



# Your guide to local health services **2006**



**PLEASE KEEP**  
Important health  
information inside  
including maps of  
Sutton and  
Merton

# INTRODUCTION

Welcome to the 2006 edition of 'Your guide to local health services'.

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Sutton and Merton Primary Care Trust (PCT) looks after the health of approximately 390,000 people in the London Boroughs of Sutton and Merton. We make sure that all the health services you need are available in the places you need them.

Your health is important to us and we want to make sure that you can find information about our services as easily and quickly as possible. The feedback you gave us on last year's guide to local health services has helped us to put together this year's edition and we hope that you will find it useful.

## This guide is designed to:

- ▶ give you up-to-date information on local health services
- ▶ tell you about the work being done by the PCT and how you can be involved
- ▶ tell you where you can get more detailed information

Sutton and Merton PCT headquarters are at the Nelson Hospital, Kingston Road, Raynes Park, SW20 8DB

**Tel: 020 8251 1111.**

Visit [www.suttonandmerton.nhs.uk](http://www.suttonandmerton.nhs.uk) for more information.

## Ensuring equal access for all

Sutton and Merton PCT provides a variety of services in the local community, and we are keen to see that everyone has equal access to them. If you need to visit one of our services and you have any specific requirements, such as needing an interpreter, a hearing loop or wheelchair access, please contact the service you are planning to visit in advance, so that we are better able to help you.



## Further information

This guide was produced by Communications at Sutton and Merton PCT.

For more copies, or to comment, contact:  
Communications, Hamilton Wing, Nelson Hospital,  
Kingston Road, Raynes Park, SW20 8DB

**Tel: 020 8296 2406** or  
email: [communications@smpct.nhs.uk](mailto:communications@smpct.nhs.uk)

We welcome your feedback on how useful you found this guide and suggestions for improvement. Please send any comments to the contact details above.

To obtain translated versions of this leaflet or in Braille, large print or audio-cassette please contact Communications (see above for contact details).

## Disclaimer

We have taken every precaution to verify the information contained in this guide, which was correct at the time of publication. However, changes in information and services may occur, which will not be reflected in this guide.

For up-to-date information on services visit our website [www.suttonandmerton.nhs.uk](http://www.suttonandmerton.nhs.uk) or call **Tel: 020 8251 1111.**

## GETTING INVOLVED

We are committed to meeting the needs of the local population and feedback is vital for improving the services we deliver. You can get involved by:

- ▶ Joining a local patient forum
- ▶ Joining our 'Expert Patient' programme or applying to become a trainer
- ▶ Becoming a community engagement volunteer

For further information on getting involved, call **020 8251 0532** or **020 8407 3970**.

### How your feedback has helped us

We are always looking at ways in which we can improve our services. To help us do this we use:

- ▶ Feedback from patient surveys
- ▶ Analyses of complaints and comments
- ▶ Feedback from Patient and Public Involvement programmes and focus groups

### Patient survey results 2005

In January 2005, each PCT selected 850 patients at random from those aged 16 or over, who were registered with local doctors and sent them a questionnaire asking for their opinion of local health services.

This year's survey shows that we have made significant improvements in the services we provide. However, there are still areas where we would like to do better.



### Successful areas:

- ▶ Over 90% of people who responded felt that their GP treated them with respect and dignity
- ▶ A marked increase in the amount of trust patients have in health professionals at surgeries, other than GPs. Only 16% of people who responded identified this as a concern, down from 33% last year
- ▶ A high level of patient satisfaction with dental services. Less than 14% of respondents had to wait more than three weeks for an appointment

Areas that were highlighted for improvement, which we have been working on with our GP practices, include making sure that more patients are told how long after their appointment time they will have to wait before they are seen and making sure that patients feel they are given enough time to discuss their health or medical problem. One area that was highlighted for improvement, where we are already making progress, was in the availability of GPs and other professionals out-of-hours. The new out-of-hours service is now in place and has a policy of answering all calls within 60 seconds.

### Your guide to local health services

This year, we surveyed patient representatives and members of the public to get feedback on the design and content of last year's guide. We have used this feedback to produce the 2006 guide. Some of your suggestions included:

- pharmacist details on the map
- map details grouped by postcode
- greater use of headings
- using a cream or off white background to help people with a visual impairment
- one guide to cover the whole calendar year
- delivery at the beginning of the calendar year.

We have tried to incorporate as many of your suggestions as possible into the production of this year's guide and we welcome your comments.

Many people are not sure what to do when they feel unwell. The modern NHS provides a range of options in order to ensure that you get the right treatment.

## Can you treat yourself at home?

Maintaining a well-stocked medicine cabinet at home will help to treat ailments that cannot be cured by your family doctor such as coughs and colds.



## Do you need to visit your family doctor?

For many people, family doctors are where they first turn for help. This is understandable, but not always necessary. You should visit your doctor's surgery for injections, treatment of minor ailments and injuries, prescriptions and medical advice and care. [For details of family doctors in Sutton and Merton by postcode, see the maps in the centre of this guide.](#)

## Have you tried your pharmacist?

Your local pharmacist (chemist) can help you with symptoms ranging from sprains to stomach upsets. They are trained professionals, qualified to give free, expert advice. You don't need an appointment to see them and they can advise you if you're unsure if you need to see a doctor.

[For details of pharmacists in Sutton and Merton by postcode, see the maps in the centre of this guide.](#)



## Do you need help out-of-hours?

If you need help with a health or social care problem at night, at the weekend or on a bank holiday, you can call the out-of-hours service 'Caring around the Clock' on **020 8401 3645** between 6.30pm - 8.00am Monday - Friday and 24-hours at weekends and Bank Holidays.

Local family doctors and other professionals are available to provide care to people whose health or social care problems are urgent but not an emergency (for example, a problem that cannot safely or reasonably wait until normal daytime services are open).

## NHS Direct

If you need health information or advice at any time of the day or night, call NHS Direct on **0845 4647**. This is a confidential 24-hour nurse-led advice service, providing healthcare information and advice on whether you should seek further medical attention. If you need treatment but do not think it is serious enough to go to Accident and Emergency (A&E), you could visit a Minor Injuries Unit or a Walk-in Centre for an assessment or treatment.

## NHS Walk-in Centres

NHS Walk-in Centres provide treatment for minor injuries and illnesses seven days a week. You do not need an appointment and will be seen by an experienced NHS nurse. The nearest NHS Walk-in Centres are:

St George's Hospital, Blackshaw Road,  
Tooting, London SW17 0QT

**Tel: 020 8700 0505**

45 High Street, Croydon, Surrey CR0 1QD

**Tel: 020 8666 0555**

## Minor Injuries Units

Minor injuries can include small cuts, grazes and minor sprains. These conditions sometimes need to be treated in an A&E department, but specialised Minor Injury Units can deal with many of these injuries and waiting times are usually very short.

The nearest minor injuries unit is at Queen Mary's Hospital, Roehampton Lane, SW15 5PN  
Tel: **020 8355 2450/2813**

No appointment necessary, but the centre does not treat children under two or road traffic accident victims.



