

INFORMATION FOR PATIENTS



Dr N Patel
Dr B Yousif
Dr K Fraser

11/13 Charlton Road SE3 7HB

Tel: 020 8269 2040 - Appointments Only

Fax: 020 8293 9286

www.blackheathstandardsurgery.com

Welcome To Our Practice

HISTORY OF THE PRACTICE

There has been a practice at 11 Charlton Road since 1948. Dr Miller started here and the house was both a surgery and his home until he retired in 1978. In 1968 Dr Dawe's single-handed practice, in Littleheath, merged with the practice at Charlton Road. The Littleheath surgery eventually closed in 1989, enabling all the patients to receive the full complement of services under the one roof here at Charlton Road. The practice underwent major renovation in 1997, with the purchase of the neighbouring house. The building was significantly enlarged providing more consulting rooms, improved reception and waiting areas, designated treatment rooms and even lift access.

We are pleased to have patients who have been with this practice such a long time and have seen the many changes that have occurred.

THE DOCTORS

The doctors in partnership are:

Dr Nayan PATEL MBBS (London 1993) MRCP DCH DRCOG Male

Dr N Patel provides the full range of medical services including contraceptive, HRT, minor surgery and child health surveillance.

Dr Ban YOUSIF MB ChB (Iraq 1989) MRCP DRCOG DFFP Female

Dr B Yousif provides the full range of medical services including maternity care, contraceptive advice and prescribing, intrauterine contraceptive device (IUCD) fitting, HRT, well woman and minor surgery.

ASSOCIATE GP

Dr Keith Fraser London 1981 MBBS MRCS LRCP Male

Dr Fraser offers the full range of medical services including contraceptive advice and prescribing.

THE PRACTICE TEAM

Practice Administrator

Jackie Hobson is our practice administrator and she is responsible for the administration of the practice.

Practice Nurses

We have two practice nurses who provide chronic disease management i.e diabetes, chronic obstructive airways disease etc. They also provide health promotion advice, anticoagulation service, travel clinic, immunisations both adult and childhood immunisations. They see all patients by appointment.

We have two health care assistants who run Smoking Cessation Clinics, phlebotomy service (ie take blood for testing), diabetes checks, weight management, simple wound management, blood pressure reviews and new patient checks. These services are accessible by appointment only.

Teaching and Training

Please note that this is now a teaching practice. We train both qualified doctors training to become future GPs as well as medical students from Kings/Guys/St Thomas's Medical School. If you are seen by a medical student your care will be reviewed by a qualified doctor before you leave. Whilst we would appreciate any cooperation you might be able to give in medical student training we do appreciate that some patients might. If you do not wish for a medical student to be present during the consultation, in this event, please inform reception on arrival. Your treatment will not be affected in any way.

Practice Receptionists

The receptionists are trained to listen to your needs, requests and queries. They take and pass on messages. They can give you information about the practice and facilities. They also make appointments appropriate to your assessment of urgency.

Please remember that if you are asked any questions by the receptionist, they are carrying out policy, which is aimed at making the practice run smoothly and direct you to the most appropriate person. They have been told to elicit information and are not being nosy. They are bound by the same rules of confidentiality as the doctors and nurses.

At present we have six receptionists who work on a rota system.

District Nurses

The practice is served by a community district nursing team. Although they are not based at the surgery they can be contacted by phoning 020 8320 3550.

Advice On Emergencies

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, can usually initially be dealt with using over-the-counter medicines or wait for a routine appointment with the GP and should generally not be presented as emergencies for GPs.

SURGERY HOURS

Monday - Friday 8.00am - 6.30pm

Monday - Thursday 7.00 - 8.00am (commuter clinic - pre-booked appointments only)

Would talking help?

Why wait for an appointment on the NHS?

There may be a qualified local counsellor that could see you today and help you get back to the real you more quickly.

Call a private counsellor for more details now!

Blackheath Counselling & Psychotherapy

Colin Ogdon

Supporting a wide range of issues including depression, anxiety, trauma and more.

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www.blackheathcounselling.co.uk



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FREE REPEAT PRESCRIPTION SERVICE

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229 Charlton Road, London SE7 7ED

Did you know that you may no longer need to visit the surgery to collect your repeat prescriptions?

This surgery is now able to supply your prescriptions electronically direct to the pharmacy of your choice under the new electronic prescriptions service (EPS).
Speak to your local pharmacy today to find out more.

