Welcome to Woodside Group Practice, which was formed by the merger of the practices of Dr J Spicer & Partners and Dr R Clery & Partners in July 2008. We have a team of approximately 25 people looking after 11,000 patients. Easy access can be gained to all parts of the building and all doors are wide enough to allow wheelchairs to pass through. Toilet facilities for the disabled are available and there are specially designated spaces for disabled parking.

We hope the information you find in this booklet will help you find out about the services we provide, so please keep it safe for future reference. If you have any queries please do not hesitate to ask our experienced Reception Team, or you can contact our Practice Manager.

Partners
Dr Simon Ajayi  MBBS DFSRH (London 1997)
Dr Biatrice Hanna  MBCh Msc MRCGP DFSRH (Wales 1995)
Dr Rajeev Sagar  MBBS MRCGP (London 2009)

Associates
Dr Gillian White  MBBS MRCGP BSc DCH DFFP (London 1991)
Dr John Spicer  MBBS FRCGP DFSRH MA FHEA (London 1978)
Dr Gillian Landymore  BSc MBBS MRCGP DFSRH (London 2006)
Dr Michael Cole  BA MBChir
Dr Matthew Castleden  BM MRCGP MsC DROG DFPH
Dr Ruth Clery  BMedSci MBBS DRCOG DCH DFSRH MRCGP (Nottingham 1994)

General Practice Nurses
Nicky Cook  RGN
Nilgun Ahmed  Health Care Assistant

Practice Manager
Jane Passfield

Practice Reception Manager
Cathy MacDonald

Surgery Opening Hours
Monday  8.00am – 6.30pm
Tuesday  8.00am – 6.30pm
Wednesday  7.30am – 8.00pm
Thursday  8.00am – 6.30pm
Friday  8.00am – 6.30pm

Please note that appointments between 7.30 - 8.30am and 6.30 - 8.00pm may be subject to change.

Appointments
All consultations are by appointment and each one lasts approximately 10 minutes, although longer appointments can be made if necessary. Please keep one appointment for one person and keep to time during the consultation otherwise subsequent patients will get very delayed.

You can usually choose which Doctor you would like to see but if you want an urgent appointment and your Doctor is busy, you may have to see someone else. Urgent cases will always be seen the same day.

We also offer telephone consultations on the same day. If you wish to see a particular GP or Nurse of your choice, this cannot always be guaranteed.

Early morning and late night appointments may be subject to change. Please confirm the times by calling the surgery.

Please note that a certain amount of appointments are now made available to book electronically ‘on-line’. For more information about this service and how to be set-up to use it, please speak to one of the reception staff.

Late Arrival For Appointments
Except under exceptional circumstances, patients more than 10 minutes late for their appointment will have to wait until the end of surgery to be seen. Patients arriving more than 20 minutes late will not be seen and will need to rebook.

If You Are Unable To Keep Your Appointment
We understand that sometimes you may not be able to keep an appointment that you have booked, or may have to reschedule. It would greatly assist us if you could telephone us in advance to notify us that you cannot make your appointment or no longer need to see a clinician. This may mean patients who need medical attention can be seen sooner.

Chaperone Policy
This policy is designed to protect both patients and staff from abuse or allegations of abuse and to assist patients to make an informed choice about their examinations and consultations. A full copy of the Chaperone policy can be obtained on request.

Home Visits
Home visits are carried out if the patient is genuinely too ill to come to the Surgery. If the patient has a temperature or a rash, coming to the Surgery will do no harm at all and will not endanger others, but please inform the Receptionist on arrival. When the condition of the patient does require a home visit, please try to call the surgery before 10.30am on the same day that the visit is required. The Receptionist will ask for full details of the patient’s name, address, telephone number and condition. This information enables the Doctors to plan their calls and allows urgent visits to be dealt with promptly. The Doctor may telephone before visiting.
Out-of-Hours Services
If you have a medical emergency outside of surgery hours please dial 111. NHS 111 is free to call from landlines and mobiles. If patients are calling outside of the London Borough of Croydon it may not be possible to access 111. Instead call 0118 990 2147. Calls to this number will incur standard network charges.

Repeat Prescriptions
For medicines that are required on a regular basis you may need to be given a repeat prescription slip. Prescriptions may be obtained by handing in or posting your prescription slip, ensuring you allow at least two whole working days for processing. This is to allow time for the Doctors to check your medicines, as they are legally responsible for them. We also accept written repeat prescription requests by fax on 020 8656 7091. Repeat prescriptions can be collected from the reception in office hours, or they can be posted to you if you include a self-addressed stamped envelope. You can also nominate one of our local chemists who will collect the prescription for you. Unless there are exceptional circumstances we do not accept telephone prescription requests as this can jam the switchboard and could lead to serious errors. We now have the facility to order repeat prescriptions online, please contact the surgery to be setup to use this service.

The Practice also participates in the electronic prescription service. Please contact our reception staff for more details.

Results
To receive blood test results over the telephone, only call between 2.00 and 4.00pm. If you ring in the morning, the Receptionist will ask you to call back later.

New Patients
Patients who wish to register with the Practice will be asked to show some form of identification such as a utility bill, or proof of residency in the UK. You will also be asked to complete a Health Questionnaire. If you are suffering from a long-term illness such as diabetes or a heart condition, you will be asked to make a new patient appointment with one of our Practice Nurses.

