

HHR MEDICAL Catchment Area



HHR MEDICAL (Herne Hill Road Medical Practice)

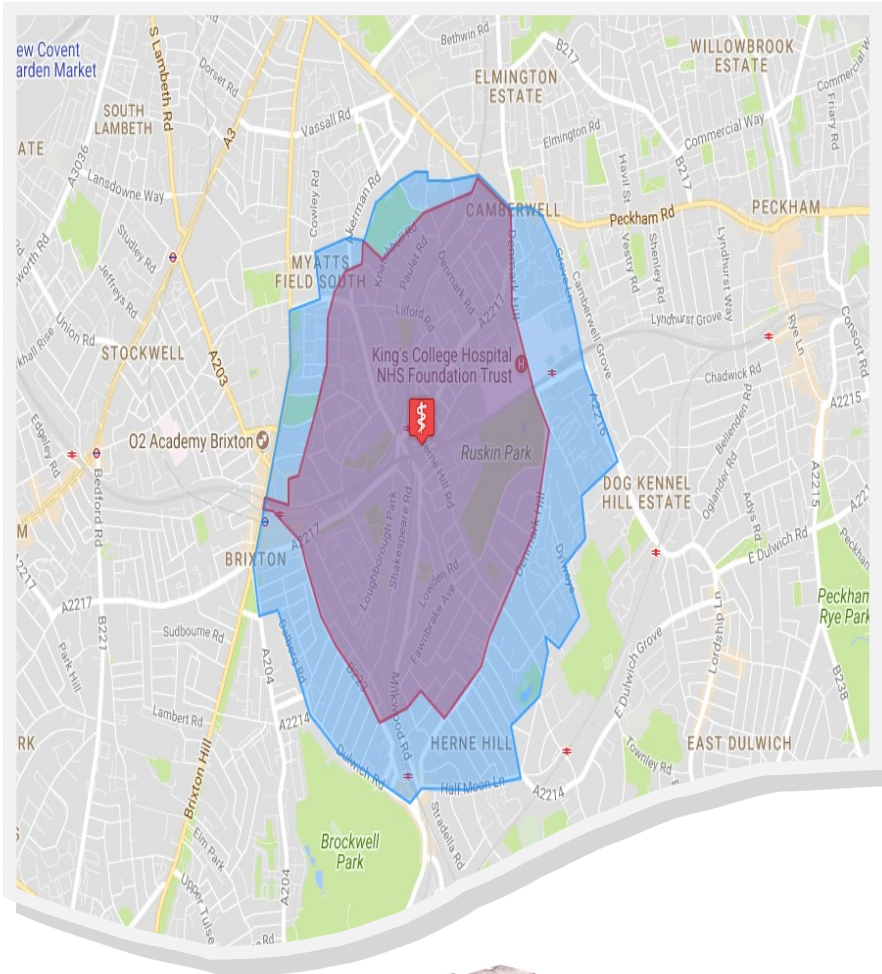
1-3 Herne hill Road
Loughborough Junction
London
SE24 0AU

Tel: 02077379393
Fax: 0207501 9191



NHS 111

Information for Patients



Made especially for you by:
HHR Medical



Welcome to our Practice

This booklet is designed to help you make the best use of the services offered by this practice which runs as a partnership. The doors are open from 8:00am-6:30pm (Monday to Friday) with the exception of extended hours on Wednesdays whereby we open 7:30am-7:30pm. The surgery runs on an appointment system.

Doctors

Dr Surinder Arora (M) India 1966
MBBS

Dr Sawan Arora (M) UK 2005
MBBS MRCP

Dr Dermot O'Flynn (M) Salaried GP
Acupuncture specialist

Dr Charles Perkins (M) Salaried GP
MRCP MA (Oxon)

Dr Natasha Anto (F) Salaried GP
MBCChB (Hons) BSc MRCP

Dr Phoebe Williamson (F) Salaried GP
MBCChB MRCP BSc (Hons)

Family Planning and Postnatal Care

GP comprehensive advice, emergency and teenage contraception is offered by all doctors in their regular surgery hours. Postnatals are carried out by appointment. Sexual health advice is also available with a GP and Practice Nurse by appointment.



