

COMPLAINTS

We endeavour to provide a high quality service to all our patients. Should you have any cause for complaint or suggestions to improve our service, please write to the Practice Manager. We take complaints seriously and will address any concerns that you raise. If required a meeting may be arranged on Wednesday morning.

HOW TO REGISTER

To register please collect application forms from the practice reception. You must live within our practice area, provide us proof of ID (passport or photographic driving licence) We will also ask you to complete a health questionnaire

PATIENT INFORMATION

You have the right to see all data we hold about you, including your medical history. If you wish to see this data please write to the Practice Manager.

Should any of your personal details change, please call or write to us as soon as possible so we may update our records.

We operate a zero tolerance policy towards those who are abusive or violent towards our staff. Offenders will be removed from our patient list if this occurs.

NHS ENGLAND

NHS England is responsible for contracting Primary Care Services. Their contact details are:

0300 311 22 33

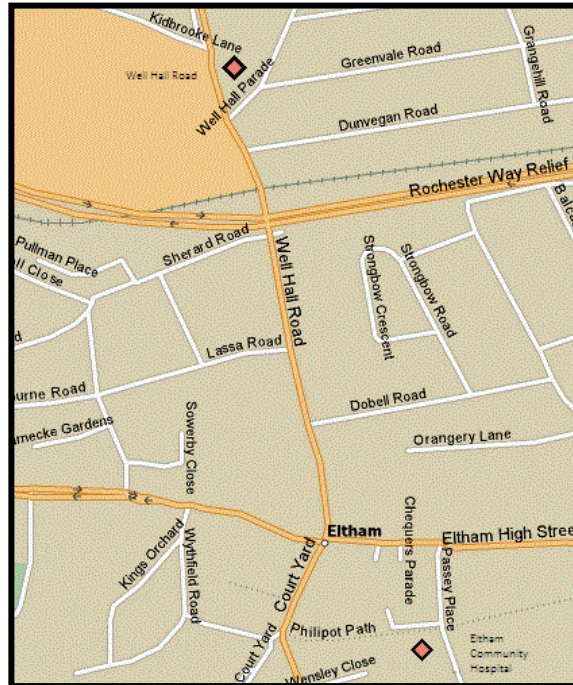
Southside, 105 Victoria Street, London

SW1E 6QT

www.england.nhs.uk

WHERE TO FIND US

You can be seen at either of our two sites. Eltham Community Hospital is a short walk from Eltham Post Office. 180 Well Hall Road is next to the Co-Op. Please note, the car parks are for **staff and disabled parking only**.



ADDITIONAL SERVICES

We offer free appointment reminders by text, please ensure we have an up to date mobile number for you to take advantage of this service.

For further information, please ask at reception or call the enquiries line. You can also take a look at our website for further information.

www.elthammedicalpractice.co.uk

ELTHAM MEDICAL PRACTICE



Eltham Community Hospital

Passsey Place, Eltham, London SE9 5DQ

Appointments: 020 8850 2725

Enquiries: 020 8850 5141

180 Well Hall Road, Eltham, London SE9 6SR

Appointments: 020 8850 1615

Enquiries: 020 8850 9286

Did you know you can now order repeat medication and book appointments online? See our new website at:

www.elthammedicalpractice.nhs.uk

Dr S Chauhan BMSc MB ChB

Dr M Siva MBBS BSc DRCOG MRCGP

THE CLINICAL TEAM

Supporting the practice are Dr K Sandhu ,Dr A Olunyolo ,Dr S Chatakonda , Dr K Hamdane , Dr Jun Ming Zhang, Dr Indarpreet Channa Dr Salman Baig

Our Nurse Practitioners are Mrs Helen Lodge and Mrs Ceri Edmonston..Our practice nurses are Ms Helen Attrill and Ms Christine Finch. Our HCA is Ms Audrey Gardner

OPENING TIMES

We are open between 8 am and 6.30 pm Monday to Friday. Disabled access is available at both sites, please advise the receptionist when booking if this is required.

For urgent medical problems outside our hours call the NHS out of hours service on 111 or visit www.nhs.uk

HOUSE VISITS

We visit people at home if they are too unwell to travel to the surgery. If you feel a visit is required please call the enquiries line before 10.30 am. The decision as to whether a visit is necessary is made by the Doctor.

REPEAT PRESCRIPTIONS

Repeat prescription requests can be submitted to our website or handed in to reception. We cannot accept requests over the phone. Please allow **two working days** for collection. If you have a preferred pharmacy you may arrange with them to collect your prescription from us.

APPOINTMENTS

Appointments can be booked in person, or over the phone during opening hours. **You can also now book online at our practice website 24 hours a day.**

Urgent Appointments - If you need to be seen urgently we offer same day appointments with our nurse practitioners, who can both refer or prescribe medication as appropriate.

Book in Advance - If your problem is not urgent, you may book up to 4 weeks ahead. We offer a wide range of appointments at a time to suit you.

Your GP - You are welcome to request to see a particular GP, though you may have to wait a little longer to see the GP of your choice.

Extended Hours

We are now open at more times to suit you.

- Until 8 pm Tuesday & Thursday
- From 7 am on Thursdays
- Late morning until 11.20 am

Our reception staff may need to ask for details about your problem to allow you to see an appropriate clinician. This information will be treated with the utmost confidentiality. Please tell the receptionist if you feel that you require a longer appointment. If you are unable to attend or no longer need your appointment please let us know.

TEST RESULTS

Please allow **one week** for test results to be returned. **Please only call the enquiries line after 10am** and staff will be happy to advise if your result has been reviewed by your GP and if any further action is required.

AVAILABLE SERVICES

General medical and nursing services are provided by the GPs and Nurses on a daily basis. We also provide the following designated weekly clinics, these should be booked in advance.

Child Health Clinic including immunisations

Tuesday afternoon at Passey Place

Diabetic Clinic including insulin initiation

Thursday afternoons at Passey Place

Minor Surgery Clinic

Monday at Passey Place

The following services are also available, please ask at reception or call for further details.

- Joint Injections
 - Dermoscopy
 - Travel Immunisations
 - Asthma Management
 - Hypertension Management
 - Smoking Cessation Advice
 - Weight Management
 - COPD Clinic / Spirometry
 - Cervical Cytology
 - Health Promotion
 - Occupational Medicals
 - 12 Lead ECG
 - 24 Hour Blood Pressure Monitor
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