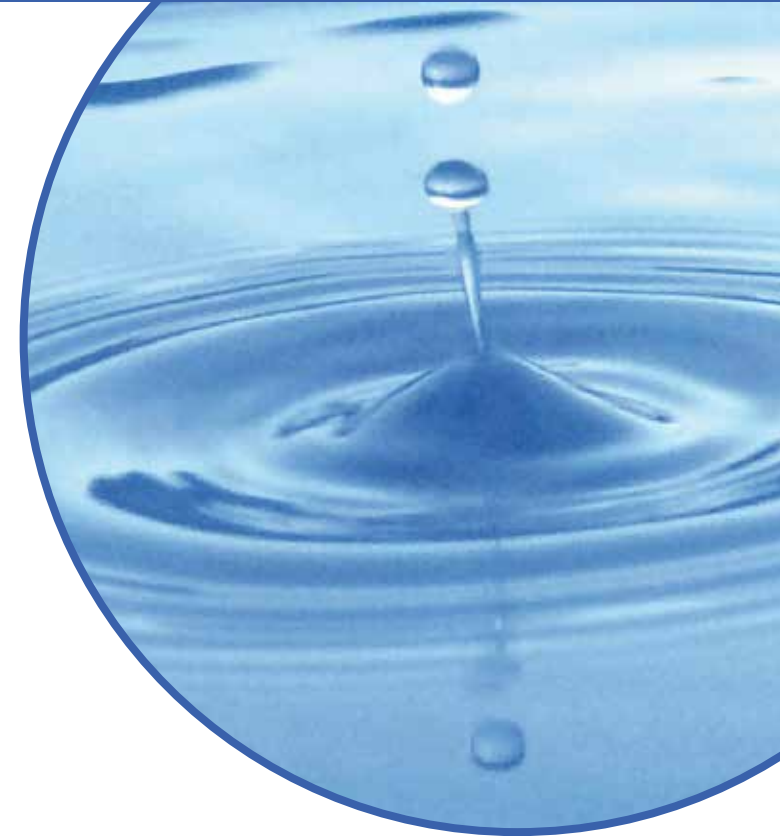


174 Bellegrove Road, Welling, Kent DA16 3RE
Tel: 020 8856 1770 Fax: 020 8319 8951
Appointments: 020 8856 1770 Option 1
www.bellegrovesurgery.co.uk
bellegrove.surgery@nhs.net



Bellegrove Surgery

Patient Information

Dr William Cotter MA, MB, BCH, BAO, DFFP, MRCGP – Dublin 1989

Dr Jacqueline Bohmer-Laubis DR, DRS, DFFP, DPD – Amsterdam 1991

Dr Eugenia Mitrova DR, DFFP, DRCOG, MRCGP – Plovdiv 1995

Welcome to Bellegrove Surgery

Mission Statement

This Primary Health Care Team will work to provide a quality service to meet the health needs of the people it serves.

The team and patient will achieve this by working in partnership, each with a clear understanding of the other's needs.

Given this co-operation the team will undertake to meet the commitment defined in this booklet.

We operate a non-discriminatory policy (please ask for a copy if you wish).

The Staff

Dr William Cotter MA, MB, BCh, BAO, DFFP, MRCPG Dublin 1989

Dr Jacqueline Bohmer-Laubis Dr, Drs, DFFP, DPD Amsterdam 1991

Dr Eugenia Mitrova Dr, DFFP, DRCOG, MRCPG Plovdiv 1995

Dr Nikita Kanani (Sessional GP)

