bourke</b>	SM	SM	GWP	GWP	GWP	SM	SM	SM	-	-
<b>Dr. Paul Rankin</b>	SM	SM (Cryo)	SM	-	SM	SM	GWP	GWP	SM (Minor Ops/ Cryo)	SM
<b>Dr. Sara Gil Rivas</b>	GWP	GWP	SM (Diabetic)	SM	-	-	SM	-	SM	SM
<b>Dr. Dhrushil Patel</b>	SM	SM	SM	SM	-	-	SM	SM	GWP	SM
<b>Dr. Alia Sahil</b>	-	-	SM	-	-	-	SM	-	-	-
<b>Dr Roopinder Brar</b>	-	-	-	-	-	-	-	-	SM	SM
<b>Clare Fluker</b>	-	-	SM	-	-	SM	SM	-	-	-
<b>Sam Stone</b>	SM	-	GWP	GWP	-	-	GWP	GWP	SM	SM
<b>Sue Carr</b>	-	-	-	-	GWP	-	SM	-	-	-
<b>Nipa Patel</b>	SM	-	-	SM	-	-	-	-	SM	-
<b>Holly</b>	SM	SM	SM	SM	SM	SM	-	SM	SM	SM

## Extended Hours 18:30—20:30

	Monday		Tuesday		Wednesday		Thursday		Friday	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
<b>Sue Carr</b>	-	SM	-	-	-	-	-	-	-	-
<b>Holly</b>	-	-	-	-	-	-	-	SM	-	-