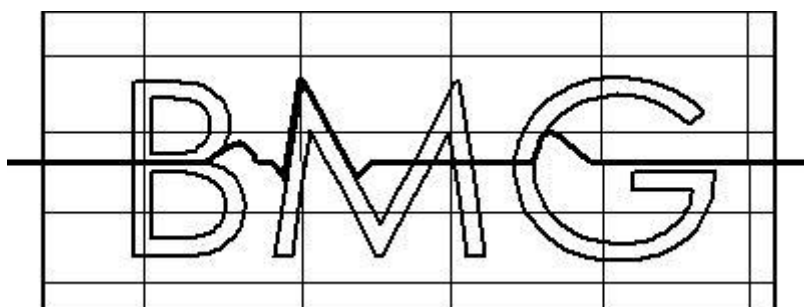


BARNARD MEDICAL GROUP

PATIENT INFORMATION LEAFLET



Telephone: 020 8302 7721 (Main Surgery); 020 8300 1197 (Branch Surgery)
www.barnardmedicalgroup.co.uk Fax: 020 8309 6579

RECEPTION OPENING TIMES for telephone calls & appointments

	Barnard Medical Practice (Main Surgery) 43 Granville Road Sidcup, Kent DA14 4TA Telephone: 020 8302 7721	Marlborough Park Avenue (Branch Surgery) 82 Marlborough Park Avenue Sidcup, Kent DA15 9DX Telephone: 020 8300 1197
Weekdays:	8.00am – 18.30pm	8.00am- 18.00pm
Late evening 5*	18.30pm-20.00pm (appointment only) *(alternate Tuesdays/Wednesdays)	Closed
Saturdays :	8.00am-12pm (appointment only)	Closed
Sundays	Closed	Closed

Practice Manager:	Mrs Gill Collins
Senior Partner	Dr Holly Hutson MB BS MA MRCGP DRCOG DFFP Interests: Diabetes , Mental Health and GP Trainer
GP Partner	Dr Jessica Martin BMedSci BMBS DRCOG DFFP DCH MRCGP(Dist) DAllergy Interests: Dermatology , Allergy , Joint injections , Minor Surgery
GP Partner	Dr Richard Scott FRCS, MRCGP Interests: Musculoskeletal disorders , Joint Injections , Minor Surgery
GP Partner	Dr Mohammed Rahman MRPCH, MRCGP Interests: Paediatrics
Nurse Practitioner + Partner	Miss Alison Elliott Interests: Paediatrics and Women's Health
Nurse Practitioner + Partner	Mrs Bridget McGuire BSc Hons; RGN, PGDs: Asthma,CHD,Diab, FPSH Interests: Diabetes , Family Planning including Implant and Coil fittings
Salaried GP	Dr Emma Agyekum MRCGP Interests: Family Planning including Implant and Coil fittings
Salaried GP	Dr Anna Draper MRCGP
Salaried GP	Dr Laura Bate BSc MBChB; DFRSH; MRCGP
Nurse Practitioner	Julie Leech Interests: Diabetes

Welcome

Dear Patient,

We are very pleased to welcome you to the Barnard Group Practice, which was formed by the merging of Barnard Medical Practice with Bedside Manor Practice, (now the branch surgery) in April 2014. There are 7 Partners (4 GPs, 2 Nurse Practitioners and a Management partner) practising in a non-limited Partnership. We also have a dedicated team of employed Doctors, Nurses, Receptionists and Administrative staff to help you and we liaise closely with the Health Visitors based in the Barnard main branch surgery and the District Nursing Team.

We provide many services including **Joint Injections, Minor Surgery, Cryotherapy, Family planning, Smoking cessation, Health Checks, Weight loss, Travel clinics (Yellow Fever centre), Anticoagulation service and checks for long term conditions such as Asthma, Diabetes, Hypertension, COPD**

Our Practice hosts other services including Phlebotomy (taking blood tests), Community Cardiology, Midwives, Heart failure nurse-led clinics, Aortic Aneurysm screening and Stoma care nurses.

We are a **training practice** and commonly have medical students, trainee junior doctors and trainee GPs (Registrars) observing or working under supervision. You will ALWAYS be informed if a trainee is sitting in with your GP when you book in at Reception for an appointment and asked whether you consent or not to having one present.

