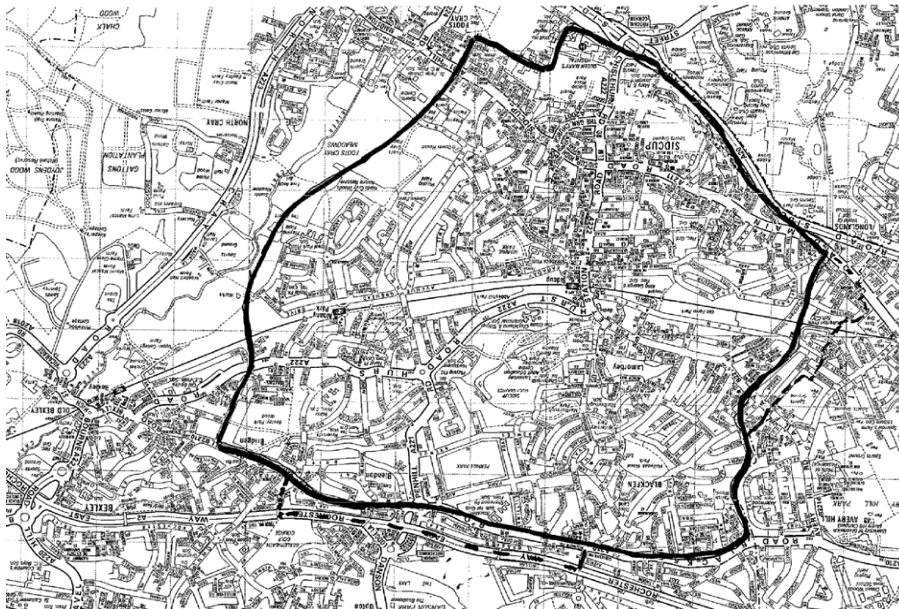


# Station Road Surgery

## A guide to our services

### Practice Area Map



For further details please contact the Surgery



Address: 69 Station Road, Sidcup, Kent DA15 7DS

Telephone: 020 8308 4444

Opening Hours: Monday, Thursday and Friday 8:00 am until 6.30 pm  
Tuesday 8:00 am until 7.30 pm  
Wednesday 7:00 am until 7.30 pm

Evenings and Weekends Telephone 111

E-mail: [69stationroad.reception@nhs.net](mailto:69stationroad.reception@nhs.net)

Website: [www.stationroadsurgery-sidcup.nhs.uk](http://www.stationroadsurgery-sidcup.nhs.uk)

This Practice is within the  
Bexley Clinical Commissioning Group



## WELCOME TO STATION ROAD SURGERY

Station Road Surgery was for many years a single-handed practice but was taken over and refurbished in 1981 and again in 1988. Since then the practice has steadily grown to its present size of approximately 10,000 patients with four doctors. There is also a full complement of practice nurses, health care assistant, clerical, reception, district nurses, health visitors and midwives.

In 2004 Station Road Surgery became a training practice for new GP's.

We offer a full general practice service and run specialist clinics for children and pregnant women, diabetes and asthma sufferers and for patients needing minor surgery.

At Station Road Surgery we aim to treat our patients promptly, courteously and in complete confidence. We feel that it is important that you know who you are speaking to so our practice team wear a name badge and identify themselves on the telephone.

This leaflet is for both existing and new patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

The Surgery is located in the area covered by NHS Bexley Clinical Commissioning Group whose address is Civic Offices, Second Floor West, 2 Watling Street, Bexleyheath, Kent DA6 7AT Telephone no: **0208 298 6000**.