Practice Manager

Kim Hunt

Assistant Practice Manager

Lucinda Howard

Practice Nurse

Grazyna Michalik RGN

Practice Nurse

Tracy Johnson PGDip, BSc, SCPHN, RN

Practice Nurse

Gemma Stephens RN, INP, NP

Practice Nurse

Cheryl Miller RN

Health Care Assistant

Katy Lait NVQ3

Prescription Clerks

Pina Dodd

Julie Steward

Prescription Audit Supervisor

Paula Cotter

Reception Lead

Jenny Anderson

Receptionists

Jacqueline Chitty

Tricia Briody

Jacqueline Buckley

Charlotte Jerrom

Charlotte Johnson

Sharon Saltmarsh

Administrative Lead

Administrative Assistants

Christine Almond

Denise Hepburn

Kerry Bailey

Secretaries

Julie Berry

Belinda Reidy

Community Nurses

Sue Noctor, Janet Wanda

Health Visitor

Caroline Reilly

Trainee Nurse Associate

Charlotte Dowdle

Registration

You can collect the relevant paperwork from our reception desk. Please fill in all paperwork with as much information as possible and bring it back to the surgery reception desk. Please ensure you give us your NHS number, this is on your medical card or you can phone your previous GP to ask for this number. To confirm residency, we will need to see a copy of a utility bill or bank statement no more than three months old, this will be copied and scanned into your patient record. When you return your forms to us an appointment to register will be given. Please avoid our busiest period, 8.30am - 12.30pm in the mornings, when you return your paperwork. This will allow our reception staff to give you their full attention. All patients 16 years old and over will be seen by our Health Care Assistant for a routine health check. This enables us to have a base line of your general health which we can check against should you become ill. The appointment lasts for 10 minutes. After your health check, your paperwork will be reviewed by a GP who will confirm your suitability for registration. Then your information will be entered onto our computer system. This process can take up to 4 days before you are registered and are able to see a GP/Nurse. It is best to telephone the appointment line to make your appointment and they will check if you have been registered. You will be registered with Bellegrove Surgery but you may express a preference for a specific doctor, if they are on duty. We aim to provide a high standard of family medicine and provide a full range of services.

Reception Hours

The reception is staffed from: 7.00am - 6.00pm Monday to Friday
7.00am - 7.00pm Thursday

The telephones are not staffed between 12.00 - 2.00pm, Monday to Friday or on Saturday mornings.

Surgery Hours

7.30 - 10.30am Monday to Friday (Open Surgery)

3.30 - 6.00pm Monday, Tuesday & Wednesday (Appointments)

3.00 - 6.00pm Friday (Appointments)

8.45 - 10.45am Saturday (Appointments) - booked appointments only. Emergencies are covered by NHS 111.

Workers' Clinic

5.00 - 7.00pm Thursday - Alison Elliott by appointment for full-time workers only.

Booking Appointments - 020 8856 1770 Option 1

9.00 - 11.00am Monday to Friday

2.00 - 3.00pm Monday to Friday

Booking Appointments

At Bellegrove surgery we recognise that being able to book appointments in different ways is important to our patients. Sign up for Patient Services and you will be able to book appointments with our GPs and order repeat prescriptions with the click of a button. Please go to our website to learn more about Patient Services or ask one of our staff who will be happy to help. You can also request an appointment with a nurse via our e-mail at bellegrove.surgery@nhs.net. Please specify what the appointment is for so we can book with the appropriate Practice Nurse or Health Care Assistant. Please bear in mind, our email is checked twice daily at 8.00am and 2.00pm.

	Monday A.M. Open Surgery		Monday P.M. Appointments Only
7.30-10.30	Dr Cotter	3.30-6.00	Dr Cotter
8.30-10.30	Dr Bohmer-Laubis	3.30-6.00	Dr Bohmer-Laubis
8.30-10.30	Dr Mitrova		
8.00-10.30	GP Trainee Doctor	3.00-6.00	GP Trainee Doctor
	Tuesday A.M. Open Surgery		Tuesday P.M. Appointments Only
7.30-10.30	Dr Cotter	2.00-5.00	Dr Kanani (Sessional GP Ad-hoc)
8.30-10.30	Dr Bohmer-Laubis	3.30-6.00	Dr Bohmer-Laubis
8.00-10.30	Dr Sheikh	3.00-6.00	Dr Sheikh
8.30-10.30	Dr Mitrova		
8.00-10.30	GP Trainee Doctor		
	Wednesday A.M. Open Surgery		Wednesday P.M. Appointments Only
7.30-10.30	Dr Bohmer-Laubis		
8.30-10.30	Dr Cotter	3.30-6.00	Dr Cotter
8.30-10.30	Dr Mitrova	3.00-6.00	Dr Mitrova
8.00-10.30	GP Trainee Doctor		
	Thursday A.M. Open Surgery		Thursday P.M. Appointments Only
7.30-10.30	Dr Bohmer-Laubis	2.00-5.00	Dr Kanani (Sessional GP Ad-hoc)
8.30-10.30	Dr Cotter	5.00-7.00	Alison Elliott Appointments Only For Full-Time Workers
8.30-10.30	Dr Mitrova		
8.00-10.30	GP Trainee Doctor		
	Friday A.M. Open Surgery		Friday P.M. Appointments Only
7.30-10.30	Dr Mitrova	3.00-6.00	Dr Bohmer-Laubis or Dr Cotter or Dr Mitrova – Only one will be on duty
8.30-10.30	Dr Cotter or Dr. Bohmer-Laubis		
7.30-10.30	Dr Sheikh	3.00-5.30	Dr Sheikh
8.00-10.30	GP Trainee Doctor	3.00-6.00	GP Trainee Doctor
9.00-11.00	Saturday A.M. Appointments Only Dr Bohmer-Laubis, Dr Cotter, Dr Mitrova or Alison Elliott Only one Doctor will be on duty. Booked appointments only. Emergencies will be asked to call NHS 111		

