

Practice Area

Old Coulsdon	Coulsdon
Hooley	Purley
Chipstead	Netherne on the Hill
Banstead	Caterham Hill

Surgery Opening Hours

The Surgery reception is open for enquiries,
making appointments and collecting prescriptions

Monday	08.00–19.00 hrs
Tuesday	08.00–18.30 hrs
Wednesday	08.00-18.30 hrs
Thursday	08.00-19.00 hrs
Friday	08.00-18.30 hrs

Surgery is closed on weekends and Bank holidays

Consultation Hours

<u>Monday</u>	
Dr Didi 09.30-11.30	Dr Chitkara 16.00-19.00
<u>Tuesday</u>	
Dr Didi 09.30-11.30	Dr Chitkara 16.00-18.30
Nurse Heidi 09.00-13.00	Nurse Heidi 15.30- 17-00
<u>Wednesday</u>	
Dr Didi 09.30-11.30	No Clinic
<u>Thursday</u>	
Dr Didi 09.30-11.30	Dr Chitkara 16.00-19.00
<u>Friday</u>	
Dr Didi 09.30-11.30	Dr Didi 15.00-17.00
Nurse Heidi 09.00-13.00	Nurse Heidi 15.30- 17-00

Downland Surgery



59 Tollers Lane

Old Coulsdon

Surrey CR5 1BF

Tel: 01737 556880

Fax: 01737 556848

Dr Subhash Chitkara

MBBS, MRCP, DRCOG

&

Dr Anjali Didi

MBBS, nMRCGP, DGM, DFFP, Dip Derm

In an emergency or when the surgery is closed please
telephone

111

Free to call from all telephones.

Or visit:

The Walk In Centre

Impact House, 2 Edridge Road, Croydon
CR9 1PJ. Tel: 020 3040 0800

You can attend the walk in centre for help &
advice, it is open 8am-8pm every day.

Useful Telephone Numbers

Croydon University Hospital	020 8401 3000
East Surrey Hospital	01737 768511
Croydon Social Services	020 8726 6000

Downland Surgery is happy to provide services to patients who live outside of our Practice Area however services will be restricted to those provided at the surgery supported by the 111 service.

How to Register

New patients should live in one of the above areas. Please complete a registration form and lifestyle questionnaire, provide photo id (passport or driving licence) and one item as proof of your address. Please give these documents to the receptionist who will photocopy them and will return the original documents back to you.

Registration normally takes 48-72 hours.

Online Services

Downland Surgery offers online access to all our patients for booking appointments and repeat prescription requests – please ask at reception for online access – you will need to show some form of ID.

Patient Feedback/Patient Participation Group

Downland Surgery welcomes all patient feedback. It helps us to know what we are doing well and areas we need to improve. You can leave feedback for us in the surgery by using the Friends and Family Test cards or the suggestion box. Electronic feedback can be left on the following websites NHS CHOICES and iWantGreatCare.org.

Downland Surgery encourages its patients to belong to our Patient Participation Group. The Group meets annually and is provided with quarterly updates by email. If you wish to be part of our Group please let us know.

Helpful Information

Routine Appointments

Please phone **01737 556880** during surgery opening hours to book an appointment. Or if you prefer you can also book an appointment online. Please ask reception for a password.

For your convenience we operate an appointment system and try to keep your waiting time to the minimum.

You are usually able to have a same day appointment as required. Evening surgeries are busy and are mainly for people who go to work and cannot attend in the mornings.

Urgent Appointments

If you have a problem that cannot wait for a routine appointment, please tell the receptionist so that appropriate action can be taken.

Please advise the surgery if you are unable to attend your appointment.

Test Results

Blood, urine etc. test results are usually available approximately 5 days after the test has been taken. X-Ray results take a little longer and are usually available after approximately 7 days.

To check your results you can either make an appointment to see Doctor or ring to speak to Doctor **between 12.00 & 13.00 Monday to Friday.**

Home Visits

This service is only for genuinely housebound or seriously ill patients. They are time consuming and their misuse can disadvantage those in genuine need. **Please phone before 11am for home visits. We are unable to provide home visits for out of area patients.**

Repeat Prescriptions

Please allow 48 hrs for all repeat prescriptions requests.

Prescriptions can be requested online, in writing or by fax on 01737 556848

Downland Surgery is fully participating in the Electronic Prescription Service – please ask your local pharmacy for information about this service.

If you wish to have your prescription posted, please supply a SAE.

To avoid mistakes we are unable to accept requests for repeat prescriptions by telephone.

Concerns/Complaints

Downland Surgery pride ourselves on resolving issues without the need to make a formal complaint. We are always happy to discuss your concerns over the telephone or meet face to face, to try to resolve any problems you may have.

The surgery also has a formal 'in house' complaints procedure. If you wish to make a complaint, it should be made 'in writing' addressed to The Practice Manager. We will acknowledge within 5 working days and respond within 14 working days.

Violent / Abusive Behaviour

Downland Surgery operates a zero tolerance to abusive behaviour; any person exhibiting this behaviour will be removed from the Doctor's list, reported to NHS South West London and to the Police.

Please inform the surgery of any change of address, name or telephone number.

Please let the Doctor have any hospital or clinic discharge notes as soon as possible, so that your records can be updated accordingly.

Services

Ante-Natal Care

Asthma Clinic

Baby Checks

Cervical Smears

Contraception, Coils, Implants

Travel Immunisation

Minor Surgery

Heart Disease Prevention Clinics

Post Natal Check Ups

Child Immunisation

Diabetes Clinics

Smoking Cessation

ECG

Spirometry

Blood testing

Dementia Screening

Travel Vaccinations

Please complete a form, available from reception, giving details of your trip 2 months before you travel. The practice nurse will assess what vaccinations or medication you require for your trip and issue a prescription accordingly. Please ring the surgery 5 working days after leaving the form to see if you have a prescription to collect and if you need to make an appointment with the nurse for vaccination.

Confidentiality

All electronic information regarding patients is handled in a confidential manner. The Practice fully complies with the Data Protection Act.