

## UPPER HALLIFORD MEDICAL CENTRE

270 Upper Halliford Road  
Shepperton, Middlesex TW17 8SY

Tel No: 01932 785496

Fax No: 01932 779277

[www.upperhallifordmedicalcentre.co.uk](http://www.upperhallifordmedicalcentre.co.uk)



### Opening Hours:

Monday:	8.30am to 7.00pm
Tuesday & Friday:	8.30am to 6.30pm
Wednesday:	8.30am to 1.30pm
Thursday:	8.30am to 7.30pm

## INFORMATION FOR PATIENTS

Recognised Yellow Fever Centre

# Welcome

Upper Halliford Medical Centre has its practice boundaries at Weybridge, Walton-on-Thames, Sunbury, Shepperton, Laleham, Lower Hampton, Staines, Ashford, Feltham, Hanworth, Hounslow, Twickenham, Kingston and Teddington.

Our team includes two GPs and a practice nurse as well as the practice manager and reception staff.

This booklet tells you about our services, how to access them and some general information about how the practice operates.

If you live in the practice area and would like to register with us, please complete a registration form available from reception. You will be registered under Dr G W Kamil; however, you will have the choice to see any doctor working in the practice.

## OUR TEAM

### The Doctors

**Dr George Kamil** (male) MBBS JCPTGP 2001  
Registered 1986

In addition to his normal daily activities, Dr Kamil is a GP with special interests including Drug and Alcohol Misuse, Care of the Elderly and Psychiatry.

**Dr Nihal J C Candappa** (male) MD Diploma Obstetrics RCP FP (cert) London  
Registered 1972

Dr Candappa has been with the practice for more than 25 years and is now part time. He is a GP with a special interest in Obstetrics, Gynaecology and Family Planning.

The doctors provide:

- All GP services
- Antenatal services
- Postnatal services
- Child health care and checks
- Minor surgery, including joint injections
- Family planning services
- Anti-coagulation monitoring
- 24-hour blood pressure monitoring
- Drugs and alcohol misuse
- Close monitoring of patients' referrals and follow-up
- Close monitoring of patients with chronic illnesses
- They also work as part of a team with hospices and Macmillan nurses in the care of cancer patients

For the latest information click to: [www.upperhallifordmedicalcentre.co.uk](http://www.upperhallifordmedicalcentre.co.uk)

### Doctors' Appointments

<b>Monday</b>	9.00 to 11.30am	4.00 to 6.00pm	6.30 to 7.00pm
<b>Tuesday</b>	9.00 to 11.30am	4.00 to 6.00pm	
<b>Wednesday</b>	9.00 to 11.30am	Closed	
<b>Thursday</b>	9.00 to 11.30am	4.30 to 7.30pm	
<b>Friday</b>	9.00 to 11.30am	4.00 to 6.00pm	

### Practice Nurse

The practice nurse works closely with the doctors. She provides advice on all aspects of health care and carries out health promotion clinics. The practice nurse sees patients by appointment for:

- Asthma
- Blood Pressure
- Childhood Immunisations
- Well Woman and Well Man Clinics
- Obesity
- Family Planning
- Influenza Vaccination
- Diabetes
- Cervical Smears
- Travel Clinic and Vaccinations (inc. Yellow Fever)
- Ear Syringing
- Smoking Cessation
- Blood Tests
- Suture Removal and Minor Wound Dressings

### District Nurses

District nursing sisters are attached to the practice and based at Shepperton Health Centre. Their service is available for disabled patients and for those confined to their homes. Part of their duties is to continue hospital treatment at home. They also care for wounds, dressings and take blood tests. They liaise with the doctors and together provide a comprehensive community management package.

The nurses also see patients by appointment for:

- Removal of stitches
- Minor injuries which require dressing
- Other referrals from the doctor

### Midwives

There is a team of midwives attached to the practice based at Ashford/ St Peter's Hospital. They are involved with the management of pregnant women before and after childbirth. They work side by side with the doctors and hospital consultants.

