

The Park Practice

Patient Booklet

February 2018

Oaks Park Medical Centre
17 Oakfield Road, London SE20 8QA

Telephone: 020 8778 8027

Fax: 020 8289 1418

Website: www.parkpractice.gpsurgery.net

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.

The Park Practice has been established in the area since 1959 and has gradually grown in size to serve a population of approximately 8,000 patients. The practice has been innovative over many years in the provision of primary health care, working out of one building which provides a pleasant consulting environment for both patients and staff.

Disabled Access

The surgery is equipped for disabled patients with a fully equipped consulting room on the ground floor. We also have a lift to the main consulting rooms on the first floor.

How to Register

To register as a patient, you must reside within the practice area and be living in the UK. Please note that you will be asked for proof of residence in the practice area and, if applicable, proof that you have been given permission to reside in the United Kingdom for at least 6 months.

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.

Disabled Access

The surgery is equipped for disabled patients with a fully equipped consulting room on the ground floor. We also have a lift to the main consulting rooms on the first floor.

Practice Area

The practice area includes mainly SE20, extending into some adjacent postal codes. Please note that all patients must reside within the London Borough of Bromley.

The General Practitioners

Partners

Dr Margaret Fagbohun (female)
MBBS BSc DRCOG AKC Reg London 1996

Dr Mita Patel (female) - GP Trainer
MBBCh MRCP DFFP Reg Wales 1992

Salaried GPs

Dr Nikki Payne (female)
MBBCh MRCP DRCOG DGM Reg 1985

Dr Agatha Nortley-Meshe (female)
MBBS Reg London 2005

Dr Suleiman Yusuf (male)
MD JCPTGP

Dr Sandeep Kapur (male)
MBBS

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 your doctor or practice manager know if you have any questions about our medical teaching.

Surgery Hours

From Monday to Friday the Practice is open from 8:00 am - 6.30 pm

Morning surgery Monday - Friday runs from 8.50 am - 12.30 pm

Afternoon surgery on Monday, Tuesday, Thursday and Friday runs from 3.20 pm - 5.40 pm

Afternoon surgery on Wednesday runs from 2.30 pm - 5.30 pm

The surgery is closed at weekends and Bank Holidays.

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 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 8.15am 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. The surgery guarantees that patients who require urgent care or advice will receive a clinical response on the day.

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 on line booking, you can cancel your appointment via the internet even if you did not book on line.

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.

Our 6 permanent GPs are generally available as follows:

| | | |
|--------------------------------|-----------|-------------------|
| Dr M Fagbohun (female) | Monday | am & pm surgeries |
| | Tuesday | am & pm surgeries |
| | Wednesday | am & pm surgeries |
| | Thursday | am & pm surgeries |
| Dr M Patel (female) | Wednesday | am & pm surgeries |
| | Thursday | am & pm surgeries |
| Dr S Yusuf (male) | Monday | am & pm surgeries |
| | Tuesday | am & pm surgeries |
| | Friday | am & pm surgeries |
| Dr A Nortley-Meshe (female) | Monday | am & pm surgeries |
| Dr S Kapur (male) | Friday | am & pm surgeries |
| Dr N Payne (female) | Friday | am surgery |

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 either the Practice Nurse or Duty Doctor who will phone you back during the day. Please ensure we have your correct telephone number and contact details.

Texting Appointment Reminders

The surgery is now offering 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.

If you do not wish to have text reminders, 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 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.

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

Emergencies

IF YOU HAVE A LIFE THREATENING MEDICAL
EMERGENCY, PHONE 999 AND ASK FOR AN
AMBULANCE

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 or fax (020 8289 1418) but **we are unable to take telephone requests**. For personal requests, allow 48 hours' notice (not including weekends and bank holidays) and for requests by letter allow four 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 **48 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 or practice nurse.

Changing your GP or Personal Details

It is important if you plan to move away from the area or decide to change your GP for any reason to let reception know as soon as possible. Also, if your personal details change e.g. address or telephone number, it is important that you notify reception.

Let us know

If you have arranged to meet somebody here, please inform the Receptionist as, in the interest of confidentiality, we are otherwise unable to tell anyone whether or not you are in the building.

Do you need an interpreter?

If English is not the patient's first language, a pre-bookable interpreting service is available. Please ask at reception for details. We can also provide a pre-bookable sign language interpreting service.

