

PRACTICE STAFF

Doctors

Dr Catherine Kroll MA MBBS MRCP MRCGP

Oxford University & Middlesex Hospital

Year of Registration 1979

Dr Simon Freeman BA MBBS DRCOG MRCGP

Cambridge University & Westminster Hospital

Year of Registration 1979

Dr Susan Robinson MA MBChir MRCGP DRCOG

Cambridge University & St. Thomas' Hospital

Year of Registration 1984

Dr Jeremy Gray MA MRCP MRCGP DGM

Cambridge University & The London Hospital

Year of Registration 1986

Dr Helen Lucas BA DRCOG MRCGP

Durham University & Newcastle Medical School

Year of Registration 1993

Dr Henrietta Brook BA MBChir MRCP MRCGP

Cambridge University & Kings College Hospital

Year of Registration 1993

Dr Ed Barnes MBBS DRCOG MRCGP

Dr Laura Freeman MBBS DRCOG MRCGP

Dr Toni Tonkin MBChB MRCGP DRCOG DFFP LF

(Hom)

Dr Tahira Zuberi MBBS MRCGP DIP DERM DFM

Practice Nurse

Lindsey Guinane – Anjana Verma

HCA

Tina Hourigan – Victoria Radford (Phlebotomist)

Practice Manager

Patricia Lynch

Receptionists

Gill Gray (reception supervisor)

Joanna, Lynda, Audrey, Brenda, Vicky, Kim, Clare

Secretary/Admin

Tara, Camille.

Liaison Health Visitors

J Phillips HV

Councilors

Denise Clarke-Campbell, Rachel Orr.

SURGERY HOURS

The Surgery is open from 8.00am to 12.00pm weekday mornings and 1.30pm to 8pm on weekday afternoons (except Friday) Last appointment is 7.50pm.

Appointments may be made in person or by telephone. We ask patients to try to book with the same doctor to encourage continuity of care. They last 10 minutes, so book a double appointment for multiple problems or if your problem needs more time.

Patients can book an appointment up to two weeks ahead and we release new appointments each day. We operate a triage service for urgent same day problems. If you need to be seen urgently please telephone the surgery in the morning, a Doctor will call you back. You will be seen the same day if necessary. Urgent problems may also be fitted into afternoon surgery up to 6pm. Doctors try to keep to their appointment times but please try to be patient if they are running late.

If you have an appointment you don't need, please remember to cancel it. You can now do this online or by telephone.

Doctors' Weekly Timetable

MONDAY am

Dr Kroll Dr S Freeman

Dr Barnes Dr L Freeman

Dr Gray Dr Lucas

TUESDAY am

Dr Kroll Dr Robinson

Dr Barnes Dr Lucas

Dr L Freeman Dr Zuberi

WEDNESDAY am

Dr Kroll Dr Lucas

Dr Barnes Dr S Freeman

Dr Brook Dr Tonkin

Dr Robinson

THURSDAY am

Dr Kroll Dr Gray

Dr Barnes Dr Brook

Dr Tonkin Dr Zuberi

Dr S Freeman

FRIDAY am

Dr Gray Dr S Freeman

Dr Lucas Dr Tonkin

Dr Zuberi

MONDAY pm

Dr Kroll Dr S Freeman

Dr Barnes Dr Lucas

TUESDAY pm

Dr Kroll Dr Robinson

Dr Barnes Dr Brook

Dr L Freeman Dr Zuberi

WEDNESDAY pm

Dr Gray Dr Tonkin

Dr Robinson Dr Brook

Dr Lucas

THURSDAY pm

Dr S Freeman Dr Barnes

Dr Lucas Dr Tonkin

Dr Zuberi

FRIDAY pm

Dr Kroll Dr Tonkin

Dr Gray Dr Zuberi

SERVICES AVAILABLE

As well as general medical services we are happy to provide:

Family Planning and Contraception of all types

Cervical Smear Tests

Sexual health screening & chlamydia screening

Pre-Conception Counseling

Antenatal and Postnatal Care, shared with midwives

(Please ask for a double appointment for your 1st antenatal appointment). Anticoagulation,

Child Health Surveillance

Routine & All Travel Immunizations

Spirometry, Minor surgery

Blood Tests, ECGs and Doppler Testing

Well Person Checks Stop Smoking clinics

Chronic Disease Management

A Visiting Dietician & physiotherapy

Counseling by visiting practice counselor

NURSES APPOINTMENTS

The Nurses are available from 8.30am to 6.00pm

Monday to Friday by appointment. They are trained in

Family Planning, and offer most of the above services.