### Phlebotomist

Phlebotomy service available every Tuesday and Friday morning conducted by the nurse. This is in addition to the community phlebotomists who provide a service to disabled and home-confined patients.

For 24 hour information click to: [www.upperhallifordmedicalcentre.co.uk](http://www.upperhallifordmedicalcentre.co.uk)

## Health Visitor

The practice has a health visitor who liaises with the practice team. She gives advice on health care, particularly to expectant mothers, children and the elderly. The health visitor provides all the support needed by mother and baby as well as advising, if needed, on referral to other professions such as social services, home care. They are also responsible for any health education advice required.

## Practice Manager

The practice manager's responsibilities include:

- Ensuring that the practice policies and guidelines are in place and strictly adhered to for the smooth running of the practice
- Responsibility for surgery health and safety
- Handling all patient complaints according to the practice complaints procedure
- Listening to patients' suggestions to help achieve a more efficient practice
- Dealing with all administrative tasks
- Liaising with the doctors and responsibility for reception staff
- All financial aspects pertaining to the surgery

## Reception Staff

The reception staff are here to help you make the most of the many services we provide. They are usually your first point of contact and can provide full details about services, appointments and all general enquiries.

They are available to assist patients for a minimum of 46 hours per week.

## APPOINTMENTS

**Telephone Us On:** (01932) 785496 to book an appointment

**Urgent Appointments:** If your problem is urgent, telephone the surgery before 10.00am and you will be contacted by a doctor that morning. If you become ill later in the day you will be offered an appointment during evening surgery or a doctor will contact you before the end of surgery.

**Non-urgent Appointments:** If your condition is non-urgent, patients can expect to see a GP within two working days. Waiting might be longer if an appointment is required to see a particular GP. Patients have the option to book up to four weeks in advance if this is more convenient.

Let us know if more than one person in the family needs to be seen. We can give you a longer appointment if necessary, in order to avoid other patients being kept waiting.

Tell us if you want somebody to accompany you during an examination, or another room in which to discuss any private matters.

**Telephone Consultation:** Patients can book a telephone consultation with the doctor or nurse; the receptionist can give you a set time for ringing back.

**For the latest information click to: [www.upperhallifordmedicalcentre.co.uk](http://www.upperhallifordmedicalcentre.co.uk)**

## You Can Help Us By:

- Being on time for your appointment
- Letting us know if you need to cancel
- Calling for a home visit or urgent appointment before 10.00am
- Ringing for the results of tests after 1.00pm

## HOME VISITS

Doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However, doctors can visit patients at home if their condition prevents them from attending the practice. Please ring before 10.00am to arrange a visit and let us know if the condition is urgent. The doctor will then assess the condition, telephone the patient, and agree a time for the home visit or alternative management plan.

## EVENINGS AND WEEKENDS

When the surgery is closed, telephone the practice as usual on **01932 785496**. A recorded message will give you a telephone number to contact **Thamesdoc** on **020 8390 9991**. **Thamesdoc** is an out-of-hours doctor service and can provide medical advice and visits as necessary. This service is for emergencies only.

## NEW PATIENTS

All new patients are required to see the doctor or the nurse at the time of registration or within the first three months, for an introductory health check. A health questionnaire should be completed and handed to the receptionist along with the registration form. The practice also welcomes private patients.

## REPEAT PRESCRIPTIONS

Repeat prescriptions are issued by computer together with a tear-off slip, which is a copy of repeat medication. When requesting a repeat prescription please tick the items required on that copy and post or bring it to the surgery. Please allow 48 hours before collection.

If you wish to have your prescription posted please provide a stamped self-addressed envelope.

Alliance and Trio Pharmacies (both in Shepperton) can pick up and deliver prescriptions and medication if requested.

Unfortunately we cannot accept requests for repeat prescriptions over the telephone as this could cause errors.

