

# PLUMSTEAD HEALTH CENTRE PMS

**Dr. A. Sabat, Dr. B. Gupta Polisetty, Dr. K. Uzoma & Dr. A. Sharma**

*Practice Manager: Anita Raipal Business Manager: Michelle Buggs*

*Web site: [www.plumsteadhealthcentre.org.uk](http://www.plumsteadhealthcentre.org.uk)*

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## **PLUMSTEAD HEALTH CENTRE**

*Tewson Road  
Plumstead  
SE18 1BH  
Tel: 020 8316 5472  
Fax: 020 8855 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 Tues Thurs Fri 8am - 7pm

Wednesday 8am – 8pm

##### **Surgery Hours**

9.30 – 12md 4.30pm – 6.30pm

Extended hours –Tuesday 6.30pm - 8pm

Friday 6.30pm – 8pm

##### **GARLAND ROAD CLINIC**

Monday – Friday exc bank holidays

Reception Hours 9am - 6.30pm

Thursday – 9am -5.30pm

##### **Surgery Hours**

9.30am – 12md. 4.00pm – 6.00pm

Mondays to Fridays

Except Thursday 9am – 5.00pm

### **OUR DOCTORS:**

DR ATIF SABAT

Male MBchB, MRCOG

DR. BHANU GUPTA POLISETTY

Female MBBS, DFFP

DR KINGSLEY UZOMA

Male B.Med.Sc, MBBS, DFFP, DRCOG, DCH&TM,  
MRCGP

DR. ATUL SHARMA

Male MBBS, MRCGP

## OUR NURSES:

|                      |        |                                                                            |
|----------------------|--------|----------------------------------------------------------------------------|
| JANET FABEKU         | Female | Registered Nurse- Adult (2001)                                             |
| MERCY DIOUF          | Female | Registered Nurse- Adult (1970)                                             |
| BALBIR RAYAT (Locum) | Female | Registered Nurse- Adult (Level 2) (1973)<br>Registered Nurse- Adult (2006) |

## REGISTRATION

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 2.00pm or 5.00pm and 6.00pm Monday to Friday (also at the branch surgery at Garland Road Clinic).

- You must live in our catchment area:
- 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.

**Online booking appointments are also available please see the receptionist for details. Please note as mentioned above, you are able to make an appointment up to 4 weeks in advance subject to availability.**

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.

Please note that if you are more than 10 minutes late, you may not be seen and will be required to book another appointment.

### **TELEPHONE ADVISE/ TRIAGE**

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.

Please make sure that you keep your phone with you at all times and are readily available when the doctor/nurse contacts you.

### **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** 12 midday if possible.

To contact a doctor out of surgery hours (after 6.30pm and before 8am and 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 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](http://www.nhs.direct.nhs.uk).

### **PRESCRIPTIONS**

#### **Repeat Prescriptions:**

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. Patients can give their copy request slip into the surgery between 8.00am to 6.30pm, can be ordered online, posted or faxed it to us on **0208 855 9958**.

We are unable to take prescription requests over the telephone, with the exception of housebound patients, who are requested to telephone the surgery.

Please allow **48 hours'** notice before collecting your prescriptions (not including bank holidays and weekends).

### **Electronic Prescription Service (EPS)**

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.

### **Ordering Repeat Prescriptions Online**

To use this service, you will need to complete a registration form available from our reception.

One form of photographic identification is required.

### **Collection of Controlled Drugs**

When collecting a **Controlled Drug prescription** you will be required to show identification and sign prescription collection form. 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 1:00pm and 2.45pm 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: June 2017

Lead GP: Dr Sabat

Practice Manager: Anita Raipal

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.

### **THE SERVICES THAT WE PROVIDE**

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.
- **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.
- Phlebotomy services (blood tests) every day 8am – 12pm (first 45 people only).
- Child Guidance (CAMHS)
- Health Visitors – 020 8317 6303
- Community Midwifery
- Contraception and Sexual Health (CASH) every Tuesday 4pm to 6pm
- Anticoagulant Clinic

**The following services are provided by Oxleas at the Garland Road Clinic**  
Ring Garland Road Clinic on: 020 8854 7678 and follow the options

- Community Dentist
- Podiatry: contact the Memorial 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 by text messaging (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 there will **be a charge 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.

### COMPLAINTS

We always try to provide the best care, but there may be times when you feel this has not happened. 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- Anita Raipal 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.

If a complaint cannot be resolved locally with the Practice Manager. Details of NHS Complaints Advocacy Service are as follows: United House 39-41 North Road London N7 9DP – Telephone: 0300 330 5454.

