



### 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 [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)**

### How our appointment system works

For medical advice, GP appointments, referrals or results, go to [ashvillesurgery.co.uk](http://ashvillesurgery.co.uk) and complete a PATCHS request. Follow the steps after clicking on the PATCHS banner on our home page.



[Click Here to Contact Your GP Online](#)

Answer 4 simple questions and PATCHS will get you help quickly.  
Health advice, fit notes, medication, and more...

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

When we receive your PATCHS, 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 PATCHS 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 PATCHS platform in the first instance (except those with no internet access).



NHS

# 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

Enhanced access:

MON, TUES, WED , THURS 1830-2000

THURS & FRIDAY 0700-0800

**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 K McWhirter (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>

## 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 NHS APP or Systmone 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

Available 24 hours a day, 365 days a year.

Calls are free from landlines and mobiles

Dial 111

Emergency — You must call 999

You can also use our PATCHS platform MON-FRI 0630-1830 to submit requests.