Specialist Clinics
Woodside Group Practice offer all registered patients the following services:
- Diabetic Clinic
- Chronic Heart Disease
- Child Health Clinic
- Cervical Smear Tests
- Maternity Services
- Contraception Services
- Substance Misuse Management
- Asthma Clinic
- Smoking Cessation Clinic
- Family Planning Clinic
- Minor Surgery
- Child Health Surveillance
- Child/Adult Immunisations
- Registered Yellow Fever Clinic

Also available are Health Promotion Clinics that provide advice on all aspects of maintaining a healthy lifestyle including influenza vaccinations, weight control clinics and women’s health care.

Other Services
Antenatal Clinic
The Practice offers Antenatal and Postnatal care run by the GPs and a Midwife.

Minor Surgery
The GPs undertake minor operations when appropriate to help save long waits for hospital treatment. Consult the surgery for details.

Smoking Cessation Clinics
Smoking can seriously damage your health. For advice and assistance in giving up smoking contact the surgery to book an appointment.

Cervical Smear Tests
Cervical smear tests are offered to all female patients between the ages of 25 and 64. These are performed by our Practice Nurses by appointment. Cancer of the cervix can be prevented and the tests are intended to detect early changes that could lead to cancer of the cervix. All women are advised to have regular smear tests – three yearly for women between the ages of 25 and 50 and five yearly between the ages of 51 and 64. We operate a recall system.

The Treatment Room
At Woodside we also have a designated Treatment Room. This provides additional support to our patients, including ear syringing, ECGs, wound care, removal of sutures, holiday vaccinations and advice, child vaccinations and treatment of minor injuries.

The Nurses and Health Care Assistant in the Treatment Room can also advise patients on all aspects of health care and health promotion. We also have a Phlebotomist in post, who is available to take blood samples.

Your Right To Primary Care
As a patient you have the right to:
- Be registered with a Practice
- See the Doctor of your choice, subject to availability
- Receive emergency care
- Receive appropriate drugs and medicines
- Be referred for specialist or second opinion, if they and the GP agree
- See your medical records or have a copy subject to certain laws
- Know that by law everyone working for the NHS must keep the contents of your medical records private.
Patient Responsibilities
With rights come responsibilities, and for you, the patient this means we would ask you to please:
- Be courteous to all the staff at all times. Please remember they are trying to help you. There is no place for aggression or rude attitudes at our surgery, it upsets the other patients too. We want our Practice to be a friendly place for all.
- Be on time for your appointments.
- Cancel your appointments in plenty of time. Someone else could use your appointment!
- Make separate appointments for each member of the family who needs to be seen. An appointment is for one person only.
- Try to make best use of nursing and medical time by making an effort to come to the surgery.
- Read the Practice Booklet and other information we give you. They are there to help you use our services. Please ask us if you do not understand them, this will spur us to make them easier to read.
- Please let us have your views. Your ideas are important in helping us make our Practice a friendly and safe place to visit for medical treatment.

Non NHS Services
Certain services provided by your Doctor are not covered by the NHS and you may be asked to pay a fee. Examples are pre-employment medicals, private medicals, private sick certificates, insurance claims, fitness to drive medical, private medical insurance claims and holiday cancellation claims. Our fees are in line with the recommended BMA rates.

Medical Students
Woodside Group Practice is an accredited Training Practice. Teaching and supervision is conducted by GP Trainers for medical undergraduates. Occasionally you may be asked for your permission for them to be present during your consultation. It is of course your right to refuse this request.

GP Registrar/Specialist Trainees
We also train apprentice GPs known as a GP Registrars. During the training, the GP Registrar may videotape some of their consultations so their skills can be improved. Should you not wish to be videotaped, please tell the receptionist. Although the GP Registrar is only attached to the Practice for one year, many patients have enjoyed seeing them, as often the consultations are less time pressured than with the other Doctors.

Complaints Procedure
The Practice Manager handles all complaints about our services. We record all complaints and write to acknowledge all complaints within two working days. We aim to respond to all complaints within 10 working days, although in some cases more time may be required. Due to strict rules of confidentiality, if you are complaining on behalf of someone else, we will require written permission. Where a complaint is about a Doctor, you have the right to choose to discuss this with another Doctor in the Practice if you wish.

Copies of our Practice complaints procedure are available at Reception.

Freedom of Information Policy
A full copy of the Freedom of Information Policy can be obtained at request.

Patient Participation Group
Woodside Group Practice is very keen to encourage input from all our patients on Practice issues. We therefore have an established Patient Participation Group. This is a committee of around eight to ten patients who meet regularly with a GP and the Practice Manager to discuss how best to support the Practice, putting forward ideas and suggestions. If you are interested in joining please leave your name at 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.

In the term after your child turns three, they become entitled to 15 hours of free nursery care each week.

Choosing the right day nursery for your child is vital.

Call your local day nursery to arrange a visit today.

Monmar
Providing outstanding, affordable childcare for your family
For children aged 3 months - 5 years
Opening times from
7.30am - 6.30pm

Telephone: 0208 6621849
Clarity House, 110 Albert Road, SE25 4JR

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