Services

Our practice aims to provide the full range of services associated with family medicine. With the new emphasis on health promotion we offer routine health examinations for those newly joining our practice, a five yearly check for adults over 40 years and an annual check for those over the age of seventy-five years.

Children have developmental assessments and immunisations at the recommended intervals.

We have a minor surgery clinic and cryotherapy clinic weekly.

There is the opportunity for women to have cervical cytology checks, family planning advice, antenatal and postnatal care.

Hypertension and coronary prevention clinics provide special care for those at higher risk of stroke and heart attack.

There is a chronic disease management programme for those with Diabetes, Asthma, COPD, Heart Disease and CVA (stroke).

We keep a register of the housebound and discuss ongoing treatment with District Nurses.

Our practice booklet describes the services we offer, the surgery times, what your rights are and the standard of health care you should receive from us along with other general information.

Your lifestyle and health care is your responsibility – we can only advise you.

However, when you have an accident or become ill or disabled, your health care will become a partnership between the team and yourself. We can, with your cooperation, help you. Please help us to help you.

Patient's Responsibilities

Read our practice booklet and keep it for reference.

Inform us of any change of your name, address or telephone number.

Attend surgery where possible.

In the mornings be patient if there is a queue. The benefit of open access to the surgery is that you will always be seen on the day you need to be seen. The downside is that you may have to wait for a while. Come early - we start early.

Ring before 10.00am if a home visit is necessary.

Make out of hours calls only if it is very urgent.

Write in for repeat prescriptions before you run out of medicine. Allow 24-48 hours for collection or send SAE.

For all enquiries, ring 020 8856 1770 and press:

1. for Appointments
3. for Anticoagulation Service
4. Practice Manager – Kim Hunt
6. Reception or Results

For serious injury or sudden collapse, ring 999.

Practice Nurses

Are available, by appointment, Monday to Friday, mornings and evenings - for health checks, cervical smears, injections, ear syringing, removal of sutures, etc. They also run the following clinics:

Asthma Clinic

3.00 – 4.00pm Wednesday

Practice Nurse by appointment

COPD Clinic

10.50 – 11.50am Wednesday

Practice Nurse by appointment

Hypertension Clinic

10.30am – 1.20pm Tuesday

9.10 – 10.30am Wednesday

Practice Nurse by appointment

Diabetic Clinic

9.00 – 10.00am Monday

3.00 – 4.00pm Tuesday

12.00 – 1.00pm Wednesday

12.00 – 1.00pm and 4.00 – 5.00pm Thursday

11.20am – 12.20pm Friday

Practice Nurse by appointment

Weight Management Clinic

Health Care Assistant by appointment

IHD Clinic

8.00 – 10.50am Tuesday

Practice Nurse by appointment

CVA Clinic

9.00 – 11.00am Thursday

Practice Nurse by appointment

Phlebotomy

For 'over 65s' or disabled/frail patients by appointment

8.20 – 9.00am Monday to Friday

1.30 – 2.30pm Wednesday

Travellers' Clinic

4.00 – 5.15pm Monday

4.00 – 5.15pm Tuesday

3.00 – 4.15pm Thursday

Practice Nurse by appointment (book appointments at least six weeks before travel)

Please collect a Travel Clinic Form from reception, fill-out & bring back at least six weeks before you travel. Our Practice Nurse will review the information provided and we will contact you with an appointment to provide advice for your destination & give appropriate vaccinations.

For the latest information click to: www.bellegrovesurgery.co.uk

Let our practice publications promote your business for you!



To place an eye-catching advertising feature in our vitally important Practice Booklets, indispensable Appointment Cards & Website

simply phone Veronica Smith
now on **0800 612 1516**

Do you or a family member require care and want to stay at home?

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So if you don't yet have a website, or are unhappy with the one you have, call today for a chat on 0800 612 1408. You'll be glad you did!

