

THE WOODLANDS PRACTICE



**11 Red Hill
Chislehurst • Kent BR7 6DB
(Opposite Chislehurst Library Car Park)**

Visit our Website at <http://www.thewoodlandspractice.co.uk>

See inside for details of the EMIS online appointment
and prescription service

Tel: 020 8468 7779

email: BROCCG.WoodlandsPractice@nhs.net

YELLOW FEVER CENTRE

THE WOODLANDS PRACTICE

Dear Patient

May we take this opportunity to welcome you to The Woodlands Practice. We have a diverse and dedicated team of professionals aiming to provide all our patients with first class professional care and support. Our philosophy has always been to put the patient first and we will endeavour to provide you with an efficient, friendly and high quality service.

We are situated in the heart of Chislehurst, opposite the library which offers ample parking facilities. We have facilities for the disabled and also a baby changing area.

We practise as a non-limited partnership under a Personal Medical Services Contract.

We promise to listen and act on all your medical needs as efficiently as possible and if you have any ideas to help us or we can assist you further, please feel free to drop a suggestion into our suggestion box, or contact our practice administrator Rebecca Green, who will be happy to help.

If you wish to register with our practice, please speak to our friendly receptionist who will advise whether your address is in our practice area. We register patients without discrimination.

We hope our booklet will help you familiarise yourself with some of the services we offer and help you make the best use of them.

Yours sincerely
The Woodlands Practice

The Partners



**Dr Michael Choong MBBS (Hons) MRCGP DFSRH DCM
Registered 1993**

Trained at University of New South Wales, Sydney, Australia and qualified in 1992. He and his wife, both work at the practice and have two sons. He worked at Farnborough Hospital and did his general practice training locally before joining the practice in 1996. Special interests in diabetology, cardiology, internal medicine, minor surgery, joint injections and acupuncture.

He attained his membership with the Royal College of General Practice in 1995.



**Dr Elizabeth Brander MBBS BSc DRCOG MRCGP Dip GUM
DFSRH Registered 1991**

Grew up in Bromley and trained at King's College Hospital, London and qualified in 1990. She did her GP training in Devon before returning to Bromley and joined the practice in 1997. Special interests in gynaecology, genito-urinary medicine, family planning, palliative medicine, cardiology, men's health and child health.



**Dr Nicola Pascall BM DRCOG DFSRH MRCGP
Registered 1998**

Trained at Southampton Medical School and qualified in 1997. She did her GP training in Bromley and joined the practice in 2001. Her special interests are child health, dermatology, women's health and family planning.



**Dr Supriya Roy MBBS MRCGP DRCOG
Registered 2001**

Born and raised in Solihull, West Midlands. He trained at University College London (UCL) Medical School and qualified in 2000. After working for six years in cancer treatment hospitals within Greater London, he then completed a three year GP vocational training scheme. After that he became a full time GP in central London for a further three years before joining the practice in January 2013. His special interests include cancer care, chronic pain, diabetes, lung conditions and men's health.

The Doctors



**Dr Beverley Choong MBBS BSc DRCOG DCH DFSRH
Registered 1992**

Grew up locally and trained at Guy's Hospital Medical School, London and qualified in 1991. She joined the practice in 1996. She is married to Dr Michael Choong and they have two sons. Special interests in child health, women and sexual health, family planning, IUD and implants. She mainly works term times. She is also a trainer in sexual and reproductive healthcare.



**Dr Naziah Qureshi MBBS MRCGP (merit) DFSRH
Registered 2000**

Grew up in Bromley and trained at King's College Hospital, London, qualifying in 1999. She did her GP training at Queen Mary's Hospital, Sidcup. She is married with children. She joined the practice in 2006. Her special interests are women's health, family planning, dermatology and child health and education.



**Dr Teresa Wilson MBBCH MRCGP DRCOG
Registered 2006**

Grew up in Surrey and trained at Cardiff UWCM, qualifying in 1998. She is married with children. Teresa joined the practice in January 2013. Her special interests include psychiatry, dermatology and ENT.



**Dr Victoria Baker MRCGP DRCOG RCGP DFSRH
Registered 2004**

Trained at the University of Southampton, qualified in 2003. She completed her vocational training in Sidcup. Her areas of interest are child and women's health and family planning.

Nurse Practitioner



Rachel Simo RGN BSc (Hons), Dip Asthma, Dip Diabetes

Trained at York and Scarborough College of Midwifery and Nursing. Rachel joined the practice in 2000.

She has special interests in diabetes, coronary heart disease, asthma and minor illnesses. She is married with two children.

