

## SERVICES AVAILABLE TO REGISTERED PATIENTS

### Opening Times

Weekdays 8:00am – 6:30pm

### Extended Hours Appointments are offered:

Monday 7.30am – 8.00am

Tuesday 7.30am – 8.00am

Thursday 6.30pm – 7.00pm

Friday 7.30am – 8.00am

### WHEN THE SURGERY IS CLOSED

**NHS 111** will assess you, provide advice and direct you straight away to the local service that can help you best. NHS 111 is available 24 hours a day, 7 days a week. *Calls are Free.*

### Appointments

Some consultations with a doctor will initially be carried out over the telephone. If the doctor decides the patient's problem needs to be dealt with face to face the doctor will book them an appointment. Same day and advance booking of appointments are available to patients – subject to availability

**Appointments for the doctor or nursing team can be booked on line [www.patientaccess.co.uk](http://www.patientaccess.co.uk)**

House visits should be requested before 10:30am.

### Repeat Prescriptions

Please ensure that you request your medication before running out. Please leave your request with reception or order online at [www.patientaccess.co.uk](http://www.patientaccess.co.uk) For safety reasons we **DO NOT** accept telephone requests. Please allow 48 hours before collection. We can forward your prescription to you if you supply a stamped addressed envelope, or we can arrange for it to be sent to your chosen Pharmacy by the electric prescribing service (EPS).

### Test Results

For test results please call after 4pm weekdays.

### Telephone Lines

Our telephone lines are very busy between 8am – 10am each morning. If you have a routine enquiry please call after 10am.

### Parking (Cars are parked at owners risk)

It may not always be possible to park at the surgery. We therefore ask patients to leave plenty of time for their journey and to find parking. Where possible we recommend patients consider walking or cycling.

### Access for the disabled

Our practice premises are designed to give easy access for disabled people.

Useful Contacts	
Slough Walk in Centre	01753 635505
Health Advice	NHS 111
Heatherwood	01344 623 333
King Edward VII	01753 860 441
Upton	01753 821 411
Wexham Park	01753 633 000
Wycombe General	01494 526 161
Sexual Health Clinic	01753 635302
Citizens Advice Bureau	01895 837551
Relate	01628 625 320
Samaritans	08457 909090
Social Services (Amersham)	01494 729 000
Space (counselling for teenagers)	01753 575 432
Bucks Carers	01494 463 536
NSPCC	0808 800 5000
Domestic Violence 24 hr	0808 200 0247
NHS Smoking Support	0845 602 4218

### Clinical Commissioning Group (CCG)

Chiltern Clinical Commissioning Group  
Ground Floor  
Chiltern District Council Offices  
King George V House  
King George V Road  
Amersham  
Bucks  
HP6 5AW

Tel: 01494 586600



**THREEWAYS SURGERY  
PENNYLETS GREEN  
STOKE POGES  
SL2 4AZ**

**Tel: 01753 643445**

**Website: [www.threewaysurgery.co.uk](http://www.threewaysurgery.co.uk)**

**Email: [threeways.reception@nhs.net](mailto:threeways.reception@nhs.net)**

## MEET THE TEAM

**Practice Manager** Louise Bzdek  
**Deputy Manager** Pam Tottman

### Doctors

**Dr Stephen Allen** Reg London 1979  
MA MRCP MRCGP DRCOG GP Trainer

**Dr Conan Hassim** Reg London 1993  
MBBS MRCGP DRCOG DCH GP Trainer

**Dr Rachel Pope** Reg London 1988  
MBBS DCH DRCOG MRCGP

**Dr Vivian Tang** Reg London 2006  
BSc MBBS MRCGP DRCOG DFRSH

**Dr Cristina Agathangelou** Reg London 1999  
MRCG DFFP DRCOG

**Practice Nurse**  
Susan Kennedy-Bailey

**Practice Health Care Assistant**  
Suseelan Balasubramanian

**Health Visiting Team**  
Tel 01753 643907 for advice and help with all age groups

**District Nursing Team**  
The team are located at Chalfont & Gerrards Cross Hospital and can be contacted on 01494 426030.

**District Midwife**  
The Midwife visits the surgery on a Monday morning and can be contacted at other times on 01753 634563

## WELCOME TO THREWAYS SURGERY

### Training Practice

We are an approved training practice providing training for junior doctors to experience general Practice. The doctors are here for 6 -12 months each year and are under the supervision of Dr Allen and Dr Hassim.

### Our Services

- Contraception Services
- Minor Surgery
- Women's Health
- Child health clinics
- Immunisation and travel advice.
- Diabetic, Asthma and Heart disease prevention clinics
- Phlebotomy (Blood tests)
- Podiatry (Foot problems)
- Quit Smoking Support Clinic
- Talking therapies
- Clinical Pharmacist

### Medicals and Reports

For insurance reports, driving, fitness to travel, letters etc, please speak to our reception staff for details and/ or to arrange an appointment. These are not part of General Medical Services and therefore incur a charge. The website has an up to date list of charges.

### Complaints / Suggestions / Feedback

If you have a suggestion, wish to provide feedback or make a complaint about any aspect of our service, please let us know by writing to the Practice Manager. Full details of our complaints procedure are available in the surgery or the surgery website.

### Data Protection

Under the Data Protection Act we require a patient's written permission before we can discuss their care or treatment with family members, guardians, carers or friends. This also applies to patients aged 12-16.

## INFORMATION

### P Clinical Standards of Care – Patients Charter

As a patient you have the right to receive a safe high standard of medical care and to be treated with dignity and respect. Our practice staff are here to help to look after your medical needs and are trained to be aware of vulnerable patients and those with special needs. Please treat our staff with the same courtesy and respect you would expect to receive from them. If you wish to speak to the receptionist please ask to see them privately. Chaperones are available to any patient when seeing a doctor or nurse.

### Care Data

Information about you and the care you receive is shared, in a secure system, by healthcare staff to support your treatment and care. You have a choice. If you are happy for your information to be used in this way you do not have to do anything. If you have any concerns please speak to our reception team. Further information is available on the surgery website.

### Patient Participation Group

Patients are welcome to join the group to help in developing and providing feedback to the practice and CCG in future services and developments for the local area. Further information is available on the surgery website.

### Medical Records

Our staff are trained in accordance with the Data Protection Act and all the staff contracts include a clause that any breaches of confidentiality may result in dismissal. You have the right to request access to your full medical records. A standard fee is chargeable for copies of your records. All requests must be put in writing to the practice.

Please make sure you advise the surgery of any address or telephone number changes as soon as possible.