**For 24 hour information click to: [www.upperhallifordmedicalcentre.co.uk](http://www.upperhallifordmedicalcentre.co.uk)**

## CHAPERONES

Patients are welcome to attend any appointment accompanied by a friend or relative if they find this helpful. Patients attending on their own may also ask for a chaperone to be provided during a consultation with the doctor or nurse. Please request this service at the time you book your appointment.

## DISABLED PATIENTS

The Medical Centre has wheelchair access, and a specially designed toilet with facilities is also available. In addition, members of staff will be pleased to help in any way possible. There is a designated disabled parking space on the premises.

## NO SMOKING

We support and apply strictly the Government's NO SMOKING Policy.

## CARERS

A carer is someone who looks after a relative, friend or neighbour who needs help because of ill health, age or disability.

Please let us know if you are a carer and we can register you on the Practice Carers' database. This helps your GP and other health care professionals to be more responsive to your needs.

Carers of disabled or elderly patients are entitled to a flu vaccination.

## COMPUTERS

The practice is registered under the Data Protection Act. The majority of patient information is summarised and kept in our fully protected, highly efficient computer system with appropriate backup in case of emergency.

## CHANGE OF NAME/ADDRESS/TELEPHONE NUMBER

In the event of any changes, patients should immediately inform the receptionist. This will enable the practice to keep an up-to-date record and ensure recall appointments are sent to the correct address. If a patient changes address, the practice has the right to inform the patient to find another practice. This only happens when the new address is out of the practice boundaries. Please provide an alternative number such as a mobile or work telephone to be used in case of emergency. The practice would prefer to call a landline to avoid extra costs.

**For the latest information click to: [www.upperhallifordmedicalcentre.co.uk](http://www.upperhallifordmedicalcentre.co.uk)**



Upper Halliford  
Nursing  
Home

*Quality, dignity and choice*

A family-owned luxury nursing home  
for residential, nursing and dementia care

*Please come to view the home and its facilities including luxuriously appointed rooms, dayrooms and dining rooms*

**Tel: 01932 732600 Fax: 01932 780581**  
Email: [admin@upperhallifordnursinghome.co.uk](mailto:admin@upperhallifordnursinghome.co.uk)  
Charlton Lane, Upper Halliford, Surrey TW17 8QN  
[www.upperhallifordnursinghome.co.uk](http://www.upperhallifordnursinghome.co.uk)

## A Home Away From Home

The aim at Upper Halliford Nursing Home is to provide a high standard of quality nursing care to all residents, with the support of highly motivated and fully trained staff.

Upper Halliford Nursing Home is an attractive and purpose-built home specially equipped and designed to provide nursing and personal care for the elderly.

Residents can relax in the knowledge that staff are devoted to creating a happy home which ensures dignity, privacy and independence.

They offer a personalised service where each resident is treated with sensitivity and respect 24 hours a day, under the leadership of their highly experienced and motivated Manager and with the support of their dedicated and flexible care team.

Accommodation is offered in individual rooms, each with full en-suite facilities. Privacy and personal dignity is an important element in their philosophy of care.

All rooms have a modern fire detection system, emergency nurse-call point, flat screen television and a telephone.

For more information please call 01932 732600 or visit [www.upperhallifordnursinghome.co.uk](http://www.upperhallifordnursinghome.co.uk)

To feature your business in our booklet call 0800 612 1516

confident  
dental practice



Family oriented atmosphere  
Friendly and knowledgeable staff  
Personal, affordable cosmetic  
and general dentistry

0% Interest  
Payment Plans  
Available

20% Off New Patient Exams and Hygiene Appointments

FREE Consults and Goody Bags  
for children of registered patients/guardians

FREE Cosmetic Consults for all new patients  
Introduce a friend and get 10% off your next appointment

Nervous patients always welcome

56A High Street, Shepperton TW17 9AU  
Tel: 01932 227349

To feature your business in our booklet call 0800 612 1516

## Smile with Style!

Going to the dentists may be something that fills you with dread whether it's to have a check-up, a filling or an extraction, but dentistry has changed so much for the better and the aim now is for healthy mouths that stay healthy by having regular check-ups. Teeth are for life and can last a lifetime if they are looked after properly.