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APPOINTMENTS

To book an appointment either:

- Appointments may be made either by telephone (020 8269 2040) from 8.00am onwards or by calling at the surgery during opening hours. When making an appointment please try and give as much notice as you can - also please try and telephone in the morning as soon as possible so that if your need is urgent you can be seen that day. **You will be seen if your problem is urgent**, but it may not be with the doctor of your choice.

- Appointments to see a doctor can be made up to two weeks in advance.
- We are able to offer 48-hour appointments with any doctor.

- Appointments to see a Practice Nurse or Health Care Assistant can be made up to six weeks in advance.

- Patients have the right to request a particular doctor when booking an appointment and we will endeavor to accommodate you. However, this may not always be possible due to circumstances beyond our control.

• Book appointments online

- You can also book an appointment with a doctor online using the surgery's Vision Medical System.

- To use this service, you must first register by completing an application form. You can do this **online** or you can **download** the application form and bring or send to the surgery. Application forms are also available at the Surgery. You will need to produce some form of photo identification eg passport, photo card driving license. You can only register to access your own appointments/medical records and you must be at least 18 years old.

Once your application has been processed you will be issued with your own personal registration codes. You will need these codes every time you wish to use the online services. Please allow 2 working days for us to process your application.

Routine appointments with a doctor can be booked up to two weeks in advance

- You may have to wait for a routine appointment with the doctor of your choice. You can of course book with another doctor if the wait is unacceptable.

Doctors' Appointments - Available on the day

- We also have appointments available on the day, with the 'Duty Doctor'. This is by appointment only. Please phone the reception staff and you will be given a time to attend. While we will obviously try to keep to time the Duty Doctor who runs these sessions is also on call for any emergencies and so a wait may be unavoidable.

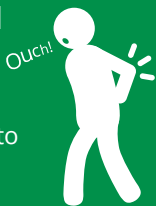
- We are only able to deal with one problem in this surgery, and the Duty Doctor may not be able to deal with all requests on the day.

- It is preferable not to attend these sessions for long standing problems or long-term certificates as these are better dealt with in a routine appointment by the doctor who knows you.

Do you have aches and pains that have built up over time?

A physiotherapist is trained to help reduce pain, correct postural damage and bring flexibility back into your life.

Contact a qualified local physiotherapist today to see how they can help you.



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To advertise your business to our patients on low cost, easy payment terms call **0800 0234 196**.

If you cannot keep an appointment please let us know as soon as possible so someone else can use that time. It is especially important to keep the speciality clinic appointments because of their limited times. We realise that there are many valid reasons why patients cannot come to the surgery - but if you tell us in advance we could offer this appointment to somebody else - ONE DAY THIS PERSON COULD BE YOU!

The telephone number for all calls including appointments is 020 8269 2040.

PLEASE NOTE WE HAVE A RECORDED TELEPHONE SYSTEM - this is for the benefit of patients and staff alike so we can remedy any misunderstandings and also use it for staff training in telephone techniques.

ONLINE APPOINTMENTS

We also offer an online appointment booking service called MYVISIONONLINE. This service allows you to book an appointment to see the doctor yourself. You can also request a repeat prescription and, if you choose to do so, you will be able to view a summary of your medical records. This will contain basic information such as allergies and current medication. You must be over 18 years of age and you will need to register for this service. You will also need your own personal email address; we cannot accept shared or work email addresses. Please speak to a member of the reception team or visit our website: www.blackheathstandardsurgery.com.

VISITS

Requests for home visits should be made before 10.30am if possible so that the doctor can call that day. When requesting the doctor to visit, be prepared to supply the receptionist with the name, address, telephone number and brief details of the problem, as it helps the doctor assess the priority of the call. Home visits are intended only for the very ill or housebound. If you can get to the surgery this will help us as we have better facilities for examinations and treatment and you will usually be seen more quickly. The patient may be telephoned by a doctor to assess the nature and urgency of the problem.

NIGHTS AND WEEKENDS

If you have an urgent medical problem out of normal surgery hours please telephone 111 for advice and access to medical services.

REPEAT PRESCRIPTIONS

If you need regular prescriptions and your doctor does not need to see you every time you may be given a repeat prescription. These are normally printed by the computer and with each prescription there is an attached form. When you need further repeats please put in the box provided in the hall of the surgery or post through the letter box. 48 hours' notice is required. If you supply a stamped, addressed envelope we will be happy to post the prescription to you.

If you are on repeat medication and you reach your maximum number of issues, please note that you must make an appointment to be seen by either our practice nurse or a doctor for a medication review before a further prescription can be issued.