## When to go to A&E

You should go to A&E if you have a serious problem and you require urgent treatment. You should only call **999** for emergencies such as loss of consciousness, serious accidents, loss of blood and severe chest pain. A&E departments are located at:

### St. Helier Hospital

Wrythe Lane, Carshalton,  
Surrey, SM5 1AA

Tel: **020 8296 2000**

### Epsom Hospital

Dorking Road, Epsom,  
Surrey, KT18 7EG

Tel: **01372 735 735**

### St George's Hospital

Blackshaw Road, Tooting,  
London, SW17 0QT

Tel: **020 8672 1255**

### Kingston Hospital

Galsworthy Road,  
Kingston Upon Thames,  
Surrey, KT2 7QB

Tel: **020 8546 7711**

### Mayday University Hospital

530 London Road,  
Croydon, Surrey, CR7 7YE

Tel: **020 8401 3000**

## Need help?

### Ask PALS (Patient Advice and Liaison Service)

As a patient, relative or carer you may need to turn to someone for help, advice or support. The Patient Advice and Liaison Service (PALS) provides independent, confidential advice and support, helping you to sort out any concerns you may have about the healthcare you receive.

PALS is your point of contact with the Primary Care Trust. We are here to:

- ▶ Listen to your concerns, suggestions or questions
- ▶ Help sort out problems quickly
- ▶ Provide you with information on local NHS Services

If necessary, we can refer you to specific local or national-based support agencies, including self-help groups and other information providers.

Although we are part of the PCT, PALS acts independently when handling patient and family concerns, liaising with staff, managers and relevant organisations.

Contact PALS for Sutton and Merton PCT on **0800 085 3182** or e-mail **pals@smpct.nhs.uk**

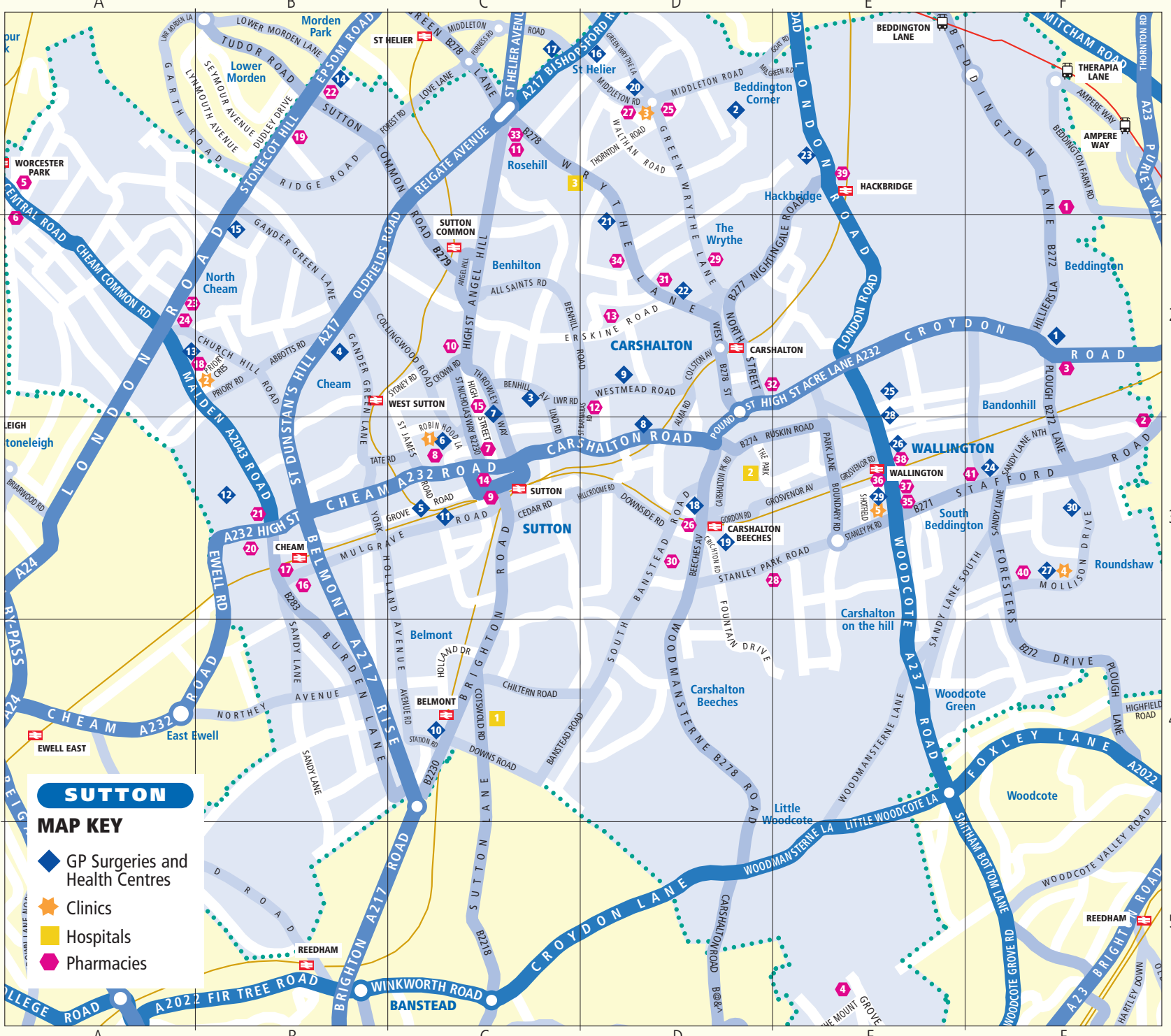
### Other local PALS services:

St Helier Hospital and Epsom Hospital  
PALS: **020 8296 2508**

St George's Hospital PALS: **020 8725 2453**

Kingston Hospital PALS: **020 8934 3993**

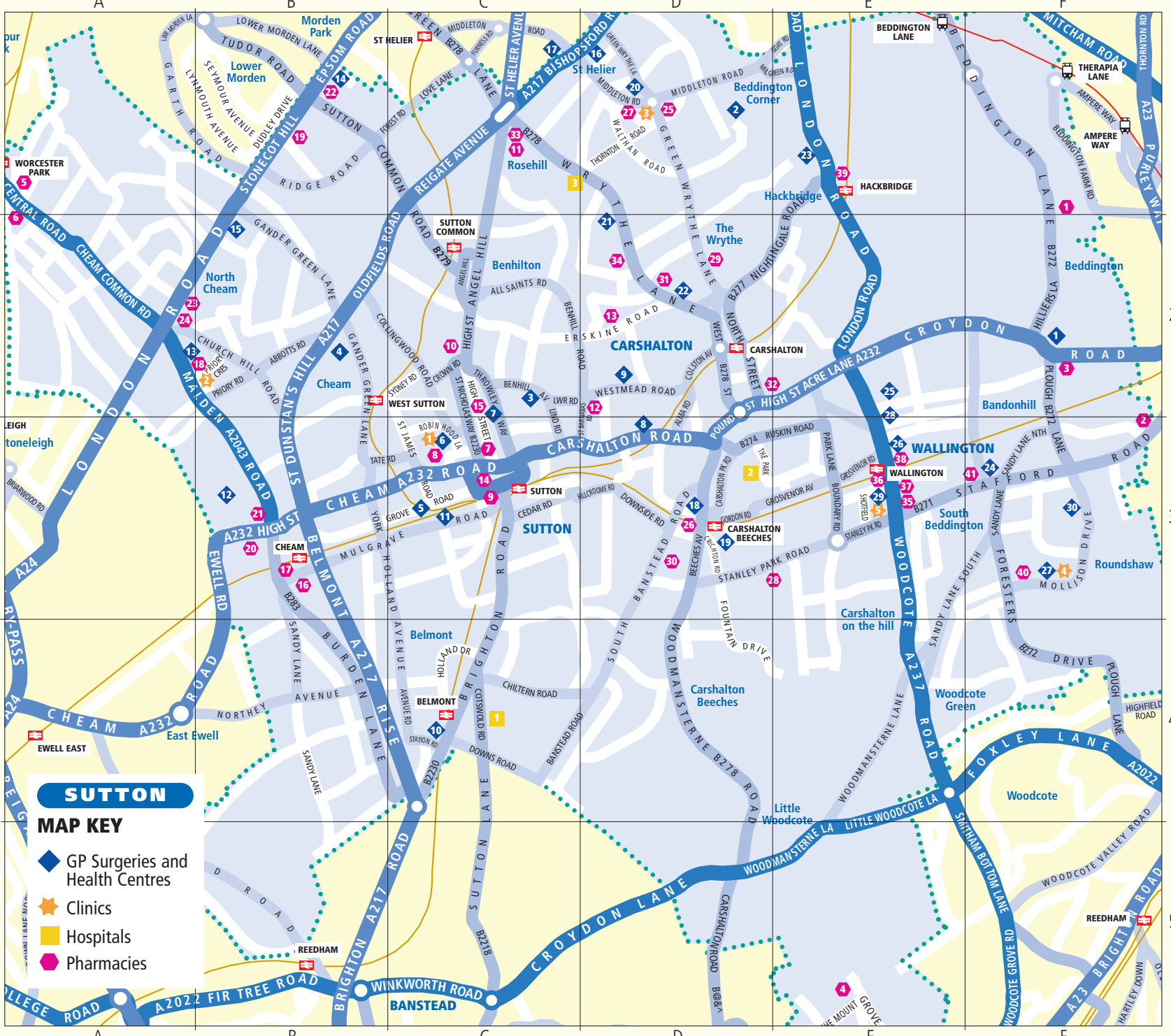
Mayday University Hospital PALS: **020 8401 3210**



**SUTTON**

**MAP KEY**

- ◆ GP Surgeries and Health Centres
- ★ Clinics
- Hospitals
- ◆ Pharmacies



## SUTTON

### CRO

- 1 Beddington Medical Centre (F2)**  
172 Croydon Rd, Beddington, CRO 4PG  
☎ 020 8688 8486
- 1 Asda Pharmacy (F1)**  
Asda Superstore, Marlowe Way, CRO 4XS  
☎ 020 8689 3210
- 2 Blundens Chemist (F3)**  
314 Stafford Rd, CRO 4NH  
☎ 020 8688 6337
- 3 Lafford Chemists (F2)**  
7-8 The Broadway, Plough La, Beddington,  
CRO 4QR ☎ 020 8688 6200

### CR4

- 2 Wandle Valley Health Centre (D1)**  
1 Miller Close, Wandle Valley, CR4 4AX  
☎ 020 8544 2180

### CR5

- 4 Galloways Chemist (E5)**  
7 Hillcrest Parade, The Mount, Coulsdon,  
CR5 2PS ☎ 020 8645 6464

### KT4

- 5 Boots the Chemist Ltd (A1)**  
158 Central Rd, Worcester Park, KT4 8HH  
☎ 020 8337 2612
- 6 Superdrug Pharmacy (A2)**  
107 Central Rd, Worcester Park, KT4 8DY  
☎ 020 8337 2325

### SM1

- 3 Benhill and Belmont GP Centre (C2)**  
54 Benhill Ave, Sutton, SM1 4EB  
☎ 020 8642 8011
- 4 Cheam Family Practice (B2)**  
263-265 Gander Green Lane, Sutton,  
SM1 2HD ☎ 0844 477 8785
- 5 Grove Road Practice (C3)**  
83 Grove Rd, Sutton, SM1 2DB  
☎ 020 8643 9366

- 6 Robin Hood Lane Health Centre (C3)**  
Robin Hood Lane, Sutton, SM1 2RJ  
**Dr Elliott:** ☎ 020 8642 2220  
**Dr Seyan & Partners:** ☎ 020 8407 3637
- 7 The Old Court House Surgery (C2)**  
Throwley Way, Sutton, SM1 4AF  
☎ 020 8407 3698
- 8 The Surgery (D3)**  
181 Carshalton Rd, Sutton, SM1 4NG  
☎ 020 8661 1505
- 9 Westmead Surgery (D2)**  
92 Westmead Rd, Sutton, SM1 4HX  
☎ 020 8643 9830

- ★ Robin Hood Lane Clinic (C3)**  
Robin Hood Lane, Sutton, SM1 2RJ  
☎ 020 8544 2050

- 7 Boots the Chemist Ltd (C3)**  
109 High Street, Sutton, SM1 1JG  
☎ 020 8642 7575
- 8 Caring around the Clock (C3)**  
**(Emergency only via telephone)**  
Robin Hood Lane Clinic, Robin Hood Lane  
Sutton SM1 2RJ ☎ 020 8401 3645
- 9 Cooper and Co (C3)**  
3 Grove Rd, Sutton, SM1 1BB  
☎ 020 8642 7299
- 10 Gaiger Chemist (C2)**  
Unit 12, 303 High Street, Sutton, SM1 1LL  
☎ 020 8643 6787
- 11 MPS Pharmacy Limited (C1)**  
46-47 The Market, Rosehill, SM1 3HE  
☎ 020 8644 8142
- 12 Purdome Chemist Ltd (D2)**  
86 Westmead Rd, Sutton, SM1 4HY  
☎ 020 8642 8763
- 13 S G Barai Pharmacy Ltd (D2)**  
39 Erskine Rd, Sutton, SM1 3AT  
☎ 020 8644 7035
- 14 Stuart Crump Chemist (C3)**  
58 Grove Rd, Sutton, SM1 1BT  
☎ 020 8642 4919
- 15 Superdrug Pharmacy (C2)**  
150 High Street, Sutton, SM1 1NS  
☎ 020 8770 9109

### SM2

- 10 Benhill and Belmont GP Centre (C4)**  
1 Station Approach, Belmont, SM2 6DD  
☎ 020 8642 0920
- 11 Dr Pembrey and Partners (C3)**  
48 Mulgrave Rd, Sutton, SM2 6LX  
☎ 020 8407 3601
- 16 Crumps Chemist (B3)**  
11 Upper Mulgrave Rd, Cheam, SM2 7AY  
☎ 020 8642 7714
- 17 Kirkby Chemist (B3)**  
19 Station Rd, Belmont, SM2 6BX  
☎ 020 8642 2035