Attract more business by placing your advert here. Simply call 0800 0234 196.

Wart Clinic (Liquid Nitrogen Treatment)

9.00 to 10.00 Thursday
Health Care Assistant by appointment

Smoking Cessation

Health Care Assistant by appointment

Minor Surgery

11.15am - 12.15pm Tuesday
Dr Cotter by appointment

Antenatal Clinic

If you think you are pregnant, please see any GP in the practice for advice and a pregnancy pack with information regarding how to book with local services.

Postnatal And Child Development And Immunisation Clinic

12 noon - 1.00pm Wednesdays
Dr Bohmer-Laubis by appointment

Medical Examinations

2.45 - 3.15pm Monday Dr Cotter
For Insurance, HGV, PSV, Taxi Drivers, Elderly Drivers, Pre-employment. By appointment, fee payable.

Child Immunisation Clinic (Under 5s)

12 noon - 2.00pm Mondays
Practice Nurse by appointment

Baby Clinic (Health Visitor)

1.00 - 3.00pm Tuesdays by appointment. For weighing and discussion only.

Counselling

By appointment (Dr's referral required)

Prams and Trolleys

We do not allow any prams or trolleys into our waiting areas. PLEASE LEAVE THEM OUTSIDE. You can lock your pram or trolley to the metal bar on the wall outside - ask at reception for a lock. NO RESPONSIBILITY WILL BE TAKEN BY THE SURGERY FOR LOSS OR DAMAGE.

Training

Bellegrave Surgery is actively involved in the training of postgraduate doctors who spend four months under the supervision of Dr Cotter. These are fully qualified doctors who are getting further experience in general practice. We are now also training GPs from Queen Mary's Hospital Vocational Training Scheme who spend 12 months at the practice under the supervision of Dr Cotter.

Referral Letters

Most referrals to secondary care are sent via Choose & Book and the Bexley Referral Management and Booking Service. They will be typed and attached to Choose & Book within a few days of seeing the GP. The Bexley Referral Management and Booking Service will contact you to book an appointment within 10 working days. Please ensure you update us with any changes to your telephone numbers, including mobiles. Please phone us if you have not received an appointment within three weeks. **Private referrals** need to be collected from reception and take three-four days after you have informed us of the name of the consultant you have booked your appointment with.

Letters and Forms

Letters to 'Whom it may concern' or forms which are filled in by the GP at the patient's request do incur a fee. Please see list of charges displayed in our Reception area. Please allow three-four days.

Audits

Health Authority staff may audit claims and so need to look at patients' notes (under supervision). You have the right to object, if you are concerned, on the grounds of confidentiality.

Named GP for all patients

All patients at Bellegrave Surgery have been allocated a 'Named GP' as per changes to our contract from 1st April 2015. We have used the GP which was set on our system when you registered. This makes no difference to how you would access our services and you can still request to see your GP of choice. If you wish to know who your 'Named GP' is please ask at Reception, our Receptionists would be happy to change the Named GP for you if you wish.

Repeat Prescriptions

For those on regular medication, we are happy to give repeat prescriptions. Please use the computerised copy of your last prescription, just tick the items required and hand it in or if you prefer you can order using our website or email. If your prescription request is received before 10.00am it will be ready by 7.00am the following working day. If received after 10.00am please allow two working days. You may collect from the surgery or add a stamped addressed envelope. You can also request these via email (bellegrave.surgery@nhs.net) or by using our website (www.bellegrovesurgery.co.uk). **Please allow extra time at holiday periods ie Christmas, Easter etc.** Please note, Bexley Clinical Commissioning Group's Medicine Management Team guide us regarding the prescriptions we issue to enable us to provide the most appropriate and cost effective medicines to our patients.

Blood Results and X-ray Results

Blood results take about three days and X-rays about two weeks. If you have tests done you should phone to ensure the results are back between 11.00am -12.00 noon (option 6).

GP Advice

Advice from a GP can be accessed between 11.00am - 12 noon.

Home Visits

Please phone 8856 1770 before 10.00am.

For the latest information click to: www.bellegrovesurgery.co.uk

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Out Of Hours - NHS 111

NHS 111 is a new national telephone service being introduced to make it easier for people to access local health services when they have an urgent need. It replaces NHS Direct and provides a general number for people to call when they have an urgent need, but not a life threatening 999 emergency. Calls from landlines and mobiles are free.

