



Tulse Hill Practice



4 Hardel Rise
Tulse Hill
London
SW2 3DX

Appointments: 020 8671 3448

Emergencies (out of hours): 020 8693 9066

Fax: 020 8674 6043

Website: www.tulsehillpractice.co.uk

WELCOME TO TULSE HILL PRACTICE

4 Hardel Rise London SW2 3DX
Tel: 020 8671 3448 Fax: 020 8674 6043
www.tulsehillopractice.co.uk

OPENING HOURS

Mon - Fri 8.00am - 6.30pm

APPOINTMENT TIMES

Mon - Fri 8.30am - 12.00pm and 3.00 - 6.00pm
(Weds evenings 6.30 - 7.30pm)

Saturday 8.30 - 11.00am (once a month)

We are fully accessible to disabled patients.

We have a hearing loop for patients with a hearing aid.

If you need urgent medical advice when we are closed please call:

SELDOC 020 8693 9066 Dulwich Hospital, East Dulwich Grove, London SE22 8PT.

NEAREST NHS WALK-IN CENTRE:

The nearest NHS Walk-in Centre is at Clapham Common.

The Arches, Clapham Junction Station, 5-8 Grant Road, London SW11 2NU

Open 8.00am - 8.00pm Monday to Sunday. Tel: **0333 200 1718**.

For general advice regarding GP services in the local area either visit www.nhs.uk NHS Choices website, Lambeth Clinical Commissioning Group www.lambethccg.nhs.uk or contact NHS England South London Area Team, 1 Lower Marsh, Waterloo, London SE1 7NT **020 3049 4444**.

LAMBETH HUBS

In addition to providing GP appointments in the surgery at Tulse Hill we are also able offer a small number of appointments each week at one of the Hub practices within Lambeth. Hub practices are open 7 days a week, 8.00am - 8.00pm Monday to Friday and 10.00am - 6.00pm weekends and Bank Holidays. They are located at the following sites:

Vauxhall – South Lambeth Road Practice SW8 1UL

Herne Hill Group Practice – (access via Kestrel Avenue), 74 Herne Hill, SE24 9QP

Vassell Medical Centre – 89 Vassell Road, SW9 6NA

They are open 12 noon to 8.00pm Monday to Friday and 8.00am to 8.00pm at weekends and Bank Holidays.

Streatham – Streatham High Practice, Gracefield Gardens SW16 2ST

This service is by appointment only. Appointments must be made by our staff and if you wish to cancel your appointment you must call us in advance.

The doctors and staff at the Hub practices will have full access to your medical records. Any treatment you receive will be documented and available for your GP here to see.

More information can be found at: www.lambethgpaccesshubs.co.uk

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

USEFUL WEBSITES

- patient.co.uk - leaflets about different health issues/conditions
selfcareforum.org - leaflets and other info on how patients can look after themselves safely for lots of common conditions with clear info about when a health professional's advice is needed
healthtalkonline.org - videos by patients and other articles on lots of common health conditions
healthhelpnow-nhs.net - directs users to the nearest most appropriate service for help and advice

ACCESSING SERVICES AT TULSE HILL PRACTICE

To book an appointment or telephone call with a doctor please telephone 020 8671 3448 or call in person during opening hours. Routine appointments may be booked up to two weeks in advance and there are some available on the day for urgent matters. We are always available over the phone to assess any patient who considers that they have an urgent medical problem. Please ensure that your telephone and address details are up to date to minimise any delay in contacting you.

To request a home visit please call 020 8671 3448 before 11.00am if possible. Home visits are for those patients who need to see a doctor but who are too ill or disabled to visit the practice. A doctor will telephone you and make arrangements to visit if necessary.

Remember that you are able to access medical advice about a range of conditions at most local pharmacies and those that operate the Minor Ailments Scheme will also be able to provide you with treatment for these conditions. Under the scheme, any treatment is free to those entitled to free NHS prescriptions.

