

INFORMATION FOR PATIENTS



Dr S K Patel
Dr N M Patel
Dr B Yousif

11/13 Charlton Road SE3 7HB

Tel: 020 8269 2040 - Appointments Only

Fax: 020 8293 9286

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 to this lovely old building.

THE DOCTORS

The doctors in partnership are:

Suresh Kanubhai PATEL MBBS (Grant Medical College, Bombay 1973) Male

Dr S Patel provides the full range of medical services - contraceptive etc. His special interests are diabetic and maternity care.

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.

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.

SALARIED GP

Dr Anna LEE State Exam MED (Bulgaria 1990) MRCP DFRS Female

Dr A Lee provides the full range of medical services including contraceptive advice and prescribing, sub-dermal implant insertion and joint injections.

Her special interest is palliative care.

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, besides being involved in the chronic disease and lifestyle clinics, also give advice on health matters and provide skilled nursing care. They see all patients by appointment and usually by referral from the doctor.

We have two health care assistants who run a Smoking Cessation Clinic, by appointment only.

Please note that this is now a teaching practice. A GP Registrar is training here as well as medical students. If you do not wish for a medical student to be present during your consultation please inform reception. 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 seem to be kept waiting or asked one or two irritating questions, they are carrying out policy, which is aimed at making the practice run smoothly. **They have been told to elicit information and are not being noseey.** 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. We also have two secretaries and a computer clerk.

Counsellors

The two counsellors attached to the practice are based at another local practice, Fairfield Grove, and patients referred by the doctor can see them there. They are trained to deal with stress and bereavement. If the doctor refers you to them you can telephone 020 8305 3044/8 to book an appointment.

District Nurses

The district nurses are no longer based at the practice. However, they can still be contacted by phoning 020 8836 8622.

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, rashes can usually be dealt with using over-the-counter medicines or wait for the nurse triage and should generally not be presented as emergencies for GPs.

SURGERY HOURS

Monday - Friday 8.00am - 6.30pm

APPOINTMENTS

Appointments may be made either by telephone 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 and you may not be given an actual appointment but asked to come along and then be fitted in between other appointments.

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

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!** You can cancel an appointment 24 hours a day by calling 020 8269 2040.

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

We are able to offer 48-hour appointments with any doctor. Patients who require urgent medical treatment on the day will be seen by a duty doctor but with an appointment.

We have introduced this to meet the Government directive on patient access to their doctor.

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.

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 the surgery on **020 8269 2040** where a recorded message will give you the telephone number for the out-of-hours care provider. Please make sure that you have a paper and pencil handy to note down the number given.

The Greenwich Teaching Primary Care Trust, whose details can be found towards the back of this booklet, are responsible for commissioning the out-of-hours 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.

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. If the doctor tells you to telephone for the result please phone between 12 noon and 3.00pm. Please do not telephone whilst surgery is running as this would engage our lines and may prevent patients who need urgent medical attention getting through.

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 unable to give the yellow fever immunisation - the doctor 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.

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.

Antenatal Clinic

Run by the midwifery team and one of the doctors.

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

Parking

We do not have a parking area - there are ample places nearby. 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 register with another GP as soon as possible. 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.

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 - the health and safety plus fire precautions for **all** our patients prevent 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 use this procedure this does not stop you complaining to the Health Authority. 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.

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.

PRIMARY CARE TRUST

Further details of primary medical services available in the area can be obtained by contacting:

Greenwich Teaching Primary Care Trust

31-37 Greenwich Park Street, Greenwich SE10 9LR

Telephone: 020 8293 6700

NHS DIRECT

NHS Direct can be reached on 0845 4647 or alternatively contact them at www.nhsdirect.nhs.uk



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General Builder

Carrying out building work can be quite stressful, disruptive, inconvenient and costly. To minimise the impact on the home owner of any building work, it is important to take time to make sure you choose the right builder.

Ask around. The best guide to which builders in your area do the best job, and for the right price, will come from the personal experience of your friends and neighbours. Make sure you find a builder who will take responsibility for the whole job and project manage it. Some of the contractors - electricians, plumbers, heating engineers, tilers etc - may very well be sub-contractors brought in for a specific part of the job but the builder should accept overall responsibility for their work.

A builder who has been trading in the area for many years is very likely to fit the bill in that he couldn't have survived for so long without a good reputation! Membership of a recognised trade body will give you added confidence in his ability and integrity.

A good local builder is worth his weight in gold!

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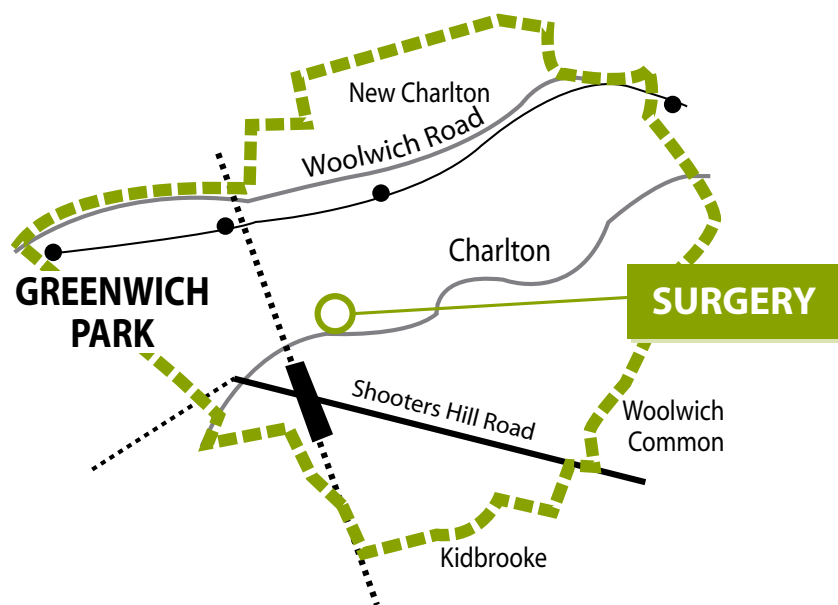
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The Practice Area



Local Hospital And Emergency Department

Queen Elizabeth Hospital 020 8836 6000

Health Authority

Bexley, Bromley And Greenwich Health Authority

REGISTRATION

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