

ELM LODGE SURGERY

GOOD CARE QUALITY COMMISSION RATING 2017

2 Burbage Road, London. SE24 9HJ

Tel: 020 7274 6138



www.elmlodgesurgery.co.uk

Dr Hamendra Patel MRCGP, MBBS, BSc Hons, DRCOG, DCH

Dr Ikram OloI MRCGP, MBBS, BSc Hons, DRCOG

Dr Kerry Howard MB BS 1989 University of London

Dr Luke O'Flaherty (Partner) BA MB BCh BAO MRCGP

Dr Naomi Kemp MA MB BS MRCGP DRCOG DFFP, PDP Cardiff 2004

Dr Tanja Gordinsky (Partner) State Exam Med 1988 Berlin

ELM LODGE SURGERY OPENING HOURS (including switchboard)

Monday	8:00am - 6:30pm
Tuesday	8:00am - 6:30pm
Wednesday	8:00am - 6:30pm
Thursday	8:00am - 6:30pm
Friday	8:00am - 6:30pm
Saturday & Sunday	CLOSED

*The surgery is closed every 3rd Thursday of the month from 1pm to 4pm

*Please make general enquires between 8:30am to 6:00pm during opening hours

APPOINTMENTS

If you are aged 18+ the easiest way of making an appointment is online.

Routine appointments can be booked between 1 and 4 weeks in advance. If you prefer to be seen sooner, appointments are released at 8am every morning. Please call us or book online as soon after 8am as possible as these can get fully booked quickly.

We are fortunate to have regular male and female doctors. If you would like to discuss an intimate matter please try to book with a doctor of the same sex to avoid any embarrassment.

If your need is urgent we will always offer you advice on the same day. Normally this will first be a call-back from the GP or our Advanced Nurse Practitioner, if we cannot help on the phone we will offer you an appointment at our GP led Extended Access Centre. If you do have an urgent problem please call us as early in the day as possible.

Some problems take longer to sort out than others and surgeries may run late. Please do bear with us. We do try to keep our waiting times to a minimum.

HOME VISITS

Whenever possible, please try to come to the surgery. It is much safer for the doctor to assess your condition and prescribe appropriate medication when we have access to your full medical record and have all of our diagnostic equipment.

Some of our patients have health conditions that mean they cannot leave the house. If you are unable to come to the surgery please call us to request a home visit. The GP will normally telephone you before visiting as many health issues can be resolved on the phone. Please request a home visit as early in the day as possible.

EXTENDED ACCESS CENTRE

Together with our neighbouring surgeries, we have set up a GP led extended access centre which is open from 8:00am to 8:00pm 7 days a week in Peckham. The extended access centre is not a walk in centre and can only be booked after speaking on the phone to a clinician at the surgery.

WHEN THE SURGERY IS CLOSED

To request urgent medical attention when the surgery is closed, please call NHS 111 or visit 111.nhs.uk

DISABILITY FACILITIES

We have two parking spaces outside our practice which are reserved for patients displaying a disabled sticker (blue badge holder). If you have problems using our entrance, use the bell by the door to request assistance and a receptionist will come to help you. If you have problems speaking to our reception team because of the height of our reception counter one of our team will be pleased to come round to the gate at the side of the counter to speak with you or alternatively to come and speak with you in the waiting area. If you hard of hearing please let the reception know and the will switch on the loop. Our patient toilet is suitable for wheelchair users.

ONLINE SERVICES

The easiest way of booking an appointment or ordering a repeat prescription is online or on the NHS App. You can register through the NHS website.

REPEAT PRESCRIPTIONS

When we prescribe medication that you will take for a longer period of time we will set up a repeat prescription.

To order your repeat medication you will not need to see a GP, it can be ordered online or by making a written request.

Repeat prescriptions take two working days to process and cannot be ordered on the phone.

PHARMACY FIRST (applies to patients who are eligible to free prescriptions)

Many common illnesses may not require a GP appointment. Pharmacy First scheme gives quick and local access to advice and treatment from the local pharmacist for:

Allergies	Diarrhoea	Indigestion	Piles
Athlete's foot	Earwax	Insect bites and stings	Sore throat
Cold sores	Fever	Itching due to chickenpox	Sprains and strains
Conjunctivitis	Hay fever	Minor burns and scalds	Teething
Constipation	Headache	Mouth ulcers	Threadworm
Coughs and colds	Head lice	Nappy rash	Vaginal thrush

ADVANCED NURSE PRACTITIONER

Our Advanced Nurse Practitioner (ANP) can diagnose, prescribe and refer in a similar manner to a GP. There is often a shorter wait to see our ANP than a GP.

PRACTICE NURSE CLINICS

Our team of Practice Nurses offer the following services:

- Childhood Immunisations
- Travel Vaccinations
- Asthma Review
- Diabetes Review
- Family Planning
- Cervical Screening
- Smoking Cessation
- Breast Examination
- Wound Dressing
- Suture Removal
- Ear Syringing
- Spirometry Testing
- Health Checks

A standard appointment with a nurse is 15 minutes but some procedures take longer. When booking a nurses appointment, please inform the receptionist of the reason for your visit so they can book with the right nurse.

6 TO 8 WEEK BABY CHECKS

GP baby checks are due at 6 to 8 weeks for mother and child after birth.

We strongly advise all children to be fully immunised unless there are medical reasons for not doing so. Please ask if you are unsure when immunisations are due or if you any further questions.

PATIENT PARTICIPATION

As a practice we seek to involve patients in the decisions about their care. As part of this process, we have a patient participation group. All patients are welcome to join the group.