The independent regulator of health and adult social care in England.

They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and endeavour to ensure care services improve.

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Below is a 2017 report following our CQC inspection:



HHR Medical

Quality Report

1-3 Herne Hill Road
Loughborough Junction
London
SE24 0AU
Tel: 02077379393
Website: www.hernehillroadgp.co.uk

Date of inspection visit: 1 December 2017
Date of publication: This is auto-populated when the report is published

This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this service

Good

Are services safe?

Good

Local Care Record

Your local NHS organisations in Lambeth have a duty to keep complete, accurate and up-to-date information about your health, so that you can receive the best possible care.

Sometimes the people caring for you need to share some of your information with others that are also supporting you. This could include GPs, hospital based specialists, nurses and health visitors.

To enable this information sharing to happen more quickly and to improve the care you receive, a new process has been put in place in Lambeth called the [Local Care Record](#).

Through existing computer systems, this will join up care records held on your GP practice with the three main local hospital organisations: Guy's and St Thomas', King's College Hospital and South London and Maudsley NHS Foundation Trusts. Information is only shared when it is needed to make your care and treatment safer, easier and faster and only with those people directly involved in your care. This could include allowing a hospital doctor to see the medication that a GP has prescribed for you when you go into hospital or allowing a GP to see what care, tests or treatment you received while in hospital.

Whenever possible, professionals will inform you that they are accessing your care record. This may not be possible every time, for example in an emergency, however each time a person accessing your information there is a clear record of it.

To opt out (should you wish to) please contact the practice.

CQC

The CQC ensure all care services in England such as care homes, hospitals and GP surgeries provide people with safe, efficient, compassionate and high quality care. CQC monitor and inspect these services regularly to ensure they continue to meet the standards outlined by CQC and results can be found on their website which you can find on NHS Choices or cqc.org.uk

Cervical Smears

It is strongly recommended that all women between the ages of 25 and 64 have a regular smear test. These are carried out by the nurse at three-yearly intervals but additional smears may sometimes be necessary. An early morning clinic is available on Wednesdays between 7:30 and 8:30am and between 6:30 and 7:30pm as well as in normal surgery hours. If you require a smear and you are under 25, then please contact us.

Non-Urgent appointments

We aim to be able to offer you access to your GP—either within 48 hours or within five working days or beyond—whichever is preferred.

Urgent Appointments

If there are no available appointments on the day, your details will be taken and passed to the GP on-call who will ring you back as soon as possible. Patients with urgent problems will be spoken to on the day.

Interpreting services

If you would like an interpreter to be present during your consultation, please inform the receptionist with prior notice.

Child development and well Baby Clinic

Six week development checks are held on a Tuesday in addition to immunisation clinics on a Wednesday and Friday. Baby clinics are also held at local community clinics, please see reception for more details.

Diabetic/Asthma/Hypertension Clinics

These are run by our Practice nurses. We offer advice, management and counselling in all aspects of these chronic conditions.

Travel Clinic

Travel advice and immunisations including yellow fever are available to all patients. Clinics are held on a Wednesday by appointment with the Practice Nurse. Appointments should be made preferably one month before travel. Yellow Fever is available at a charge, as well as some other Vaccines, which is to be paid in advance on booking an appointment, as well as a travel assessment form to be completed.—Please see a receptionist.