You may be surprised to learn that, according to the Adult Dental Health Survey (UK) of 1998, about three-quarters of the population have some form of gum disease and more teeth are lost through gum disease than decay. So regular visits to the dentist are vital, not only to monitor tooth decay, but also to help prevent gum disease.

However, dentistry is no longer just a case of filling and extracting teeth, as it was for many years. Nowadays, many people turn to cosmetic dentistry, or 'aesthetic dentistry', as a way of improving their appearance, much as they would try a new hairstyle or perhaps even cosmetic surgery. The treatments can be used to straighten, lighten, reshape and repair teeth. Cosmetic treatments include veneers, crowns, bridges and tooth-coloured fillings.

Speak to your dentist who will be delighted to advise you on what is available, and the costs involved, to give you a smile to be proud of.

### Shepperton Physiofirst Centre

*"A whole body approach  
to treatment"*

Chartered Physiotherapy  
Janine Jones MCSP

- Back, Neck, Joint and Muscle Problems
- Work-related and Postural Conditions
- Sports Injury Specialist
- Orthopaedic Rehabilitation
- Acupuncture
- Occupational Therapy

15b Station Road, Shepperton  
[www.sheppertonphysiofirstcentre.co.uk](http://www.sheppertonphysiofirstcentre.co.uk)

01932 230240

#### Physiotherapy - The Whole Body Approach

Whether you are young or old, fit or unfit, physiotherapy can help you.

Chartered physiotherapists treat injury and disease by correcting and improving the body's own natural healing mechanisms without the use of drugs (unless prescribed by a doctor).

A chartered physiotherapist is expert in the examination of movement and posture. This expertise is informed by in-depth knowledge of anatomy, biomechanics and physiology.

The aim of treatment is to rebalance the body that has been upset by injury or overuse. This is achieved by mobilisation or manipulation of joints, guidance on posture and exercise, and acupuncture.

Qualified in 1992, Janine Jones of Shepperton Physiofirst Centre has a wide experience of working with people of all ages, both in NHS and private practice.

#### What To Expect

When you consult Janine, you will get a detailed examination and assessment which is individually tailored to your needs. The conclusions from this session form a plan of treatment and can be used to predict how much treatment you might need and how much improvement you can expect to achieve.

Janine is registered with most major insurance companies. To arrange a consultation, call Janine on (01932) 230240.

Advertising Feature

Advertising Feature

To feature your business in our booklet call 0800 612 1516

# McATEER'S OPTICIANS

Spectacles • Eye Examinations

Contact Lenses at very competitive rates

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**Open 9.00am - 5.30pm  
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The only NHS diabetic retinal  
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Department of Transport Vision Centre

6 The High Street  
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TW17 9AW

Tel: **01932 230 303**

[www.mcateersopticians.co.uk](http://www.mcateersopticians.co.uk)

CHRISTIAN DIOR

YVES ST LAURENT

PRADA

GOTTI

MANDARINA DUCK

RODENSTOCK

CAZAL



## For Your Eyes Only

Michael McAteer has been a qualified Optician for well over 25 years, and has been one of Shepperton's Opticians for 15 years, opening a new practice in 2000 with the aim of providing an independent high quality service for the local community.

Over the past eight years, Mike and his dedicated staff have done just that, establishing the business to the point where some members of the public refer to their High Street location as 'McAteer Corner'!

McAteer's Opticians are proud to be able to offer the personal touch. "We always put the patient first, which means both clinical excellence and no compromise on the supply of the most suitable frames and lens options, regardless of supplier. Being independent we are not 'tied' to any particular manufactures," said Mike.