COMPLAINTS AND COMMENTS PROCEDURE

We operate a Practice Complaints Procedure as part of the NHS system for dealing with complaints. Our system meets national criteria.

Our Practice Complaints leaflet gives details of the procedure and is available at Reception. Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur.

WHAT WE ASK OF YOU AS A PATIENT

We ask that you treat our team and other patients with respect. If you are threatening, violent or abusive to a member of the practice team or another patient, whether this is done physically or verbally, it is likely that we will remove you from our list of patients.

KEEPING AND PROTECTING INFORMATION ABOUT YOU

Please see our information notice that is displayed in the waiting room.

HOW TO VIEW YOUR MEDICAL RECORD

By default, our adult patients can see their recent medical notes through the NHS App. If you wish to view your full medical record please put your request in writing to the Practice Secretary.

HOW TO REGISTER WITH THE PRACTICE

Our registration process does not discriminate based on race, gender, sexual orientation, immigration status or any other characteristic. If you need help completing the registration forms please ask our reception team.

The practice is open for new registrations for anyone living in our practice area. Roads included in our practice area:

A B	C	D	E F G
Acland Crescent	Calton Avenue	Dalkeith Road	East Dulwich
Alleyn Crescent	Carver Road	Dalton Street	Grove
Alleyn Park (to	Casino Avenue	Danecroft Road	Eastlands
Acacia Grove)	Chaucer Road	Darrell Road	Crescent
Acacia Grove	Chatsworth Way	Deepdene Road	Effra Parade
Allison Grove	Chesterfield	Deerdale Road	Elfindale Road
Archdale Road	Grove	Dekker Road	Elmwood Road
Ardbeg Road	Cokers Lane	Delawyke	Elsie Road
Arnhem Way	College Road(as	Crescent	Eynella Road
Ashbourne Grove	far as South	Delft Way	Fawnbrake Ave.
Aysgarth Road	Circular)	Deronda Road	Fellbrigg Road
Bassano Street	College Gardens	Derwent Grove	Ferndene Road
Bawdale Road	Colwell Road	Desenfans Road	Frank Dixon
Beauval Road	Coney Acre	Deventer	Close
Beckwith Road	Cosbycote	Crescent	Frank Dixon Way
Blackwater Street	Avenue	Donne Court	Frankfurt Road
Boxall Road	Court Lane	Dorchester Drive	Frogley Road
Brantwood Road	Court Lane	Dorchester Court	Gallery Road
Burbage Road	Gardens	Dovercourt Road	Gilkes Crescent
	Courtmead Close	Druce Road	Glazebrook Close
	Crawthorn Grove	Dulwich Common	Glengarry Road
	Croxted Rd	Dulwich Road	Glycote Close
	Culzean Close	Dulwich Village	Goodrich Rd(to
	Crystal Palace		Barry Rd
	Road		Great Spilmans
	Cyrena Road		Grove Vale
			Gubyon Avenue
			Guernsey Grove

H I J K L	M N O P	R S	T U V W Z
Half Moon Lane Hambleton Place Hansler Road Hawarden Grove Hawkley Gardens Heber Road Herne Hill Herne Place Hillsboro' Road Hilversum Crescent Hindmans Road Hollingbourne Road Holmdene Avenue Howletts Road Hurst Street Ildersly Grove Isel Way Jennings Road Kempis Way Kestrel Avenue Lacon Road Lancaster Close Landcroft Road Landells Road Lings Coppice Lordship Lane (to Townley Rd) Lotus Close Lowden Road Lycott Grove	Matham Grove Matlock Close Mayall Road Melbourne Grove Milkwood Road (to Lowden Rd) Milo Road Milo Gdns Milton Road Mitchell's Place Mumford Road Nairne Grove Nimegen Way North Cross Road Nutfield Road Oakbank Grove Oborne Close Oxonian St Pellatt Road Perifield Pickwick Road Playfield Crescent Plough Lane Pondmead Poplar Walk Porchester Close Pymers Mead Pynnersmead	Railton Road(to Effra Parade) Red Post Hill Regent Road Rodwell Road Rollscourt Avenue Rosendale Rd (to south circular) Roseway Rouse Gardens Ruskin Walk Rutland Court Ryecotes Mead Rymer Street St. Clements' Yard Shakespeare Rd(1-82) Shardcroft Avenue Shawbury Road Silvester Road Spencer Mews Spencer Road Spurling Road Steen Way Stradella Road Sunray Avenue Sunset Road	Tarbert Road Tell Grove Thompson road Thorncombe Road Tintagel Crescent Tintagel Gardens Townley Road Trinity Rise Trossachs Road Turney Road Ulverscroft Road Uplands Mews Village Way Walkerscroft Mead Warmington Road Whateley Road Winterbrook Road Woodquest Ave. Woodwarde Road Woodyard Lane Worlingham Road Wyneham Road Zenoria St

We provide primary care services as a contractor to Southwark Clinical Commissioning Group of 160 Tooley Street, London SE1 2TZ 020 7525 0400, from whom details of all primary care services in this borough can be obtained.

THE PRACTICE TEAM

Practice Nurses

Rachel Abrams
Claire Goldie
Mary Lee
Cathy Thomas

Advanced Nurse Practitioner

Marie Askin

Health Care Assistant

Catherine Smitherman

Reception & Administrative

Rosalind van Berckel
Massah Bomah
Emma Dickson
Courtney Osborne
Radha Raghubeer
Angela Howard
Sandra Hailmaram
Izzy Raikes

Practice Secretary

Marie Canty

Practice Manager

Edward Drake