

Dr. A. Sabat

Dr. K. Uzoma

Practice Manager: Lorraine Fitch e-mail: lorraine.fitch@nhs.net

Business Manager: Michelle Buggs

Web site: www.plumsteadhealthcentre.org.uk

PLUMSTEAD HEALTH CENTRE

*Tewson Road
Plumstead
SE18 1BH
Tel: 0208316 5472
Fax:0208855 9958*

GARLAND ROAD CLINIC

*2 Garland Road
Plumstead
SE18 2AE
Tel: 020 8305 7600
Fax: 020 8305 7601*

Patient information leaflet

Welcome to our practice. The information included in this leaflet is intended to inform you of our Practice Procedures:

Disabled Access

Wheelchair access to both buildings is available and is on one level and therefore available to all.

Surgery opening time:

PLUMSTEAD HEALTH CENTRE

Monday – Friday exc bank holidays

Reception Hours

Mon – Thurs 8am - 7pm

Friday 8am – 8pm

Surgery Hours

9.30 – 12md 4.30pm – 6.30pm

Extended hours – Friday 7pm -8pm

GARLAND ROAD CLINIC

Monday – Friday exc bank holidays

Reception Hours

9am - 6.30pm

Thursday morning – 9am -1pm

Surgery Hours

9.30am – 12md. 4.00pm – 6.00pm

Mondays and Fridays only

Tuesday, Wednesday and Thursday

Contact Plumstead for an appointment

Dr A Sabat (Male)

MB chB MRCOG

Dr K Uzoma (Male)

B.Med.Sc, MB BS, DFFP, DRCOG, DCH&TM

Other members of the practice team:

Lorraine Fitch – Practice Manager

Michelle Buggs – Business Manager / Deputy Practice Manager

Janet Fabeku- Practice Nurse (RGN)

Mercy Diouf – Practice Nurse (RGN, RM)

Aileen Gibson -Prescription clerks

Anne-Marie Severin Senior Receptionist

Teresa O' Donnell Receptionist

Claire Waghorn Receptionist

Brenda Bullock–Receptionist

Leeanne Hibberd Receptionist

Sharon White Receptionist

Carol Jones Receptionist

Selina Matthew-Scott Receptionist

How to Register with the Practice

Providing that you have all the necessary and up to date documentation as stated below, please speak to the receptionist. You can register between 11.30 am and 12.30pm or 5.30pm and 6.30pm Monday to Friday (6.00pm at the branch surgery at Garland Road Clinic).

- You must live in our catchment area: see map at end of this leaflet.
- All prospective patients are requested to produce their passport/birth certificate or photographic drivers licence plus two utility bills covering at least the preceding 6 months or an up to date tenant's agreement. If you have an existing medical card please also bring this with you although you will be asked to complete a new form if we are able to accept you.
- If you come from outside the EU, your passport or documentation must reflect your current status to remain in the UK.

Being unable to produce the above documentation does not mean that you cannot access NHS treatment. It does however mean that you may not be able to register as a patient with a doctor. If you are unsure please ask at reception for advice.

As a patient of this practice, you have the right to request an appointment with any of our doctors. However, over the years, our patient's have indicated that they prefer the continuity of care that they receive by being given appointments with one particular doctor. As a rule therefore, you will be offered appointments with the one doctor. The exception to this would be in the case of an emergency appointment when we may be able to give you an earlier appointment with another GP and when your doctor is on annual leave.

Appointments

Our aim is to ensure that all patients who want an appointment can get one within 24/48 hours. To achieve this aim, we allow a limited number of pre-bookable appointments for each GP session (**these can be booked up to 4 weeks in advance subject to availability**), the rest of the appointments are then free to be booked on the day. We have also introduced pre-bookable appointments specifically for patients who work. These are extra appointments at the end of the evening surgery session. Ask the receptionist if you find it difficult to make an appointment during the normal surgery times. **Online booking appointments are also available please see the receptionist for details.**

Each patient is allocated a 10 minute slot, please note this may not be enough time to discuss more than one problem and you may be asked to rebook another appointment.

Telephone Advice

If you need advice from a doctor or a nurse, the receptionist will take your details along with your contact number and mark them as a telephone triage on the appointment screen. The doctor/nurse will contact you as soon as possible. Emergencies will be dealt with as soon as possible at all times. Please note that the receptionist will need to know the reason for the telephone advice call.

House calls

If at all possible every effort should be made to attend surgery as house calls are intended for those who are too ill or infirm to attend the surgery. If you require a house call, please ring the surgery **before** 10am if possible. To contact a doctor out of surgery hours (after 6.30pm and before 8am, weekends and bank holidays) and only if you feel it is an emergency, ring: 111 this call is a free service. If you need to contact the surgery between 1pm and 4.30pm please ring 0208316 5472 (this is the number for Plumstead Health Centre).