In addition, we can provide patient information leaflets in other formats if necessary.

View your medical record online

Being able to see your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. This decision will not affect the quality of your care.

It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately.

If you can't do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password.

If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

CLINICS/STAFF

Practice Manager

The practice manager is responsible for the administration of the practice. He would be happy to hear your views and suggestions about the services offered by the practice.

Reception Staff

There is a team of receptionists working on a daily rota. Their role is to assist you in making emergency and routine appointments to see your doctor, undertake repeat prescriptions, answer numerous and varied questions and offer help and assistance at all times. It is a legal requirement that confidentiality of patients' records is maintained at the highest level by all staff.

Health Checks

New patients over the age of five years are eligible for a health check and are asked to complete a questionnaire on registering. We strongly recommend this check and would normally expect all patients to complete this when they first register with us. Initial health checks are carried out by our practice nurses. Any information given will be treated as confidential.

In addition, all patients aged over 75 years and those patients who have not attended the surgery for more than 3 years are eligible for a general health check. These checks are carried out by our practice nurses.

Practice Nurses

Our practice nurses are available by appointment:

Ishra Prodhan (female) RGN
Degree in CHD/Diabetes
Initiation of insulin in type II diabetics
Helen Cates
Female (RGN)

Their numerous tasks include:

New patient health checks Well woman checks
Infant and adult immunisations Travel immunisations
Chronic disease management, eg, asthma, diabetes
Child Immunisation Clinics
Counselling in health care issues

Our practice nurses are always available to offer professional advice. Appointments may be made by telephoning the practice on 020 8778 8027 or by calling at the surgery.

Child Immunisation Clinics

These are led by our Practice Nurse and are held on Wednesdays by appointment only.

Chronic Disease Management

Our practice nurse has extensive knowledge and experience in the management of conditions such as diabetes, asthma, chronic heart disease, COPD and high blood pressure. If you have been diagnosed with one of these conditions, your GP will involve the practice nurse in your care at the earliest opportunity after your condition has been stabilised. The nurse will then assume responsibility for the monitoring and management of your chronic disease, liaising with your GP as necessary.

Suture Removal Service

Our practice nurse provides a suture removal service for both registered and temporarily registered patients who need to have stitches removed following a surgical procedure.

Family Planning

All partners in the practice hold diplomas in family planning and our practice nurse is also skilled in this area. Advice may be given on all aspects of contraception.

Travel Clinics

These are managed by our Practice Nurse and are available **by appointment only**. Details are available at Reception.

Well Woman & Cervical Smears

Appointments can be made with the practice nurse for screening. General health checks are carried out and health promotion advice is given.

Cervical smears may be carried out routinely by any of the doctors or practice nurse on a three yearly basis for the early detection and prevention of cervical cancer.

District Nurse

There are district nurses attached to the practice. Their duties also include visiting patients of any age in their homes, giving practical assistance or offering professional advice. Each patient's needs are assessed and the care/treatment is planned accordingly. Some nurses may have students from time to time and patients will be informed if this is the case and requests for privacy in consultation will be respected.

Community Midwife: Antenatal Clinic

Tuesday, 9.30am—12.00noon

Patients are seen by our midwife at the clinic by appointment and also by the doctors during surgery hours. We carry out full antenatal care and postnatal checks at eight weeks after delivery. Joint care is generally undertaken with Beckenham Hospital and delivery at the Princess Royal University Hospital, Farnborough. Please ask at reception for an information leaflet outlining the full programme of antenatal care.

Flu Vaccination

Flu vaccination is available each autumn commencing in October, free of charge for the elderly and for those with chronic conditions, e.g. asthma or heart disease.

Named Accountable GP

From 1 April 2015, practices are required to allocate a named, accountable GP to all patients, including children. The named accountable GP is responsible for the co-ordination of all appropriate services required under the contract and ensures they are delivered to each patient where required. All new patients registering will be informed about their named GP at registration. Please ask your doctor or the reception staff who your named, accountable GP is. Should you express a wish for this to be changed to another GP we will do our best to accommodate your wishes. Please be aware that this does not affect your ability to make an appointment with any of the GPs of your choosing in the practice.

Please note, having a named accountable GP does not mean you will always be able to see this GP.