STAFF

Our GPs:

- Dr Adrienne Newton** (F) 1986 MBBS DRCOG MRCGP MA Partner.
Speaks Spanish
- Dr Yvonne Turner** (F) 1990 MBBS DRCOG MRCGP DFFP Partner.
Speaks Spanish
- Dr Ratheeswari Sivagnanavel** (F) 1998 MBBS MRCP MRCGP. DRCOG Partner
Speaks Tamil
- Dr Natalie Lukeman** (F) 2007 MBChB DRCOG MRCGP. Salaried GP
- Dr Aisling Martin** (F) 2011 MBChB DRCOG BSc Hons Salaried GP

PRACTICE NURSE

Tracy Hedman

PRACTICE MANAGER

Jenny Read

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

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(Quote ref no: AD.1186)

AD.1186b (11.16)



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.

Tulse Hill
elmcourtpharmacy

Repeat Prescription Service

The Elmcourt Pharmacy Repeat Prescription Service does all the hard work for you!
Visit us in store, and we'll do the rest!

Minor Ailment Scheme

FREE

Stop Smoking Service (NHS regulations apply)



T: 020 8670 0802 E: elmcourt220@gmail.com
Unit 4, 220 Norwood Road, London SE27 9AQ

NHS

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HOW TO REGISTER

If you live within our catchment area and wish to register then please come to the reception with some proof of address (bill or bank statement) and photo identity such as a passport or driving licence. If wishing to register children under five years old, parents should bring a copy of their child's birth certificate and their vaccination record (in the UK the 'red book'). Once registered, we offer all patients over 16 a registration health check with our nurse or health care assistant. You may also register with us as a temporary patient for a period of up to three months if you are staying on a short term basis with relatives who live in the practice area.

APPOINTMENTS

Routine appointments with a doctor are for 10 minutes. You may be asked to book another appointment if you have several issues to discuss. Nurse appointments are generally for 15 minutes.

If you need an interpreter, please let us know at reception and we can arrange a telephone interpreter for your consultation. Please also let reception know if you have any other communication difficulties and we will do our best to help.

You have a right to express a preference regarding the health professional you see. Please make your preferences known at reception.

If you are unable to keep an appointment then please let us know as soon as possible. We cannot afford to waste an appointment and there are always other patients waiting to see the doctor or nurse. The doctors and nurses do their best not to keep you waiting but we thank you for being patient when this is inevitable. It helps the system to run more smoothly if you arrive promptly for your appointment and let the receptionists know as soon as you have arrived. A leaflet with further information about appointments is available at reception.

REPEAT PRESCRIPTIONS

Please allow two full working days for a repeat prescription request to be prepared.

You may request either:

- in person, by using the tear-off slip on the right side of the prescription (there is a post box for prescription requests to the left of the reception desk)
- by fax (020 8674 6043)
- by email (please ask at reception about how to register for this service)
- by post (please enclose a stamped addressed envelope)

We regret that in order to avoid mistakes, we are unable to accept requests for prescriptions by telephone except for housebound patients.

If you are housebound we can arrange for your pharmacy to deliver your medicines to you. Those patients taking multiple medications may benefit from a dosette box supplied by the pharmacy. Please ask your pharmacist or at reception for more information if you are interested in this service.

You may wish to nominate a pharmacy close to your home or workplace to which your prescriptions can be sent electronically without the need to come to the surgery to collect them. Please ask your doctor or at reception.

In order to prescribe safely, we will ask patients that receive repeat prescriptions to have a review with the doctor from time to time, usually at least annually.

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

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RESULTS

If you have been advised to have investigations, e.g. blood tests, X-rays or scans, then please telephone for the results between 1.00 and 6.30pm. Please bear in mind that blood test results generally take five working days to return to us and other tests at least seven working days. We will notify you by telephone or post if any of your results require immediate action.

