

## Clinics

- Antenatal clinic
- Baby immunisation
- Travel immunisation (Including yellow fever for which a fee is payable)
- Family planning clinic
- Parenthood and childbirth classes
- Asthma care
- Diabetic care
- Cervical smear
- Diet and smoking advice
- Blood pressure monitoring
- Stress management
- Insurance medicals
- Arthritis care

## 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
Lewisham Hospital	020 3299 9000
Patient Advice and Liaison Service (PALS)	0800 58 77 170

### 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.

**Dr J Rosemen**      **Dr K Vasant**  
**Dr S Hunte**  
**Dr B Furlong**



<http://www.stgilessurgery.co.uk>

For Appointment Booking &  
Repeat prescription ordering

## 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 K Vasant 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 .

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. If a patient is violent we reserve the right to take appropriate action.

## Practice Boundary



**St Giles Surgery**  
**40 St Giles Rd**  
**Camberwell SE5 7RF**

### Telephone Numbers

Daytime Appointments	020 7740 4736
Urgent Advice (9 am to 6.00pm weekdays)	020 7740 4736
Test Results(11 am – 2pm)	020 7740 4722
General Queries	020 7740 4736
Fax Number	020 7701 6199
NHS 111 (if you need medical help fast but it's not a life-threatening situation)	Dial 111
SELDOC (GP Co-operative)	Out of hours 020 86939066

## The Doctors

Dr Joan Rosemen	MBBS DCH MRCP Female, registered 1979 London
Dr Kishor Vasant	MBBBS DRCOG MSc FRCGP Male, registered 1977 Bombay
Dr Steven Hunte	MBBS MRCP Male 2012 London
Dr Bernadette Furlong	MChB, BSc MRCP Female, Registered 2015

**Practice Manager** Cindy Mootosamy

**Practice Nurse** Anastasia Flanders RGN

## Practice 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, Smears and other treatments.

## Other Staff

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 weekly. 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 two of the following documents (one from each group).

- Passport or full driving licence (proof of identity).
- Utility bill or Bank statement or Tenancy Agreement (proof of residence).

Once the documents are checked, and if you are accepted onto the list, we will invite you for a health check either with one of the nurses in order to complete basic medical history and carry out any appropriate screening tests. The practice has access for wheelchair users also provide disabled toilet facilities.

## Making appointments

Reception 8:00am - 6:30pm

Surgery appointment hours

Monday to Friday 9:00am-11:00am  
4:00pm - 6:00pm

Wednesday 06:40am - 7:40pm

Other clinics and activities Times vary

All registered patients can request an appointment with GP or nurse irrespective of when they last consulted.

If you become unwell and need to see a doctor urgently please telephone the surgery on 020 7740 4736. Appointments can also be made in person with GP of choice. 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.

## 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. If you require a repeat prescription we may require you to attend for review first if appropriate:

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. You can request prescriptions via internet please ask to see Anne who will provide you with access details and password

In keeping with national guidelines, we are in the process of replacing many branded medicines with unbranded drugs. In most cases you will notice no difference except that the tablets will look different. Please do not be alarmed as they are quite safe and just as effective.

## 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

Our Practice Manager, Cindy Mootosamy, is very happy to speak to you in person. We have a separate hand-out in our complaints policy which is available on request at the desk.

## Choice of 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 usually book your appointment electronically while you wait.