Fully trained health advisors who are supported by a local Nurse Advisor will staff the SEL NHS 111 call centre. The health advisors will use a clinical assessment system – NHS Pathways – that enables them to assess a caller's needs safely and effectively and direct them to the right local NHS service using our local electronic Directory of Service (DoS). They may direct you to The Hurley Group who run GP Out of Hours Services for Bexley.

IN AN EMERGENCY DIAL 999 and ask for AMBULANCE SERVICE

For example those with a suspected heart attack, collapse, haemorrhage, poisoning, electrocution, burns or serious injury.

Those with less serious injuries but which might need x-ray of possible broken bones, or cuts which need suture, may be taken direct to the Urgent Care Centre or Accident & Emergency Department.

What Is An Emergency?

Some emergencies are self evident – collapse, major stroke, haemorrhage, poisoning, electrocution, severe burns, suspected heart attack, major fractures or serious injury all warrant a 999 ambulance.

Other emergencies such as severe abdominal pain, pneumonia, severe headache, worsening asthma, high fever in a young or listless child, all need to be dealt with promptly by a GP.

Less serious problems eg earache, minor fevers, coughs and colds, tummy upsets, rashes can usually be dealt with using over-the-counter medicines or waiting for the next available routine surgery and should generally not be presented as emergencies for GPs.

Patient Advice And Liaison Service (PALS)

Provide free help & support with any concerns relating to the care we provide to you.

PALS – Queen Mary's Hospital 020 8308 5449

PALS – Queen Elizabeth Hospital 020 8836 4592

Complaints

We do try to give a good service but things do occasionally go wrong and misunderstandings may occur. If there is a problem, please tell us and we will try to put it right. Approach the practice manager or one of the doctors and we will deal with the matter promptly. If you wish, you can put your complaint in writing to Mrs Kim Hunt, Practice Manager at the surgery address.

Zero Tolerance Policy

We operate a Zero Tolerance Policy. Individuals behaving violently or aggressively towards staff will be reported to the police and placed on a Special Allocation Scheme.

Useful Numbers

NHS England (London Region) 020 7932 3700

Primary Care Commissioning Team, 2nd Floor,
Southside, 105 Victoria Street, London SW1E 6QT

NHS Bexley Clinical Commissioning Group 8298 6000

For the latest information click to: www.bellegrovesurgery.co.uk

Queen Elizabeth Hospital	8836 6000
Queen Mary's Hospital	8302 2678
Bexley Social Services	} 8303 7777
Care Central (Home carers, meals etc. Ext 6363)	
Greenwich Social Services	8854 8888
Bellegrove Pharmacy	8856 1973
7 Day Chemist	8301 1800
Lewis' Chemist	8317 9783

Registrar Of Births and Deaths -

Bexley: 0300 041 5252

Manor House, The Green, Sidcup, DA14 6BW

9.00am - 4.00pm. Monday - Friday

Greenwich: 0208 921 5015

Woolwich Town Hall, Wellington Street,

Woolwich SE18 6PW

Practice Boundary

See back cover for map

Inner Boundary

(for newly registering patients)

Our eastern boundary runs along Donaldson Rd at the top of Shooters Hill then along Ankerdine Crescent, Cantwell Rd, across Eglington Hill to Dallin Rd then across Dothill to Garland Rd. Our northern boundary runs along Garland Rd, The Slade, Kings Highway to Wickham Lane and Rutherglen Rd, stopping at Bostall Woods and Plumstead Cemetery. It then runs up Lodge Hill, Southerly along Brampton Rd, Danson Rd and along the A2 as far as Falconwood and along Welling Way. We cover all addresses in the DA16 postcode.

Outer Boundary

(for registered patients moving from within the inner boundary)

As above but including Brampton Road from Wickham Lane to Woolwich Rd, along Woolwich Road, down Albert Road, Nuxley Road, Bedonwell Road, Belvedere Road, across Broadway to Lion Road, along Iris Avenue to Rochester Way, along the Rochester way (going East) along Blackfen Road then along the Bexley border to meet with Rochester Way again.

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The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.

Where To Find Us

Our modern surgery is to be found in Bellegrove Road between Baltimore Place and Lulworth Road, opposite Bathroom and Plumbing Superstore, close to the junction with Welling Way. Parking is available across the road on Bellegrove Parade (Pay & Display not in Blockbuster car park) or in Westwood Lane car park (Pay & Display).

There is wheelchair access to the surgery.