SPECIAL CLINICS AND SERVICES

Antenatal and Postnatal Care

A team of Community Midwives look after all those women who plan to deliver their babies at Kings and can also support those women who opt for a home birth. Women who plan to deliver at other hospitals receive care from the GPs and their community midwife. We offer post natal checks for new mothers and babies at eight weeks after delivery. Please book for your eight week check at reception.

Sexual Health and Contraception

We offer confidential advice about contraception and testing for sexually transmitted infections. Condoms are available free from the doctors, nurses and at reception.

Cervical Smears

It is important that all women aged between 20 and 65 have a cervical smear. Routine screening is advised every three years from age 20 to 50 and then every five years from age 50 to 65.

Travel Health and Immunisations

Our nurses offer this service. Please make an appointment at least six weeks in advance of your travel and pick up a pre-clinic questionnaire at reception which you should bring with you to your appointment. Some travel vaccinations are subject to a charge.

Childhood Vaccinations

Please book a nurse appointment and make sure you bring your child's vaccination record with you to the appointment.

Diabetes

Dr Siva, together with our nurse co-ordinate the care of our patients with diabetes. They can advise on medicines, diet and lifestyle changes to improve the control of this condition. We also offer a weekly podiatry clinic for our diabetic patients to deal with problems as they arise and give advice to promote good foot health.

Dietician

We have a fortnightly clinic run by dietician from Kings College Hospital for advice on diet and healthy eating.

Chronic Disease Management

Blood pressure monitoring (including 24 hour ambulatory BP), and spirometry for patients with asthma are offered by our nurses. Asthma and COPD checks are offered by the doctors.

Psychologist

Please speak to any of the doctors or nurses if you think you may need referral for specialised psychological support. You can also self refer to a Lambeth based psychology services (IAPT) which, after an initial telephone assessment, can arrange sessions with a psychologist based at the surgery or at other local GP practices.

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

Smoking Cessation

Our clinicians have special training to support all patients who wish to stop smoking including prescribing medicines where appropriate.

Drug and Alcohol Problems

All the doctors and nurses are able to offer advice and support to those patients who are worried about their use of drugs and alcohol. We also offer a weekly clinic held by a specialist drug and alcohol outreach worker who can offer treatment at the surgery and/or liaise with local community substance use specialist services.

Health Promotion / Well Person Checks

All patients aged between 40 and 74 years are offered a health check to identify the risk of developing certain diseases such as heart disease, stroke and diabetes. Please book an appointment to see our health care assistant. Additionally, all new patients are offered a new patient check which involves checking blood pressure, height, weight, urine and lifestyle.

Phlebotomy

This limited service is designed for those elderly and disabled patients who have difficulty in getting to Kings College Hospital.

District Nursing Service

District Nurses provide a full range of nursing services for those patients who are unable to come to the surgery, such as the permanently housebound or those recovering at home after a hospital admission. Elmcourt District Nursing Team are based at Elmcourt Health Centre, 214 Norwood Road SE27 9AW. Phone: 020 3049 4040

Health Visitor Service

Health Visitors are specially trained nurses with responsibility for the care and support of all children under the age of five years. They provide information and advice regarding all aspects of normal child development including vaccinations, weighing and feeding. They also carry out some required developmental checks. Our Health Visiting Team is based at West Norwood Health Centre, 25 Devane Way SE27 0DF Phone: 020 3049 5782.

Baby Clinic: Mondays and Wednesdays 1.30 - 3.30pm.

Benefits Advice

We have an advisor who sees patients here once a week on a Tuesday. Please ask a receptionist, doctor or nurse to refer you. You will be contacted by telephone initially and if you need a longer appointment you will be given a time to come to the surgery.

TEACHING AND TRAINING

The practice has a long tradition of teaching medical students and supervising the training of qualified doctors who wish to become GPs. You will always be asked when you book your appointment if you are happy for students to be present. Sometimes doctors in training wish to video their consultations for training purposes and you will always be advised of this in advance when you book your appointment and may decline to be involved. This is not a problem and will not affect your consultation in any way. Recordings are confidential and are destroyed within one year of recording. They are only viewed by other GP tutors for educational purposes. Sometimes another doctor will sit in on your consultation as an observer as part of the training process. You may decline to be involved if you wish.