Appointment Times

Monday to Friday (Excluding Wednesday)	8:30-12:30 (AM Clinic) 15:30-18:00 (PM Clinic)
Wednesday	7:30—12:00 (AM Clinic) 15:30—19:30 (PM Clinic)

Specialist Clinic Times

Monday	Chiroprapist	8:00-17:15
Monday	COPD	13:30-15:30
Tuesday	Baby Clinic	10:20-11:50
Tuesday	Phlebotomy Clinic	8:30-9:50
Tuesday	Diabetic Clinic	8:25-12:40
Tuesday (once a month)	Minor Surgery clinic	15:30-17:30
Wednesday	Smear	7:40-8:25 (AM Clinic) 18:30-19:30 (PM Clinic)
Wednesday	Asthma	(PM Clinic)
Wednesday	Travel clinic	8:25-12:00
Wednesday	Baby Immunisations	11:10-14:10
Thursday	Asthma Review Clinic	8:25-10:45
Thursday	Phlebotomy Clinic	9:00-11:20
Friday	Baby Immunisations	13:30-15:30

In addition we have weekly sessions run by a psychologist/Practice Counsellor.

Friends and family Test

The Friends and Family test is an opportunity to have your say about your GP practice. Your comments will help us to understand what's working well and what can be improved. The process is anonymous and only takes a few minutes. Ratings from across England are published nationally on NHS choices to help people see what patients think of different Practices. Free-text comments are used by the Practice to understand their parents' suggestions and their rating of their services.

We are listening to our patients and will keep you in touch with improvements we make in response to feedback from patients.

Childhood Diseases

Immunisation Table

Age	Vaccine
2 months	-6 in 1 (Diphtheria, tetanus, whooping cough, Polio, hib and hepatitis B)
3 months	-6 in 1 + Rotavirus
4 months	-6 in 1 Meningitis B pneumonia
12 months	Hib and meningitis C (combined) Measles, Mumps and Rubella (MMR), Pneumonia and Meningitis
18 months	MMR vaccine
2-4 years	Nasal Flu (seasonal)
3 yrs 4 months	Pre-school booster

Further Vaccinations will be given in school

Make The Most Of Our Services

Read the notices posted in the surgery. Make sure you know the opening times of the surgery. Find out how to arrange home visits, repeat prescriptions and urgent appointments. You may not always need to see a doctor; ask what services the nurse can provide. Keep your appointment or cancel it. We do have a practice policy on non-attenders. Take a list of questions regarding your problem with you when you see your doctor or nurse.

Ask your doctor to write down anything that you do not understand the answers to. Take a friend or relative with you if necessary. Tell the receptionist if you need more time to speak to the doctor; she may be able to arrange this. Think twice before making an appointment: do you really need to see a doctor? Have you tried simple home treatments? Find out how your practice deals with complaints.

How Your Local Pharmacist Can Help

Ask your pharmacist for advice about choosing the right medicines for common ailments. Your Pharmacist will advise you if you are unsure about seeing a doctor. He/she can offer advice about a problem if you are unsure what is causing it.

Ask for advice about staying healthy. Be sure to tell your pharmacist if you are taking other medicines- some medicines are incompatible.

Young Persons Friendly

We have been awarded the young Persons Friendly logo. This means that we have been tested against a number of criteria to show that we are a practice that is willing to see young people. All consultations are confidential and carried out in a non-judgemental manner. Please see our external notice board for more information regarding young people's services.

Names of staff

Practice Manager—Bernadette Johnson

Receptionists—Kerry Blake, June Johnson, Carol Jones, Daniel McPherson,
Andrea Piedade, Cree Ryan

Chiropodist—Heather Grisotti

Practice psychologist - Guy

Practice nurse - Michelle Weston, Mandy Worling, Mandy Jenkins

Phlebotomist & NHS Health Checks - Carol Jones

Change of Name and Address

Please contact the surgery if you change your name, telephone number or address. You will then be required to complete a change of details form so that this may be documented.

Text Reminders

We offer text reminders for appointments and other information. Please ensure we have your correct mobile number. If you wish to use this service, please ensure you have signed a consent form.

Home Visits

The surgery, with all its facilities, is the best place for a consultation. However, if you are too ill to come to the surgery, please telephone us for a home visit before 10:30am.

Non -Urgent Visits for The Housebound

If you are housebound and require a non-urgent home visit please telephone the surgery and one of our GPs will schedule a visit to you.

