

**The Hall Practice**  
**Hampden Road, Chalfont St Peter,**  
**Buckinghamshire, SL9 9SA**  
[www.calcotmedicalcentre-hallpractice.co.uk](http://www.calcotmedicalcentre-hallpractice.co.uk)

SWITCHBOARD: 01753 887311

**OPENING TIMES**

**Mon: 7.30 – 18.00**  
**Tue: 7.30 – 20.00**  
**Wed: 7.30 – 18.00**  
**Thu: 7.30 – 18.00**  
**Fri: 7.30 – 18.00**  
**Sat: CLOSED**  
**Sun: CLOSED**

**THE HALL PRACTICE CATCHMENT AREA**



All patients registered at The Hall Practice must reside within our catchment area.

**PRACTICE STAFF**

**DOCTORS**

DR NICOLA TURNER  
 Personal Secretary's direct line: 01753 278 947

DR KATHERINE YEOMANS  
 Personal Secretary's direct line: 01753 278 946

DR DAWN BRITAIN  
 Personal Secretary's direct line: 01753 278 944

DR ANJANI SHARMA  
 Personal Secretary's direct line: 01753 915 882

DR VIMMI PASSI/DR RATNASINGHAM  
 Personal Secretary's direct line: 01753 278 945

DR DAL SAHOTA

**GP SPECIALITY TRAINEES**

DR UZMA AHMED  
 DR JOSEPH BLUNT  
 DR LAURA WYLIE

**PARAMEDIC**

TOM TIMMINS

**NURSES**

ANNE CALDECOURT  
 FIONA BRIDGER  
 DIANE LORD

**PHARMACISTS**

KALPNA MERCHANT  
 JACQUI KENT

**COMMUNITY MIDWIFE**

STEPH MCCREA  
 Holds an Antenatal Clinic on Friday mornings

**MANAGEMENT TEAM**

RUTH FRANKLIN,  
 DONNA BARRY & GERRIE MCMANUS

The Hall Practice

**PRACTICE LEAFLET**

Information for Patients



Revised 31/07/2019

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there's a good reason, the organisation must provide the information within 20 working days. Please contact Ruth Franklin the Practice Manager. There may be a charge for this information.



**HOW TO REGISTER AS A PATIENT**

If you are new to the area and are wishing to register with one of our GP's, please ask at our Reception. We ask for patients to bring two forms of identification to register at the practice – if this is difficult for you to do please contact one of our patient services team.

**APPOINTMENTS**

All surgeries are by appointment, and can be made in person, by telephone or online. When you ask for an appointment the patient services team may ask you for some brief details. We are not being nosy it is just so that we can ensure that you see the person with the right skills and experience as soon as possible. PLEASE REMEMBER TO CANCEL ANY UNWANTED APPOINTMENTS. If you are late to your appointment you may not be seen and will have to rearrange the next working day, except in the event of a medical emergency. We have a Text Reminder Service available. This allows you receive confirmation and reminders about your appointments. Please always consider whether the pharmacy maybe able to help you before booking an appointment.

**SURGERY & CLINIC TIMES**

Clinic times are available on our website and at Reception.

**HOME VISITS**

Home visits should only be requested for those who are homebound because of ill health or frailty. They should be requested before 10am if at all possible. Whenever possible we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room we can make alternative arrangements.

**NURSE PRACTITIONER**

We have a Nurse Practitioner available most days; who can deal with all minor ailments and can also prescribe.

**TELEPHONE ADVICE**

All Doctors have available telephone appointments each day. Please do ask for a telephone appointment. Please consider whether speaking to a clinician –rather than booking a face to face appointment – could resolve your problem.

**OUT OF HOURS**

**FOR ALL LIFE THREATENING EMERGENCIES PLEASE DIAL 999**

If you have an urgent problem when the surgery is closed. Please ring 111 your call will be answered by NHS 111, who cover out of hours. Please note that when contacting them, your telephone conversation will be recorded. At the weekend surgeries are held at Amersham Health Centre for URGENT problems only on Saturday & Sunday, to attend you need to contact 111 for a booking-in number. At any other time use our Emergency Telephone line as mentioned above and follow the instructions given on the answer machine.

**ONLINE ACCESS**

Visit our website at [www.calcotmedicalcentre-hallpractice.co.uk](http://www.calcotmedicalcentre-hallpractice.co.uk) where you can order repeat prescriptions, change your details and much more. You can also register for Patient Access where you can book appointments, order repeat prescriptions and view your medical records.

**TEST RESULTS**

It is the patient's responsibility to telephone the surgery for test results. We request that patients call after 2.30pm for these results.

**PRESCRIPTIONS**

Requests for repeats prescriptions will be dealt with within 72 hours. This can be in-person or by visiting our website [www.calcotmedicalcentre-hallpractice.co.uk](http://www.calcotmedicalcentre-hallpractice.co.uk)

**CHAPERONES**

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP.

**DISABLED ACCESS**

We have automatic front door access suitable for wheelchairs and disabled parking bays situated at the front of the medical centre. Disabled toilets are available in the waiting room.

**TEACHING & RESEARCH**

We are a training practice approved for the postgraduate training of doctors in general practice, and we view education as an integral part of The Hall Practice. GP speciality trainees are fully qualified doctors who have mainly hospital experience. The GP speciality trainees spend between 6-12 months at the practice. They consult jointly with our GPs and on their own, regularly videoing the consultation element of their surgeries for training purposes. We also have medical students who spend part of their training at the practice. The Practice is also involved with medical research in partnership with the National Institute for Health Research (NIHR).

**PATIENT FEEDBACK & COMPLAINTS**

If you are happy with the service you receive at the practice please let us know. If you are unhappy with the service you receive please also let us know. There are comment cards in the waiting room that we regularly review. If you would like to make a complaint please speak to one of the management team. There is a patient leaflet available from reception and on our website. This describes the process in detail.

**Patient Advice & Liaison Services (PALS)**

Stoke Mandeville Hospital: 01296 316042  
 Amersham & Wycombe Hospital: 01494 425882  
 Wexham Park Hospital: 01753 633365

**General Data Protection Regulation (GDPR)**

We are compliant with GDPR 2018. Our Privacy Notices are available in the waiting room and online at [www.calcotmedicalcentre-hallpractice.co.uk](http://www.calcotmedicalcentre-hallpractice.co.uk)

**PATIENT PARTICIPATION GROUP**

The practice has a virtual Patient Participation Group. If you would like to influence the way we operate please do not hesitate to contact our Operations Manager or view our PPG page on our website.