Preston Mellor Harrison

with Janet P. Meisner

SOLICITORS

- ◆ MAKING A WILL?
- ◆ MOVING HOME?
- ◆ FAMILY PROBLEMS?
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Kent BR7 5AS

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Surgery Opening Hours and Telephone Times

Monday and Tuesday 8.00am - 8.00pm

Wednesday to Friday 8.00am - 6.30pm

The surgery is closed at weekends and public holidays.

Morning Surgeries

BY APPOINTMENT ONLY - BETWEEN 8.30 - 11.00AM

You can make your appointment up to four weeks in advance. There will be limited same day appointments available. Appointments can be made by telephone, attending in person at reception or via Emis Access if you have registered to use this online booking service.

Urgent cases will be assessed and offered same day appointment if appropriate.

Afternoon and Evening Surgeries - Appointment Only

BY APPOINTMENT ONLY - BETWEEN 2.00 - 8.00pm

Please ring 020 8468 7779 for an appointment or make an appointment at the reception desk. Alternatively please register for EMIS ACCESS. Only one person per appointment please. If you need to see a doctor urgently and there are no free appointments, please telephone the surgery to speak to the duty doctor who will advise, treat or see you as appropriate.

Drs Elizabeth Brander, Nicola Pascall, Beverley Choong, Naziah Qureshi, Teresa Wilson and Victoria Baker work part time - please ask the receptionist for days they are available. Locum doctors work to cover holidays, study leave and maternity leave.

Tips! The best way to use the surgery's system to help you:

If you need urgent medical attention and need to be seen on the same day, it is always best to ring the surgery as early as possible, preferably before 10.00am.

For non-urgent matters you may want to make use of our advance booking system to make an appointment in the morning, afternoon or evening surgeries with any doctor or the doctor of your choice.

For your convenience late evening appointments on Monday and Tuesday, are available to our patients. Please book in advance.

Our nurses are very experienced and may be able to help you in many cases. You can see them by appointment. They run morning, afternoon and late evening clinics Monday to Friday.

EMIS ACCESS - ONLINE SERVICE

With EMIS ACCESS you are now able to make and cancel your appointment directly online over the internet 24 hours a day, seven days a week. This service also allows you to view all your medications on repeat and allows you to request for your repeat medications online. To use this service you will need to register first to obtain your own secure access code. Please enquire with one of our receptionists.

For 24 hour information: www.thewoodlandspractice.co.uk

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



BICKLEY PARK SCHOOL

14/24 Page Heath Lane, Bickley, Bromley BR1 2DS

Tel: 020 8460 9800



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Please telephone the Registrar for further details or to make an appointment.

www.bickleyparkschool.co.uk
info@bickleyparkschool.co.uk

FBS

Text Reminder Service

We offer our patients an appointment reminder service. Please make sure we have your correct mobile number and we will text you to remind you of your appointment with us. Please let us know as early as possible if you no longer require your appointment, as this will enable us to offer it to another patient.

Practice Nurses



Dianne Fox RGN 1979, District Nurse Cert. Dip Asthma, Dip COPD

Dianne has worked in the community for 27 years. Special interests in care of asthma and chronic airway disease, holiday travel advice, experience in all areas of practice nursing. She is married with two adult children.



Kelly Shaw RGN 1995, Adult Nursing Degree

Kelly joined our practice in 2009. She has special interest in smoking cessation, travel, wound care and is experienced in all areas of practice nursing.

Practice Nurse Clinics By Appointment Only

Services Include:

- New patient medicals
- Well man/woman medicals
- Blood pressure monitoring
- Smoking cessation
- Diabetes clinic
- Ear syringing
- COPD/lung function tests
- Three-yearly reviews on request
- NHS health checks
- Dressings and removal of stitches
- Cervical smears
- CHD clinic
- Dietary advice
- Asthma
- Travel immunisations
- Annual over-75 year checks on request
- Sexual health clinic

Travel

The practice nurses are available to offer medical advice regarding travel and vaccinations where appropriate. Do plan ahead - don't leave your vaccinations until the last minute. Give details of your proposed journey; the nurses can advise on malaria prophylaxis where needed. If a prescription is needed a private prescription will be issued for which there is a charge of £10.

There may also be a charge for certain travel vaccinations.

Flu Vaccinations

An influenza vaccination is recommended for patients with heart, lung or kidney disease, diabetes, asthma and residents of nursing or residential homes, carers and for all patients over the age of 65. Please contact reception staff from mid September for details of flu clinic appointments. A pneumonia vaccination may also be offered.

For 24 hour information: www.thewoodlandspractice.co.uk

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promote your
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advertising feature in our vitally
important Practice Booklets
and our indispensable
Appointment Cards and Website
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now on 0800 612 1516.