NHS GP Walk In Service in Greenwich

The walk in service is run by a team of experienced GPs and Nurse Practitioners. The walk in service does not replace you using your own local GP service but is designed to provide you with access to a range of treatment for minor illnesses and injuries at times when you cannot access these services.

Walk in services are available at:

Clover Health Centre, Equitable House, General Gordon Place, Woolwich SE18 6AN
For more information about health care in Greenwich visit www.greenwich.nhs.uk or www.nhs.uk

NHS Direct

If you require any medical advice and do not necessarily need to speak to a doctor, you can ring NHS Direct on 0845 4647 or visit their website at www.nhs.direct.nhs.uk.

Prescriptions

Repeat prescriptions are done in the mornings, we ask that you allow 2 working days before collecting them. We do not take requests over the phone except in the cases of housebound patients and acute conditions. Please use the repeat slip attached to your prescription and indicate clearly which items you require. If you require your prescription to be collected by the chemist, indicate clearly on your request (this arrangement is your responsibility). Or please complete a nomination form for Electronic prescribing. Your medication is subject to periodic review and you will be asked to make an appointment to see your doctor or practice nurse. If you are currently on warfarin medication, please ensure that the practice is shown your yellow book. This is to ensure that the correct dose is issued to you and to document your attendance at the anti-coagulant clinic. When collecting a Controlled Drug prescription you will be required to show identification. This will also apply to your chosen representative.

Online prescriptions are also available please see the receptionist for details.

Test Results

Results are checked by a doctor before being relayed to you. For **ALL** test results, please ring between 2:00pm and 4.25pm both at Plumstead Health Centre and Garland Road, Monday to Friday

PRACTICE STATEMENT

Child Protection Procedure for Practice Dr Sabat, Dr. Uzoma

Date of Policy: June 2010

Date of Review: March 2013

Lead GP: Dr Sabat

Practice Manager: Lorraine Fitch

All staff and volunteers of this practice recognise they have a duty to safeguard children who present to this practice.

This practice will take all reasonable steps to ensure that any evidence of child maltreatment in relation to physical abuse, emotional abuse, neglect and sexual abuse is identified and acted on.

Any suspected cases of child maltreatment will be brought to the attention of the Lead GP and Practice Manager within 24 hours.

The Lead GP will:

- Listen to the concern and if appropriate, notify social care.
- Seek advice from safeguarding colleagues in health and social care.
- In cases of immediate serious threat the practice will inform the police and social care.

The notification to social care will be by phone and in writing within 3 working days.

Services provided by our practice:

Appointments can be made either in person or by telephone during surgery hours.

Health Promotion: the aim of promoting health is to try to identify risk factors at an early stage and prevent them from causing ill health. For this reason we will ask about your drinking and smoking habits and measure your blood pressure and weight from time to time. This is especially wise in people with a family history of heart disease, stroke and diabetes and once you have reached the age of 40 years. It is a good idea to have an MOT at least every 5 years so we encourage you to make an appointment with the Practice Nurse.

New Registration checks (by Practice Nurse): As well as the health promotion recordings, you will be asked about your past medical history and any relevant family medical history. These are important appointments and we ask that you keep them.

Chronic disease management (e.g. heart disease, hypertension, diabetes, asthma, and chronic airways disease) these clinics are run by our practice nurses. You should be seen at least once every year. If you have diabetes, you should have a blood test (HbA1c) every 3 months.

Chronic Kidney Disease: as part of monitoring this condition, it is very important for us to check your urine so please ensure you return your specimen to the surgery when requested.

Dietary Advice – low fat, reducing diet, diabetic etc. make an appointment to see a nurse.

Well woman clinics – including family planning, contraception, cervical smear testing.

Ante-natal (by GP/ midwife) and post-natal care (nurse and/or GP)

Smoking Cessation – book appointments with nurse

Well man clinics – book an appointment with a nurse.

Minor surgery (by GP) an appointment will be made for you by your doctor.

Ear syringing and dressings- done by Practice Nurse, please make an appointment

Child Health Surveillance and Immunisations- Tuesday afternoons by appointment.

Travel advice clinic and vaccinations – with Practice Nurse, when you make an appointment please let the receptionist know when and where you are travelling to. You need to allow yourself at least 6 weeks before your departure to have all necessary immunisations/vaccinations.

Influenza during season and **adult pneumococcal** vaccinations at any time (for those patients who fulfil clinical criteria).

Drug and Substance misuse – this service is now run by CRi please ask your doctor for referral and further details.

Choose and Book and Patient's Choice – If you need to be referred to hospital, if possible, the practice will refer you electronically. You as a patient will be given the choice of hospital you wish to attend. For more information please ask or pick up a leaflet at reception.