They also offer general health advice, diet and lifestyle

monitoring, ear syringing, wound dressing, removal of

stitches and expert help with Asthma. For Travel

Immunisations you can find out what you need from

our website, and see our nurse 4-6 weeks before setting

off.

The Nurse runs a non-appointment contraceptive pill repeat clinic every Thursday morning at 8.30.

HEALTH VISITORS

The Health Visitors work at Antrim House, Stormont

Road. **Telephone number is: 020 7441 0704/0700/08**

They offer practical support to families with

children up to 5 years old, organise immunisations and

do Developmental Checks at 8 months, 2 years and 3 ½

years. They have a drop-in clinic on Tuesday &

Wednesday afternoons 1-3pm. They also specialise in

Accident Prevention and Health Promotion for all ages.

HOME VISITS & OUT OF HOURS

Except in an emergency, it is very helpful to us if requests for home visits are made before 10.00am.

Telephone number: 0844 477 3107

If you need to see a doctor urgently between 6.30pm and 8am (Monday to Thursday) & from 6.30pm Friday to 8am Monday please call our out of hour's service provided by **Harmoni. Tel no: 0845 602 6292.**

If you need to see a doctor in an emergency between 12 noon and 1.30pm (Monday to Friday) please call **07910 874826**

You can also call NHS Direct a national nurse led helpline for advice about dealing with a health problem.
NHS Direct telephone number: 0845 4647

TELEPHONE ADVICE

Our Doctors give telephone advice. You may ring during the working day, but cannot always be put straight through to a Doctor during busy surgeries. The best time to ring for advice is between 11.30am and 12.00. Most test results are given between 2.30pm and 3.30pm each weekday. Non urgent requests for return telephone calls or fax messages cannot normally be taken. You can also email lavenderhill.administrator@nhs.net for general non urgent queries.

REPEAT PRESCRIPTIONS

If you need a regular repeat prescription, you will get a computer order form, showing your computer number. Please bring or send or fax this to us, or e-mail via our website indicating what you need. Send a stamped addressed envelope if you would like it posted back. Your Prescription will be ready within two working days.
Requests cannot be taken on the telephone.

We try to issue medicines for 3 months at a time, and it saves work if you can order items together.
Your Doctor will arrange to review your condition at appropriate intervals.

The practice is computerised and registered under the Data Protection Act.

Our premises are suitable for wheelchair access.

The Practice teaches medical students. You will be consulted when they are present in the surgery.

We are a training practice with a GP Registrar.

We aim to provide the best possible service to our patients. If you have any comments or suggestions, please speak to any member of staff. We have a formal practice based complaints procedure.

PRACTICE AREA

The boundaries of our area starting from the north and running clockwise are:

Battersea Park Road Silverthorne Road North St Old Town Clapham Common Southside Thurleigh Rd Bolingbroke Grove Battersea Rise St John's Hill Falcon Road

Please let us know if you change your address or telephone number.

USEFUL CONTACTS

NHS Direct	0845 4647
St. George's Hospital	020 8672 1255
St. Thomas' Hospital	020 7188 7188
Chelsea & Westminster Hospital	020 8746 8000
MSW Health	020 8335 1365
LSL Health	020 7716 7000
Wandsworth Careline	020 8875 0500
Wandsworth Carers' Centre	020 8877 1200

Lavender Hill Group Practice Website :
our website provides more practice details
plus links to other health information sites
and an e-mail exchange, at : www.lhgp.org.uk

LAVENDER HILL GROUP PRACTICE



DR EDWARD BARNES
DR HENRIETTA BROOK
DR SIMON FREEMAN
DR LAURA FREEMAN
DR JEREMY GRAY
DR CATHERINE KROLL
DR HELEN LUCAS
DR SUSAN ROBINSON
DR TONI TONKIN
DR TAHIRA ZUBERI
PATRICIA LYNCH
(Practice manager)

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