Patients must be responsible in ensuring that their medication does not run out before they can obtain the next supply - we cannot get prescriptions written out and signed before 48 hours' notice. Please note: if posted through the door at the weekend the prescription may not be ready until Wednesday morning ie 48 hours from the working day. We do not accept requests by telephone - this leaves our lines free for urgent matters and prevents dangerous errors being made. Repeat Prescriptions can also be ordered via our website www.blackheathstandardsurgery.com

We participate in the electronic prescribing scheme that allows prescriptions to be sent to your nominated pharmacy. Please enquire at reception for more information.

MEDICINES

We are not a dispensing practice. The local pharmacies operate a late opening rota, details of which are given in the local press and in the pharmacies.

TEST RESULTS

Results of various tests from the local hospitals usually arrive late morning. These have to be seen by the doctors and then filed. Please phone for results between 12 noon and 3.00pm. You should avoid phoning for results either side of these times in order to keep the phone lines free so as not to prevent patients who need urgent medical attention getting through.

We would stress that if you are sent for any investigation by the surgery you always contact the surgery for the results a few weeks later.

CARERS

Our aim is to identify carers and to ensure that their needs are being met both clinically and by support by other agencies. Please inform reception if you are a carer and you will be offered a Carer Health Check with one of our health care assistants.

SERVICES AVAILABLE

Minor Surgery/Wart Clinic/Soft Tissue Injection Clinic

There are a number of surgical procedures which do not require hospital admission. We do have a clinic especially for such occasions and if your doctor considers it appropriate he will advise you.

Diabetic Clinic

This is usually held every week with the doctor and the practice nurse. If you are referred by a doctor you will have to make an appointment.

Asthma Clinic

Asthma patients are seen during normal surgery hours. Please make an appointment with the practice nurse if you suffer from asthma and she will advise you on the future care given by this practice.

Travel Clinic

These are run for foreign travel advice and vaccinations. The practice is also registered as a Yellow Fever Clinic and is able to administer the yellow fever immunisation - the nurse will advise you.

Phlebotomy Clinic

These clinics are held almost daily at the surgery. Any patient needing to have their blood test done can now do so by booking an appointment with our practice nurse.

Anticoagulation Clinic

For patients who are on Warfarin the practice is now able to undertake the monitoring for this. You will need to have permission from the hospital before you can enrol in the practice anticoagulation clinic.

Commuter Clinic

The surgery is now offering Commuter Surgeries for people who work. Commuters will be able to pre-book a doctor's appointment from 7.00 - 8.00am. Please book your appointment in the usual way at reception.

New Patient Registration

When you register with this practice you will be offered a health check. This is done by our health care assistant. Please take advantage of this as it is useful if there is a delay in receiving your medical records. The health check is by appointment.

Immunisations/Child Health Surveillance

All children are recommended to have a full course of immunisations. These and the child health surveillance checks normally start at eight weeks. If you have any doubts or queries please discuss these with the health visitor or the doctor.

Medical Examinations

All doctors conduct insurance, HGV, PSV and pre-employment medical examinations, for which a fee is payable. A special appointment will need to be made with the doctor.

We encourage all of our patients to share the responsibility for their health, both in preventing disease and treating existing diseases. Prevention really is better than cure. Many of the most serious diseases can be prevented by a healthy lifestyle and without the need for drugs.

GENERAL INFORMATION

Registration

We are open to registration to any patients living in the practice area which covers Charlton, Greenwich, Woolwich and parts of Blackheath. Do talk to reception to clarify whether an address is in the practice area.

In order to register you will need to complete an official registration form which is available from reception. You will need details of your last address, your last doctors name and address and your NHS number if you have one.

You will then be offered an appointment with a HCA for a new patient medical check.

Parking

We have a parking area for disabled patients. There are ample places to park nearby for other patients. Please do not park in the road across our entrance (in case the doctor has to leave urgently), or park across our neighbours' entrance.

Change Of Address

If you move please let us know your new address. If you move outside our practice area you should enquire with reception to see if you can still remain on the list. Please do not assume that we can continue to care for you.

Disabled Patients

Now we can accommodate disabled patients as we have a lift and one ground floor consulting room. We have a ramp access for wheelchairs.

Pram Area

We have a small area outside under the glass porch where there is a pram bar and you can ask at reception for locks. We regret we cannot allow prams/ pushchairs into the building unless they can be folded up and you have them with you at all times - health and safety for **all** our patients prevents this facility.

Complaints Procedure

We always try to provide the best service possible, but there may be times when you feel that this has not happened. We have a complaints procedure to respond to patient grievances. We are not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you wish to make a complaint please write to or speak to the practice administrator. Full details will be taken and a decision on how best to undertake the investigation. Your complaint will be acknowledged within two working days whenever possible.

