

USEFUL TELEPHONE NUMBERS

NHS Out of Hours Service
Tel: 111

Waldron Walk In Health Centre, New Cross
Tel: 020 3049 2370

Health Visitors
East Team—0208 320 5718
West Team—0208 312 8939

Queen Elizabeth Hospital
Tel: 020 8836 6000

University Hospital Lewisham
Tel: 020 8333 3000

Duncans Pharmacy
Tel: 020 8858 1953

Meridian Pharmacy
Tel: 020 8858 1404

Rose Pharmacy
Tel: 020 8469 1711

NHS Commissioning Board (London)
Tel: 0300 3112233

For information on local community services
www.oxleas.nhs.uk/ www.greenwichccg.nhs.uk

THE BURNEY STREET PRACTICE**Practice Leaflet**

Branches at

Burney Street Surgery
48 Burney Street
Greenwich
SE10 8EX

Telephone: 020 8858 0631
Fax: 020 8293 9616
www.burneystreetpractice.co.uk

The Wallace Health Centre
Wallace Building
Clarence Road
Greenwich
London
SE8 3BX

Telephone: 020 8858 0631
Fax: 020 8691 5092
www.burneystreetpractice.co.uk

Burney Street Surgery**Monday:** 8.30 -18.30**Tuesday:** 7.00-17.30**Wednesday:** 8.30-18.30**Thursday:** 7.00-17.30**Friday:** 8.30-18.30**Wallace Health Centre****Monday:** 7.00 -17.30**Tuesday:** 8.30-18.30**Wednesday:**7.00-17.30**Thursday:** 8.30-18.30**Friday:** 8.00-17.30**RECEPTION OPENING TIMES**

Please note: Phone lines will be open at 8am on early opening days and 8.30am all other days. All calls to Burney Street are now being recorded for training and monitoring purposes.

General Appointments may be made by telephone or by calling at the surgery during the Practice's opening hours as shown above. They can be made up to 3-4 weeks in advance. It is helpful to see the same doctor where possible for the same problem. Each person needing to be seen must have an appointment booked. If you are unable to attend please inform us in good time so that we may offer your appointment to someone else.

SURGERY HOURS

Surgery hours may vary according to the Doctors' and Nurses' schedules. Generally appointments are available from 7.00 to 11.30am and 13.20 to 17.30. Please check with reception for individual clinicians availability. Our system is scheduled for Doctors to provide a **10 minute** consultation and nurses a **15 minute** consultation. Please let us know in advance if you would like a longer appointment providing there is capacity.

TRIAGE DOCTOR AND TELEPHONE ADVICE

Should you wish to book an emergency appointment, please ring the surgery between 8.30-11.00am and the doctor will call you back before 1pm and will deal with your problem and book an emergency appointment if appropriate. At this time you may also request prescriptions (not on repeat) and results. If you have a life threatening medical emergency please dial 999.

PATIENT CONFIDENTIALITY

All patient information is considered to be confidential and we comply fully with the Data Protection Act and Information Governance. All our employees have access to this information in relation to their role and have signed a confidentiality agreement. Information may be shared, in confidence, with other NHS organisations in the interests of patient care.

NHS England are now using an electronic record called your 'Summary Care Record'. This is a copy of key information held in your GP record. It provides authorised healthcare staff with faster, secure access to essential information about you for when you need unplanned care or when your GP practice is closed. For more information please visit: www.nhscarerecords.nhs.uk

COMMENTS, SUGGESTIONS & COMPLAINTS

We do our best to provide a first class service and also look for ways to improve. If you have any comments or suggestions please ask to see our Practice Manager who will be pleased to help.

We have a practice complaints procedure to ensure that we take every complaint seriously. If you have a complaint about any aspect of the service we provide, please arrange an appointment or write to our Practice Manager. She will respond immediately to any verbal complaint, and within three working days to any written complaint.

For more information about our complaint procedure, please collect a copy of our 'Practice Complaint Leaflet' from the reception desk.

DISABLED PATIENTS

At Wallace Health Centre there is full disabled access and all doctors rooms are on the ground floor.

At Burney Street we recognise that despite the ramp the main door can be awkward for wheelchairs and buggies. If you need help, any of the staff will be happy to assist you. If you are unable to manage the stairs to get to any of our upstairs consulting rooms please inform the receptionists and they will arrange for you to be seen downstairs.

We have disabled toilet facilities and baby changing facilities in both practices.

INTERPRETATION AND TRANSLATION SERVICES

We can arrange interpretation and translation services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment as appointments cannot go ahead without translation services.