McAteer's Opticians take eye health seriously and a visit can be vital in detecting other potentially serious health problems. They work very closely with the local doctors and are one of the few local opticians approved by the NHS to carry out domiciliary visits for housebound patients, direct cataract referral to hospital and diabetic screening with their retinal scanner.

McAteer's Opticians offer a vast range of spectacle frames to suit every style and price range including FREE spectacles under the NHS voucher scheme and offer the very best value contact lenses.

For more information or advice, please visit McAteer's Opticians at No 6 The High Street Shepperton or call 01932 230 303 [www.mcateersopticians.co.uk](http://www.mcateersopticians.co.uk)

To advertise your business in our booklet call 0800 612 1516

## SPECIALIST AND HOSPITAL CARE

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will ask you where and when you would like to go. Your appointment will then be arranged and you will be given the details in order to book the time and date yourself, except in a few certain cases where this service is not available.

If you would prefer to have some time to think before deciding where and when to have treatment, you will be offered the option of calling the practice later and we will be able to book your appointment then.

## RESULTS

We recommend that patients call the practice for their results within a week of performing any tests (after 1.00pm please). However, the practice will normally phone any patient with urgent or abnormal results to book an appointment in order to discuss their results.

## SPECIAL SERVICES

Medical examinations (eg life insurance, pre-employment and HGV medicals) are not covered by the NHS. These are performed outside surgery hours. The receptionist will tell you the appropriate fee payable at the time of the examination.

A full list of private fees is posted in the waiting room.

## YOUR LOCAL PHARMACIST

The local pharmacist gives free health advice at any time - there is no need for an appointment. Many pharmacies operate extended hours on a rota basis. Call NHS Direct for details (see below).

## WEYBRIDGE NHS WALK-IN CENTRE

This is a nurse-led centre at 22 Church Street, Weybridge.

The telephone number is **01932 826013**.

It is open from 7.00am - 7.00pm Monday to Friday, 9.00am - 3.00pm Saturday and Sunday, and 9.00am - 3.00pm Bank Holidays, except Christmas Day.

## ASHFORD NHS WALK-IN CENTRE

Open 10.00am - 10.00pm Monday to Sunday, Tel: **01784 884828**.

## NHS DIRECT

NHS Direct offers free expert health information and advice 24 hours a day on **0845 4647** or at their website, [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) which also offers an enquiry service. For deaf people and those hard of hearing, a telephone service is available on **0845 606 4647**. If English is not your preferred language, you can choose to use a confidential translation service.

**For 24 hour information click to: [www.upperhallifordmedicalcentre.co.uk](http://www.upperhallifordmedicalcentre.co.uk)**

## ACCIDENT AND EMERGENCY/999

Whatever the day or time, if you or someone else experiences severe chest pain or breathing problems, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call **999**.

Accident and Emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment. Please ensure that your call to **999** is genuine.

## SURREY PRIMARY CARE TRUST

If you need to contact the Trust write to the Patient Advice and Liaison Service (PALS), Bournemouth House, Guildford Road, Chertsey, Surrey KT16 0QA. Tel: **01932 722405**.

## COMPLAINTS

Upper Halliford Medical Centre aims to give a friendly and professional service to all patients. However, if there is a concern about any aspect of our service, please let us know. The practice has a formal in-house complaints procedure, further details of which can be obtained at reception.

## ADDITIONAL SERVICES

Should you require any information not covered in this booklet, please contact the surgery for further details or, alternatively, contact Primary Care Support Services, 187 Ewell Road, Surbiton, Surrey KT6 6AU. Tel: **020 8335 1400**.