## USEFUL NUMBERS

### Hospitals

Queen Mary's Hospital	0208 302 2678
Queen Elizabeth	0208 836 6000
Princess Royal University	01689 863000
Darent Valley Hospital	01322 428100
Blackheath	0208 318 7722
Fawkham Manor	01474 879900
Chelsfield Park	01689 877855

### Local Pharmacies

Boots, Sidcup	0208 300 3249
Hollytree, Footscray	0208 300 6857
Lloyds, Sidcup	0208 300 2008
Roadnights, Sidcup	0208 300 2632
Southcotts, Sidcup	0208 300 1304
St Johns, Sidcup	0208 309 1687

**Prescription requests can be faxed, emailed, posted or brought in by person. We require 48 working hours to process prescription requests. Excluding weekends and Bank Holidays**

### Sources of Advice & Support

Bexley CCG	0208 298 6000
Dept of Social Security	0208 303 7799
Social Services	0208 303 7777
Citizens Advice Bureau	0208 304 5619
Samaritans	0208 301 1010
RELATE	01322 275691
British Pregnancy Advisory	0207 631 8962
Age Concern	0208 300 0883
MIND in Bexley	01322 521646
Alcoholics Anonymous	0207 352 3001
Carers Support	0208 301 2552

## HOW TO REGISTER AS A PATIENT

If you would like to register as a patient at this practice, you must reside within the practice area and be eligible for treatment under the NHS. If you have your NHS Medical Card (Form GMS1), please bring it with you or you can request a registration form from a member of our reception team. You will also be asked to complete a Medical Questionnaire (which is useful as your medical records can take a while to arrive).

When you return the completed forms, you should also bring proof of your address (e.g. a recent utility bill or bank statement) and if you were not born in the UK, your passport.

Registration usually takes up to 24 hours to be completed but if you need to see a doctor urgently, we will do our best to accommodate you.

All new patients over 5 years of age on medication will be asked to make an appointment for a New Patient Registration Medical, which includes a blood pressure check, urine analysis, height and weight measurements, immunisation check and general health advice.

## Patient Participation Group (PPG)

Station Road Surgery have a PPG which meets on a regular basis (every six to eight weeks). They will be representing the patients of the surgery. Information can be found on the PPG Noticeboard in the waiting room and comments/suggestions can be submitted via the white PPG mailbox.

**The partnership is not limited and neither is it a limited company.**

## THE PARTNERS

The Practice is run as a Partnership between:

**Dr Tasmin Elsey** BSc MB BS MRCGP (GP Trainer)  
1984 London University

**Dr Richard Money** BA MB BChir FRCS MRCGP (GP Trainer)  
1977 Cambridge University

**Dr Britta Knigge** MD  
1993 University of Cologne

## SALARIED DOCTORS

**Dr Christine Evans** BSc MB BS DRCOG MRCGP  
1984 University College London

**Dr Numa Thebe** MRCGP MBBS BSc  
2007 London

## NURSE PRACTITIONER

**Julia McKeon**

## THE CLINICAL TEAM

Our Nurses are:

**Geri Field** RGN

**Annie Halliday** RGN

Our Healthcare Assistant is:

**Linda Gilligan**

## SURGERY OPENING HOURS

The phone lines are open from 8am-6.30pm and the reception team are available to make an appointment for you either by telephone or in person at the following times below.

Monday - Thursday - Friday	8:00 am - 6.30 pm
Tuesday	8:00 am - 7.30 pm
Wednesday	7:00 am - 7.30 pm

## Doctors' Appointments

Monday-Thursday-Friday	8.50am-12am	4.00-6.00pm
Tuesday	8.50am-12am	4.00-7.30pm
Wednesday	7.00am-12am	4.00-7.30pm

You may request an appointment with a doctor of your choice but you may have to wait slightly longer for your appointment if that doctor is fully booked.

When telephoning for medical attention, the receptionist may ask for some details. They have been specially trained to make these enquiries so that we may help you in the most appropriate way.

## APPOINTMENTS

Patients are able to book to see a GP up to four weeks in advance, depending on leave etc. We also offer 'commuter' clinics, by appointment only, one early morning and two late evenings. If your problem is urgent and there are no available appointments, please inform the receptionist. Our usual appointments allow 10 minutes with the doctor. Please help us by booking a 'double appointment' if you require more time or wish to consult about more than one problem. You will need to make a separate appointment for each patient who is to be seen. If you cannot keep an appointment, please let us know as soon as possible.

