



Southborough Lane
Surgery

Information for Patients

*"Committed to
providing you with
the best possible care"*

Crown Medical Centre,
3 Mackintosh Street, Bromley, Kent BR2 9GT

Tel **020 8468 7081**

www.southboroughlanesurgery.co.uk

Welcome to Southborough Lane Surgery

Southborough Lane Surgery was established in 1935. The practice primary care team consists of five partner GPs, one salaried doctor and practice nurses. We also have a number of administrative, reception and secretarial staff plus attached community staff.

Doctors

Dr Michael Collins (male)	BM (Southampton) 1979 MRCGP
Dr Rebecca Long (female)	MBBS (GKST) 2002 MRCGP
Dr Hamendra Patel (male)	MBBS (UCL) 2000 MRCGP
Dr Hyder Qureshi (male)	MBBS (St George's London) 2001 MRCGP, DRCOG, PGCert for Teachers in Primary Care
Dr Taraq Waheed (male)	
Dr Ajay George (male) (salaried)	MBChB MRCGP

Nurses

Beatrice Frempong

Oluronke Bamiro

Annette Farmer (HCA)

Practice Manager

Mrs Katie Mitchell B.A. (Hons), MAMS, MCMI

Opening Times

The surgery is open from **8.00am to 7.30pm** on Monday (phones close at 7.00pm), from **8.00am to 8.00pm** Tuesday to Thursday and from **8.00am to 6.30pm** on Friday. On the first and third Saturdays of the month the surgery is open from **9.00am to 11.00am**. The surgery is closed on Sundays.

During the above hours reception staff are available to deal with your queries in person or on the telephone.

Services We Offer

Southborough Lane Surgery offer a wide range of patient services:

- **Chronic disease clinics – asthma/COPD, diabetes, cardiovascular clinic**
- **Immunisations – children and adults**
- **Immunizations**
- **Flu vaccination**
- **Travel clinic**
- **Family planning and contraceptive services**
- **IUCD fittings (coils)**
- **Sexual health clinic**
- **Cervical cytology screening**
- **Maternity services**
- **Antenatal clinic**
- **Steroid joint injections**

Appointments

Routine Appointments

We would encourage patients to register for Patient Access (please find the link on the home page of our website). Alternatively, you can book over the phone or by visiting the surgery.

All routine appointments are for 10 minutes; some procedures and some special clinic appointments are allocated more time. Appointments may be made by telephoning **020 8468 7081** or calling at the surgery. Routine appointments may be made in advance, which will enable us to offer you a time more suitable to your requirements.

Patient Choice

If you wish to see a particular doctor, please inform the receptionist who will inform you of their appointment availability. If no suitable appointment is available, you will be offered an appointment to see another GP. We will always do our best to accommodate you, but please understand that sometimes it will be necessary to wait longer for an appointment with a particular doctor.

Patients being referred to hospital have a right to choose their hospital.

On The Day Appointments

Should you require an appointment on the day, please call from **8.00am** for a morning appointment and from **3.00pm** to arrange an afternoon consultation.

Cancellation

If you cannot keep an appointment please inform us as soon as possible so that this time can be given to another patient.

After hours you may call **111** at any time for telephone advice or to be directed to the out-of-hours medical service.

WE ARE NOT AN EMERGENCY SERVICE. IF YOU ARE WORRIED AT ANY TIME THAT SOMEONE'S CONDITION IS LIFE-THREATENING, PLEASE GO IMMEDIATELY TO THE A&E DEPARTMENT AT THE PRINCESS ROYAL UNIVERSITY HOSPITAL AT FARNBOROUGH, OR DIAL 999.

Local Urgent Care (Walk In) Centres

We would rather see you ourselves as we have all of your medical notes to hand, so please call us for an appointment first, where appropriate. However, should you have an urgent medical problem or minor injury, or you are tempted to go to A&E when your problem is not that serious, but you know that your problem cannot wait, then an Urgent Care (walk in) Centre is for you. There are two local centres, one at the Princess Royal Hospital and another at Beckenham Beacon. Just walk in, no appointment is required. Both are open from 8.00am - 8.00pm every day of the year.

Repeat Prescriptions

We would encourage patients to use the simplest way of ordering regular repeat prescriptions. By speaking with your local pharmacist, you can arrange to use EPS (Electronic Prescription Service), thus alleviating the need for you to visit the surgery. You can also sign up for 'Patient Access' (information for this can be found on our website) which, once you have completed the relevant steps, will allow you to order repeat prescriptions online. Alternatively, you may complete your computerised repeat medication form provided by the GP and bring it or post it to the surgery. Please allow 2 full working days for your prescription to be processed allowing for weekends and Bank Holidays. **In the interests of safety, prescription requests may not be taken over the phone.**

Telephone Advice

For your convenience we do have some telephone appointments available. Please speak to our receptionists for further information.