## **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.

## **Patient Participation Group**

**The Practice is keen to set up a Patient Group and we would like to invite you to become a member of this group. We would like to hear your views on what works, what doesn't and what improvements you would like to see at the Practice.**

**We are looking to involve as many patients in the group as possible, on a voluntary basis, so that we can shape and develop the services that we deliver to you, to make sure we offer you the services that you would expect and require. Your contribution would be valued and appreciated in helping us to help you, so we can give you the best quality health care. If you feel we do things well, we would like to know, so we can continue the good work!**

**What is involved?**

**Members of the group will be invited to attend the Patient Group, perhaps twice a year, to discuss the focus of any changes to be made and the outcomes.**

**Reporting Back**

**We will publish on our website a report of the Patient Group activity and subsequent achievements.**

**Finally – if you would like to become a member of the Patient Group you can pick up a registration form the surgery or follow the link to the practice web site:-**

**[www.plumsteadhealthcentre.org](http://www.plumsteadhealthcentre.org)**

The PRG report along with the key actions identified with the PRG raised from this year's PRG meeting can also be found on the practice website.

Listed below are the actions agreed by the PRG for the Practice to implement:-

### ACTION PLAN 2015-2016(updated) (Tewson Road PMS)

| What                                                            | How                                                                                                                 | Who                       | When              | Outcome                         |
|-----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|---------------------------|-------------------|---------------------------------|
| Merging of Practices                                            | Practices are in negotiations With NHS England                                                                      | Practice Manager/GPs      | Approx. July 2016 | 1 <sup>st</sup> October 2016    |
| Change of Appointment System to control DNA's                   | The practice has changed their appointment system to try and reduce the number of DNA's                             | Practice Manager/GP's/PRG | October 2015      | Done in time-frame October 2015 |
| Promoting on-line appointments and on-line repeat prescriptions | Due to change of appointment system and summary care records, etc the practice have been promoting on line services | All Administrative Staff  | On Going 2016/17  | On-Going 2016/17                |

### RESPONSE TO SURVEY 2015-16 (UPDATED) (PHC PMS)

| Issues Arising                                | Action                                                                                                                                              | Time Scale       | Progress                                                                                              |
|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------------------------------------------------------------------|
| Telephone appointments line                   | To further promote online booking services: continuing face-to-face and telephone promotion. Message to be added to the appointment telephone line. | May 2016         | <b>Message added to telephone appointment line May 16. Practice continues with ongoing promotion.</b> |
| Patient Toilets – Ongoing from previous year. | Continuing communication with Oxleas Estate Facilitator Jayne Cullinan. Public conveniences to be completely renovated.                             | July 2016        | <b>Works completed 2016.</b>                                                                          |
| Merger of The Practice                        | To support negotiation with NHS England to merge our practice with Tewson Road PMS who operate                                                      | Approx July 2016 | <b>Tewson Road PMS and Plumstead Health Centre PMS merged on 1<sup>st</sup> October</b>               |

|                         |                                                                  |                                    |                                                                     |
|-------------------------|------------------------------------------------------------------|------------------------------------|---------------------------------------------------------------------|
|                         | from the same building.                                          |                                    | <b>2016.</b>                                                        |
| The merger between PRGs | To hold a second meeting to select a Chair Person and Secretary. | After authorisation of the merger. | <b>Agreement for PHC Chair and Secretary to continue in office.</b> |

**Agreed with PPG an action plan setting out the priorities and proposals arising out the local practice survey.**

The action planned was agreed on 21<sup>st</sup> March 2017 by the PPG Group Members

| <b>Issues and priorities to be addressed</b> | <b>Planned improvement action</b>                                                                                  | <b>Lead Person</b> | <b>Timescale</b>   | <b>Progress</b> |
|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------|--------------------|--------------------|-----------------|
| <b>What</b>                                  | <b>How</b>                                                                                                         | <b>Who</b>         | <b>When</b>        | <b>Outcome</b>  |
| Touch Screen Call round System               | PM to get in touch with Jayex to see if they can supply call round system for us for PHC as well as branch surgery | Practice Manager   | Approx June 2017   |                 |
| Notice Board at Garland Road                 | PM to look into this and speak with CHP to organise                                                                | Practice Manager   | October 17         |                 |
| To continue to promote on line services      | Practice to continue to promote on-line services                                                                   | PM/GP & All Staff  | On-going into 2017 |                 |

**Plumstead Health Centre PMS**

**Amended: March 2017  
Review: December 2017**