## SICKNESS CERTIFICATES

You should **not** require a doctor's certificate for any illness lasting for 7 days or less. Your employer may request that you complete a Self-Certificate Form (SC1) and this is available from your employer, the Post Office or the Department for Work and Pensions.

For any illness lasting longer than 7 days you may have to see the doctor to obtain a Statement of Fitness to Work and sometimes for subsequent renewals. Should your employer require a doctor's statement for a work absence of less than seven calendar days, the doctors may agree to issue a Private Medical Certificate but a fee will be charged.

## REFERRAL LETTERS

If a patient is referred for treatment to a private hospital, they need to collect the referral letter from the Surgery—it is not posted.

As referral letters may take up to **one week** to type, from the date the patient consulted with one of our doctors, patients should not arrange an appointment to see a Consultant within that week. However, this can be flexible depending on the urgency of the referral.

Patients referred on the NHS via choose and book system can ring the surgery one week after their appointment to obtain their unique reference number (**UBRN**) and can follow this up with Choose and Book on **020 8269 3444**.

## VIOLENT OR ABUSIVE PATIENTS

We aim to treat our patients courteously at all times and expect our patients to treat our staff and other patients in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or other persons, on the practice premises or to persons who cover our 'out of hours' service.

Any patients whose behaviour is considered to be abusive or discourteous will receive a written warning from the practice and if this behaviour is repeated, we will exercise our right to have them removed from our list of patients.

If a patient's behaviour is deemed to be threatening or violent, we will call the police and will remove them from our patient list, immediately.

## ACCESS TO PATIENT INFORMATION

We respect your right to privacy and keep all of your health records confidential and secure.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care and advice. This information is only available to those involved in your care and you should never be asked for personal medical information by anybody not involved in your care.

All our records are kept on computer and your rights are also protected by the Data Protection Act 1998. Patients may request access to their medical records under this Act. If you would like to see your medical records, please contact the Practice Manager to make an appointment. If you require copies from your medical records, the appropriate fee will be payable.

## EMERGENCIES

Medical Emergencies will be dealt with as soon as possible. Always use the 020 8308 4444 number during Surgery hours.

When the Surgery is closed emergency cover is available by dialling **111**. When you call this service your problem will be assessed and dealt with appropriately.

Out of hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

In a genuine emergency you should call **999**. Chest pains and/or shortness of breath constitute an emergency.

There are no walk-in centres locally. Queen Mary's Hospital, Sidcup, has an Urgent Care Centre. The nearest A&E centres are now at Darent Valley Hospital, Dartford and Queen Elizabeth Hospital, Woolwich.

## HOME VISITS

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However, if you are housebound or have an illness that prevents you from attending the surgery, we will arrange to visit you at home.

**Home Visits will be carried out only when the doctor considers that the medical condition of the patient makes this necessary. We are unable to guarantee a particular doctor will do a home visit.**

If possible, please try to telephone before 10.30 am if you think that you may need a home visit.

## REPEAT PRESCRIPTIONS

Patients on regular medication will require repeat prescriptions and, for a safer and speedier service, repeat prescriptions are computerised. Your doctor will have entered onto the computer what medication you are taking and each time a new prescription is written by the computer a new request form is also generated for you to make your next request.

**Requests for repeat prescriptions are not taken over the telephone for medico-legal reasons, as errors can occur in verbal communication.**

1. Will be available 48 hours after request
2. If you have more than one repeat item please try to order all your items together
3. Tick the items you require
4. You can collect the prescription from the surgery or we can send it to your home address, providing you enclose a stamped addressed envelope
5. Please do not ring the surgery for your prescription requests as it blocks the switchboard
6. Please do not add unauthorised items to your repeat slip
7. Either deliver your request to the surgery and put in the box provided or post it
8. You can order prescriptions on-line via Patients Services, please ask at reception for more details.