- 1 Sutton Hospital (C4)**  
Cotswold Rd, Sutton, SM2 5NF  
☎ 020 8296 2000

### SM3

- 12 Cheam Family Practice (B3)**  
The Knoll, Parkside, Cheam, SM3 8BS  
☎ 0844 477 8584
- 13 GP Centre (B2)**  
322 Malden Rd, North Cheam, SM3 8EP  
☎ 020 8644 0224
- 14 Stonecot Surgery (B1)**  
115 Epsom Rd, Sutton, SM3 9EY  
☎ 020 8644 5187
- 15 Well Court Surgery (B2)**  
6 Well Court, 740 London Rd, SM3 9BX  
☎ 020 8644 8400
- ★ Priory Crescent Clinic (B2)**  
Priory Crescent, North Cheam, SM3 8LR  
☎ 020 8544 2192
- 18 Alliance Pharmacy (B2)**  
322a Malden Rd, North Cheam, SM3 8EP  
☎ 020 8644 8139
- 19 Amba Limited (B1)**  
75 Stonecot Hill, Sutton, SM3 9HJ  
☎ 020 8644 8465
- 20 Boots the Chemist Limited (B3)**  
2 Station Way, Cheam, SM3 8SW  
☎ 020 8642 2360

## SM3

- 21 Frith Brothers Ltd (B3)**  
11 The Broadway, Cheam, SM3 8BH  
☎ 020 8642 2079
- 22 Imperial Pharmacy (B1)**  
139-141 Epsom Rd, Sutton, SM3 9EY  
☎ 020 8644 8922
- 23 Sainsburys Pharmacy (A2)**  
566 London Rd, North Cheam,  
SM3 9AA ☎ 020 8641 6148
- 24 Victoria Chemist (A2)**  
524 London Rd, North Cheam,  
SM3 8HW ☎ 020 8287 4777

## SM4

- 16 Bishopsford Road Surgery (D1)**  
191 Bishopsford Rd, Morden, SM4 6BH  
☎ 020 8648 3187
- 17 Faccini House (C1)**  
64 Middleton Rd, Morden, SM4 6RS  
☎ 020 8646 4282

## SM5

- 18 Beeches Surgery (D3)**  
9 Hill Rd, Carshalton Beeches,  
SM5 3RB ☎ 020 8647 6608
- 19 Carshalton Fields Surgery (D3)**  
11 Crichton Rd, Carshalton Beeches,  
SM5 3LS ☎ 020 8643 3030
- 20 Green Wrythe Surgery (D1)**  
411a Green Wrythe Lane, Carshalton,  
SM5 1JF ☎ 020 8648 2022
- 21 The Chesser Practice (D2)**  
121 Wrythe Lane, Carshalton,  
SM5 2RT ☎ 020 8644 2727
- 22 Wrythe Green Surgery (D2)**  
Wrythe Lane, Carshalton, SM5 2RE  
☎ 020 8669 3232

- Green Wrythe Lane Clinic (D1)**  
Green Wrythe Lane, Carshalton,  
SM5 1LJ ☎ 020 8544 2020

- 2 Carshalton War Memorial Hospital (D3)** The Park, Carshalton,  
SM5 3DB ☎ 020 8647 5534

- 3 St Helier Hospital (D1)**  
Wrythe Lane, Carshalton, SM5 1AA  
☎ 020 8296 2000

- 25 Anna Pharmacy (D1)**  
398 Green Wrythe Lane, Carshalton,  
SM5 1JF ☎ 020 8640 0404
- 26 Beeches Pharmacy (D3)**  
2b Beeches Avenue, Carshalton,  
SM5 3LB ☎ 020 8669 2548
- 27 Boots the Chemist Ltd (B1)**  
370 Middleton Rd, Carshalton,  
SM5 1HA ☎ 020 8648 2726
- 28 H E Matthews (E3)**  
140 Stanley Park Rd, Carshalton,  
SM5 3JG ☎ 020 8647 2079

- 29 Lane Pharmacy (D2)**  
40 Green Wrythe La, Carshalton,  
SM5 2DP ☎ 020 8647 7941
- 30 Lloyds Pharmacy Ltd (D3)**  
79 Banstead Rd, Carshalton Beeches,  
SM5 3NP ☎ 020 8642 0928

- 31 Lotus Chemist (D2)**  
Wrythe Lane, Near Wrythe Green,  
Carshalton, SM5 2RN  
☎ 020 8647 0006

- 32 Park Lane Pharmacy (E2)**  
27-29 High Street, Carshalton,  
SM5 3AU ☎ 020 8773 3418

- 33 Rosehill Pharmacy (C1)**  
28 The Market, Wrythe La, Carshalton,  
SM5 1AG ☎ 020 8644 9589

- 34 Salmina Pharmacy (D2)**  
107 Wrythe Lane, Carshalton,  
SM5 2RR ☎ 020 8644 8972

## SM6

- 23 Dr T Madina and Dr C Carroll Practice (E1)**  
138 London Rd, Hackbridge,  
SM6 7HF ☎ 020 8647 3711

- 24 Dr M Rashid Moola's Practice (F3)**  
19 Bandon Rise, Wallington, SM6 8PT  
☎ 020 8647 3894

- 25 Maldon Road Surgery (E2)**  
35 Maldon Rd, Wallington, SM6 8BL  
☎ 020 8647 4622

- 26 Manor Practice (E3)**  
57 Manor Rd, Wallington, SM6 0DE  
☎ 020 8647 1818

- 27 Manor Practice (F3)**  
Roundshaw Health Centre  
6 Mollison Square, Wallington,  
SM6 9DW ☎ 020 8773 5940

- 28 Park Road Surgery (E2)**  
1a Park Rd, Wallington, SM6 8AW  
☎ 020 8647 4485

- 29 Shotfield Health Centre (E3)**  
Shotfield, Wallington, SM6 0HY  
**Dr Hillyard, Dr Basu and Partners**  
☎ 020 8647 0916  
**Dr Lings and Partners**  
☎ 020 8647 0031

- 30 Wallington Medical Centre (F3)**  
52 Mollison Drive, Wallington,  
SM6 9BY ☎ 020 8647 0811

- 4 Roundshaw Health Clinic (F3)**  
6 Mollison Square, Wallington,  
SM6 9DW ☎ 020 8544 2230

- Shotfield Health Clinic (E3)**  
Shotfield, Wallington, SM6 0HY  
☎ 020 8647 0031

- 35 Boots the Chemist Ltd (E3)**  
40-43 Woodcote Rd, Wallington,  
SM6 8RG ☎ 020 8647 2251

- 36 Frith Brothers Ltd (E3)**  
34 Woodcote Rd, Wallington,  
SM6 0NN ☎ 020 8647 3204

- 37 Lloyds Pharmacy Ltd (E3)**  
37 Woodcote Rd, Wallington,  
SM6 0LH ☎ 020 8647 1075