Private medicals

The doctors are happy to undertake all forms of private medicals. Patients should contact reception. A list of charges for non –NHS services is displayed at reception and on the surgery website.

Counselling service

We offer an in-house counselling service (Talking Therapies). This counselling service is available by self referral and a leaflet can be obtained from reception.

Suggestions and Complaints

Occasionally, things don't go as smoothly as we would like. If you have a complaint or a suggestion, please speak/write to the practice Manager or alternatively we have slips you can fill out in reception.

Equal opportunities

We operate an NHS equal opportunities policy

Confidentiality

All surgery staff are bound by confidentiality rules. Staff are not allowed to release details about any patient. They are not allowed to tell anyone whether or not a patient has attended the surgery. We would ask that you respect this and do not ask our staff to release details of anyone you know or believe to be a patient of this surgery.

Under 16s

You may be seen without a parent if you so choose. The consultation will be confidential. On rare occasions, if we feel you are at risk or in danger, we may have to share the information you give us. We will inform you of this. See our external notice board for specific young person local services and websites for further general and sexual health information.

Medical And Nursing Students

This Practice is a Kings College London School of Medicine teaching Practice. From time to time we will have medical students placed with us and sitting in on consultations. We also have school/college work experience placements.

Patients Rights

The Practice recognizes the right of the patient to choose a named healthcare professional for general treatment or in relation to a particular condition (e.g. the choice of a named female GP or treatment by a nurse for a particular condition such as diabetes). Any such preference expressed by or on behalf of the patient will be recorded in writing. (Patients between the ages of 16-74 who have not been seen at the surgery for a period of three years may request a consultation with a GP, at which any appropriate inquiries and investigations will be made). Consultations can also be requested by patients over the age of 75 who have not been seen at the surgery for 12 months. Consultations for the over 75s will take place in the home of the patient where appropriate. All over 75 will have a named GP allocated to them.

Well Person Health Checks

All newly registered patients are able to request a new-patient health check.

Minor Surgery

Minor surgery procedures are carried out by Dr Savan Arora once a month.

Seeing Your Doctor

Consultations are usually 10 minutes long and are made through our receptionists, telephone or in person. Please refer to the list of surgery and clinic times for details. If possible, please book with your usual doctor. Some problems do take longer than others, so if a surgery does not run on time, please be patient.

Please remember to cancel your appointment if you find that you cannot attend. If you are late you may be asked to make a new appointment. We do offer a text reminding service, please ensure we have your up –to-date mobile number. If you do have an appointment and subsequently find that you no longer need to see the GP/nurse, please advise us as soon as possible so that we can allocate the appointment slot to another patient who needs to be seen.

Patient Online Access

It is now also possible to book appointments online as well as order repeat prescriptions and view your medical records. Visit www.hernehillroadgp.co.uk for further details.

Urgent Out-Of-Hours Calls (6:30pm-8:00am)

A recorded message will give you the option to be connected to the out-of-hours number. Our out-of-hours calls are dealt with by SELDOC (a co-operative of local GPs). When you phone the number 02086939066, you may well be given advice, be asked to visit the centre or be visited by the doctor on call.

You can also visit a local pharmacist and ask for advice. You can find health information on the NHS Choices website www.choices.nhs.uk. If you need emergency treatment in a critical or life threatening situation you should go to the nearest A&E Department and, if necessary, ring 999 for an ambulance.

Accidents

The nearest casualty department is at Kings College Hospital, Denmark Hill SE5. Obvious fractures and injuries should go directly to casualty if necessary.

Repeat Prescriptions/Test Results

48 hours' notice is required in writing/tear-off slip, by fax, e-mail to lamccg.hhrprescription@nhs.net or via patient Access (online ordering). Blood tests and X-rays take a minimum of five days.

Emergency Contraception

Emergency contraception is also available - please see reception and /or the outside notice board. There are a variety of local pharmacies that will provide emergency contraception during and out of surgery hours. Emergency contraception is free of charge from participating pharmacies if you are under 30 years of age as well as at sexual health clinics such as Camberwell sexual health centre .