Electronic Prescribing Service (EPS) is available please ask at Reception for more details.

## **SERVICES AVAILABLE**

We offer an extensive range of health clinics:

### **WELL PERSON CLINIC**

We offer this service to both men and women who would like a general check up, cholesterol testing if necessary, blood pressure and urine check and advice on lifestyle. We can also offer advice on problems related to women's health, e.g. menopause, contraception and pre-conception. For men, information about testicular examination can be provided. Please make an appointment with the nurse.

### **MAMMOGRAPHY**

This is a three-yearly x-ray examination of the breast for cancer and is now done routinely for women between the age of 50-70 years in this area. You will be notified by post when your appointment is due. Women over 65 years are also eligible for routine three-yearly mammography but they must self-refer. Please ask a receptionist for the relevant form.

### **CERVICAL SMEARS**

These are recommended at three-yearly intervals between the ages of 25-49, and five-yearly for ages 50-65. The surgery has a recall system. If you are due a smear, please make an appointment with a nurse.

### **PATIENTS OVER 16 YEARS OF AGE**

If you have not been seen in the previous three years, you may request a medical check-up with one of our practice nurses.

### **OVER 75 CHECK**

If you are not already attending the surgery for check-ups, you can book an appointment to see a nurse for an annual check-up at the surgery. If you are housebound, this can be carried out in your home. Please telephone the surgery to make an appointment.

## **NAMED GP**

Due to recent changes, all patients at GP practices now have to be allocated to a named GP.

This will not affect which doctor you can see on a day to day basis.

We have allocated patients to a GP according to the first letter of their surname.

Please ask at reception for more details.

## **RESPONSIBILITIES OF THE PATIENT**

We always try to ensure that patients are seen as promptly as possible but we would request that you arrive at the surgery in good time ahead of your appointment time. If you are considerably late for an appointment, it may result in the doctor/nurse not being able to see you and your having to book an appointment at another time. Likewise, if you are unable to keep an appointment for any reason, we request that you advise us of this as soon as possible in order that we may offer that appointment time to another patient.

If any patient persistently fails to attend booked appointments without letting us know, we will write to them to remind them of their responsibility to the clinical team and other patients and if this behaviour does not change it may result in their being removed from the practice list.

## **NON-NHS MEDICAL SERVICES**

Should you require a special examination or report for insurance/driving/employment purposes or for any other reason, this can be arranged through the reception team. As this type of work is not an NHS service, a fee will be payable. A list of non-NHS medical services and the applicable fees is available in reception.

## **PRACTICE COMPLAINTS PROCEDURE**

Station Road Surgery aims to give a friendly, professional service to all of our patients but if you have any concerns about any aspects of our service, please let us know. We operate a Practice-Based Complaints Procedure in accordance with the NHS Constitution.

You may advise us of your concerns by writing to the Practice Manager or if you prefer, make an appointment to discuss your concerns.

Your complaint will be dealt with courteously and promptly and will not affect the service that you receive from the practice. We will keep you informed about the progress of your complaint as well as the outcome.

In the majority of cases, concerns can be resolved within the practice but if you feel we have not dealt with the issues you have raised as you would wish, you can contact the National Commissioning Board on 020 3350 4500 or email [NWLCSU.CBLondonComplaints@nhs.net](mailto:NWLCSU.CBLondonComplaints@nhs.net).

## **COMMENTS AND SUGGESTIONS**

If you have any comments or suggestions as to how we may improve our service, please write to or ask to speak to the Practice Manager.

All such suggestions will be carefully considered and you will be given feedback on the outcome of these considerations.

## **FRIENDS AND FAMILY TEST**

The friends and Family Test (FFT) is an important tool that gives patients the opportunity to provide feedback on their experience of the care and treatment they have received. If you wish to give feedback about your experience with our surgery then please go to our website [www.stationroadsurgery-sidcup.nhs.uk](http://www.stationroadsurgery-sidcup.nhs.uk) and answer the question on the front page under "Have your say".