Our website, www.barnardmedicalgroup.co.uk provides information about the practice and enables you to register **to book appointments** or request **repeat prescriptions online**.

On the following pages, there is lots of information on how to access our services. Please let us know if there is anything else you would like to see in this leaflet for patients by sending a message via our website or sending in a written note to our Practice Manager, Mrs Gill Collins.

How do I...

... Register as a patient?

On the last page of this leaflet, there is a map of our practice boundaries: we will accept new patients within its limits. You will need to come into one of the surgeries and collect a patient registration form to complete (one for each new patient in a household) or print off a copy from the website.

As well as a completed registration form, we require your NHS medical card, a form of identification (ID) and 2 utility bills (less than 3 months old) as proof of address. When you register with the Practice, you will be invited to have a new patient check with a nurse.

... Get an appointment?

TELEPHONE: Both the main & branch surgeries start answering the telephone from 8am on weekdays (see blue box on the first page for the opening times). You can book appointments for either site and with any clinician by ringing either surgery.

Our telephone service is busiest in the morning and you may find you are sometimes kept on hold. To avoid frustration, you may wish to call after 9.30am. If all the routine appointments have been booked but you feel your medical problem really needs treatment the same day, we assure you that if you tell Receptionist, she will speak to the duty doctor who will ring you back and will arrange to see you if needed or you will be advised of a time to come to the sit and wait surgery in the afternoon.

BOOK ONLINE: You can fill in a form to register via our website www.barnardmedicalgroup.co.uk or from our Receptionists to gain a password to be able to book appointments online via the website. If you want to see a particular Doctor or nurse or prefer to see a male or female, please ask the Receptionist which days they are available or book online after registering via the website. An updated list of the GP surgeries each day can be found on the website. Please note that some days the GP is on call and may not have their usual surgeries.

SATURDAYS/LATE EVENINGS: Nurse and GP appointments available by booking in advance (see blue box on first page) You can not walk in and be seen as an emergency and will be re-directed to 111 or Urgent Care

... Get telephone advice?

The GPs and Nurse Practitioners all offer telephone appointments at the end of morning surgery. Ask for one if you have a simple problem or require advice that you consider doesn't require a face-to-face consultation. If you are not sure, please ask the Receptionist if a telephone appointment would be appropriate. Please ensure you give a telephone number you can reliably be contacted on to avoid frustration as the clinicians will only be able to try to ring you a few times.

... Request a home visit?

You, (or someone on your behalf), will need to ring up and speak to the Receptionist who will arrange for the Duty Doctor or Nurse Practitioner to ring you back and discuss your problem and arrange a visit if necessary. It is best that you ring in the morning if possible as the GPs and Nurse Practitioners visit at lunchtimes unless there is an exceptional emergency.

We may ask you to come to the Surgery if you request a visit as most people have access to a car or taxi for transport. This means you have quicker access to medical help and investigations. It is certainly safer and quicker for children to come to us.

...Find out a test result?

The Doctor or Nurse should advise you how long it would take for a result to be ready, but generally it is 2-5 working days for a blood result, 2 weeks for an X ray and 5 working days for a urine test.

We try to contact all patients who need some treatment or discussion about abnormal test results but cannot ring all patients to inform them of normal results. If you would like to know the result out of interest please ring the Reception after 4pm when the lines are quieter or come into the Surgery and the Receptionist can check what comment the Dr or Nurse has made.

...Order a repeat prescription?

Routine repeat prescriptions are usually ready 48 hours after the request is received. Requests cannot be made by telephone.

If you are a new patient requiring a repeat prescription, you will be asked to bring your last re-order form to a GP or Nurse Practitioner appointment to set it up. If you don't have a re-order form but we have issued the medication before, you can write a request and leave it at reception.

Once you have a re-order form, you can register with most pharmacies to request they manage your repeat prescriptions, either by you telling your pharmacist when you need a repeat or you can register on our website to order online for the prescription to be sent electronically to your chosen pharmacist.

Alternatively, you can bring the re-order form into Reception or fax it and collect the prescription in person.

... Get help or advice when the surgery is closed?