- 38 Manor Pharmacy (E3)**  
75 Manor Rd, Wallington, SM6 0DE  
☎ 020 8669 1007

- 39 R K Pharmacy Ltd (E1)**  
27 London Rd, Hackbridge, SM6 7HW  
☎ 020 8669 0833

- 40 Roundshaw Pharmacy (E3)**  
4 Mollison Square, Wallington,  
SM6 9DA ☎ 020 8669 4083

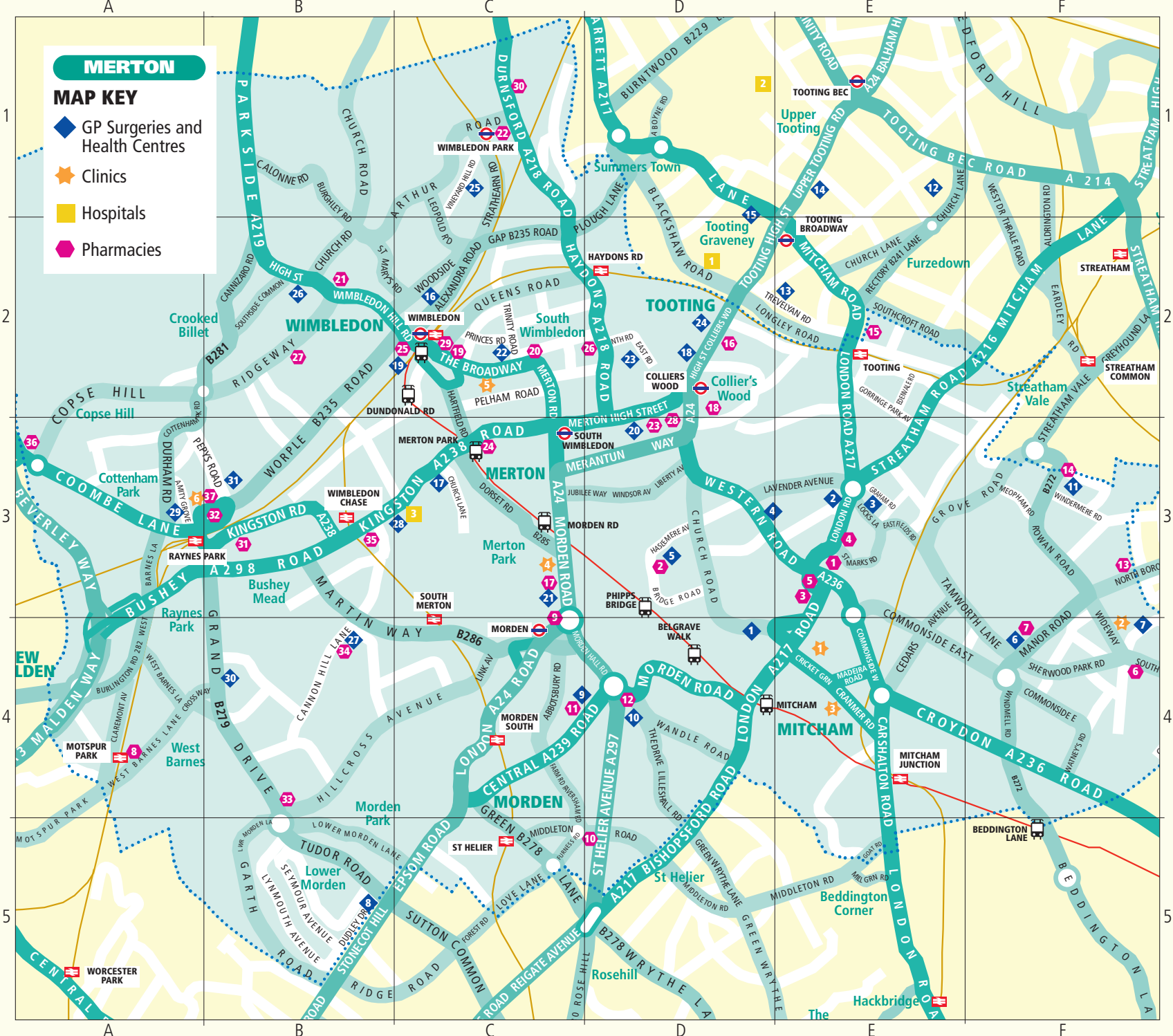
- 41 Stafford Pharmacy (F3)**  
150 Stafford Rd, Wallington,  
SM6 9BS ☎ 020 8647 2996



# MERTON

## MAP KEY

- ◆ GP Surgeries and Health Centres
- ★ Clinics
- Hospitals
- ◆ Pharmacies



## MERTON

### CR4

- 1 Church Road Practice (D4)**  
1 Church Rd, Mitcham, CR4 3YU  
☎ 020 8648 0822 ☎ 020 8648 0354
- 2 Figges Marsh Surgery (E3)**  
182 London Rd, Mitcham, CR4 2AD  
☎ 020 8640 4445
- 3 Graham Road Surgery (E3)**  
42 Graham Rd, Mitcham, CR4 2HA  
☎ 020 8648 2432
- 4 Lavender Fields Surgery (D3)**  
182 Western Rd, Mitcham, CR4 3EB  
☎ 020 8648 9004
- 5 Mitcham Medical Centre (D3)**  
81 Haslemere Ave, Mitcham, CR4 3PR  
☎ 020 8648 3234 ☎ 020 8640 1580
- 6 Tamworth House Medical Centre (F4)**  
341 Tamworth Lane, Mitcham, CR4 1DL ☎ 020 8764 2666
- 7 Wide Way Medical Centre (F4)**  
15 Wide Way, Mitcham, CR4 4TP  
☎ 020 8544 2220