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

CHAPERONES

All patients are entitled to have a chaperone present for any consultation, examination or procedure. Please make this known when you book your appointment or speak to the health professional you see.

CARERS

Please let us know if you are a carer for a relative or friend. You may like to contact Lambeth Carers on www.carershub.org.uk or **Phone: 020 7642 0038**

CONFIDENTIALITY AND DISCLOSURE OF YOUR HEALTH RECORDS

Keeping the information we hold about you confidential is very important to us. We do not release information about you to any third party without your written consent. In certain circumstances we may have to share relevant information with other health professionals involved in your care, for example should you need referral to a hospital specialist. The Data Protection Act (1998) outlines the legal responsibility of all health and social care organisations with respect to handling personal confidential information. Other legislation that we follow in this area includes: "The Confidentiality and Disclosure of Information: GMS, PMS and APMS Code of Practice" April 2013 which you may access at www.gov.uk. Also "Confidentiality: disclosing records for financial and administrative purposes" at www.gmc-uk.org.

ACCESS TO YOUR MEDICAL RECORDS

You have a right to know what information we hold about you and to see your records. Please contact our practice manager if you would like to view your records. You can access parts of your medical records, order repeat prescriptions and book appointments on-line. Please visit our website or ask a receptionist how to register for this.

OUR ZERO TOLERANCE POLICY

We aim to treat our patients with courtesy at all times and deliver the best possible service. In line with policy throughout the NHS, the practice does not tolerate any abusive, threatening or violent behaviour, verbal or otherwise, directed at any of our staff, which is likely to make them feel threatened or unsafe.

Any such actions may result in an initial warning letter or, in the most serious cases or as a last resort, removal from the practice list.

Other actions which will lead to removal from the practice list involve causing damage or stealing from the practice's premises, staff or patients and obtaining drugs or medical services fraudulently.

You have the right to complain if you feel you have been unfairly removed from the practice list. You should contact NHS England, PO Box 16738, Redditch B97 9PT.

Tel: 0300 311 22 33. nhscommissioning@hscic.gov.uk

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

WE WELCOME YOUR FEEDBACK

We aim to provide you with a friendly, efficient and high quality service. We want to get it right for the patients we serve and are always delighted to receive your feedback. If you have any comments or suggestions about the service and how we could improve then please do let us know by speaking to any of the doctors or nurses or our practice manager. There is also a suggestion box available at reception for written comments.

COMPLAINTS

If you would like to complain about any aspect of our service then please write to our practice manager who will investigate the matter thoroughly. We follow the NHS complaints procedure and details of this are available in reception or at www.nhs.uk. We hope we can resolve most complaints in-house but if you are not satisfied with our response, or wish to take the matter up externally, you may contact the following organisations:

NHS England, PO Box 16738, Redditch B97 9PT

Tel: 0300 311 22 33 Email: england.contactus@nhs.net

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP

Tel: 0345 015 4033 Email: phso.enquiries@ombudsman.org.uk

USEFUL TELEPHONE NUMBERS

District Nursing Team	020 3049 4040
Health Visitors.....	020 3049 5782
Deejays Pharmacy	020 8674 2455
Elmcourt Pharmacy	020 8670 0802
Benefits Advice	020 7926 5555
King's College Hospital, Denmark Hill SE5	020 3299 9000
St Thomas' Hospital, Lambeth Palace Rd SE1	020 7188 7188
Lambeth CCG Lower Marsh SE1	020 3049 4444
SELDOC.....	020 8693 9066
Gracefield Gardens, Walk-in Centre.....	020 3049 5000
Lambeth Healthwatch.....	020 7274 8522
Carers Direct.....	0300 123 1053
Care Quality Commission	03000 61 61 61

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

NOTES

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY **Neighbourhood Direct Ltd**

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PRACTICE AREA