- Ring 111 for advice when it is less urgent than 999. 24 hours a day, 7 days a week. 111 can pass your details onto the on-call GP service in Bexley who can ring you, see you or visit you out of hours if deemed appropriate.
- Ring 999 for serious problems only such as loss of consciousness, persistent severe chest pain or breathing difficulties.
- Urgent care centre, Queen Mary's Hospital – for minor injuries and minor ailments (24 hours a day, 7 days a week- staffed by nurse practitioners and locum GPs)
- Local accident and emergency departments at Queen Elizabeth (Woolwich), Princess Royal (Farnborough) and Darent Valley. Please use these services appropriately: coughs, colds and rashes are better managed by GPs.

... Get a referral?

Usually the GP or Nurse Practitioner will have to make their own assessment of your need for referral, whether NHS or Private prior to them writing a referral letter.

If you think seeing a GP is not required, please pass your request to the Receptionist in writing or email via the website and you will receive an answer usually within 72 hours from a clinician.

If you have a problem regarding a referral made, please ring the main branch between 9am – 2pm weekdays and choose the option to speak to the secretary or email : barnardmedicalgroup@nhs.net

...Make a complaint?

We always try to provide the best service possible but there may be occasions you feel this has not happened. In such circumstances, please telephone the main branch to speak to our Practice Manager, Mrs Gill Collins, or you may prefer to send your concerns in writing.

Full details will be taken in order to investigate the circumstances and we aim to respond to all concerns within 7 working days. Occasionally, it will take longer, but we will keep you informed throughout. Depending on the nature of the complaint, you will be offered a written response or meeting to discuss our findings and provide solutions to any problems you have identified. You may

wish to bring a friend or relative with you and we would hope to provide you with an explanation and discuss any action that might be needed.

Help us help you

- ***Change of contact details:*** Let us know if your mobile, landline or home address has changed by speaking to a Receptionist, writing us a note or emailing.
- ***Cancelling appointments:*** please let us know as soon as possible so we can re-allocate it to another patient by telephoning the receptionist or emailing **if** you can give us 24 hours' notice.
- ***Keeping appointments:*** please try to arrive in good time for your appointment. It would be helpful if you can ring to say if you are going to be late but if you are 20 minutes late, you will be asked to rebook another appointment.
- ***A complicated problem or several problems to discuss:*** If you have more than one problem to discuss, please ask the Receptionist to make a double appointment where possible.
- ***Use your pharmacist:*** Pharmacists offer free professional advice on treating many minor ailments, losing weight, stopping smoking and answer questions about prescribed medications. It is possible to purchase many medicines without a prescription, so it is often worth just asking. Many pharmacists have private areas for consultations.
- ***Use local emergency services appropriately:*** Every time a patient goes to an Accident & Emergency appointment, whether they are seen or not, the local NHS is charged

Facilities for Disabled People

Main Surgery (Barnard): Single storey building. Reserved disabled spaces on the road outside the main entrance and within the Practice car park. Wheelchair access is via a ramp to the front entrance which has automatic sliding doors. Reception desk has a lowered portion to make it easier for wheelchair users to speak to the Receptionist. A disabled patients' toilet is provided.

Branch Surgery (Marlborough Park Avenue): Parking on site and on side road. Ground floor access via main entrance. Disabled toilet access.

Confidentiality & Data Protection

The Practice complies with Data Protection and Access to Medical Records legislation and all practice staff with access to medical records will ensure patient confidentiality at all times. Personal information may be requested from you to access the right care. Information may be shared with other professionals in the following circumstances:

Treatment from other NHS services eg hospitals, district nurses, social services and when we have a legal obligation to share information, particularly in child or adult protection cases.

Staff Protection

A zero tolerance policy towards violent, threatening and abusive behaviour towards staff is now in place throughout the National Health Service and can result in a patient being removed from the Practice list or the Police being contacted.

Bexley Clinical Commissioning Group (CCG)

We are a member Practice of the Bexley CCG which superceded the local Primary Care Trust to organise local services and funding decisions. The contact details are below:

221 Erith Road, Bexleyheath, Kent DA7 6HZ. Telephone 020 8298 6000

Website: www.bexleyccg.nhs.uk Email: contactus@bexley.nhs.uk

Barnard Medical Group Practice Boundary

May 2014