Chaperone

If you would like someone to be present during your examination with a clinician, please inform the clinician concerned or please inform the receptionist. All our receptionists are trained chaperones.

Surgery Website

The Practice has a website for patients to access. You will find out information regarding the Practice i.e. staff members, opening hours, contact numbers, useful website links etc. You will find our quarterly newsletter and online dictionary. It will also offer on-line services such as being able to book appointments, order repeat prescriptions as well as view a summary of your medical records. The website address is www.hernehillroadgp.co.uk. If you would like to register for the on-line services , please see a member of the reception team, who will issue you with a pin number.

Disabled Access

We have suitable access for all disabled patients on the ground floor as well as having a platform lift to the 1st floor.

Registering As A Patient

You can register for the practice list if you live in the catchment area (you are eligible to apply if you are living in or intend to live in the area for at least six months). Please complete a registration form completing all details; it is advisable to have a new-patient health check. Your registration will then be submitted to the registration department via computer link. Your medical card will be received within six to eight weeks while your medical notes will be received within eight weeks. If your previous surgery is linked with GP2GP, we will receive your records electronically within 48hours. When requesting to register at the practice we will require confirmation of your address details. This can be in the form of a utility bill or bank statement-dated within the last three months, so that we have your postal address.

Public health research often requires the collection of anonymous information about large numbers of patients. This practice is part of the Lambeth DataNet. We research into the impact on health and services of a patient's ethnicity, religion and main language spoken in order to improve health care in Lambeth. This research helps us to give you a service accurately reflecting the varied needs of Lambeth.



Providing cleaning, home help and personal care services to older people with disabilities and dementia.



Could you give a local child a secure & loving Home?

Many Families find fostering an extremely rewarding experience. Contact your local fostering agency today for more information. Visit <http://www.compassfostering.com>

We are your local Fitness and



FISONFITNESS

personal training studio for all ages and abilities. We offer a variety of fun and friendly classes. Come and join us **280 Milkwood road Herne hill SE24 0EZ**



How To Speak With A Doctor Or A Nurse During The Day

If there are no appointments and to offer and you believe your case is an emergency, you will be required to disclose the matter to a receptionist who will endeavour to offer you an extended appointment in a nearby community clinic know as the hub or a message will be passed to the clinician. The GP will then call you back at their next convenient time that day. Please use discretion when requesting for an emergency appointment as emergency appointments does delay clinic

Telephone Consultations

Between the hours of 10.00am and 12.00pm you can schedule in for a telephone consultation with a GP followed by a call back after their morning surgery . Calls that would be appropriate for this service are limited to test results only however if you would like telephone advice we can book you in to receive a call from another surgery within Lambeth. These calls can be booked at any point in the day provided there are vacancies.

Appointment System

We aim to see patients on time, in order to cut down time spent waiting in the surgery. Although we try to stick to schedule there may be emergencies or other unexpected problems that cause delays, so please be patient. A standard appointment is 10 minutes, if you need a longer time for a particular problem please ask. and specify the reason. If an interpreter is needed, we can provide one for your appointment when given at least 2 days notice. At too short notice we may resort to using a telephone interpreting service but this is less reliable and not good practice especially in more detailed consultations. You may have an appointment with any of the doctors, regardless of who you are registered with, but it is generally better to stick with one doctor. If the doctor you wish to see is not available at a particular time, you may see any of the others. Our appointment system is part of a national 'advanced access' project. We are able to offer a fair distribution of appointments during the course of the week i.e. a set allocation of same day (these can be booked preferably by telephoning the surgery from 8.00am), next day and 48 hour appointments. It is also possible to book up to one month in advance, the clinician will make this appointment for you or ask at reception.

Staff Abuse

We wish to advise all visitors and patients that our staff are entitled to carry out their duties without fear of being verbally abused, harassed or physically assaulted. If it is discovered that a member of our staff has been assaulted or verbally threatened, we will take legal action against the offender and, in all cases, the police will be notified and the patient will be instantly removed from the practice list.