This does not affect your statutory rights and if you feel that your complaint remains unresolved you may wish to approach NHS England:

NHS England
PO Box 16738 Redditch, B97 9PT
0300 311 22 33
England.contactus@nhs.net

NHS Complaints Advocacy

Telephone: 0203 553 5960 (charged at local rate)
Minicom: 0300 456 2364
Text: Send the word 'pohwer' and then your name and number to 81025
Email: LondonIHCAS@pohwer.net
Skype: pohwer.advocacy
Fax: 01438 846 025
Post: London IHCAS Advocacy Hub, POhWER, Hertlands House, Primett Road, Stevenage, Hertfordshire SG1 3EE
For more information visit the **website at www.pohwer.net**

Our Responsibilities To You

We are committed to giving you the best possible service. Patients are treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs.

You are entitled to see your medical records subject to limitations in the law. Please make an appointment with a doctor to discuss this if you wish.

Your Responsibilities To Us

Help us to help you by letting us know if you change your name, address or telephone number. Please do keep your appointment but, if you are unable to, please let us know at the earliest opportunity so that we can offer someone else this time slot. Speciality clinic appointments are especially important for cancellation notice as they are often 15-20 minute time slots and we do have other patients who could be seen. Only ask for a home visit if you are too ill to come to the surgery. Please keep your telephone calls brief and avoid calling during peak times for non-urgent matters. We ask that you treat the doctors and staff with courtesy and respect.

Confidentiality

All staff are bound by strict rules of confidentiality. We are a computerised practice and registered under the Data Protection Act.

Access to Medical Records

Patients have a right to access their medical records. In order to do this, a request must be made in writing and addressed to the doctor with whom they are registered. Copies of notes will be made available within 28 days of the written request as stated by law. Only copies of notes which do not infringe on other people's rights will be released.

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.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Greenwich CCG

The area served by the Blackheath Standard Surgery is covered by Greenwich CCG. For details of all Primary Care Services in the area go to www.selondon@nhs.net or www.nhs.uk

PATIENT PARTICIPATION GROUP

The patient participation group is made up of members who are both patients and staff and who meet regularly to discuss patients views and ideas on how we can continue to improve our service here at the surgery. New members are always welcome. If you think you would like to join or if you just want to find out a bit more about us please ask at reception or visit our website www.blackheathstandardsurgery.com for more information.

NHS 111 AND NHS DIRECT

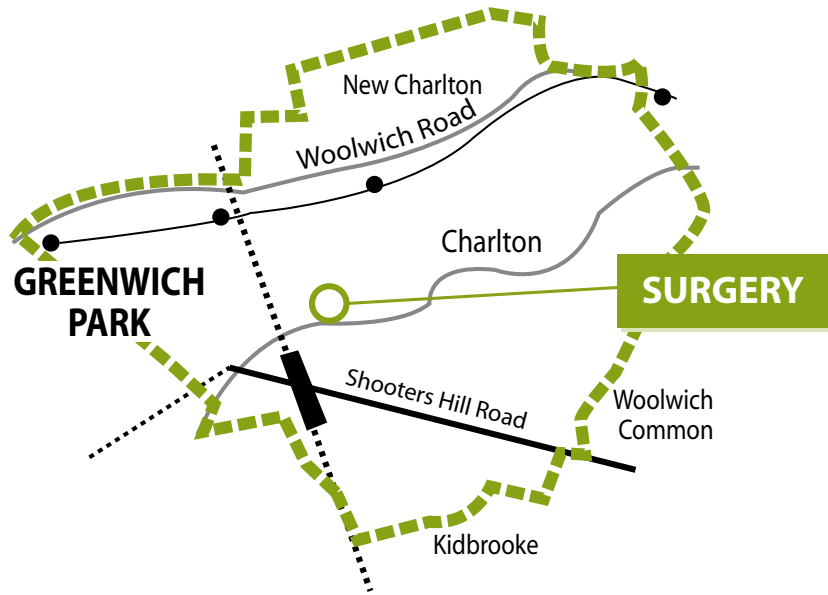
NHS 111 can be reached by dialing 111. NHS Direct can be contacted at www.nhsdirect.nhs.uk

CQC

www.cqc.org.uk

Tel: 03000 616161

The Practice Area



Local Hospital And Emergency Department

Queen Elizabeth Hospital 020 8836 6000

Greenwich CCG 020 3049 9000

www.greenwichccg.nhs.uk

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