## OTHER INFORMATION

The practice normally agrees to accept patients requesting to join its list who are eligible to be accepted. We do not discriminate on the grounds of:

- a) Race, gender, social class, age, religion, sexual orientation, or appearance
- b) Disability or medical condition

## YOUR MEDICAL RECORDS AND CONFIDENTIALITY

In order to comply fully with the Data Protection Act 1998 we need to make sure that patients are aware of how we handle their medical records, both as paper files and electronic databases.

### Medical Files

Doctors need to keep notes about any diagnoses, test results, treatments, including drug prescriptions etc, to provide better health care in the future, and also in the case of legal dispute. These notes are normally paper files, stored in a records room, but are now often held as electronic records, which are more flexible and easily found. You can view your medical record, provided you apply in writing, and the practice will arrange for a suitable time for this to take place.

Nurses and other health professionals may also need access to these records, and will add their own notes as part of the overall healthcare provision. Receptionists and other clerical staff will need access to some of the records in order to do administrative tasks and communicate with patients within the permitted limits of confidentiality.

We provide information by law to protect patients and the public at large.

**For the latest information click to: [www.upperhallifordmedicalcentre.co.uk](http://www.upperhallifordmedicalcentre.co.uk)**

## How We Protect The Information

The sensitivity of patient information is well understood within the NHS. All staff are trained to understand their duty of confidentiality to patients, and have this written in their contracts. We keep paper and electronic records securely to prevent unauthorised access or misuse. Wherever practicable, we also remove references to personal details such as name and address, and often restrict it further to reduce the chances of anyone identifying a record as relating to an individual.

## Activity And Accounting Information

In order to manage the NHS, information concerning treatments, drugs prescribed, number of patients seen, etc, is needed, and hospitals and general practices provide this information in returns to various central bodies. Such information normally has personal details such as name and address removed wherever possible. These returns are checked against patient files to prevent fraud as part of the NHS's statutory obligations. The NHS Fraud Office will contact patients to get their consent before records are checked.

## Planning

To enable us to plan ahead to provide the maximum services required we might use summary information, not personal information.

## Medical Research

Some medical research will involve patients directly (especially if taking part in clinical trials) when the circumstances will be fully explained, and the patient's express consent required. If they do not consent, then they will not be included in the trial. Other research only requires access to medical statistics, and can greatly improve our understanding of health and how to treat patients more effectively. Generally researchers only need information about groups of people, so that no individual information is apparent. In some cases they need individual records, but wherever possible these are provided in an 'anonymised' form so individuals cannot be identified.

## Teaching

Some medical files are needed to teach student clinicians about rare cases. This will be carried out after obtaining the patient's consent.

## Managing The Data

We need to move electronic information between systems, extracting the data and modifying it for the next system. Occasionally, tests will need to be made on the data to check that it has been transferred correctly. This will only be done under carefully controlled confidentiality.

## Other Agencies

The NHS is not the only government service to provide care and it will be necessary for us to provide other agencies (eg Social Services) with appropriate information, but only with the patient's express signed consent (or that of their relatives if the patient is too ill, or considered unfit for other reasons such as minors or mentally unable).

**For 24 hour information click to: [www.upperhallifordmedicalcentre.co.uk](http://www.upperhallifordmedicalcentre.co.uk)**

## PATIENTS' RIGHTS AND RESPONSIBILITIES

- Patients should attend their appointments at the arranged time. If this is not possible they should inform the surgery as soon as possible.
- We expect that patients will understand that appointments are for one person only. Additional appointments should be made for more than one person.
- Patients are responsible for their own health, and the health of their children, and should co-operate with the practice in endeavouring to keep themselves healthy.
- Requests for help and advice for non-urgent matters should be made during surgery hours only.
- Home visits should only be requested for patients who are seriously ill or housebound.
- Requests for visits and advice at night should only be made for true emergencies.
- Many problems can be solved through advice alone, therefore patients should not always expect a prescription.
- This practice considers aggressive behaviour to be any personal, abusive and aggressive comments, cursing and/or swearing, physical contact and aggressive gestures.
- Abuse of staff is not acceptable whether verbal or physical. All abuse will be reported to the practice manager who will keep a log of incidents. The practice has the right to remove patients from its list.
- All physical abuse of any of our staff by our patients is reported to the police. The patient will then be removed immediately from our list. If the police are not informed, the Primary Care Trust will inform the patients of the need to register with a new doctor.

## FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

**To encourage our patients to  
become your clients or customers,  
advertise your business now through our practice  
booklets, appointment cards and website.  
Simply call 0800 612 1516  
for more information.**



## Sunbury Nursing Homes

Thames Street, Sunbury-on-Thames TW16 6AJ



Sunbury Nursing Home is a family-run care home set in large, attractive grounds

We specialise in providing nursing care for older people including those suffering from dementia with the emphasis on CARE - we really do and

PEOPLE - you really matter

For more information or an appointment to view please telephone:

**01932 785414 or 01932 787176**

or visit our website

**[www.sunburninghomes.co.uk](http://www.sunburninghomes.co.uk)**

## Home From Home

WHEN Chris White tells people that the Sunbury Nursing Home on Thames Street has a real family feel to it, he can testify to that fact first hand.

"The home has been in our family since 1932, and we still run it today as an independent nursing home that caters for older people, including those with dementia," said Chris, who has followed in family footsteps to be one of the directors of the business.

"It's our friendly, welcoming feel that people like and most often comment on. Although we are a large home, we remain conspicuously intimate, and that makes each resident feel like they are part of a real community."

Chris puts this down to the loyalty of his dedicated, professional team.

"All of our staff are very experienced in a care setting, and over half of them have been here with us for 10 years or more," he said. "It means they get to know each client, building up friendships and relationships with them."

The home itself is set in picturesque gardens, and includes all the comforts residents expect.

"Our rooms are large and well furnished, and we encourage all our residents to make their space their own by bringing in small items of furniture and keepsakes," Chris added.

"The home includes lounges and gardens where residents can socialise and enjoy our regular activities, coordinated daily by our dedicated activity team. They ensure that there's always something going on, from trips out to entertainment and games in the home itself."

To arrange a visit or for more information, call (01932) 785414, or visit [www.sunburninghomes.co.uk](http://www.sunburninghomes.co.uk)

Advertising Feature

## USEFUL TELEPHONE NUMBERS

Ashford Hospital.....	01784 884488
St. Peter's Hospital.....	01932 872000
Princess Alice Hospice.....	01372 461804
NHS Direct.....	0845 4647
Ashford Walk-in Centre.....	01784 884828
Weybridge Walk-in Centre.....	01932 826013
Surrey Primary Care Trust.....	01372 227300

## MISCELLANEOUS

Age Concern.....	01784 444200
Alzheimer's Society.....	01784 444214
Carers Support.....	01784 446234/01932 235770
ChildLine.....	0800 1111
Citizens Advice Bureau.....	01784 444220/01932 765041
Crossroads.....	01784 446294/01372 469942
CRUSE (Bereavement Counselling).....	0870 1671677
Department of Health.....	020 7210 4850
Feltham Open Door.....	020 8844 0309
Lodge Brothers Funeral Directors.....	020 8818 7710
National Childbirth Trust.....	0870 4448708
NSPCC.....	0808 800500
Pension Service.....	0845 6060265
Registrar of Births, Deaths, Marriages.....	08456 009009
Relate (Marriage Guidance).....	01372 467046
Relief Carers Scheme.....	01372 474547
Samaritans.....	08457 909090
Social Care Team.....	01932 795157
Victim Support.....	0845 3030900
Trio Pharmacy (Shepperton).....	01932 225900
Alliance Pharmacy (Shepperton).....	01932 223719
Tesco Pharmacy (Sunbury Cross).....	01932 747300
Boots Sunbury Cross (Open Until Midnight).....	01932 787943
Studio Cars (Taxi Service).....	01932 222222

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