Home Visits

Home visits are arranged only for patients who are too ill or infirm to attend the surgery. Please note that home visits are at the doctor's discretion. The doctor is unlikely to visit simply for the patient's convenience, lack of transport or other social reasons. It is preferable for patients to attend the surgery where there are the necessary facilities to fully assess an ill patient. Patients should telephone **020 8468 7081** **before 11.00am** if a visit is required that day. Emergency visits only will be arranged after that time for the same day. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls.

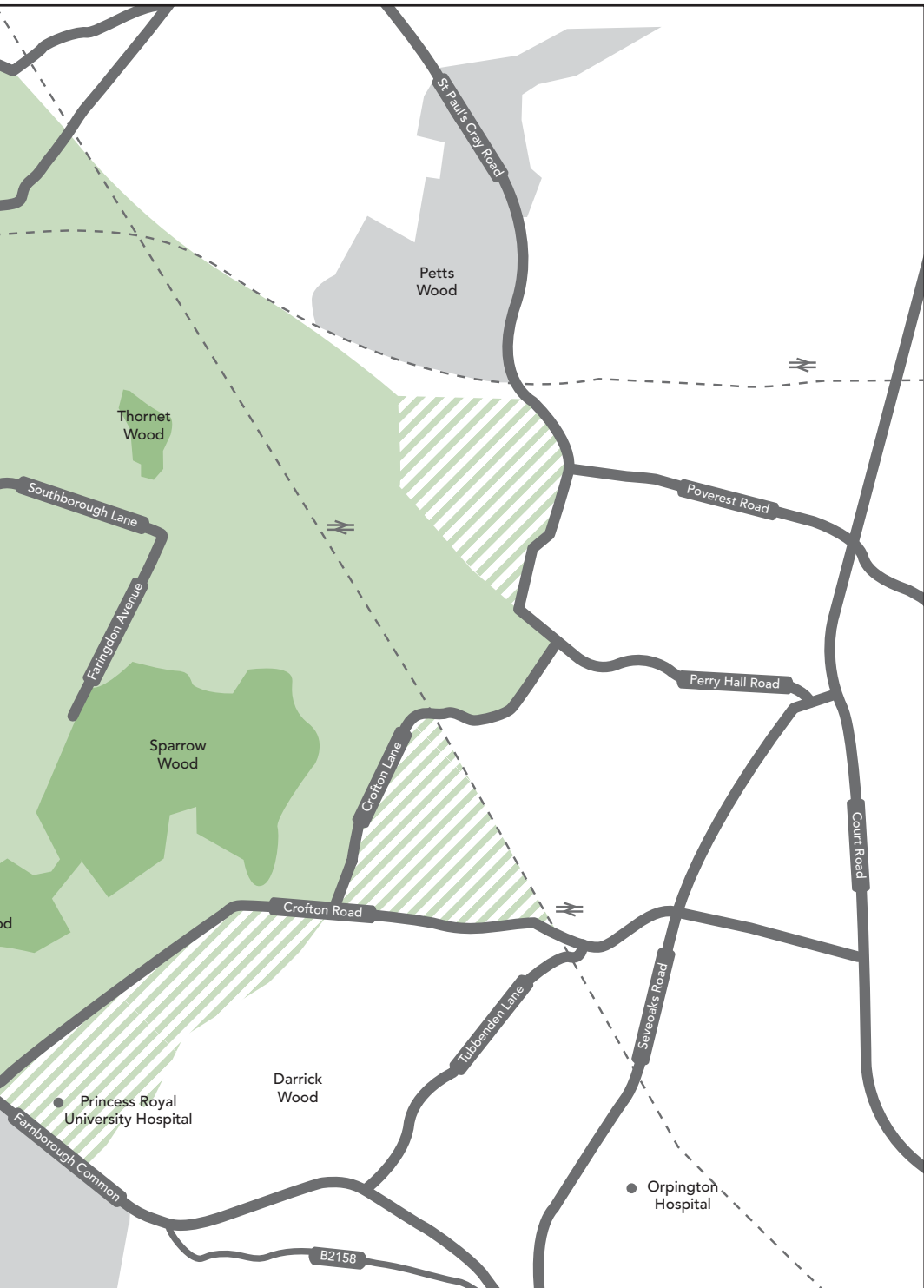
Please do remember that several patients can be seen at the surgery in the time it takes to do one visit.

