



## Carers

If you're a carer or are being cared for, please inform the Practice. We'll put you in touch with support groups.

## Chaperones

Please let Reception know if you would like a chaperone during any of your consultations.

## Facilities for the disabled

- Step-free access to all clinical rooms
- Accessible toilet (incl. baby changing table)
- Lift
- Induction Loop

## Cervical Screening

Please only book an appointment if you've had a letter from NHS England. Ask Reception if you're unsure when it's due.

## Non NHS work

Practices are entitled to charge for non-NHS work. Please check our website for [a list of fees](#).

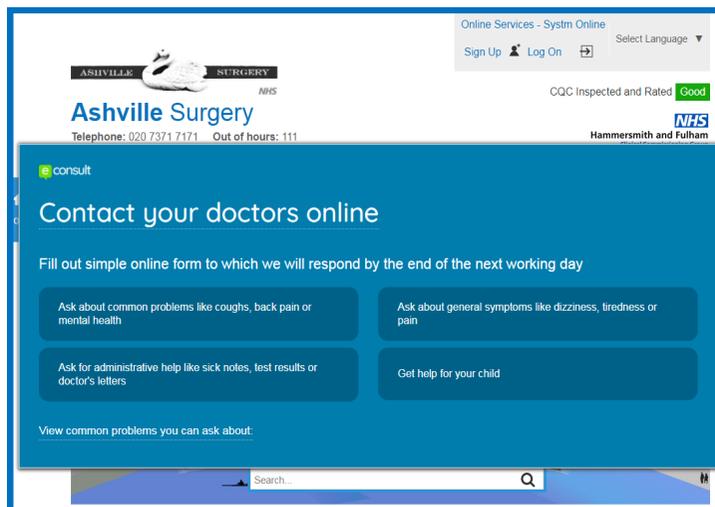
## COVID 19

**For up-to-date guidance and advice, please see our website.**

**All patients who attend the surgery will have their temperature checked on arrival. Please also wear a mask or face covering and use the hand sanitiser.**

## How our appointment system works

For medical advice, GP appointments, referrals or results, go to [ashvillesurgery.co.uk](http://ashvillesurgery.co.uk) and complete an eConsult. Follow the steps in the blue banner.



Please also use the eConsult platform if you have any administrative queries. eConsult can also be accessed via mobile phones.

When we receive your eConsult, a GP will triage your case, and either phone you or send an SMS. If you need to be seen face to face, they will arrange an appointment for you.

**Please do not use eConsult for medication requests.** These need to be ordered via your online account. Reception will set you up when you register.

For nurse appointments (eg, blood tests, smears, wound care) please call 020 7371 7171

We also have a GP on duty AM & PM for urgent patient concerns. However, patients should use the eConsult platform in the first instance (except those with no internet access).



# Ashville Surgery

## Swan House

### Parsons Green Lane

### SW6 4HS



**Tel** 020 7371 7171

**Email** [ashville.surgery@nhs.net](mailto:ashville.surgery@nhs.net)

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

## Opening hours

Monday to Friday 0800-1830

Extended hours Monday to Wednesday  
(pre-booked only 1830-2000)

**Out Of Hours 111**

A warm welcome from all of us at Ashville.

## Our Mission and Values

To provide high quality, safe, professional care to every one of our patients.

To focus on prevention of disease by promoting health and wellbeing.

To work in partnership with our patients, their families and carers involving them in decisions about their treatment and care.

To treat patients as individuals and with the same respect we would want for ourselves or a member of our family.

## Clinical Team

### GPs

Dr A Ryan (F) Dr J Beach (F)

Dr S Aras (M) Dr J Jenkins (M) Dr M Rashidy (M)

### Nursing & HCA

Jenny Chetwynd, Sally Gillibrand, Scott Owen

### Pharmacist

Rushika Patel

### Practice Manager

Magnus Nelson

## New Patient Registrations

You can register via [ashvillesurgery.co.uk](http://ashvillesurgery.co.uk)

You can also collect forms in person.

If you're registering children under 6, please bring the Red Book or equivalent immunisation documentation.

## Online Services

The practice operates a secure online system where you can request repeat prescriptions.

You also view your medical records.

Reception can set this up for you.



Happy with your experience?

Room for improvement?

Got a suggestion?

You can provide feedback via NHS.uk or via the form on our [website](https://ashvillesurgery.co.uk/contact-us/feedback-and-complaints).

<https://ashvillesurgery.co.uk/contact-us/feedback-and-complaints>

## Patient Participation Group

Enquire at Reception about joining us at our Patient Participation Group meetings.

## Investigations & Results

If you need to have a blood test or any other kind of test, you will be advised when to telephone for the results by a GP or nurse.

Note that we can only undertake blood tests agreed or authorised by a GP. Results are usually received within 3 - 5 working days.

## Medication & Repeat Prescriptions

You can order medications via your online account. Please ask Reception to set this up for you. If you have forgotten your login details, Reception can re-set them.

**Please note that we do not take medication requests over the phone.**

## Medical Emergencies

Call 999 immediately, for

- suspected heart attack
- severe breathing difficulty
- fracture
- haemorrhage

## Out of Hours

Surgery closed?

Need medical advice or help?

Please contact NHS 111