Private Reports & Examinations

Should you require a special examination or report for insurance/driving/employment or for other reasons, this can be arranged through reception. This does not form part of the routine National Health Service and a charge will be made based on the recommended fees by the British Medical Association. Please ask for a list of these fees from reception.

Patient Participation Group

We have a panel of patients who work with the doctors and staff at the surgery to help us improve services wherever possible. If you would like to help us with this project and would be willing to be

part of a 'virtual' panel by email, please ask at reception for a form to let us have your details. There is also a button on our website that you can use to register your interest and submit your details. If you do not have access to email, we will correspond with you by letter.

Confidentiality

You can be sure that anything you discuss with any member of this practice - doctor, nurse or receptionist - will stay confidential. Occasionally we may need to share some information about you, e.g., if you are receiving health care outside the practice but be assured that we only ever use or pass on information about you if people have a genuine need for it in your and everyone's interest. Everyone working for the practice and for the NHS has a legal duty to keep information about you confidential. Anyone who receives information from us is also under a legal duty to keep it confidential. Your rights are also protected by the Data Protection Act. If you would like to know more about how we might use your information, please ask for a leaflet at reception.

Use of Computers and your Information

All our patient records are kept on computer. We can assure patients of complete confidentiality. Everyone working for the practice and for the NHS has a legal duty to keep information about you confidential. Anyone who receives information from us is also under a legal duty to keep it confidential. If you require information about our compliance with relevant legislation or about possible access to your medical records or how your information may be used, please ask for a leaflet at reception. Your rights are protected by the Data Protection Act.

Patient Information

The practice operates in compliance with the Data Protection Act 1998. You are entitled to access your clinical records or any other personal information held about you by our practice. You can request to see your own medical record by writing to the Practice Manager at the surgery.

If you require further information about our compliance with these acts please ask for details at the reception desk.

How can I access my health records?

If you wish to view your health records it may not be necessary for you to make a formal application to do so. Nothing in the law prevents health professionals from informally showing you your own records. You could make an informal request during a consultation, or by ringing the surgery or hospital and arranging a time to visit and see your records.

However, if you wish to make a formal request to see your health records under the Data Protection Act, you should apply in writing to the holder(s) of the records. If you wish to see your GP records, you should write directly to your GP or to the Practice Manager. If you wish to see your hospital records, you should write to your hospital Patients' Service Manager or Medical Records Officer.

You may be charged a fee. The maximum fee that can be charged to provide access and a copy of your records is:

- Records held totally on computer: up to a maximum of £10 charge.
- Records held in part on computer and in part

- manually: up to a maximum £50 charge, and
- Records held totally manually: up to a maximum £50 charge.

The maximum fee that can be charged to provide access to your records (where no copy is required) is:

- Records held totally on computer: up to a maximum £10 charge, unless the records have been added to in the last 40 days, when no charge can be made
- Records held in part on computer and part manually: up to a maximum £10 charge, unless the records have been added to in the last 40 days when no charge can be made, and
- Records held totally manually: up to a maximum £10 charge unless the records have been added to in the last 40 days when no charge can be made.

You are entitled by law to receive a response no later than 40 days after your application is received and any relevant fee has been paid. You will then be given an appointment to see your records.

If you have requested a copy of your records, it should be written out in a form that is understandable to you —this means that abbreviations or complicated medical terms should be explained. If you still don't understand any part of the record, the health professional holding the record should explain it to you. For further information, please ask for a leaflet at Reception.

Your Rights to Information

In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about our practice under the NHS Openness Code 1995. The Freedom of Information Act 2000 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how decisions are made.

On 1st January 2005, the Freedom of Information Act obliged all General Practices to respond to requests about information that they hold and record in any format. The Act will create a right to access to that information. These rights are subject to some exemptions which have to be taken into consideration before deciding what information can be released.

Charges

Leaflets and brochures at our Practice are available at reception free of charge for single copies.

Glossy, laminated or other bound paper copies or in some cases CD ROM or other media will be charged for. We will let you know the cost and charges that will have to be paid in advance. Any cost incurred for postage will be charged for and you are requested to submit a stamped self-addressed envelope with any request for hard copies to be sent by post. The charges will be reviewed regularly.

Any enquiries regarding information management in this practice should be referred to the Practice Manager.

