

Welcome to Lees Place Medical Centre

This leaflet has been produced to provide you and or your family with information about your GP practice, the range of services we provide and how to best access them.

We offer a full general practice service (GMS contract) and provide specialised services for children and pregnant women, diabetes asthma and other chest diseases, patients with heart disease or on warfarin anticoagulation, those needing minor surgery and those on HRT. We are also able to offer cervical smear testing, travel immunisations and advice, contraceptive care including IUD/IUS insertions and medical checks which can be booked with our nurse.

Our Team

The Partners

Dr Susan Rankine (female)
MBBS (1983) DCH DRCOG DFFP MRCP
GMC No – 2808396

Dr Fiona Alexander (female)
MBBS (1985) DCH DRCOG DFFP MRCP
DipOccMed
GMC No- 3112799

Dr Ash Thakore (male)
BSc MBBS (1999) DRCOG DFFP MRCP
MRCP MSOM
GMC No- 4602406

Dr Cuong Nguyen (male)
MBBS (1995) BMAS DRCOG
GMC No- 4259451

Our other doctors

Dr Christine Grant (female)
MBBS(1969) LRCP MRCS MRCOG (FP)
GMC No-1404162

Dr Carol Tang (female)
MB BCh (1998) DFFP MRCP MRCP
GMC No-4550671

Dr Elise Dallas (female)
BSc MB BCh (2005) MRCP
GMC No-6101361

Dr Claire Robinson (female)
MRCP DSFRH MBChB (2005)
GMC No-6128432

Our Nursing Team

Joanna Robson – Lead Practice Nurse
Rosie Mason
Angela Ratcliff
Jacinta Deacy
Elizabeth Shannon

Our highly qualified nurses deal with a range of conditions and health concerns. They help run the specialist clinics, give advice on contraception, lifestyle, provide wound care, travel and ‘flu vaccinations, childhood immunisations, new patient health checks, anticoagulation and blood pressure monitoring, ear syringing and offer other health related treatments and care.

Practice Manager

Aziz Pandoor is the Practice Manager and Noelene Shekell is the Branch Manager and they will be able to help you with any administrative problems you may have with the way the practice is run.

Reception staff

The Reception staff are here to help you. They answer the phone, deal with enquiries and repeat prescription requests.

Linkworker for the Elderly

Alex Johnson supports and visits patients over 75 years of age and offers a wide range of advice and contacts for service access.

Health Visitors, The Community Matron and District Nurses

This team is attached to the practice and employed by the Primary Care Trust working in the community to support our patients in clinics and in their own homes. The Health Visitors offer health advice and support families with younger children.

Counsellors

We are able to refer patients to the community mental health team and also have a member of the IAPT (Psychotherapy) team visiting the practice once a week. This service can be accessed through the doctor or by self referral.

Surgery Opening Times

Monday 8am – 6pm

Tuesday 8am – 8pm Late opening

Wednesday 8am – 6pm

Thursday 8am – 8pm Late Opening

Friday 8 am – 6pm

Telephone lines are open from 8am – 6pm Monday - Friday

Please contact the surgery to check exact appointment times as these may differ according to type of service provided. A nurse is available during all opening hours.

Practice Area

The practice area covers most of the W1 postal district. A map is available at Reception should you wish to see it.

How to Register

The NHS list is open for new patients to register if they live in the practice catchment area. You can register online, in person or by post and will be required to fill in a registration form and new patient questionnaire. Your NHS Medical card will be helpful but is not essential. Proof of home address such as a utility bill or rental agreement will also be needed together with proof of identity. Also you will be asked to book for a new patient health check to complete registration. This involves a short review of past medical history, medications and allergies as well as a blood pressure check, basic urine test, height and weight. Please bring in any current medication or information that you think might help including the Red Book for children under the age of five years.

Appointment System

You can book an appointment by phone, in person or on line. We also see patients who walk-in on the day.

Urgent cases are seen or contacted on the day by the duty doctor.

If your condition is non-urgent you can either book an appointment in the next two working days or book up to four weeks in advance. You may have to wait longer if you want to see a particular doctor although we aim to provide you with appointments with your preferred choice.

Check with the receptionists as you may find a nurse or other health care worker would be able to help you instead of a doctor. You may also find that a telephone consultation with your doctor would work better for you. Just let the receptionist know.

Where appropriate we offer e mail consultations for routine problems. More details can be found at reception.

Change Of Personal Details

Please inform us if you change any of your personal details, address or telephone number so that we can update our records.

Repeat Prescriptions

If you take medication on a longterm basis, you can ask for a repeat prescription. Please complete the tear off section of your computerised prescription and allow two working days from request to collection. Your request can be hand delivered to reception during opening hours, put through the letter box, sent by post or ordered on line. If you wish your prescription to be returned by post please attach an SAE. Ask at reception for details on how to request repeat prescriptions via the internet.

Access To Premises

Most clinics are held on the ground floor and there is a lift to the lower ground floor for other clinics. The surgery is fully disabled compliant. There are baby changing facilities.

Patient Participation Group

The Practice has a very active Patient Participation Group (PPG) which aims to provide feedback and health education through meetings and newsletters. Please contact Mrs Gillian Guy the chair of the group on vmcppg@yahoo.co.uk if you are interested in joining.