## **FAMILY PLANNING**

All forms of family planning are offered by the doctors and nurses. Emergency contraception is available. You need to be seen within 72 hours of unprotected intercourse.

## **CORONARY HEART CLINIC**

This is for patients who have a history of heart disease and is an opportunity to check blood pressure, arrange blood tests if indicated and discuss lifestyle.

## **SPIROMETRY CLINIC**

This clinic helps identify and diagnose the cause of breathing problems and identify the most appropriate course of treatment. Patients will be offered an appointment, if appropriate, by a doctor or nurse.

## **SMOKING CESSATION**

We can help patients stop smoking.

Please make an appointment to see one of our nurses or our health care assistant.

## **ADULT IMMUNISATIONS**

It is important that everybody is covered for Tetanus. If you have completed a course of tetanus vaccination, it will last you for 10 years. If you have never had a tetanus injection, you will need a course of three injections. A total of five injections gives life-long immunity, unless you are travelling or have a tetanus-prone wound. Any woman planning to become pregnant should check that she is immune to German Measles by having a blood test.

### **ASTHMA CLINIC**

This is available to adults and children who use inhalers or who have been diagnosed as having Asthma. Please make an appointment with one of our nurses.

### **DIABETIC CLINIC**

Diabetes can be regularly reviewed. This may be in conjunction with Hospital care or be entirely surgery-based. Our relationship with Hospital Diabetic Clinics means that patients can easily be transferred between the two services. Please make an appointment with the nurses.

### **TRAVEL VACCINATIONS**

If you are planning a holiday abroad, please check with us at least six weeks before your departure date. Our practice nurses can advise you on your vaccination requirements and arrange suitably timed appointments for you. If you are unable to commence your vaccinations at least four weeks before your departure, you may wish to use a private provider who may charge for this service.

### **COUNSELLING**

This service is run by trained Counsellors. If you feel that you would benefit from counselling, please make an appointment to see a doctor to discuss your problem first.

### **ANTENATAL**

Once you have confirmed your pregnancy with a positive test, please make an appointment to see a doctor. You will then be referred to the hospital and antenatal care will be provided on a share care basis between the hospital and the surgery.

### **POSTNATAL**

Examinations are carried out at the surgery.

### **CHILD HEALTH CLINIC**

Immunisations are given by the practice nurse. Please do not bring children with infectious diseases to this clinic.

### **DEVELOPMENT CHECKS AND VACCINATIONS**

<b>Age</b>		<b>Carried Out By</b>
2 months	Development Check	Doctor
2 months	1 <sup>st</sup> Pediacel (Diphtheria, Tetanus, Whooping Cough, Hib, Polio) MenB, 1 <sup>st</sup> Pneumococcal, 1 <sup>st</sup> Rotavirus	Nurse
3 months	2 <sup>nd</sup> Pediacel and 2 <sup>nd</sup> Rotavirus	Nurse
4 months	3 <sup>rd</sup> Pediacel, MenB, and 2 <sup>nd</sup> Pneumococcal	Nurse
8 months	Development Check/ Hearing Check	Health Visitor
12 months	Hib/Meningitis C Booster 1 <sup>st</sup> Mumps, Measles and Rubella 3 <sup>rd</sup> Pneumococcal, MenB	Nurse
2-6 Years	Influenza (each year from Sept)	Nurse
2 <sup>1</sup> / <sub>4</sub> Years	Development Check	Health Visitor
3 <sup>1</sup> / <sub>2</sub> Years	Physical Check	Doctor
3 <sup>1</sup> / <sub>3</sub> - 5 Years	Pre-School Booster (Diphtheria, Tetanus, Whooping Cough and Polio) and 2 <sup>nd</sup> MMR	Nurse
13 - 18 Years	Diphtheria, Tetanus, Polio Booster , Meningitis ACW&Y	Nurse