

**The Park Practice
Oaks Park Medical Centre
17 Oakfield Road, London, SE20 8QA
Tel: 020 8778 8027**

Website: <http://www.parkpracticeanerley.co.uk>

Welcome to the Park Practice

This booklet tells you about the practice and the services we offer, therefore please read it carefully. We trust that you will find it helpful and informative and we suggest that you keep it in a safe place for future reference.

Clinical Staff

Dr M Fagbohun (female)	MBBS BSc DRCOG AKC
Dr M Patel (female)	MBBCh MRCP
Dr N Payne (female)	MBBCh MRCP DRCOG DGM
Dr A Nortley-Meshe (female)	MBBS
Dr S Yusuf (male)	MD JCPTGP
Dr A Belgaumkar (female)	MBBS
Dr L Persaud (female)	MBChB
Petro Lambros	Clinical Pharmacist
Angela Illes	Advanced Nurse Practitioner
Ishra Prodhan	Senior Practice Nurse
Helen Cates	Practice Nurse
Melanie Pritchard	HCA
Mark Dopson	Social Prescriber

Admin Staff

Khalid Ali	Practice Manager
Gill Kennett	Assistant Practice Manager
Sonia Edwards	Reception Manager

A Training Practice

Our practice is a “community teaching practice” for King’s College London School of Medicine. With the supervision of your doctor or nurse, medical students may, with your consent in advance, join your consultation. This is one way medical students learn to become good doctors and understand patient views about their care. We appreciate your help with their learning. Please let you doctor or practice manager know if you have any questions about our medical teaching.

Surgery Opening Times	Monday – Friday	08.00 – 18.30
Extended Hours	Tuesday	18.30 – 20.00
	Thursday	18.30 – 19.00
	Thursday & Friday	07.30 – 08.00

How to Register

To register as a patient, you must reside within the practice area (see map on last page) and be living in the UK. This can also be checked via the “Primary Care Tool Postcode Checker” at the bottom of the front page of our website. Please note that you may be asked for proof of residence in the practice area. You will be required to complete a Patient Registration Form available from the surgery. Should you have any concerns about this or other matters, please ask at reception.

There will be times when the practice is unable to process patient registrations, for example, during periods of staff shortages. On no account will the practice refuse an application based on the applicant’s race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

Appointments

Our practice operates a doctors' appointment system that allows you to be seen on the same day or to book appointments ahead if you wish. All appointments are **10 minutes** in length. **Please note: one appointment, one problem.** Appointments can be booked by telephone, in person or via the internet booking system (details available from Reception).

The surgery is particularly busy on Mondays, especially during the winter months. If your appointment is not urgent, try to book on a less busy day.

Patients have a right to express a preference of practitioner. Should you wish to be seen by a particular doctor, please let staff know at the time of booking. However, you are asked to note that this will depend on the availability of that GP.

Same Day Appointments

For same day appointments, you can contact the surgery from **8.00 am – 10.30 a.m.** each morning.

Pre Bookable Appointments

For pre-bookable appointments, contact the surgery from **8.00 am** onwards. These can be booked in advance by telephone, in person or via the internet and are available to book up to one month in advance.

Urgent appointments

Our practice guarantees that we will provide a clinical response on the day to all patients who contact us within our **opening hours** and who require urgent care or advice.

Open Access Clinic

We hold an open access clinic on Wednesday mornings from 8.30am to 9.15am. Patients will be able to attend between these times without booking an appointment and will then wait for their turn to see the doctor. The length of time spent waiting will vary as it will depend on the number of patients attending the open access clinic on that day. Patients have the right to a same day assessment if clinically indicated.

Keep it or cancel it!

If you no longer require an appointment, it is very important that you cancel it. Many appointments are lost because people do not attend. If you cannot keep an appointment, please inform us as soon as possible so that the time can be given to another patient. Please note that if you have registered for online booking, you can cancel your appointment via the internet even if you did not book online.

Late Arrivals

If you are late for your appointment, there could be a considerable delay before you are seen by the doctor. If you are more than 10 minutes late you will only be seen at the doctor's discretion.

Telephone Advice

People often make an appointment to see a GP or nurse when the reason for doing so could have been resolved or dealt with by talking to a clinician on the telephone. If you are worried or need advice about a particular health concern but are unsure whether or not to book an appointment, you can contact the surgery and make a request to speak to the Duty Doctor who will phone you back during the day. Please ensure we have your correct telephone number and contact details.

