

# **SIDCUP MEDICAL CENTRE**

## **PRACTICE INFORMATION LEAFLET**

### **MAIN SURGERY**

2 Church Avenue Sidcup Kent DA14 6BU  
Telephone 020 8302 1114  
Fax 020 8309 6350

### **BRANCH SURGERY**

231 Burnt Oak Lane Sidcup Kent DA15 9BQ  
Telephone 020 8300 2747  
Fax 020 8302 8326

### **THE PARTNERS**

Dr Sid Deshmukh (Male) MBBS MD DRCOG DFRSH (Lond)  
1993 Bombay University

Dr Shraddha Karkare (Female) MBBS MD MRCOG (Lond) MRCP (Lond)  
1991 Banaras University

**The Partnership is not a Limited Company**

### SURGERY ATTENDANCES (by appointment only)

#### CHURCH AVENUE

Monday	8 am - 6.30pm Late Clinic 6.30 pm - 8.30 pm (alternate weeks)*
Tuesday	Early Clinic 7 am - 8 am* 8 am - 6.30 pm
Wednesday	Early Clinic 7 am - 8 am* 8 am - 6.30 pm
Thursday	8 am - 6.30 pm
Friday	8 am - 6.30 pm

#### BURNT OAK LANE

Monday	8 am - 6.30 pm Late Clinic 6.30 pm -8.30 pm (alternate weeks)*
Tuesday	8 am - 6.30 pm
Wednesday	8 am - 6.30 pm
Thursday	8 am - 6.30 pm
Friday	8 am - 6.30 pm

\*(Please note that these Clinics are Subject to Change)

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#### THE PRACTICE TEAM

The Practice Team comprises of the following Healthcare Professionals:

Dr S Deshmukh (Senior Partner) (Male)  
Dr S Karkare (Partner) (Female)  
Dr S Khanna (Female)  
Dr R Muthukavulan (Dr Ravi) (Male)  
Dr S Neminathan (Dr Nemi) (Male)  
Jillian Kemp (Nurse Practitioner)  
Linda Wilson (Nurse Practitioner)  
Mercy Diouf RGN (Practice Nurse)  
Josephine Morgan RGN (Practice Nurse)  
Karen Williams (HCA)

Consultations are for a duration of 10 minutes. If you need a longer appointment, please advise the Receptionist at the time of booking. Clinics run every morning and afternoon 5 days a week at Church Avenue and Burnt Oak Lane. Always arrive on time for your appointment. Please remember a separate appointment is necessary for each member of the family wishing to see a Doctor or Nurse. Children under 16 years should be accompanied by an adult.

If you are unable to keep your appointment, please telephone the Surgery as soon as possible to allow the appointment to be used for another patient.

#### SURGERY HOURS/TELEPHONE NUMBERS

The Reception Staff are available between 8.00 am and 6.30 pm Monday to Friday for you to contact us by telephone or in person.

## TELEPHONE TRIAGE

We use a telephone triage system that runs alongside our normal bookable appointments. If you ring the surgery and request an urgent appointment and there is no available bookable appointments on the day you ring you will be put on the telephone triage system. You will then receive a phone call back on the designated number that you have given to the Receptionist. The doctor will carry out a telephone consultation so that an appropriate appointment can be arranged for you to be seen.

You will also be put on the telephone triage system if you ring the surgery and are not happy to accept the routine appointment that is offered to you.

## SEEING A DOCTOR

You can request an appointment with a Doctor of your choice but you may have to wait slightly longer if that General Practitioner is already fully booked. We also have 2 Nurse Practitioners who are able to deal with most problems that necessitate a visit to see a doctor.

You may consult any of the Doctors who cover for each other if your usual Doctor is not available.

## ONE APPOINTMENT - ONE PROBLEM

We operate a 'One Appointment One Problem' system. This helps to ensure that clinics do not over-run and cuts down on the waiting time at the surgery to be seen for your appointment. Clinically it also improves the care that we offer as we are able to focus on the problem that has been expressed during the consultation and are able to document this fully and if necessary organise a referral. If however, you know that you wish to discuss another issue you should book a double appointment.