Practice Staff

Practice Manager

Mrs Rebecca Green joined the practice in January 2013. She is available by telephone or appointment to assist you with any administrative queries, problems or questions concerning the practice.



Receptionists and Clerical Staff

Joan Bottomley	Karen Rees	Rosalyn Shorten
Lynda Lawrence	Lynne Pettet	Pauline Taylor
Linda David	Sandra O'Brien	Eileen Warwick
Stella Hill	Teressa London	Donna Evenett
Sally Begley	Olivia Cripps	Tanya Betts

Attached Staff

Health Visitor

Our health visitor, is based at the Mottingham Clinic, Kimmeridge Road, Chislehurst and is employed by Bromley Healthcare. She can be contacted for help and advice on 020 8857 6028, or through the surgery.

Community Midwife

The community midwives run an antenatal clinic here at The Woodlands Practice. To book a midwife appointment for a review please call:

Princess Royal University Hospital Antenatal Clinic: 01689 863 560 / 863 561

Beckenham Beacon: 01689 866 640 / 866 603

Orpington Community Midwives Lodge: 01689 864 818

Queen Mary's Hospital: 0208 308 3091

You can also see the midwife team at The Castlecombe Children's Centre, Castlecombe Road, Mottingham on Thursday mornings between 9.30am - 12.30pm. To book your appointment at Castlecombe Children's Centre please call 020 8851 3487.

The doctors also provide maternity medical services in normal surgeries and offer shared antenatal care with the local hospitals. Postnatal care is offered by appointment for the eight week check with a practice nurse.

Community/District Nursing Service

Our district nurses are based at The Willows Clinic, Red Hill, and provide nursing for the housebound and terminally ill. They can be contacted by ringing 020 8467 1631. They also run a leg ulcer clinic on Wednesday morning. They are employed by Bromley Healthcare.

Sexual Health Clinic

We are one of a small number of practices within Bromley offering complete sexual health advice, treatment and family planning services for all Bromley residents. We have specially trained GPs and nurses who are available by appointment. Please speak to a member of staff who will be happy to arrange an appointment for you.

Contraceptive Services

All the doctors offer a complete family planning service including emergency contraception within normal surgery hours. Intra-uterine coil devices and implants can be fitted by appointment by the doctors.

For 24 hour information: www.thewoodlandspractice.co.uk

Child Immunisation Clinic

Child immunisation clinics are held on Monday afternoons by appointment only (between 2.00 - 3.30pm). Please telephone 020 8468 7779 or call in at reception to make an appointment.

Minor Surgery

We run regular clinics for minor surgery. Please discuss this with your doctor.

Phlebotomy Service (Blood Testing)

Available at

Mottingham Clinic, Kimmeridge Road - 020 8857 6028

9:30am-12:30pm Monday -Wednesday

The Willows Clinic, Red Hill - 020 8467 1631

9:30am -12:30pm Thursday

Both clinics you **MUST** telephone for an appointment

Also at the local hospitals, Princess Royal University Hospital, Orpington Hospital, Beckenham Hospital or Queen Mary's Hospital, Sidcup Mondays to Fridays.

Cervical Smear Tests

These are performed by appointment by one of the practice nurses, or occasionally by the doctor as appropriate. You will receive the result in writing from the Screening Department.

Health Promotion

It is our policy to pursue preventative medicine for all patients. Our practice nurse offers 'well person' checks and will advise on healthy lifestyles and disease prevention. All newly registered patients are invited to book an appointment with the practice nurse for a new patient check. Patients with asthma, COPD, coronary heart disease, diabetes or hypertension are advised to attend for regular check-ups.

Active Lifestyle Challenge

In partnership with health and leisure activities, we will help to promote your wellbeing with exercise.

This scheme is to enable you to look at your lifestyle and health and become fit in a way that is enjoyable. It is suitable for all ages. Please ask for further details from any member of our medical team.

Non-NHS Medical Examinations

The partners offer a range on non-NHS services and are charged at the current recommended fee by British Medical Association. These include medicals/certificates for driving, insurance, travel, private certificates and medical reports. Please ask a member of staff for details.

Acupuncture

This is available privately. Enquiries should be made to Dr Michael Choong.

Repeat Prescriptions

Patients on regular medication will receive a computerised prescription. Attached to this will be a repeat request slip for your next renewal. This should be retained by the patient and either hand-delivered or posted to the surgery when the prescription is due, allowing two working days before collection. Alternatively, the prescription can be sent to you if a SAE is provided. You can also request by sending us an email to BROCCG.WoodlandsPractice@nhs.net or online using EMIS ACCESS.