Emergencies outside normal consulting hours: Weekend, Bank Holiday and Night Cover

If you require **urgent** attention out of hours that cannot wait until the surgery re-opens, **please call 111.**

We would urge that, to avoid putting unnecessary pressure on this service, you use this number for **urgent problems** only.

In addition, **NHS Direct** operates a 24 hour nurse advice and information service, providing confidential information. Telephone: 0845 4647 Website: www.nhsdirect.nhs.uk

Local Urgent Care Walk in Centre

The Beckenham Beacon Urgent Care Centre treats anyone with a minor injury or illness, that does not require emergency treatment at an Accident & Emergency Department. If you are not sure whether you should go to Beckenham Urgent Care Centre, you can give the unit a call first to ask. Telephone: 01689 866037.

Location: Beckenham Beacon, 379 Croydon Road, Beckenham, BR3 3QL

Texting appointment reminders & other information

The surgery offers text reminders to patients. We will text you your appointment details when you book and then a reminder 2 days before your appointment giving you time to cancel if you no longer require the appointment. We may also text you with other routine information as well as results of tests. We will not text you about abnormal test results. If you do not wish to receive texts from us, please inform our reception team and we will opt you out.

Book your next appointment online

If you have access to the Internet, you can now view a range of available appointments and choose the most convenient time for you. The service is quick and easy to use and can be particularly useful during those times when the practice is closed or telephone lines are busy. Easy to follow screens and prompts ensure it is simple for you to view, book or cancel appointments online, whatever the time of day or night.

You cannot use the facility without registering first - please ask at reception for a registration form. For security reasons, you will be asked for official proof of your identity, e.g. driving licence, passport, benefits book etc. before a registration form can be issued.

Routine Home Visits

If possible try and get to the surgery as we can offer more comprehensive care here. Home visits are only for people too ill or infirm to come to the surgery. If you do need a visit please try and make the request by 10:00am. Visits will only be arranged after that time in case of sudden emergency. Please give the receptionist as much information as possible to enable the doctor to allocate priority to your call. Please remember that five to six patients can be seen in the surgery in the time that it takes to do one home visit.

Results of Investigations

Results of any tests may be obtained by telephoning the surgery from 11.30am, following the appropriate waiting period as discussed with the doctor.

Repeat Prescriptions

These can be ordered in person during opening hours or by letter but **we are unable to take telephone requests**. For personal requests, allow 72 hours' notice (not including weekends and bank holidays) and for requests by letter allow five days for a reply by stamped addressed envelope.

You can also order your repeat medication online from the comfort of your own home via your computer. Once you have sent us your request we receive this through an electronic message. Your prescription is then prepared and authorised by the GP. Your prescription will be ready to collect **72 hours** after your request (excluding weekends and bank holidays).

Medication reviews are carried out routinely and you may be asked to make an appointment with your GP, clinical pharmacist or practice nurse.

Clinics: as well as routine clinics, we also offer the following clinics: Child Immunisation, Chronic Disease Management, Well Woman and Cervical Smears, Community Midwife, Family Planning, Suture Removal, Flu vaccination

How your local community pharmacist can help

Ask your community pharmacist for advice about choosing the right medicines for common ailments. Your pharmacist will advise you if you are unsure about seeing a doctor. They can offer advice about a problem if you are not sure what is causing it. Be sure to tell your pharmacist if you are taking other medicines – some medicines are not compatible.

Feedback and Complaints: If you wish to make a complaint, please contact the Practice Manager. We welcome any feedback or ideas on how to improve our services. Please leave your suggestions in the suggestion box in the first floor waiting room or at reception.

Confidentiality

Patient confidentiality is of the utmost importance and all of our staff have received the appropriate training. Everyone working for the practice and for the NHS has a legal duty to keep information about you confidential. We will not discuss appointment times or medical matters with anyone – unless we have prior permission from yourselves.

Violent and Abusive Patients

We have a strict Zero Tolerance policy in respect of behaviour towards our staff and ask that you treat your GP and all those employed at the practice properly, without violence or abuse. GPs and practice staff have the right to care for you and others without fear. Abusive patients will be removed from the patient list immediately and those who resort to violence will also and without exception be reported to the police.

Address for Bromley CCG: NHS Bromley Clinical Commissioning Group, 1st floor, Beckenham Beacon, 379 Croydon Road, Beckenham, BR3 3QL

