

PLUMSTEAD HEALTH CENTRE PMS

Dr K. Uzoma, Dr B. Gupta Polisetty, & Dr A. Sharma & Dr S Kamalakshy

Practice Manager: Anita Raipal / Business Manager: Michelle Buggs

Web site: www.plumsteadhealthcentre.org.uk

PLUMSTEAD HEALTH CENTRE

Tewson Road
Plumstead
SE18 1BH
Tel: 0208 316 5472
Fax: 020 8855 9958

GARLAND ROAD CLINIC

2 Garland Road
Plumstead
SE18 2AE
Tel: 0208 305 7600
Fax: 0208 305 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. We have hearing loop for patients that are hard of hearing; also we have posters with sign language.

Surgery opening time:

PLUMSTEAD HEALTH CENTRE

Monday–Friday excluding bank holidays

Reception Hours

Tues Wed Thurs Fri 8am - 7pm

Late night surgery

Monday 8am – 8pm

GARLAND ROAD CLINIC

Monday–Friday excluding bank holidays

Reception Hours 9am - 6.30pm

OUR DOCTORS:

DR KINGSLEY UZOMA	Male	B.Med.Sc, MBBS, DFFP, DRCOG, DCH&TM, MRCP
DR BHANU GUPTA POLISETTY	Female	MBBS, DFFP
DR ATUL SHARMA	Male	MBBS, MRCP
DR SAJEEV KAMALAKSHY	Male	Salaried GP
DR PRITI GURUNG	Female	Salaried GP

ADVANCED NURSE PRACTITIONERS:

FATU TUNKARA	Female	Advance Nurse Practitioner - Prescriber
ANTHONY JOHN SHEANON	Male	Advance Nurse Practitioner - Prescriber
JULIE CHEUNG	Female	Advance Nurse Practitioner - Prescriber

OUR NURSES:

BALBIR RAYAT	Female	Registered Nurse- Adult
LAIMA KARCIAUSKAITE	Female	Registered Nurse- Adult
ONEDA SULAJ	Female	Health Care Assistant

REGISTRATION

- You must live in our catchment area:
- All prospective patients are requested to produce their passport/birth certificate or photographic drivers licence plus 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.

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. **For on the day appointments please call the surgery at 8AM for the morning appointments or 3PM for the evening appointments.**

Online booking appointments

We also have made appointment available for online + app appointment. Links to both are below for you to register.



<https://www.patient-services.co.uk/web/ps/welcome>



[App available for free on Google Play or Apple Store](#)

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 ADVICE/ TRIAGE

If you need advice from a doctor, the receptionist will take your details along with your contact number and mark them as a telephone triage on the appointment screen.

The doctor 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 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.

NHS OUT-OF-HOURS SERVICES

- **NHS 111 SERVICES**

When our practice is closed you can still get support. You can get expert medical advice and useful information by calling NHS 111 or through [111 online](#).

The NHS 111 service is available 24 hours a day and can provide patient information, issue prescriptions to a pharmacy of your choice, book a GP appointment, and, if necessary, refer people to emergency services.

- **HUB BOOKINGS**

Patients registered with a Greenwich GP can now be seen outside of normal practice hours at one of our two GP Access Hubs to give Greenwich patients better access to primary care. The Access Hubs are situated here:

- Eltham Community Hospital
- Thamesmead Health Centre

Both hubs are open: Saturday and Sunday, 8am to 8pm and Monday to Friday, 4pm to 8pm

You will be seen by a Greenwich GP who will have access to your patient records. The Access Hubs are for patients who are unable to get an appointment with their own GP Practice or if you have called NHS 111 for an urgent problem that can be seen by a GP.

How do I get an appointment?

If you are unable to get an appointment with your own GP practice, ask for an appointment at one of the Access Hubs. Your GP practice can book you an appointment-you will be asked the reason for the appointment to ensure that the Hub will be able to meet your needs.

If you have called NHS 111 for an urgent problem that can be seen by a GP, NHS 111 will book you an appointment at one of the Access Hubs.

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; these can be ordered online or posted.

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.**

Collection of prescriptions on behalf of someone else

If you would like your prescriptions picked up by a family member or friend on your behalf, please ask for a nomination form at reception as we will need permission from the patient that they can collect for you.

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.

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.

PRACTICE STATEMENT

Child Protection Procedure for Practice Dr Atul Sharma

Date of Policy: April 2019

Date of Review: June 2020

Lead GP: Dr Atul Sharma

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 HCA): 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)
- **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-** Mothers and babies will be contacted by the baby Clinic Co-ordinator to arrange appointments for Postnatal (at 6 weeks) and baby's first immunisations (at 8 weeks).
- **Travel advice clinic and vaccinations** – advisable that vaccinations should be done 6 weeks prior to travel.
- **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.

LIVE WELL CLINIC

This clinics are run at Plumstead Health Centre for more information you can contact them on 0800 470 4831 or at livewellgreenwich.org.uk

- Smoking Cessation:
- Diabetic 3TT Service
- Health Check Plus
- **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.
- Spirometry
- LARC-Long Acting Reversible Contraception Services
- 24 BP Monitoring

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 from 8am (first 40 people only).
- Community Midwifery
- Contraception and Sexual Health (CASH) every Tuesday 4pm to 6pm
- Anticoagulant Clinic
- Dietician

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 PPG Co-ordinator.

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.