## TEXT REMINDER

We use a text reminder system to send out reminders to patients about their appointment. This is a no reply text but you are able to respond to this message to cancel your appointment. We ask that patients notify us if they change their mobile number so that our records are always fully up-to-date. We also use this text reminder service to invite patients to be seen for medical reviews such as for asthma. You are able to opt out of this service by contacting the surgery and requesting this be done.

## ONLINE APPOINTMENTS AND PRESCRIPTION REQUESTS

You can register to be able to book appointments and request your regular medication prescriptions online. You will need to complete a form that is obtainable from Reception. You will need to show 2 proofs of ID. One form of ID needs to be a photograph. This could be from a Passport, Driving Licence or Freedom Pass. You also need to show us a copy of a bank statement or a Council Tax Invoice. You will then be issued with a code to register and set up your own password. You will then be able to book appointments or request repeat medications. This service is only available for registered patients aged over 18.

## OUT OF HOURS DOCTORS SERVICE

Outside of normal surgery hours (between 18.30 - 08.00 Monday to Friday and all weekend) advice and access to a GP is available by dialling 111. When you call this service your problem will be assessed promptly and you will be given advice or it will be arranged for a GP (From the Hurley Group Provider) to ring you back to arrange to see you. The Urgent Care Centre at Queen Mary's does see minor injuries and minor ailments. There is an Accident and Emergency Department at Queen Elizabeth Hospital, Princess Royal University Hospital and Darent Valley Hospital.

In a genuine emergency you should call 999. For example, chest pains, significant shortness of breath or a suspected stroke constitute an emergency.

## DENTAL PROBLEMS

Please note the Doctors are not allowed to treat dental problems.

## HOME VISITS

Home Visits are for the housebound or for those whose illness itself prevents them from attending the Surgery. Home Visits will be carried out only if the Doctor considers the medical condition of the patient makes a home visit necessary. Generally speaking, this would be when to travel to the Surgery by car or taxi would endanger the patient's health. Where possible, try to telephone between 8.30 am-10.30 am if you think you may need a Home Visit.

Please remember that the Doctor can see 4 patients in the surgery in the time it takes to do one Home Visit.

## RECEPTION, ADMINISTRATIVE AND SECRETARIAL STAFF

We have a competent team of fully trained Staff who are here to help you.

Reception staff have a difficult job to do with telephone calls and enquiries from every direction. We now use headsets on the Reception desk this assists members of staff to input information more easily as they are now hands-free, they are also able to move away from the Reception desk to ensure patient confidentiality is maintained at all times. Please bear this in mind when attending the surgery as with these headsets it is not always easily apparent that the Receptionist is on a call. You will be assisted as soon as possible.

Reception staff sometimes may have to ask you for extra details/information. They have been trained to make these enquiries so that we can help you in the most appropriate way.

## PRACTICE MANAGER

Mrs Fiona Bedus is the Practice Manager, and she may be able to help you with any administrative or non-medical aspects of the Practice. She is also available to discuss any suggestions or complaints.

## PRACTICE NURSES

Our practice nurses can give advice on many matters, including health promotion, child and adult immunisations, well man, well woman, family planning, cervical smears, coronary heart disease prevention and blood pressure.

## HEALTH CARE ASSISTANT

Our Health Care Assistant is able to assist you on many matters including new patient and other Health checks, Asthma and COPD reviews, dressings and Blood Pressure checks.

## DISTRICT NURSES

Our team of District Nurses are responsible for nursing care in the community. If you need to see a District Nurse, please speak to reception who will convey your Visit request to the District Nursing Team.

## HEALTH VISITORS

Julie and Jenny are the Health Visitors attached to our practice. They can be contacted on 020 8269 9750. They are based at Barnard Medical Practice, Sidcup. You should contact them directly for advice and information about the clinics that they hold.