PARKING

Parking is limited. There is a fee paying car park opposite the Burney Street surgery.

There is no parking at the Wallace Health Centre. There are a few bays available to the public in Glaisher Street, Gonson Street & Stowage.

Please DO NOT park next door or across from the Wallace Health Centre, you may be clamped.

PATIENT PARTICIPATION GROUP

We have a patient forum to discuss improving our services wherever possible and address the question of how we best deliver primary healthcare in a time of austerity. If you would like to be a part of this please ask at reception or complete the form on our website www.burneystreetpractice.co.uk

LATE ARRIVALS AND RE-BOOKING POLICY

If you are more than 10 minutes late for your appointment., you may be asked to wait until the end of surgery to be seen. If you arrive more than 15 minutes late you will be asked to rebook your appointment.

HOME VISITS

If you need a Doctor but are unable to come to the surgery, please telephone with details **before 10am** wherever possible, so that we can arrange a home visit.

ONLINE ACCESS

All patients can now book routine appointments with a doctor online by registering for Patient Services. For patients aged 16 and over you can also order repeat medication online if this has been set up by your doctor as well as being able to view a limited summary of your medical history. To register, you will need to complete a form at the surgery and provide photographic ID.

OUT OF HOURS SERVICES

If you need a doctor when the surgery is closed and feel you cannot wait until the surgery re-opens, please ring the new national NHS service on 111. Calls to the NHS 111 service are free from both landlines and mobile phones.

OTHER LOCAL NHS SERVICES

Call NHS 111 – for free expert NHS health advice and information 24 hours a day (calls charged at local rates). Or log onto www.nhs.uk

Waldron Walk-In Health Centre, New Cross – to see a GP on the day for “immediate or same day treatment only”. Open seven days a week, 8am until 8pm. You do not need an appointment.

Your local pharmacist will be able to give you free health advice and you don't need an appointment. Many pharmacies operate extended hours on a rota basis. For details call NHS 111 by dialing 111.

OUR DOCTORS

Dr Miren Davies GP LMS DRCOG DFFP MRCGP—Partner
Basque Provinces 1991 (Female) Dr Davies has surgeries on Monday-Wednesday

Dr John Monach MBBS MRCGP—Partner
London 2005 (Male) Dr Monach has surgeries on Tuesday- Friday

Dr Sylvia Nyame, MBBChir, MRCGP, MSc, DFRH, DRCOG – Partner
Cambridge 2005 (Female) Dr Nyame has surgeries on Monday, Thursday & Friday

Dr Moushumi Baruah, MB, BS, BSc, MRCGP, DRCOG, DFRH, PGCert—Partner
London 2006 (Female) Dr Baruah has surgeries on Monday, Wednesday & Friday

Dr Cheytna Mitra MBBS BSc
London 2007 (Female) Dr Mitra has surgeries on Monday-Wednesday

Dr Naomi Startin, MBBS BSc (Hons) DRCOG DFRH MRCGP
London 2005 (Female) Dr Startin has surgeries on Monday, Tuesday & Thursday

Dr Kofi Opong, MBChB, MRCGP
Birmingham 2008 (Male) Dr Opong has surgeries on Tuesday- Friday

Dr Emily Jackson, MBChB, MRCGP
Manchester 2009 (Female) Dr Jackson has surgeries on Monday, Tuesday, Thursday & Friday

Dr Virginia Arasakesary, MB, BS —GP Registrar
London 2013 (female) Dr Arasakesary has surgeries on Monday-Friday

SMOKING CESSATION

If you smoke and would like help and advice on how to give up, please call the surgery to make an appointment with our Smoking Cessation Specialist.

MINOR SURGERY

The practice offers minor surgery appointments on a monthly basis.

If you are concerned about a mole, please book an appointment with a GP who will assess your needs and make the referral.

TRAVEL VACCINATIONS

Our Nurses advise on all travel immunisations and precautions for foreign travel. If you are travelling and need information on which vaccinations you will require, please book an appointment at least **6 weeks before travelling** in one of the Travel Clinics which are held each week.

Please note that not all travel vaccinations are provided for under NHS, for some there may be a charge. Full details of charges can be obtained from the surgery and website.

We are a registered Yellow Fever Centre.

SPECIALIST AND HOSPITAL CARE

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will ask you where and when you would like to go. They can then book your appointment electronically while you wait.

If you would prefer to have some time to think before deciding where and when to have treatment, you will be offered the option of calling the practice later and we will be able to book your appointment then.