Over 75 year Check- appointments can be made to see a nurse at the surgery or if you are housebound we will make arrangements for the nurse to see you in your home.

Planned future services:

Teenage advice – contraception, family planning, skin disorders, counselling.

Familial hyperlipidemia clinic - to identify those most at risk of having a heart attack and applying intervention to reduce this risk.

Text reminders and information to mobile phones- to be able to do this we will need to have your signed consent (forms available at reception upon request) and a record of up to date mobile phone numbers. Please inform the practice of any changes.

The following services provided by outside agencies are also available at Plumstead Health Centre:

Audiometry up to the age of 17yrs

Speech and Language.

Phlebotomist (blood tests) every day 8am – 12pm 45 people only.

Child Guidance (CAMMS)

Health Visitors – 8317 6300 option 4

Community Midwives

Contraception and Sexual Health (CASH) every Tuesday 4pm to 6pm

The following services are provided by Oxleas at the Garland Road Clinic

Community Dentist

Health Visitors

Ring Garland Road Clinic on: 020 8854 7678 and follow the options

Podiatry: contact the Memorial Hospital

Community Midwives: Contact Queen Elizabeth Hospital

Patient responsibilities

- If you are unable to keep your appointment, please inform us early as we can offer this appointment to someone else.
- If you are unsure of any aspect of your care, please ask for clarification.
- Please inform your doctor or a nurse of any significant family history that may have a bearing on your treatment /care.
- Please keep the practice up-to-date with changes to your name and /or address and/or telephone number. If you have a mobile number, please give it to reception as we will be able to remind you of any appointments you have at the surgery (see practice notice board) and involve you in our health promotions.
- Please remember that an appointment is for one person only.
- We expect you to be courteous and respectful to doctors and practice staff. We employ a zero tolerance policy in this practice as set down by the NHS. If there is an incident of threatening or violent behaviour, the practice will seek to have the immediate removal of the patient from the practice. This will possibly impact on your future ability to freely register with another GP.
- We appreciate patient involvement and welcome suggestions of ways we can improve our services (polite suggestions only). If you are interested in joining our Patients Participation Group, please give your details to the receptionist who will pass them on to the Practice Manager.

Practice responsibilities

- Your rights to confidentiality are paramount and we adhere to the Data Protection Act which states that: all information which has been obtained shall be adequate, relevant and used for the purpose for which it is held. All personal data held shall be accurate and where necessary kept up to date and surrounded by proper security.
- To improve the services that we and the Health Authority provide to patients, the contents of your health records may be used in an anonymous form during clinical audits. If you do not wish your records to be included in any way not relating directly to your health, please notify your GP or the Practice Manager who will ensure that your request is documented in your records. If you require further information please discuss with a clinician or the Practice Manager.
- The practice shall provide each individual the right to access data held about them, and where appropriate, to have the data corrected or deleted. To obtain access to personal data, the patient must apply in writing to either the GP or Practice Manager allowing up to 40 days for a response and they may also be charged a fee of £10 for supplying information.
- Your religious and cultural beliefs will be respected.
- You will be treated in a friendly and courteous manner whenever you telephone or visit the surgery.
- If you are unhappy with anything relating to the care given by us, please note that we have an internal Complaints Policy and we ask you to contact the practice manager if possible in writing, or in her absence the Deputy Manager-Michelle Buggs, who will look into the cause of your complaint and reply within 21 days. Complaints can also be made in person at the reception desk. At our branch surgery please contact Wendy Bagg the administrator.
- If a complaint cannot be resolved locally with the Practice Manager. Details of NHS England – London Region Complaints Team are as follows: NHS England PO Box 16738, Redditch B97 9PT Tel: 0300 311 22 33 e-mail england.contactus@nhs.net.

PROTECTION AND USE OF PATIENT INFORMATION

The data protection act 1998 requires that patient be informed, in general terms, how their information may be used, who will have access to it and the organisations it may be disclosed to. As a patient you will have the authority to withhold consent for your information to be shared with a third party except in certain circumstances (ask for details). Plumstead Health Centre is committed to the delivery of a first class confidential service. This means ensuring that all patient information is protected and processed correctly. Patient information is held under legal and ethical obligations of confidentiality. Patient information is stored in GP records, and it is also stored electronically on our computer system.

Staff members are under the strict guidance's of:

- Caldicott Principles
This outlines the conditions of how and when confidential patient information should be stored, used, and passed on to another person, department, or organisation.
- Confidentiality: NHS Code of Practice
This document is used concerning confidentiality and patients' consent to the use of their health records.

Practice information can also be access on the myhealthlondon.com website.

Plumstead Health Centre PMS

Amended: December 2013

Reviewed: July 2015