

Clinics

Antenatal clinic
 Baby immunisation
 Travel immunisation (Including yellow fever which a fee is payable)
 Family planning Clinic (Including coil fittings)
 Asthma care
 Diabetic care
 Cervical smear
 Diet and smoking advice
 Blood pressure monitoring
 Stress management
 Insurance medicals
 Arthritis care
 Minor Surgery

Some Useful Telephone Numbers

Kings Healthcare 020 3299 4000
 Dulwich Hospital 020 3299 6257
 Maudsley Hospital 020 7703 6333
 Guys & St Thomas 020 7188 7188
 Patient Advice and Liaison Service (PALS)
 0800 58 77 170

Dr Elizabeth Begley
Dr Mitu Pandey
Dr Simin Hussain



Appointment for Smoking Cessation

Our Nurses have been trained to support and counsel patients who are motivated to give up smoking. They will support and guide you through your journey, and help you to choose appropriate method of Nicotine substitution.

Please ask at the desk for a smoking cessation appointment.

Confidentiality & Access to Records

We respect your right to privacy and keep all your health information 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. Dr E Begley is the nominated lead responsible for agreeing and reviewing internal protocols governing the protection and use of patients-identifiable information. When a patient leaves our practice full records are forwarded to the new doctor via the health authority

This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care. You have the right to know what information we hold about you. If you would like to see your records, please call our practice manager.

Fees: There will be a charge of £10.00 to view the notes. Each side of A4 photocopying will be charged at the rate of 10p.

Rights and Responsibilities

We believe that the doctor patient relationship is a two way affair and needs to be carefully fostered so that we can work as partners.

We aim to treat you with courtesy, respect your cultural and religious beliefs, ensure that patients who don't speak English have access to an interpreter for consultations, maintain your right to confidentiality. We expect you to treat the practice team with the same courtesy you would expect to receive from us and let us have any comments, suggestions in a constructive manner. The practice will take appropriate action on patients who are violent.

Practice Boundary



St Giles Surgery ,
40 St Giles Rd,
London SE5 7RF

<http://www.stgilessurgery.co.uk>
 For Appointment Booking &
 Repeat prescription ordering

Daytime Telephone Number: 020 7740 4737

- Appointments telephone line available from 8am to 6:30pm
- Urgent Advice
- Test Results (11am—2pm)
- General Queries

Fax Number: 020 7701 6199

Emergencies SELDOC
 (after 6.30 pm onwards & weekends) Out of Hours 020 8693 9066

NHS 111 Dial 111
 (if you need medical help fast but it's not a life-threatening situation)

The Doctors

Dr Elizabeth Begley MBBS DRC OG, MRCGP
Female Registered

London 1980

Dr Mitu Pandey MB BM Southampton 1993

MRCGP 2000

DRCOG 2000

Teaching the Teachers
Diploma: 2008

RCGP Diploma 2011
Faculty of Sexual and Re-
productive Health Diploma

Dr Simin Hussain

MRCGP (London) 2007
DFSRH 2009
DRCOG 2011
Female, registered

Practice Manager Cindy Mootosamy

Practice Nurse Anastasia Flanders RGN

Advanced Healthcare Assistant

Jacqueline Kavanagh

Our nurse & HCA are skilled in Smoking Cessation, Diabetes, Hypertension, Heart Disease and Asthma care.

They can also help with Travel Vaccination, Ear Syringing, Dressings, Blood tests etc.

Other Staff

Dr Kevin Long Psychologist

Named GP

Your named accountable GP will be the same as your USUAL GP however this **does not affect your ability to see any GP of your choice as you currently do.**

Registering with the practice

St Giles Surgery building hosts two separate practices operating a rota for registration, which alternates 2/3 weekly Cycles. The surgery operates an open list. We accept all patients on our list regardless of their race, culture, religion or sexuality. To register please complete a registration form, and health & ethnicity questionnaire which is available at the desk. You may be asked to provide proof of identity and of address. A previous NHS card would be very helpful. Once you are accepted onto the list, we will invite you for a health check with one of the nurses in order to complete basic medical history and carry out any appropriate screening tests. The practice has wheelchair access and disabled toilet facilities

Making appointments

Reception 8:00am - 6:30pm

Online anytime (please arrange with Anne or Michael)

Surgery appointment hours

Monday to Friday 9:00am - 11:30am

4:00pm - 6:00pm

Wednesdays 06:40am - 7:40pm

Other clinics and activities Times vary

You may express a preference of practitioner of your choice. If you become unwell and need to see a doctor urgently please telephone the surgery on 020 7740 4737. Appointments can also be made in person. Please note that reception is open all day, but the doctors and nurses may not be in the building all the time. On some Thursday afternoons surgery remains closed from 1-4 pm for staff training.

When making appointments, please remember that nurses can help with many medical problems.

Online Access for Appointments and Prescriptions

You can now register for online access to enable you to book or cancel appointments, requesting your repeat medication as well as viewing your medical records online. All your patient information remains safe and secure. Please ask at Reception for a registration form.

Home Visits

Home visits are mainly for elderly/housebound patients. When requesting a visit you will be asked to speak to the doctor on duty. All requests for home visits should be made before 10.30am if at all possible to facilitate planning.

Repeat Prescriptions

We do not take repeat prescriptions over the telephone for reasons of safety and accuracy at the discretion of the GP and you may be required to attend for review. If you require a repeat prescription:

1. Please tick counter half of the prescription for medications required and hand it in to reception or fax on 020 7701 6199 Please allow 48 hours to process.
2. You may ask the receptionist in person.
3. You may also write in for your medicines. Please remember to enclose a SAE.
4. We accept repeat prescription requests online, Provided prior arrangements are made with Anne or Michael

In keeping with national guidelines, we are in the process of replacing many branded medicines with un-branded drugs. In most cases you will notice no difference except that the tablets will look different.

Results

Where you have had a test carried out, e.g. Bloods, X-rays etc., please allow at least 5 working days after you have taken the test for the result to be received. You can check the result by telephone with our Reception Team between 11am & 2pm.

Suggestions & Concerns

If you have a suggestion to improve our service, please speak to a member of staff. If you have any concerns, our Practice Manager will be pleased to speak with you in person, or you may ask for a copy of the Surgery Complaints Procedure.

Specialist and hospital care

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will ask you where and when you would like to go. They can then book your appointment electronically while you wait.