

Information available from Alexandra Surgery under the Freedom of Information Act model publication scheme.

Information covered by this scheme is only about the primary, general or personal medical services we provide under contract to the National Health Service.

Information to be published	How the Information can be obtained	Cost
Class 1 –Who we are and what we do	Practice Leaflet Web site	No charge
Doctors in the Practice are: Dr N Sornalingam Dr M Mahadevan Dr A Nabjee		
Tel: 0208 946 7578 Fax:0845 330 8569 Email: Alexandra_surgery@hotmail.com		
Reception opening Hours are Monday 08.30 – 13.00 and 14.00 – 20.00 Tuesday 08.30 – 13.00 and 14.00 – 18.30 Wednesday 07.00 – 17.00 Thursday 08.30 – 13.00 and 14.00 – 18.30 Friday 08.00 – 13.00 and 14.00 – 18.30		
<u>Other staff:</u> Rosemarie Ahmad –Practice Nurse Lesley Daniels – Practice Nurse Sheila Leach – Practice Manager Shirin Adenwala- Deputy Practice Manager Ann Harrington – Senior Receptionist Marie Joseph – Health Care Assistant Akhtar Siddiqi – Receptionist Raji Pushparatnam – Receptionist Priya Sornalingam - Administrator		
Class 2 –What we receive and how we spend it		
Income received from the PCT approximately £665,115 for April 08 – March 09 spent on running costs of the surgery, staff salaries etc		

Class 3- What our priorities are and how we are doing		
We are trying to reduce patient attendance at A/E in hours i.e. when the surgery is open, by patient education and auditing attendance.		
Class 4- How we make decisions		
The Practice holds regular monthly Practice and Clinical meetings. Minutes are kept of these meetings. In addition the Partners also meet on a regular basis. On occasion questionnaires are given to patients to seek their views. We also have a Patient Participation Group, whose views and ideas are taken into consideration when making decisions.		
Class 5 – Our policies and procedures		
Policies and procedures about the employment of staff	Hard copy can be obtained by written application to the Practice Manager	£1.00
Internal instructions to staff and policies relating to the delivery of services	Hard copy can be obtained by written application to the Practice Manager	£1.00
Equality and diversity policy	Hard copy can be obtained by written application to the Practice Manager	£1.00
Health and Safety policy	Hard copy can be obtained by written application to the Practice Manager	£1.00
Complaints procedures	On web site	free
Records management policies (records retention, destruction and archive)	On web site	free
Data protection policies	Hard copy can be obtained by written application to the Practice Manager	£1.00
Policies and procedures for handling	Hard copy can be	£1.00

requests for information	obtained by written application to the Practice Manager	
Patients Charter	On web site	free
Class 6 –Lists and Registers		
Not held		
Class 7 – The services we offer		
Ante natal and post natal clinics Asthma and COPD clinic Diabetic clinic Well woman clinic Family planning clinic Baby clinic Cryotherapy clinic Acupuncture Weight Management Chronic disease management New Patient checks Commuter clinic Travel clinic	Please see price list displayed in waiting room or ask nurses.	Some vaccines are chargeable
Information leaflets are available in the waiting room about a variety of topics. The doctors and nurses also hold more specialist leaflets	Help yourself to leaflets in the waiting room or request them from Clinicians	Free of charge
Out of hours arrangements. When the surgery is closed there is an answer phone message giving the telephone number of the deputising doctor service.		
Patient Participation Group	Please ask Practice Manager	