## REPEAT PRESCRIPTIONS

Patients on regular medication will require repeat prescriptions and for a safer and speedier service, repeat prescriptions are computerised. Your Doctor will have entered onto the computer what medication you are taking, and each time a new prescription is written on the computer a new request form is also generated for you to make your next request. The Electronic Prescription Service is available whereby you are given the option to 'nominate' the chemist you choose to get your medication from so that they can receive your prescriptions electronically. Please speak to your local chemist to sign up for this service. Requests for repeat prescriptions are not taken over the telephone for medicolegal reasons, as errors can occur in verbal communication.

- 1 Please allow a minimum of 2 working days notice from requesting a prescription to it being available for collection. It is your responsibility to order your medication in time to allow for this timeframe before being able to collect your prescription.
- 2 If you have more than 1 repeat prescription, please try and order all your items together.
- 3 Tick which items you require
- 4 You can collect your prescriptions from the Surgery or we can send it to your home address, providing you enclose a stamped-addressed envelope or to a local chemist of your choice but you should clearly indicate this on your original request.
- 5 Please **DO NOT** telephone the Surgery for your prescription requests as it blocks the switchboard and we do not take prescription requests over the telephone to avoid any mistakes being made.

- 6 Please **DO NOT** add unauthorised prescriptions to your repeat slip. Use the green slip provided at reception.
- 7 Either deliver your request to the Surgery and put it in the box provided or post it. If you have registered to use on-line services you can order your medications on-line.

### SICKNESS CERTIFICATES

You should not require a Doctor's Certificate for the first 7 days of your sickness. Your Employer may, however, require you to complete a Self Certificate (SC2) which is available from your Employer, the Post Office or the DSS. For any illness lasting longer than 7 days you may need to see the Doctor for him/her to issue a Fitness for Work Certificate and sometimes for subsequent renewals. Should your Employer require a Doctor's Note for a work absence of less than 7 calendar days, the Doctors may agree to do this but a fee will be charged for a private certificate.

### ACCESS FOR DISABLED

Disabled access is available at the Surgeries.

### PRACTICE COMPLAINT PROCEDURE

If you have a complaint or concern about the service you have received from the Doctors or any other Staff working in this Practice, please let us know. You should ask to speak to the Practice Manager Fiona Bedus or contact her in writing. Alternatively, you may ask for an appointment to discuss your concerns. We will then look into your complaint and contact you in writing.

### CLINICS AND SERVICES

The following Clinics are held at the Practice by the Practice Nurses, Healthcare Assistant, Midwife, Stop Smoking Advisor and Doctors.

**FAMILY PLANNING** - All forms of family planning are offered by the Doctors and Nurses. Dr Karkare fits IUCDs (coils).

**CERVICAL SMEARS** - are recommended at 3 - 5 yearly intervals between the age of 25 and 65 years and the Surgery has a recall system. If you are due for a smear, please make an appointment with one of the Practice Nurses.

**ANTENATAL** - these are held on Fridays between 9 am and 6 pm at our Burnt Oak Lane Surgery.

**POSTNATAL** - please make an appointment to see the Doctor for your post-natal check, together with baby check.

**CHILDHOOD IMMUNISATIONS** - These are done by our Practice Nurse. Please arrange an appointment with Reception. Please remember to bring your child's red book with you. The Nurse cannot give childhood immunisations without it. Please do not bring children with infectious diseases to this clinic, e.g. chickenpox, measles etc.

NEW PATIENT MEDICAL - On Registration with the Practice all Adults will be offered an appointment for a basic medical review with the Practice Nurse or Healthcare Assistant.

ASTHMA CLINIC - this is open to adults and children who use inhalers or who have been diagnosed with asthma. Please make an appointment with our Practice Nurse or Healthcare Assistant.

DIABETIC CLINIC - we offer an annual diabetic check to all patients with diabetes. Appointments can also be made for monitoring of diabetes throughout the year with the Practice Nurse or Healthcare Assistant.

