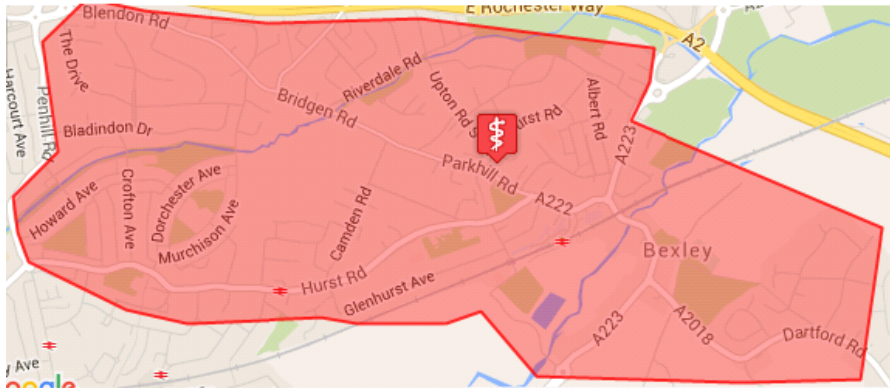


Plas Meddyg Surgery

A guide to our services

Practice Area



The Practice area borders are:

North: Rochester Way

West: Penhill Road

South: Railway Line

East: Bourne Road

For further details please contact the Surgery



Address: 40 Parkhill Road, Bexley, Kent DA5 1HU

Telephone: 01322 470595

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

Website: www.plasmeddygsurgery.com

**This Practice is within the
South East London Integrated Care Board**



WELCOME TO PLAS MEDDYG SURGERY

Plas Meddyg Surgery is a long established GP practice, serving the local community in and around Bexley Village in Kent. The premises were extended and refurbished in 1997 greatly improving the facilities available to our patients, including a disabled toilet and suitable access for disabled patients. We also added three more clinical rooms in 2010.

Our Practice team consists of five GPs, two Nurses, a Trainee Nursing Associate and a Clinical Pharmacist as well as our Practice Manager, Reception and Administration staff.

We help patients manage their chronic diseases such as Asthma and Diabetes and offer a wide variety of other medical services including Antenatal and Postnatal care, Anticoagulation, Minor Surgery, Contraception and Vaccinations.

At Plas Meddyg Surgery we aim to treat our patients promptly, courteously and in complete confidence.

Plas Meddyg is a Training practice, which means that doctors wanting to enter general practice spend time with us to gain the experience they need to become family Doctors.

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 South East London Integrated Board whose address is 160 Tooley Street, London SE1 2TZ, telephone 0208 176 5530.

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

Bourne Road	01322 524420
Warrens	01322 526470

(Prescription requests can be made online using Patient Access, emailed, posted or brought in by person. We require 3 working days to process prescription requests. Excluding weekends and Bank Holidays)

Sources of Advice & Support

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 6318962
Age Concern	0208 301 2552
MIND in Bexley	01322 521646
Alcoholics Anonymous	0207 352 3001
Drug Link	01322 293728

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. You can download a registration form from our website or request one from a member of our Reception Team.

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 a few days to be completed, but, if you need to see a Doctor urgently, we will do our best to accommodate you.

Patient Participation Group (PPG)

Plas Meddyg Surgery has an active PPG who meet on a regular basis (every six to eight weeks). They represent 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 suggestions mailbox in reception.

THE PARTNERS

The Practice is run as a Partnership between:

Dr Ralf Schmalhorst M.R.C.G.P., D.F.F.P., F.F.Hom. (GP Trainer)
Usual working days: Monday, Wednesday, Thursday.

Dr James Stokes M.B.B.S., A.I.C.S.M., M.R.C.P., M.R.C.G.P., BSc (Hons)
Usual working days: Tuesday, Wednesday, Friday

SALARIED GPs

Dr Naima Jetha M.R.C.P., M.R.C.G.P., M.B.B.S., D.G.M.
Usual working days: Tuesday, Friday

Dr Ahmmed Sake M.R.C.G.P., M.B., C.H.B.
Usual working days: Monday, Tuesday

Dr Lucinda Appiah M.R.C.G.P., M.B.B.S., D.R.C.O.G.
Usual working day: Thursday

THE CLINICAL TEAM

Our Nurses are:

Pearl Owusu RGN
Usual working days: Monday Tuesday, Thursday, Friday

Wunmi Bamisaye RGN
Usual working days: Monday, Tuesday

Our Trainee Nursing Associate is:

Cynthia Hart-Jones
Usual working days: Monday, Thursday, Friday

Our Clinical Pharmacist is:

Deborah Ologun
Usual working days: Monday, Tuesday, Wednesday, Thursday, Friday

We are a training practice for new GPs.

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. You can also book online if you have signed up for online access.

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

Doctors' Appointments

Monday-Thursday-Friday	8.00am-11.30am	2.00-5.30pm
Tuesday	7.00am-11.30am	2.00-5:30pm
Wednesday	7.00am-11.30am	2.00-7.30pm

You may request an appointment with a Doctor of your choice but you may have to wait slightly longer for your appointment.

We also offer weekday evening (6.30-8pm) and Saturday (9am-5pm) appointments at Plas Meddyg and the other member practices of our Primary Care Network, APL (Bexley) PCN. These are by appointment only and are carried out by local GPs that will have access to your medical records.

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

We endeavour to offer patients an appointment within one week. Appointments are released at 2.30pm each day for 7 days ahead and can be booked online or by contacting reception. 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, the Department for Work and Pensions, or the Surgery.

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 as they will **not** have a referral letter to take with them.

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 2018. Patients may request access to their medical records under the General Data Protection Regulation (GDPR). If you require copies of your medical records, please make a request via reception.

EMERGENCIES

Medical Emergencies will be dealt with as soon as possible. Always use the 01322 470595 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 at 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 10.30am if you think that you may need a Home Visit.

REPEAT PRESCRIPTIONS

If you are on regular medication you may be provided with Repeat Prescriptions.

When you require a new supply of medication, please bring or post your slip to the Surgery or you can use the Patient Services online service. Please ask at reception for details. Your prescription will then be sent electronically to a local pharmacy of your choice. We require 3 working days notice for a prescription.

Requests for repeat prescriptions cannot be taken over the telephone for medico-legal reasons, as errors can occur.

PATIENTS WISHING TO SEE A PARTICULAR DOCTOR

We understand that patients often build a relationship with a particular Doctor and it is your right to see the Doctor of your choice. However, you will only be able to see the Doctor of your choice if that Doctor has a vacant appointment slot so, if you insist on seeing a particular Doctor, we may not be able to offer you an appointment as quickly as we would like.

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 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.

FAMILY PLANNING

All forms of family planning are offered by the doctors and nurses. Dr Schmalhorst fits IUCDs (coils) and contraceptive implants. Emergency contraception is available. You need to be seen within 72 hours of unprotected intercourse.

PRACTICE COMPLAINTS PROCEDURE

Plas Meddyg 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, Mark Burgess, 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 Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP, telephone 0345 015 4033, email: phso.enquiries@ombudsman.org.uk, www.ombudsman.org.uk

COMMENTS AND SUGGESTIONS

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

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