BABY IMMUNISATIONS

We recommend immunisations to protect all babies and young children. The Practice Nurses and Health Visitors are happy to discuss and to advise on immunisations. ***Please note that we are unable to vaccinate children without parental consent.*** We would be grateful if you could bring details of your child's previous immunisations to the practice.

SAFEGUARDING

All staff & volunteers of this practice recognise they have a duty to safeguard children and vulnerable adults who present to this practice. This practice will take all reasonable steps to ensure that any evidence of child and/or vulnerable adult maltreatment in relation to physical abuse, emotional abuse, neglect and sexual abuse is identified and acted on.

Any suspected cases of child and/or vulnerable adult 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 & 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 telephone and in writing within 3 working days.

HEALTH CHECKS

We offer NHS Health Checks in line with local NHS guidance. These health checks are by invitation only and are performed by our Health Care Assistant, Claudia Fernandez-Palacios.

OUR PRACTICE NURSES

Jane Hughes—Monday, Wednesday, Thursday & Friday

Audria Abel—Monday, Tuesday, Wednesday & Thursday

Jenny McArdle—Tuesday, Wednesday, Thursday & Friday

Claudia Fernandez-Palacios Phlebotomist—Monday-Wednesday

Sharon Palmer Phlebotomist—Wednesday - Friday

TRAINING

We recognise that training is an important aspect of individual and Practice development. We are an accredited training Practice for fully qualified Doctors entering General Practice (Registrars) who will often remain with us for a year. We are also involved in training newly qualified doctors to give them an experience of general practice.

You will always be informed if a Doctor has a student with them and if you prefer to be seen alone we will of course respect your wishes. On occasions we may ask if we can record consultations.

CHAPERONE POLICY

If you would like a chaperone to be present during an examination please let the doctor or nurse know and they will try to arrange one.

HOW TO REGISTER

Please check on our website or with reception that you live in our practice area. We require 1 proof of address and photographic proof of identification. Registration can take up to 48 hours before you may make an appointment.

ZERO TOLERANCE

We treat all our patients with respect and request that our staff are treated with respect also.

Violent and aggressive behaviour will not be tolerated.

REPEAT PRESCRIPTIONS

If you are on regular medication your Doctor may agree to arrange a repeat prescription to be available to you on request without seeing a Doctor.

Once authorised a repeat prescription can be requested via the following methods: Repeat slip brought into practice, on our website, online with Patient Online Services, faxed or posted to the Practice. **We do not take orders over the telephone except for our elderly and house-bound patients.**

Requests received **before** 10.00am will be ready after 4.00pm the same day. Those received **after** 10.00am will be ready after 4.00pm the next working day. If you need a new medication, including any medication prescribed by a hospital doctor/ consultant, please arrange to discuss this with a Doctor at the Practice.

FAMILY PLANNING CLINIC

We are able to advise on and provide all contraceptive services for any patient who may require it. This is done in complete confidentiality.

For advice and pill checks, please make an appointment with one of our Practice Nurses or with any of the GP's.

Implanon implants are done by Dr Davies, Dr Nyame or Dr Baruah. These can be done during double appointments in normal surgery hours at the Wallace Health Centre

Dr Davies also fits coils (IUD) . Please make an appointment with Dr Davies or a Practice Nurse to discuss this after which they will arrange an appointment for fitting.

Contraception and Sexual Health Advice can also be obtained from **CASH** on 0203 260 5150 or 0203 260 5154.

CERVICAL SMEARS

All women are offered a cervical smear every 3 years if aged between 25 and 49 and every 5 years when aged between 50 and 65. These are done by our Practice Nurses.

ANTENATAL AND POSTNATAL CARE

We provide antenatal and postnatal care in pregnancy in partnership with our local midwives and obstetricians. You should make an appointment to see a doctor as soon as you think you may be pregnant.

BABY CARE

We offer all new babies a health check at 8 weeks. This is done with any doctor. This is then followed by vaccinations with the nurse. ***Please note that we are unable to vaccinate children without parental consent.***

If you have any concerns about the development of your baby, please see any of the doctors during any surgery. You may also want to seek the advice of the Health Visitors.

The Health visitors are qualified nurses with specialist training and experience in child health, health promotion and education. They provide health education to new parents and routine childhood checks for children. Health Visitors are part of the Primary Health Care Services.

Health Visitors are based in the community and are available on the numbers below:-

East Team—Gallions Reach Health Centre—0208 320 5718

West Team—Greenwich Centre—0208 312 8939