**★ Cricket Green Polyclinic (E4)**  
4 Birches Close, Mitcham, CR4 4LQ  
☎ 020 8770 8847

**★ Wide Way Clinic (F4)**  
15 Wide Way, Mitcham, CR4 4TP  
☎ 020 8765 0800

**★ Wilson Clinic (E4)**  
Wilson Hospital, Cranmer Rd, Mitcham, CR4 4NR ☎ 020 8648 3021

**1 Boots the Chemist Ltd (E3)**  
6-7 Majestic Way, Mitcham, CR4 2JS  
☎ 020 8646 7323

**2 Kamsons Pharmacy (D3)**  
2 Cobham Court, Haslemere Avenue, Mitcham, CR4 3PR ☎ 020 8648 0429

**3 Lloyds Pharmacy Ltd (E3)**  
34-36 Church Rd, Mitcham, CR4 3NB  
☎ 020 8648 2316

**4 Rays Chemist (E3)**  
167 London Rd, Mitcham, CR4 2JB  
☎ 020 8648 0886

**5 St Claires Chemist (E3)**  
10 Fair Green Parade, London Rd, Mitcham CR4 3NA ☎ 020 8648 2112

**6 Tanna Pharmacy Ltd (F4)**  
14 South Lodge Avenue, Mitcham, CR4 1LU ☎ 020 8764 6107

**7 Telechem Limited (F4)**  
341 Tamworth Lane, Mitcham, CR4 1DL ☎ 020 8679 7198

### KT3

**8 Griffiths Pharmacy (A4)**  
351 West Barnes Lane, New Malden, KT3 6JF ☎ 020 8942 0311

### SM3

**8 James O'Riordan Medical Centre (B5)**  
70 Stonecot Hill, SM3 9HE  
☎ 020 8335 3748

### SM4

**9 Central Medical Centre (C4)**  
42-46 Central Rd, Morden, SM4 5RT  
☎ 020 8648 9126

**10 Wandle Road Surgery (D4)**  
161 Wandle Rd, Morden, SM4 6AA  
☎ 020 8407 3927

**9 Boots the Chemist Ltd (C3)**  
58 London Rd, Morden, SM4 5BE  
☎ 020 8648 4110

**10 Day Lewis Pharmacy (D5)**  
64 Middleton Rd, Morden, SM4 6RS  
☎ 020 8648 1329

**11 H Harland Chemist Ltd (C4)**  
58 Central Rd, Morden, SM4 5RP  
☎ 020 8648 4242

**12 Jeskap Ltd (D4)**  
43 St Helier Avenue, Morden, SM4 6HY  
☎ 020 8646 0822

### SW16

**11 The Rowans Surgery (F3)**  
1 Windermere Rd, Streatham, SW16 5HF ☎ 020 8764 0407

**13 Eagle Chemist (F3)**  
301 Northborough Rd, Norbury, SW16 4TR ☎ 020 8764 1629

**14 Fairlight Chemist (F3)**  
186 Rowan Rd, Streatham, SW16 5HX  
☎ 020 8764 6433

### SW17

**12 Dr Howard Freeman & Partners (E1)**  
Tooting Bec Medical Centre  
103 Macmillan Way, Heritage Park, off Church Lane, SW17 6AT  
☎ 020 8682 5245

**13 Dr Howard Freeman & Partners (E2)**  
27 Trevelyan Rd, Tooting, SW17 9LR  
☎ 020 8672 5487

**14 Dr Howard Freeman & Partners (E1)**  
219 Upper Tooting Rd, SW17 7TG  
☎ 020 8672 5141

**15 Mitcham Medical Centre (D2)**  
886 Garratt Lane, Tooting, SW17 0NB  
☎ 020 8672 1948 ☎ 020 8672 6471

**15 KDS Medicare Ltd (E2)**  
281-283 Mitcham Rd, Tooting, SW17 9JQ ☎ 020 8767 6005

**1 St George's Hospital (D2)**  
Blackshaw Rd, Tooting, SW17 0QT  
☎ 020 8672 1255

**2 Springfield University Hospital (D1)**  
61 Glenburnie Rd, Tooting, SW17 7DJ  
☎ 020 8672 9911

### SW19

**16 Alexandra Road Surgery (C2)**  
39 Alexandra Rd, Wimbledon, SW19 7JZ  
☎ 020 8946 7578

**17 Church Lane Practice (C3)**  
2 Church Lane, Merton Pk, SW19 3NY  
☎ 020 8544 2107

**SW19**

- 18 Colliers Wood Surgery (D2)**  
58 High St, Colliers Wood, SW19 2BY  
☎ 020 8540 6303
- 19 Francis Grove Surgery (C2)**  
8 Francis Grove, Wimbledon, SW19 4DL  
☎ 020 8544 2108
- 20 Merton Medical Practice (D3)**  
12-17 Abbey Parade, Merton High St  
South Wimbledon SW19 1DG  
☎ 0844 4778893
- 21 Morden Hall Medical Centre (C3)**  
256 Morden Rd, SW19 3DA  
☎ 020 8540 0585
- 22 Princes Road Surgery (C2)**  
51 Princes Rd, Wimbledon, SW19 8RA  
☎ 020 8542 2407
- 23 Riverhouse Medical Surgery (D2)**  
East Rd, Wimbledon, SW19 1YG  
☎ 020 8542 3105
- 24 The Surgery (D2)**  
24 High St, Colliers Wood, SW19 2AE  
☎ 020 8542 1483
- 25 Vineyard Hill Rd Surgery (C1)**  
67 Vineyard Hill Rd, Wimbledon, SW19 7JL  
☎ 020 8947 2579
- 26 Wimbledon Village Surgery (B2)**  
35a High St, Wimbledon, SW19 5BY  
☎ 020 8946 4820

- 4 Morden Road Clinic (C3)**  
254 Morden Rd, SW19 3DA  
☎ 020 8540 1380
- 5 Patrick Doody Clinic (C2)**  
Pelham Rd, Wimbledon, SW19 1NX  
☎ 020 8543 4777

- 16 A P Chemist Ltd (D2)**  
41 High Street, Colliers Wood, SW19 2JE  
☎ 020 8542 3221
- 17 Alliance Pharmacy (C3)**  
Morden Hall Medical Centre, 256 Morden  
Rd, SW19 3DA ☎ 020 8540 8333
- 18 Boots the Chemist Ltd (D2)**  
Unit 9, Tandem Retail Park,  
SW19 2SH ☎ 020 8640 7506

- 19 Boots the Chemist Ltd (C2)**  
121 Centre Court, 4 Queens Rd, Wimbledon,  
SW19 8YE ☎ 020 8946 1673
- 20 Chemco Pharmacy (C2)**  
268 The Broadway, Wimbledon, SW19 1SB  
☎ 020 8542 3912
- 21 D E Davies Limited (B2)**  
80 High Street, Wimbledon, SW19 5EG  
☎ 020 8946 0543
- 22 D Parry Chemist (C1)**  
124 Arthur Rd, Wimbledon Park, SW19 8AA  
☎ 020 8946 0414
- 23 Day Lewis Pharmacy (D3)**  
12a Abbey Parade, Merton High St,  
SW19 1DG ☎ 020 8542 3713

- 24 Day Lewis Pharmacy (C3)**  
130 Kingston Rd, Merton Park, SW19 1LY  
☎ 020 8542 4794
- 25 Elys Dispensing Chemist (C2)**  
16 St Georges Rd, Wimbledon, SW19 4DP  
☎ 020 8947 8803

- 26 Haydons Pharmacy (D2)**  
130 Haydons Rd, Wimbledon, SW19 1AE  
☎ 020 8542 3094

- 27 Ridgway Pharmacy (B2)**  
65 Ridgway, Wimbledon, SW19 4SS  
☎ 020 8946 7829

- 28 Sainsburys Savacentre (D3)**  
1 Merton High St, Priory Park, SW19 2LP  
☎ 020 8542 1152

- 29 Superdrug Pharmacy (C2)**  
104-105 Centre Court Shopping Centre,  
Wimbledon, SW19 8YE  
☎ 020 8946 5612

- 30 Thomas James Chemist (C1)**  
385 Durnsford Rd, Wimbledon Park,  
SW19 8EF ☎ 020 8946 0740

**SW20**

- 27 Cannon Hill Lane Medical Practice (B4)**  
153 Cannon Hill Lane, West Wimbledon,  
SW20 9DA ☎ 020 8542 5201