Information on Patients

The Practice operates a strict policy of confidentiality in relation to information held on the patients. However, certain information is shared with other NHS bodies as appropriate for the continued well-being of the patient. Any other use of the information is prohibited without full and formal written patient consent.

Freedom Of Information -Publication Scheme

The freedom Of Information Act 2000 obliges the practice to produce a publication scheme. A publication scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

Clinical commissioning Group (CCG)

The name, address and telephone number of our CCG is:

Mahroof kazi	NHS England
South East Locality Manager	South East London Primary Care Team
NHS Lambeth Clinical Commissioning Group	Skipton House
1 Lower Marsh	80 London Road
London	London
SE1 7NT	SE1 6LH
0203 049 4444	0203 182 4996

Access to Medical Records

If you require access to your medical records, please ask at reception.

Area Covered By The Practice

The Practice area covers Herne Hill, Brixton and parts of Camberwell, to check your post-code is covered you can do so on the surgery website under the heading 'New Patients'.

JUNCTION PHARMACY

182 Goldharbour Lane, Camberwell SE5 9QH - 020 7274 7599

Prescriptions, Healthcare, Homeopathy, Advice, Incontinence, Care Homes, Toiletries, Perfumes, Needle Exchange, Baby care Products

Make the most of your Pharmacist..



...for dispensed medicines

The pharmacy is where you go for medicines and for the pharmacist's advice on how to take them. Pharmacists are trusted health professionals whose job is to help people to get the best out of their medicines. They know exactly what's in your medicine and will be happy to answer any questions. You can be sure that your pharmacist will see that your medicine is at the right strength, in the right dose and will check that you know how to take or use it properly. They will also cross reference any other drugs you are currently taking. Many pharmacists now offer a prescription collection and delivery service.

...for minor ailments

If you're feeling off-colour, but don't feel ill enough to go to the doctor, ask your pharmacist for advice. Pharmacists have been trained to offer helpful, easy-to-understand advice on the treatment of everyday minor ailments for yourself and all the family, anything from headaches and coughs and colds, to cold sores or dermatitis.

Your pharmacist will know when medical help is needed, and will not hesitate to refer you to your doctor if your symptoms demand it. Often, however, an over-the-counter remedy will be all you need, and it's worth remembering that pharmacies offer far more medicines than any other outlets. That's because many of today's effective non-prescription medicines can only be supplied under the supervision of a pharmacist, which means they are only available at a pharmacy. Remember, too, that you can talk to your pharmacist in confidence, even about the most personal symptoms. Like doctors, pharmacists have a professional code which means all personal information you give them will be treated in the strictest confidence. All the more reason to make the most of your local pharmacist!

Order repeat prescriptions with

Patient access

Minimise your trips to the practice by requesting your prescriptions online

- ✓ View
- ✓ Request
- ✓ Check progress

Manage your prescriptions on the move with the free Patient Access app

Ask at reception for details and visit www.Patient.co.uk/access

emis 

Book your next appointment with

Patient access

Manage your appointments online, at home or work

- ✓ View
- ✓ Book
- ✓ Cancel

Manage your appointments on the move with the free Patient Access app

Ask at reception for details and visit www.Patient.co.uk/access

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The surgery also offers access to medical records via the patient access application. This is optional and the option will be offered upon registering for the service at reception. Upon registering please bring photo Id (preferred) or bank card.

Patient Participation Group (PPG)

Here at the surgery we run a PPG. The group is an independent, patient led group of surgery users who care about the way the surgery operates and the services it can provide. The group determines the time and date they which to meet and is usually held monthly here at the surgery.

What are the benefits of being a member of the patient participation Group?

- ◆ Find out more about your practice
- ◆ Build communities and promote good health
- ◆ Have your say in the development and planning of changes to your services
- ◆ Improve communication between the practice and its patients
- ◆ Promote new/alternative services to other patient

Give to others, Take action, Be healthier, Be happier!

Open to all Patients

Healthy Patient



Happy Practice

