

## SLADE GREEN MEDICAL CENTRE

### PATIENT INFORMATION LEAFLET



Slade Green Medical Centre is a HEE approved training practice and our aim is to provide a high quality, caring and personal health care service to our whole patient population by:

- Putting our patients at the centre of what we do
- Having a highly qualified and trained multi-professional integrated primary healthcare team
- Offering our services in a safe, supportive and suitably equipped environment including using technological advances in health care systems for our patient's benefit
- Commitment to health care education and training future

Slade Green Medical Centre is comprised of two GP surgeries.

Site Locations:

- Slade Green Medical Centre, 156 Bridge Road, Slade Green, Erith, DA8 2HS
- Colyers Lane Medical Centre, 90 Colyers Lane, Erith, DA8 3NZ

## SURGERY OPENING TIMES

### SLADE GREEN MEDICAL CENTRE

Monday	08:00-19:30
Tuesday	08:00-19:00
Wednesday	08:00-19:00
Thursday	08:00-18:30
Friday	08:00-19:30
Saturday	CLOSED
Sunday	CLOSED

### COLYERS LANE MEDICAL CENTRE

Monday	08:00-18:00
Tuesday	08:00-18:00
Wednesday	08:00-18:00
Thursday	08:00-12:00
Friday	08:00-18:00
Saturday	CLOSED
Sunday	CLOSED

## APPOINTMENTS

We want to make it easier for you to get an appointment at our surgery and are constantly looking at ways to improve patient access and provide the most effective care to our patients.

To book a routine appointment, please call the surgery at any time during our opening times. Do plan ahead for non-urgent appointments by booking as far as possible in advance.

- An appointment is for one person only.
- Children under 16 should be accompanied by an adult, preferably a parent.
- An appointment is usually 10 minutes, so if you feel you may need longer for this, please ask reception for a double appointment.

### ECONSULT

You can also get help and advice from the practice online & get a response back within 48 hours by completing an eConsult. Our Team has received training in triaging your eConsult to ensure you receive the most appropriate care. eConsult can also be used for administrative requests such as sick notes etc.

In order for our patients to have equal access to GP services, we ask that any patient who feels they may need an appointment sooner, please complete an eConsult so that this can be triaged and appropriately booked.

## EXTENDED ACCESS

In addition to our services, we are working with our neighbouring GP surgeries to offer additional appointments, you may be offered an appointment from one of these other surgeries.

Contact us in the usual way (by phone or online) to make an appointment. If you need to cancel an enhanced access appointment, please email [bhnc.8to8hub@nhs.net](mailto:bhnc.8to8hub@nhs.net).

## ONE APPOINTMENT ONE PROBLEM

Appointments are 10 minutes long. We ask that you try to observe the "One Appointment, One Problem" ethos by avoiding saving up your medical problems and bringing a list to the doctor or nurse.

## CANCELLATIONS

If you cannot keep your appointment please let us know as early as possible so that this appointment may be given to another patient. Did you know? It costs the NHS £300 per missed face to face appointment.

## LATENESS

Any patient who arrives for their appointment more than 10 minutes late may be asked to re-book their appointment. The doctor or nurse is under no obligation to see a patient who arrives late and it is at their discretion.

## HOME VISITS

These are normally only required by our elderly or housebound patients after discussion with the duty doctor. It will be a doctor's decision to decide if patient needs a home visit.

Please contact the reception as soon as possible if you think you need a visit so that we can arrange this for you as early as possible in the day. The Doctors do most of their visits after morning surgery (1pm-3pm).

## REPEAT PRESCRIPTIONS

For regular medications a repeat prescription service is available.

You have the following options to order your repeat prescriptions:

- Online via NHS App
- Local Pharmacy
- Email to [sladegreen.prescriptions@nhs.net](mailto:sladegreen.prescriptions@nhs.net)

We do not accept medication requests by telephone to avoid any error.

## WHEN WE ARE CLOSED

If you require support when the surgery is closed (Evenings, Weekends and Bank Holidays), please call 111 or visit 111.nhs.uk (for people aged 5 and over only). NHS 111 is available 24 hours a day, 7 days a week.

For medical emergencies please call 999. For example; chest pains, significant shortness of breath, severe bleeding that cannot be stopped or a suspected stroke.

## URGENT CARE CENTRES (UCCS)

If you have a minor injury or medical problem that is urgent but not life threatening, visit the UCC at Queen Mary's Hospital, Sidcup or the UCC at Erith Hospital.

**UCC at QMH Frognal Avenue, Sidcup, Kent, DA14 6LT**

**Erith Hospital, Crescent Park, Erith, Kent, DA8 3EE**

The types of illnesses and injuries both UCCs can treat include, but is not limited to:

- Broken bones, sprains and strains
- Minor head injuries
- Burns and scalds
- Bites and stings
- Minor chest, neck and back injuries or pain
- Foreign objects in wounds or other parts of the body
- Infections including wounds
- Minor eye injuries

## ZERO TOLERANCE VIOLENCE POLICY

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery that abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

## OUR TEAM AT SLADE GREEN & COLYERS LANE MEDICAL CENTRES

Our Receptionists are trying to do a difficult and demanding job, often working under extreme pressure. Please remember the Receptionists carry out their duties, as instructed by the Doctors, with the intention of making the Practice run safely and smoothly.

The reception team are trained to triage patients medical condition so if you are asked a reason for your appointment, they are asking so the multi professional clinician GP has an idea of what the consultation is about and provide a precise and accurate pathway.

#### Clinical Staff

Dr Sharma GP Partner  
Dr Nehru GP Partner  
Dr Nyooti GP Partner  
Dr Lan Dai Salaried GP  
Dr Stanley Locum GP  
Dr Kumar Locum GP  
Dr Boules Locum GP  
Funmi Practice Nurse  
Sukhpreet Nurse Practitioner  
Martin Clinical Pharmacist  
Rowena Pharmacy Technician  
Juliet Healthcare Assistant  
Raji Care Coordinator  
Aggrey Mental Health Practitioner  
Marie Mental Health Practitioner

#### Administrative Staff

Alexandra Practice Manager  
Sarah-Louise Assistant Practice Manager  
Tasha PA to Practice Manager  
Maria Medical Secretary  
Lily Medical Secretary  
Claire Administrator  
Johannah Care Navigator  
Sue Care Navigator  
Kate Lead Receptionist  
Andria Senior Receptionist  
Remi Receptionist  
Ilda Receptionist  
Stacy Receptionist  
Ellie-Mai Receptionist

## COMPLAINTS AND COMPLIMENTS

To be sent to our generic email for the attention of the Practice Manager.

FAO Practice Manager to [Sladegreen.medicalcentre@nhs.net](mailto:Sladegreen.medicalcentre@nhs.net)

Please allow 5 working days for acknowledgment and 20 working days to receive a response