However, please note, in order to eliminate possible error REPEAT PRESCRIPTION REQUESTS CANNOT BE TAKEN OVER THE TELEPHONE EXCEPT FOR HOUSEBOUND PATIENTS. If required, the prescription can be collected for you by a local pharmacy and dispensed ready for you to collect, or delivered to the housebound. To use this service please tick the pharmacy box on your repeat prescription request.

Test Results

Please ring after 2.00pm to enquire about your test results. It is the patient's responsibility to contact the surgery to get their results. Results are not given out before 2.00pm as this is a busy time for the practice. Your understanding and co-operation is very much appreciated. Patients are able to view their own medical records including test results by using patient online access. For further information on how to obtain this, please see further details at: <http://www.thewoodlandspractice.co.uk/pages/Patient-Online-Access>

New Patient Health Check

When registering as a new patient at The Woodlands Practice, we would like you to have an appointment with our health care assistant or nurse for a New Patient Health Check. You will be asked about your current health, previous medical conditions and lifestyle. This will involve a general health check-up including height, weight and blood pressure measurements. Please contact the practice two weeks following completion of your registration to book your New Patient Health Check appointment.

Telephone Advice

The best time to ring for advice is between 10.30am - 12 noon. The duty doctor or nurse will ring you back if they are busy. However, if you think you have an urgent medical condition that requires a face to face consultation, please ring before 10.00am if possible for an urgent appointment. Alternatively, if non-urgent, you can make a routine appointment to see a doctor or nurse.

Out of Hours

Should you require medical assistance when the surgery is closed, please contact NHS 111 by dialling 111. This is a new national telephone service being introduced to make it easier for patients to access local health services when they have an urgent need. It replaces NHS Direct and provides a general number for patients to call when they have an urgent need, but not, a life threatening 999 emergency. It is available 24 hours a day, 365 days a year. Calls from mobiles and landlines are free. **Patients should continue to contact their GP in hours as normal and should not call NHS 111 when the surgery is open.**

Home Visits

Visits are for those patients either housebound or too ill to leave the home. When possible these should be requested before 10.00am to enable the doctors to plan their visits. The duty doctor will ring you back and may offer you an emergency appointment.

Accident and Emergency and Urgent Care Centre

This service is available 24 hours a day at Princess Royal University Hospital, Farnborough and Queen Elizabeth Hospital, Woolwich. An Urgent Care Centre is also available at Queen Mary's Hospital, Sidcup 24 hours a day where there is an on-call paediatrician. A nurse-run minor injuries unit is also available at Beckenham Hospital between 10.00am - 8.00pm daily. Here they will treat minor injuries and burns, usually with a shorter waiting time.

The Woodlands Practice

We are committed to giving you the best service we can. This is possible if we work together. Please help us to help you.

What We Will Do For You

- Treat you with courtesy and respect at all times.
- Uphold your absolute right to confidentiality in all medical matters. Your personal health information will only be shared with other health professionals involved in providing your care.
- Ensure your right to information and answers to all questions about your health.
- Give you information on the services we offer.
- Give you the most appropriate care by suitably qualified staff.
- Provide you with emergency care when you need it.
- Refer you to a consultant when your GP thinks it necessary.
- Refer you for a second opinion when you and your GP agree it is needed.
- Give you access to your medical records subject to the limitations of the law.
- Give you a full and prompt reply to any complaints you make about our services.
- Guarantee you access to a health professional within 24 hours.

What You Can Do For Us

- Please treat us with respect and courtesy at all times. Physical or verbal abuse will not be tolerated.
- Please tell us if you are unsure about the treatment we are offering you.
- Please request out-of-hours calls only in a genuine acute emergency.
- Please allow two working days for repeat prescriptions.
- Please try to keep appointments made and let us know as early as possible if you cannot attend.
- Please help reduce waiting time by letting the receptionist know if treatment or advice is to be requested for more than one patient during a surgery consultation. Only one patient per appointment.
- Please telephone after 10.30am for results of investigations.
- Please ensure visits to see a doctor are within surgery times.
- Please try to help yourself by choosing sensible lifestyle measures.
- Please let us know when you change your name, address or telephone number.

If we fail to meet these standards please tell us so that we can improve our services.

Visit our website on: www.thewoodlandspractice.co.uk

General Information

We are happy to accept patients who reside within an approximate three-mile radius of the surgery, ie within the practice area shown on the back cover.

Our premises are wheelchair accessible.

We endeavour to keep to appointment times but on occasions the doctor or nurse may run late, due to unforeseen circumstances. Your patience and understanding would be appreciated.