Equal Opportunities

The Park Practice is committed to Equal Opportunities. We will take positive measures to ensure there is no discrimination, either direct or indirect, overt or unintentional, in respect of its patients, staff and the public. Any complaints with regard to unequal treatment should be raised in the first instance with the Practice Manager.

Comments & Suggestions/Complaints

The practice welcomes any comments or suggestions from patients. The practice has a complaints procedure which has been approved by the local health authority - a leaflet outlining the procedure is available from reception. If you have a specific complaint, please write to the practice manager in the first instance. Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur.

Help Us To Help You

You will be treated as an individual and will be given courtesy and respect at all times, irrespective of your ethnic origin, religious belief, personal attributes or the nature of your health problems. In return we ask you to appreciate that we are all trying to satisfy the needs of all our patients and would appreciate your co-operation.

Medical staff will advise you of the treatment they think appropriate which you may discuss if you wish. No care or treatment will be given without your informed consent. It is our job to give you treatment and advice. In the interest of your health it is important for you to understand all the information. Please ask if you are unsure of anything.

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.

Sharing Care Data

How information about you helps us to provide better care - confidential information from your medical records can be used by the NHS to improve the services offered so we can provide the best possible care for everyone. This information, along with your postcode and NHS number but not your name, is sent to a secure system where it can be linked with other health information. This allows those planning NHS services or carrying out medical research to use information from different parts of the NHS in a way which does not identify you.

You have a choice. If you are happy for your information to be used in this way you do not have to do anything. If you have any concerns or wish to prevent this from happening, please speak to practice staff or ask at reception for a copy of the leaflet "How information about you helps us to provide better care". More information can be found at www.nhs.uk/caredata.

NHS Summary Care Records

A summary care record is an electronic record that can help give you safer, faster care by giving healthcare staff caring for you in an emergency, or when your GP surgery is closed, instant access to important information about your medicines, allergies and which medicines make you ill. You can choose if you want a Summary Care Record or not. For more information, please visit www.nhscarerecords.nhs.uk, call the Summary Care Record information line on 0300 123 3020 or call the Practice to speak to the IT Support Officer.

Local Care Record

<http://www.kingshealthpartners.org/localcarerecord>

The Local Care Record currently connects the electronic patient record systems at Guy's and St Thomas', King's College Hospital (including the Princess Royal University Hospital) and South London and Maudsley NHS Foundation Trusts with all GP practices in Southwark, Lambeth and Bromley. This means that hospital and community professionals such as doctors, nurses and care workers are all able to make decisions about your care using the most up-to-date information about you.

To find out more information or if you wish for your information not to be shared, please contact the reception team. However, we strongly recommend that you do not opt out of this service as it gives us more immediate access to your hospital test results and clinical letters.

NHS Bromley Clinical Commissioning Group

The practice is under contract to Bromley Clinical Commissioning Group to provide essential primary health care services to our patients. Their contact details are as follows:

NHS Bromley Clinical Commissioning Group
Beckenham Beacon
Croydon Road
Beckenham
BR3 3QL
01689 866544

It is hoped that you find this practice booklet of help in using the services provided by the practice and enjoy a happy and healthy stay in the Anerley and Penge area.

Useful Telephone Numbers

| | |
|---|--|
| Beckenham Beacon | 01689 866667 |
| Princess Royal University Hospital | 01689 863000 |
| Kings College Hospital | 020 329 99000 |
| Lewisham Hospital | 020 8333 3000 |
| Croydon University Hospital | 020 8401 3000 |
| Orpington Hospital | 01689 863000 |
| Beckenham Urgent Care Centre | 01689 866037/38 |
| Community Psychiatric Nurse | 020 8659 2151 |
| Croydon Walk-in Centre | 020 8714 2888 |
| Out of Hours Service | 111 |
| Health Visitors | 020 8778 6880 |
| Bromley Clinical Commissioning | 01689 853339 |
| Bromley Alcohol Advisory Service (BAAS) | 020 3228 7630 |
| Bromley Alcohol & Information Service (BAIS) | 020 83228 7630 |
| Citizens Advice Bureau | 020 8315 1940 |
| NHS Direct | 0845 4647 |
| NHS Direct online | www.nhsdirect.nhs.uk |
| Registrar of Births and Deaths | 020 8313 4666 |
| Social Services | 020 8659 2131 |