Results

Results of any tests or investigations which your doctor has ordered can be obtained by the patient by telephoning **020 8468 7081** **after 2.00pm**. Please remember it is the patient's responsibility to telephone for results. The rules governing data protection are very strict and we will only divulge results to third parties with the patient's express permission.

Practice Area and Location





Sickness Certificates

For absence from work lasting seven consecutive days or less you do not require a doctor's sickness certificate. Your employer may ask for a self-certification form, available from your employer, the DWP or here. If you require a doctor's certificate for the period normally covered by self-certification you will be charged a fee for a private certificate as recommended by the British Medical Association.

For any illness lasting longer than seven days you will probably need to speak to your doctor if you need a certificate.

Practice Charter

Practice Standards

We are committed to provide you with the best possible care. You will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask questions if you are unsure of anything.

In order to provide an efficient service we will ask you to:

- Make a separate appointment for each person wishing to see the doctor.
- Telephone to cancel your appointment if you cannot attend.
- Notify us of any change of name, address or telephone number.
- Request urgent appointments only in cases of genuine medical need.
- Be patient and polite, remembering the staff work under considerable pressure.

Access to and Disclosure of Patient Information

Your medical records are confidential. You do have the right to access them in accordance with the 'Access to Records Act 1990'. Please request the appropriate application form from reception. If you require your records to be made available to a third party, your signed consent is required. We will not disclose your information to third parties without your permission unless there are exceptional circumstances such as when the health and safety of others is at risk or where the law requires information to be passed on. The only exceptions are the provision of information when making a referral to another doctor or healthcare professional.

What is Risk Stratification and What Will We Do?

We will be using a clinical software tool to analyse securely held patient data to help us to identify patients with complex health needs who are most 'at risk'. This means we will only use existing patient data. This data will not be shared outside of the GP practice and will be used solely to prioritise and improve the care and treatment that we offer to our patients.

NHS Southeast London

All members of the practice have a right to carry out their work without threat of violence or abuse. Like the rest of the NHS we operate 'zero tolerance' and will remove from the list any patient who is physically or verbally abusive or threatening towards any member of staff or other patients. We treat our patients with respect. We expect the same treatment.

Freedom of Information – Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

Patient Participation Group

During the year a Patient Participation Group was formed in order to obtain the views and ideas of as many interested parties as possible.

Participation is open to all patients. The doctors at the surgery also contacted individual patients with specific healthcare needs, e.g. carers or patients with a disability, to encourage a representative group. We believe the group is representative of the patient population as it includes a mix of male and female patients of all ages.

New Patients

New patients wishing to register will not be discriminated against on the grounds of race, gender, social class, age, religion, sexual orientation or appearance, disability or mental condition. If you would like to register please complete the GMS1 form which can be downloaded from our website and our confidential health questionnaire and bring them in with your medical card. Patients registering with this practice will be asked to provide proof of ID and use the blood pressure monitor in the waiting room. Once registered, new patients who are pregnant, have a chronic disease or are on routine medication should make an appointment with the appropriate health care professional.

Comments, Suggestions and Complaints

We welcome all patient feedback, especially where patients have suggestions or ideas for improvements. Of course, whilst we make every effort to give the best service possible to everyone who attends our practice, we acknowledge that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

To make a complaint please contact the Practice Manager Katie Mitchell, who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure from reception.

Useful Telephone Numbers

Age UK

020 8315 1850

Alcoholics

Anonymous

0845 769 7555

Bromley Alcohol Advisory Service (BAAS)

020 8663 6883

South East London

NHS Trust

1 Lower Marsh,
Waterloo, London SE1
7NT

020 3049 4444

Bromley Y (teenagers/young adults)

020 8464 9033

Carers Bromley

01689 898289

Citizens Advice Bureau

020 8315 1940

Hospitals:

Chelsfield Hospital

0845 603 2932

The Princess Royal University Hospital, Farnborough

01689 863000

Hayes Grove Priory

020 8464 7722

Orpington

01689 863000

Queen Mary's

020 8302 2678

Shirley Oaks

020 8655 5500

Sloane

0845 603 2932

NHS Direct (24 hours a day nurse-led advice)

0845 4647

www.nhsdirect.nhs.uk

Out of Hours (advice/ consultations/visits)

020 8676 3263

Patients Advice & Liaison Service (PALS)

01689 853339

Red Cross (wheelchair hire, etc – reduced hours)

020 8662 6040

Registrar of Births, Marriages & Deaths

020 8313 4666

Relate (Marriage Guidance)

020 8315 1999

Samaritans

01689 833000

Social Services

020 8461 7777

South East London (Dial-a-ride) (SELDaR)

020 7309 8900

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