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care.

This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care. You have the right to know what information we hold about you. If you would like to see your records, please call our practice administrator, Mrs Rebecca Green.

Freedom of Information Act

The practice adheres to the Freedom of Information Act, please contact Mrs Rebecca Green if you would like a copy of our Publication Scheme.

Complaints

The Woodlands Practice aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. Speak or write to whomever you feel most comfortable - your GP, our practice manager, or our reception staff who will be happy to help. In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised as you would wish, you can contact Healthwatch Bromley on 020 8315 1916 or The National Commissioning Board on 0300 3112233.

The Health Service Ombudsman in England

The Parliamentary and Health Service Ombudsman website <http://www.ombudsman.org.uk> Also contains detailed information on raising a complaint about any aspect of the NHS in England.

Summary Care Record

There is a new Central NHS Computer System called the Summary Care Record (SCR). The SCR has been implemented to help emergency doctors and nurses help you when you contact them when the surgery is closed. Initially, it will contain just your medications and allergies. Later on as the central NHS computer system develops, other staff who work in the NHS will be able to access it along with information from hospitals, out of hours services, and specialists letters that may be added as well.

Your information will be extracted from practices such as ours and held on central NHS databases. As with all new systems there are pros and cons to think about. When you speak to an emergency doctor you might overlook something that is important and if they have access to your medical record it might avoid mistakes or problems, although even then, you should be asked to give your consent each time a member of NHS Staff wishes to access your record, unless you are medically unable to do so.

For 24 hour information: www.thewoodlandspractice.co.uk

On the other hand, you may have strong views about sharing your personal information and wish to keep your information at the level of this practice. Connecting for Health (CfH), the government agency responsible for the SCR have agreed with doctors' leaders that new patients registering with this practice should be able to decide whether or not their information is uploaded to the Central NHS Computer System.

If you wish to OPT OUT of the scheme, you will need to complete a form which you can collect from The Woodlands Practice reception and once completed hand this back in at reception to be added to your patient record.

Notes

Useful Telephone Numbers And Websites

Local Hospitals

Queen Mary's Hospital.....	020 8302 2678
Princess Royal University Hospital, Farnborough	01689 863000
Queen Elizabeth Hospital, Woolwich.....	020 8836 6000
Lewisham Hospital.....	020 8333 3000
Guy's Hospital & St Thomas' Hospital.....	020 7188 7188
Kings College Hospital	020 3299 9000
Sloane Hospital.....	020 8466 6911
Blackheath Hospital	020 8318 7722
Chelsfield Park Hospital.....	01689 877855
Greenpark House, PRUH	01689 880000
Stepping Stones.....	020 8466 2500

Chemists

Williams Chemist	020 8467 8229
Lloyds Chemist, Chislehurst.....	020 8467 3158
Lloyds Chemist, Mottingham	020 8857 3930
Jarman & Dixon	020 8857 7566
Rey Chemist.....	020 8850 1989
Chislehurst Pharmacy.....	020 8295 0017

Out-Of-Hours

Provided by NHS 111 Service.....	111
NHS Direct.....	www.nhsdirect.nhs.uk
NHS in England.....	www.nhs.uk
Patient UK	www.patient.co.uk

Attached Services

Bromley Clinical Commissioning Group currently based at 1st Floor, Beckenham Beacon, 379 Croydon Road	
Beckenham, Kent BR3 3QL	01689 866544
NHS Commissioning Board (London) (South)	
Southside 105 Victoria Street SW1E 6QT.....	020 7932 3700
District Nurse (Bromley).....	020 8467 1631
(Greenwich).....	020 8319 3416
Health Visitor	020 8467 1631
Princess Royal University Hospital PALS (Patient Advice and Liaison Service)	01689 863 252
Bromley Healthcare PALS (Patient Advice and Liaison Service).....	020 8315 8880
Midwife (Castlemombe Children's Centre).....	020 8851 3487

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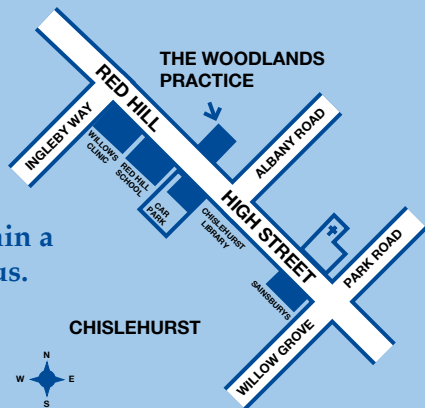
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HOW TO FIND THE SURGERY

Practice area within a three mile radius.



PRACTICE AREA