- 28 Church Lane Practice  
Deas Home Clinic (C3)**  
Nelson Hospital car park (rear),  
Kingston Rd, Raynes Park, SW20 8DB  
☎ 020 8544 2107

- 29 Dr Howard Freeman & Partners (A3)**  
12 Durham Rd, Raynes Park, SW20 0TW  
☎ 020 8946 0069

- 30 Grand Drive Surgery (B4)**  
132 Grand Dr, Raynes Pk, SW20 9EA  
☎ 020 8542 5555

- 31 Pepys Road Surgery (B3)**  
20 Pepys Rd, Raynes Park, SW20 8PF  
☎ 020 8544 2135

- 6 Amity Grove Clinic (A3)**  
Amity Grove, Raynes Park, SW20 0LQ  
☎ 020 8946 9607

- 3 Nelson Hospital (C3)**  
Kingston Rd, Raynes Park, SW20 8DB  
☎ 020 8251 1111

- 31 Barkers Chemist (B3)**  
614 Kingston Rd, Raynes Park, SW20 8DN  
☎ 020 8542 1696

- 32 Boots the Chemist Ltd (B3)**  
30 Coombe Lane, Raynes Pk, SW20 8ND  
☎ 020 8946 2350

- 33 Hilton Pharmacy (B4)**  
360 Grand Drive, Raynes Pk, SW20 9NQ  
☎ 020 8540 6650

- 34 Lloyds Pharmacy Ltd (B4)**  
151 Cannon Hill Lane, West Wimbledon,  
SW20 9BY ☎ 020 8542 4334

- 35 Mount Elgon Pharmacy (B3)**  
304 Kingston Rd, Raynes Park, SW20 8LX  
☎ 020 8540 6141

- 36 RL and HL Haria Chemist Ltd (A3)**  
358 Coombe Lane, West Wimbledon,  
SW20 0RJ ☎ 020 8946 4331

- 37 Trident Pharmacy (B3)**  
187 Worpole Rd, Raynes Pk, SW20 8RE  
☎ 020 8946 6282

## Stop smoking

If you smoke, stopping is the best thing you can do for your current and future health, and it is never too late to stop. Using our FREE Stop Smoking Service, Give up 4 good, increases, by four times, your chances of successfully stopping for good.

Give up 4 good offers:

- ▶ FREE local advice and support – either in a group or one-to-one
- ▶ A confidential and friendly service
- ▶ Nicotine Replacement Therapy on prescription where appropriate

FREEPHONE **0800 652 8019**

## Smoke Free NHS

On 31st December 2005, all NHS organisations in London became smoke free. This means that smoking is not permitted inside or on the grounds of any NHS premises including hospitals, health centres, clinics and office buildings.

## Keep active and keep healthy

We should all take part in some activity at least five times a week that makes us breathe more heavily than usual for a good 30 minutes. By doing this, you will help to maintain a healthy heart, keep strong bones and joints and it will also make you feel good. You do not have to go to a gym; it can be as simple as going for a brisk walk, a cycle ride or dancing.



## Healthy eating

Did you know that we should all be eating at least five portions of fruit and vegetables a day? This is part of a 'balanced diet' where you would also have lots of starchy foods (such as bread, cereals, rice, potatoes), smaller amounts of food such as meat, fish, milk and only a very small amount of fatty and sugary food every day. Eating a balanced diet is important for keeping us in good general health and for a healthy heart.

## Drugs and alcohol

The Safer Sutton Partnership and the Safer Merton Partnership both produce directories for professionals outlining the treatment services available locally. For more information about drug and alcohol services available, or to get a copy of the directory, call:

Merton Drug and Alcohol Team on **020 8545 3679** or visit **[www.safermerton.org.uk](http://www.safermerton.org.uk)**

Sutton Drug and Alcohol Team on **020 6649 0666** or visit **[www.sutton.gov.uk/communityandliving/crimeandsafety](http://www.sutton.gov.uk/communityandliving/crimeandsafety)**

For free confidential drugs information and advice 24 hours a day, seven days a week, talk to FRANK on FREEPHONE **0800 776600** or visit the website at **[www.talktofrank.com](http://www.talktofrank.com)**

## Sexual health

Sex is an important part of people's lives. Make sure you are not putting yourself at risk of an infection or an unwanted pregnancy. For more information or to find out about family planning clinics call the sexual health and family planning helpline **020 8407 3636**.

## The flu and Pneumococcal vaccine

The flu vaccine is offered to all people aged 65 years and over, from October until January each year (immunisations are offered until the end of March). It is also recommended for people of any age with underlying conditions which put them at higher risk of serious illness from flu and for those in long stay residential accommodation. For more information, contact your family doctor.

## Keep warm this winter

This Warm Front grant is available to help you keep warmer in the winter. It is for people who own their house or live in privately rented accommodation and receive either an income-related or disability benefit. For more information call **0800 952 0600**. Winter fuel payments are also available to help with heating bills for people aged 60 or over. Contact the Winter Fuel Payments Helpline on **08459 151515** (textphone 0645 601 5613).

## Mental Health

If you have concerns about your mental health, you should visit your family doctor in the first instance, who will refer you to a community mental health team, if appropriate. However, if you are in immediate difficulty, go to A&E. There are also some contact numbers of organisations that you may find useful in the 'Other useful numbers' section of this guide on the back cover.

## Learning Disabilities

Do you have a learning disability or do you know someone who does? Are you caring for someone who has a learning disability who needs some help or advice? There are specialist support services provided by both the PCT and the social services departments for people with learning disabilities. You can contact them through your family doctor or by getting in touch with the Community Teams whose telephone numbers are listed on page 8.



## Carers

Are you an unpaid carer? Do you provide help and support to a friend, neighbour or relative who could not manage otherwise because of frailty, illness or disability. The PCT is working in partnership with the local councils and voluntary organisations across both boroughs to improve the identification of carers and their needs, in order to enhance the physical and mental well-being of local carers by improving access to information, education and opportunities and enabling carers to have a voice in the development, planning and delivery of services. If you are a carer, or you would like more information, contact:

Sutton Carers Centre ([www.carers.org/sutton](http://www.carers.org/sutton)) or Carers Support Merton ([www.carerssupportmerton.org.uk](http://www.carerssupportmerton.org.uk)) or

Contact a Family – for parent carers of children and young people with any disability, special need or long-term illness at ([www.cafamily.org.uk](http://www.cafamily.org.uk)) See back page for numbers.

## Vaccinations

Reduce the risk of disease and ill health in your family by keeping all childhood immunisations up to date. Remember that childhood immunisations and booster immunisations at school entry and exit give protection for life, not just during childhood. University entrance students also require booster injections. For further information, contact your family doctor or health visitor or Sutton and Merton PCT's Child and Family Services department on **020 8770 8311**.