SMOKING CESSATION CLINIC - A Stop Smoking Clinic is held every Tuesday afternoon at Burnt Oak Lane by a Stop Smoking Advisor. If however, this is not convenient you can also be referred.

TRAVEL VACCINATIONS - if you are planning a holiday abroad, please check with us at least 6 weeks before your departure date. Our Practice Nurses can advise you on your vaccination requirements and arrange suitable appointments for you. The initial assessment is a telephone consultation. Please speak to the Receptionist to arrange a telephone consultation with the Nurse.

#### VIOLENT OR ABUSIVE PATIENTS

We operate a "Zero Tolerance Policy". If a patient is violent, abusive, threatening or rude to a Doctor, Member of Staff or other person(s) on the Practice premises, he/she will be removed from our Practice List. In certain cases of violence the Police will be called.

#### ACCESS TO PATIENT INFORMATION

All our records are kept on computer together with the manual records and are kept safe and we can assure patients of complete confidentiality. Your rights are protected under the Data Protection Act 1998. Patients may request access to their Medical Records under this Act. Please make a request in writing to the Practice Manager. There is a fee payable for this.

#### NON NHS MEDICAL SERVICES

Should you require a special examination or report for insurance, driving, employment or for other reasons, this can be arranged through Reception. This does not form part of the routine NHS and a charge will be made. You can find a list of some of our standard private fees at Reception. You will however, normally be contacted by our Reports Co-ordinator after leaving the information who will need to assess the work required with the Doctor and you will be contacted with the fee payable along with an idea of how long it is expected to take before completion.

#### THE LOCAL CLINICAL COMMISSIONING GROUP DETAILS

Bexley CCG  
221 Erith Road  
Bexleyheath  
Kent  
DA7 6HZ  
Telephone number: 020 8298 6000

## USEFUL TELEPHONE NUMBERS

### Hospitals :

Queen Mary's Hospital	020 8302 2678
Queen Elizabeth Hospital	020 8836 6000
Princess Royal University Hospital	01689 863000
Darent Valley Hospital	01322 428100
Blackheath Hospital	020 8318 7722
Chelsfield Park Hospital	01689 877855
Fawkham Manor Hospital	01474 879900

### Pharmacies :

Boots Sidcup	020 8300 3249
Hollytree (Footscray)	020 8300 6857
Lloyds (Sidcup)	020 8300 2008
Roadnights (Sidcup)	020 8300 2632
Southcotts	020 8300 1304
St John's Pharmacy	020 8309 1687

### Sources of Advice and Support

NHS England	03000 3112233
CQC (Care Quality Commission)	03000 616161
Bexley Council	020 8303 7777
Registrar of Births & Deaths	03000 415252
CCG	020 8298 6000
Age Concern	020 8300 0883
Carers Support	020 8301 2552
Department of Social Security	020 8303 7799
Social Services	020 8303 7777
Citizens Advice Bureau	020 8304 5619
Samaritans	020 8301 1010
RELATE	01322 2756 91
MIND in Bexley	01322 521646



## HISTORY OF THE PRACTICE

### **Church Avenue**

Sidcup Medical Centre has been on this site for many years. It was extensively refurbished during 1989 to provide a spacious and pleasant Surgery offering more facilities to patients. It has been redecorated and re-modernised to improve our disabled facilities and access.

### **Burnt Oak Lane**

This building has been a Surgery since before the start of the NHS. In 1990 it was completely refurbished providing facilities on both floors. Further extension took place in 1995. It has been redecorated and the disabled facilities have been greatly improved.

## **THE AREA COVERED BY THE PRACTICE**

If you live within the Practice area and would like to Register, please fill in the New Patient Registration form available at Reception. The Practice area is shown on the map on the next page. Please telephone the surgery after 5 working days to check whether you have been accepted by the Practice. Once registered, you will be asked to make an appointment to see the Practice Nurse or Healthcare Assistant for a new patient check.

