When the Surgery is CLOSED
and you need urgent medical advice or to see a doctor, please call the Out of Hours number 111.
Additional GP Service at Caterham Dene
If you need to see a doctor urgently at the weekend, additional services are available at Caterham Dene Hospital. All appointments are available on a walk-in basis only.

Saturdays - between 10am and 6pm
Sundays & Bank Holidays - between 10am and 2pm

Please Note: If capacity is filled you will be directed to the NHS 111 service to assess your needs and direct you to alternative services.

Flu Season
The flu season will be upon us soon and it is worth making a note in your diary that our flu clinics will be starting in the month of September for patients who are eligible.

There are a couple of changes to the programme, these being:
- children aged 4 years and over will be vaccinated in school as part of the schools programme and
- the inclusion of morbidly obese patients as being at-risk

Eligible patients at risk are listed as:
- over 65 years, pregnant women, carers
- under 65 who have one of the following conditions - Asthma, Coronary heart disease, Chronic Obstructive Heart Disease, Chronic kidney disease, Chronic liver disease, Diabetes, Multiple sclerosis, Polio, Stroke/Transient Ischaemic Attack, Weakened or suppressed immune system

If you would like more Information about the flu vaccine, please visit the NHS Choices website.

Checking In Using the Screens
Thank you for using the check-in screens located on the Ground and First Floors. It really does help ease congestion at Reception. Please can we just flag up as it is very important, that you need to select your month and year of birth for your appointment to be displayed, however there is an extra step that must be completed and that's to select 'YES' to confirm, as failure to do so will mean the doctor will not know you are here and you could miss your appointment!

We are pleased to announce that quite a few of our patients are enjoying the benefits of the Electronic Prescribing Service, which gives the Practice the ability to electronically send your prescription directly to a pharmacy of your choice, avoiding the need for you to queue at Reception to collect the green paper prescription and then take it to a chemist.

If you would like to learn more about or sign up to the service, please ask your Pharmacist, who is your first port of call.

ARE WE UP TO DATE? When visiting or telephoning the practice, please could you check with the receptionist that we have your correct details e.g. Telephone numbers (Home and Mobile), address and email address – Thank you

On-line Services
If you are over 16 years of age, you can now register for our on line services where you can:
- Book appointments; and/or
- Order you repeat prescriptions; and/or
- Access certain elements of your medical records

To Register
- Pick up a registration form at Reception or
- Download the form from our website [www.townhillmedicalpractice.nhs.uk](http://www.townhillmedicalpractice.nhs.uk)

It is important to mention that you will be required to bring in proof of identify with your completed application form, the details of which are supplied with the form.

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**Blood Pressure Machines**
We have two blood pressure machines for your use. One is located at the back of the Ground Floor Waiting Room and the second is on the 1st floor stairwell. It is advisable to take 3 readings if you have time and take the readings to reception. Should you have any problems or concerns about using blood pressure machines, please ask a receptionist who will be happy to help you.

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**Patient Participation Group (PPG)**
We are pleased to welcome and openly encourage new members to join our PPG. The group is ‘virtual’ which means that all communication is through email which our members favour. We really hope you will consider joining to help us help you with the services that we provide both now and in the future. To sign up, please leave your details at reception or visit our website: [www.townhillmedicalpractice.nhs.uk](http://www.townhillmedicalpractice.nhs.uk) or ask to speak to Jules Green, our Patient Liaison Co-ordinator, who will be happy to help you.

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**Feedback**
The Practice values all feedback received from patients, good or bad, regarding the services we provide. There are numerous ways you can do this,

- By going to NHS choices website [www.nhs.uk](http://www.nhs.uk), go to the ‘Find GP’ box and enter your postcode. Then click on Townhill Medical Practice and away you go.
- By going to Townhill’s website [www.townhillmedicalpractice.nhs.uk](http://www.townhillmedicalpractice.nhs.uk) - just click on the words at the bottom of the page iWantGreatCare, it will take you to a website where you can leave feedback for the practice and/or the doctors.
- By visiting reception where there are feedback forms available for you to complete anonymously and a box to place them in.

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**General Information**

**Surgery Hours**
Monday to Friday 8.00am to 6.00pm
Late surgeries Monday: 6:30pm -8:30pm & Wednesday 6.30pm-7:30pm, **for booked appointments only not emergencies**.
Saturday 8.00am – 11am: **for booked appointments only not emergencies**.

*Please note prescriptions are not available for collection after 6pm on weekdays and on Saturday mornings, as they are required to be locked away. Thank you.*

**Appointments**
30% of our appointments can be booked up to 2 weeks in advance, subject to availability. This can be done either by telephone on 01883 331900, on-line or in person at reception. The remainder of the appointments will then only be available to book on the day from 8.00am. You are able to book an appointments, if you are a registered carer, the cared for or you are required to book disability transport.

**Test Results**
Please ring from 12:00pm Monday to Friday. We request patients ring rather than ask at reception for privacy reasons. **Please note receptionists are unable to give complete breakdowns of results. If you require one, please arrange a telephone consultation with a Doctor or ask for a written breakdown.**

**Repeat Prescription Requests**
Requests for repeats can be made using the form available at reception or via our on-line services which you need to register for. More details are available on our website [www.townhillmedicalpractice.nhs.uk](http://www.townhillmedicalpractice.nhs.uk). Please allow **2 full working days** for us to process your request and up to **3 full working days** if you have requested the prescription to go to a chemist.

*We’re sorry, but we do not accept requests for prescriptions over the telephone.*

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**Surgery Opening Hours**

**Monday to Friday**  8:00am - 6:00pm  
Extended Surgeries for **Booked Appointments Only:**  
**Monday**     6:30pm - 8:00pm  
**Wednesday**   6:30pm - 7:30pm  
**Saturday**     8:00am - 11:00am  

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(M) = Male  (F) = Female

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