Parents with questions or concerns about childhood immunisations and vaccines in the UK, can call NHS Direct on **0845 4647** or visit the following websites:

[www.mmrthefacts.nhs.uk](http://www.mmrthefacts.nhs.uk) or  
[www.immunisation.nhs.uk](http://www.immunisation.nhs.uk)

# HOW ARE WE DOING?

## Performance

The performance of local health services is constantly reviewed by the Government to ensure that we provide the best service possible for our local residents. All local NHS Trusts are hitting the majority of the targets set for them by the Government. These targets are based on the issues that patients and the public have said are important to them.

To show how the NHS has made progress against these targets, the Government awarded a maximum of three stars to those NHS organisations that have shown the most consistent improvement in performance against the targets that the Government sets. Below are the star ratings of Sutton and Merton PCT and local NHS hospitals for 2004 – 2005.

Sutton and Merton Primary Care Trust	★
Epsom and St Helier University Hospitals NHS Trust	★
Royal Marsden NHS Foundation Trust	★★★
St George's Healthcare NHS Trust	★
Kingston Hospital NHS Trust	★★
Mayday Healthcare NHS Trust	★★★

This is the last year that the star rating system will be used to assess performance. From 2006, each trust will have an 'Annual Health Check' instead. The 'Annual Health Check' is the Healthcare Commission's new system of assessment for all NHS trusts in England that will apply for the period from April 1st 2005 until March 31st 2006. The new system is designed to provide a fuller picture of the performance of a trust against a set of core and developmental standards set by the Department of Health.

## How your money is making a difference

For detailed information on how we spent last year's budget, how we developed services and to find out what our priorities are for the next year, please read a copy of our Annual Report or visit our website **[www.suttonandmerton.nhs.uk](http://www.suttonandmerton.nhs.uk)**

To obtain a printed copy of the Annual Report, please call Communications on **020 8296 2406**, email **[communications@smpct.nhs.uk](mailto:communications@smpct.nhs.uk)** or write to Communications, Sutton and Merton PCT, Nelson Hospital Kingston Road, Raynes Park, SW20 8DB.

## Complaints and comments

At the PCT, we take any complaints or comments that we receive from the people who use our services very seriously as they help us to improve our services.

Whilst the best way to make a complaint is in writing, we can also take complaints, verbally, electronically via email and in person. Whichever way you choose, you should try to make your complaint as soon as possible after the event. This will make our investigation easier and quicker.

For a leaflet explaining the complaints process in detail, please contact:

Tony Foote, Complaints Manager,  
Falkland Wing, Nelson Hospital, Kingston Road,  
Raynes Park, SW20 8DB

**Tel: 020 8251 0143** or  
e-mail: **[complaints@smpct.nhs.uk](mailto:complaints@smpct.nhs.uk)**

## USEFUL CONTACT INFORMATION

The PCT provides a range of community health services such as therapists and community nurses. You can find a comprehensive list of services provided by the PCT on our website **www.suttonandmerton.nhs.uk**

In addition to the services provided by the PCT, the NHS works closely with a variety of partner organisations that can provide advice and support. You may find the following contact details useful:

### Finding a GP, dentist, optician and pharmacist

To find details of local GPs and pharmacists, please refer to the maps in the centre of this guide. Alternatively, and to find information about opticians and dentists, you can visit our website **www.suttonandmerton.nhs.uk** or you can call NHS Direct on **0845 4647**.

### Social Services

#### Sutton

Adults and Older People

**Tel: 020 8770 4337/4377**

Children **Tel: 020 8770 4799**

#### Merton

Adults **Tel: 020 8545 4490**

Children **Tel: 020 8545 4201**

Older People **Tel: 020 8545 4429**

### Community Learning Disabilities Health Team

Providing a specialist health care service for adults with learning disabilities

Sutton – **Tel: 020 8770 4981**

Merton – **Tel: 020 8545 4541**

### Connexions

Support, advice and personal development service for 13 to 19 year olds. **Tel: 020 8642 6442**

### Teenage Pregnancy Team

Information, support and advice for young parents aged 19 and under.

Sutton – **Tel: 020 8770 8310** or **07881 826 347**

Merton – **Tel: 020 8687 4732** or **07876 684 277**

### Integrated Community Equipment Service

A joint venture by health and social services supplying specialist health equipment

Sutton – **Tel: 020 8770 4446**

Merton – **Tel: 020 8545 4477**

### Intermediate Care

A range of services aimed at preventing unnecessary admission to hospital or supporting people who are discharged from hospital

Sutton – **Tel: 020 8647 5534**

Merton – **Tel: 020 8542 2421**

24 hour helpline – **Tel: 020 8789 6611**

### Citizens Advice Bureaux

Sutton – **Tel: 0870 128 8070**

Merton – **Tel: 020 8715 0707**

### Voluntary organisations

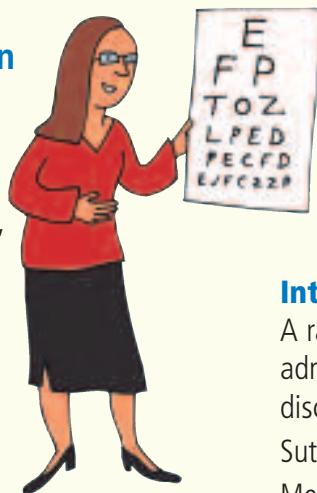
Sutton Centre for Voluntary Service **Tel: 020 8643 3277**

Merton Voluntary Service Council **Tel: 020 8685 1771**

### Local Councils

London Borough of Sutton **Tel: 020 8770 5000**

London Borough of Merton **Tel: 020 8543 2222**



## OTHER USEFUL NUMBERS

Age Concern – Merton

**Tel: 020 8648 5792**

Age Concern – Sutton

**Tel: 020 8770 4090**

Alcohol Services for South London

**Tel: 020 8640 5587**

Advocacy Partners

**Tel: 020 8330 6644**

Alzheimers Society – Sutton

**Tel: 020 8770 4922**

Bereavement Service

**Tel: 020 8643 9299**

Care Connect – Merton

**Tel: 020 8545 4710**

Carers Centre – Sutton

**Tel: 020 8296 5611**

Carers Support – Merton

**Tel: 020 8543 0347**

Child and Adolescent Mental Health Services (CAMHS) – Merton

**Tel: 020 8770 8828**

Child and Adolescent Mental Health Services (CAMHS) – Sutton

**Tel: 020 8652 7900**

Community Drug Helpline (South London) **Tel: 020 8773 9393**

Contact a Family – Sutton

**Tel: 020 8640 5525**

Disability Action – Sutton

**Tel: 020 8643 6059**

Disability Alliance – Merton

**Tel: 020 8648 6565**

Manic Depression Fellowship

**Tel: 08456 340 540**

Mencap – Merton

**Tel: 020 8646 0965**

Mencap – Sutton

**Tel: 020 8647 8600**

Merton Mental Health Users' Forum

**Tel: 020 8674 9480**

Merton Mind

**Tel: 020 8648 6565**

Rethink National Advice Service

**Tel: 020 8974 6814**

Samaritans

**Tel: 08457 909 090**

Saneline

**Tel: 08457 678 000**

Sutton Mental Health Foundation

**Tel: 020 8770 0172**

Sutton Shopmobility

**Tel: 020 8770 0691**

My Numbers

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