



## Welcome to Sidcup Medical Centre

### **Main Surgery**

2 Church Avenue, Sidcup, Kent DA14 6BU  
Telephone: 020 8302 1114

### **Branch Surgery**

231 Burnt Oak Lane, Sidcup, Kent DA15 9BQ  
Telephone: 020 8300 2747

### **Branch Surgery**

63 Thanet Road, Bexley, Kent DA5 1AP  
Telephone: 01322 528221

### **Branch Surgery**

19 Crook Log, Bexleyheath, Kent DA6 8DZ  
Telephone: 020 8304 6972

Email: [sidcupmedical@nhs.net](mailto:sidcupmedical@nhs.net)

Website: [www.sidcupmedicalcentre.co.uk](http://www.sidcupmedicalcentre.co.uk)

### **Practice Partners**

Dr Sid Deshmukh (male): MBBS, MD, DRCOG

Dr Sunil Roy (male): MBBS, LRCP, MRCS, MRCP, MGES, FRSM, FRCP

Dr Ebenezer Timeyin (male): BM, BCh, LMSSA, LRCP, LRCS

Dr Shraddha Karkare (female): MBBS, BSc, nMRCGP, DFRH

Dr Sonia Khanna (female): MBBS, BSc, nMRCGP, DFRH

**This Partnership is Not a Limited Company**

## **Opening Hours**

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	Closed
Sunday	Closed

Bank Holidays      Closed

## **Sessional GPs**

Dr Ravi Muthukaluvan (male)  
Dr Sugandhi Ramu (female)  
Dr Hedwig Hanson (female)  
Dr Safira Tazeen (female)  
Dr Rashmikant Dave (male)  
Dr Kapil Mahna (male)

## **Nurse Practitioners**

Jillian Kemp (female)  
Linda Wilson (female)  
Margaret Gill (female)  
Sharon Ciel (female)  
Sue Britchfield (female)

## **Practice Nurses**

Mercy Diouf (female)  
Josephine Morgan (female)  
Kathy Taylor (female)

## **Paramedic Practitioner**

Patricia Murphy (female)

## **Management Team**

Tina Khanna: Chief Operating Officer  
Louise Wright: Practice Manager  
Charlotte Mead: Business Manager  
James Cade: IT Manager  
Lis Scudder: Quality Assurance Manager

## **We are a 'Total Triage' practice**

Our clinicians, reception staff and administrative team believe that we can offer our patients a better more efficient service if we use eConsult as a total triage system for all requests both clinical and administrative (you DO NOT need to complete an eConsult to book an appointment with the nurse).

## **What is Total Triage?**

It means that both clinical and administrative queries received via eConsult will be assessed and a decision will be taken to the most appropriate course of action. For instance; booking an appointment, organising investigations or an administrative task to be carried out.

## **What is eConsult?**

It is an online form that will guide you through a series of specific questions in relation to the issue that has been selected for both clinical and administrative queries. Please be aware, eConsults are self-care from Friday 6:30pm through to Monday 8:00am including bank holidays.

## **What if I cannot complete an eConsult myself?**

Please call the surgery and we will arrange for a dedicated administrator to complete an eConsult on your behalf.

## **What are the benefits of using eConsult?**

- Accessible 24/7
- No need to wait on the telephone
- The questions on the eConsult form asks you the same questions that a doctor would in a consultation, but you have more time to think about your answers.
- Research shows that 70% of eConsults do not require a face-to-face appointment.
- Medical advice is available on eConsult. This includes self-care information, pharmacy advice and an online symptom checker.
- Admin queries get filtered directly to the team that handles them.

## **Seeing a specific clinician**

You can request an appointment with a clinician of your choice, but you may have to wait slightly longer to be reviewed.

## **One appointment, one problem**

Your eConsult will be triaged and an appropriate arrangements will be made for you. We will therefore not be able to help you with any other issues that you may bring up during this appointment as sufficient time has not been allocated. When an eConsult has been allocated as a telephone consultation and you have been notified of the time and date, two attempts will be made to contact you. If we are unable to contact you after two attempts, you will need to contact the GP practice to re-book.

## **Lateness**

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

## **Text reminders**

Automated SMS text reminders will be sent to patients with up-coming appointments. Replies to appointment reminders are monitored. However, replying 'CANCEL' will instruct our automated system to cancel your appointment.

## **Repeat prescriptions**

Patients on regular long term medication may be given repeat prescriptions for a speedier service with the ability to request these medications via online services.

Each time a repeat prescription is issued a new repeat medication form is also generated for you to make your next request. If you have an EPS (Electronic Prescription Service) nominated pharmacy, the repeat medication request form is usually included with your medication.

The electronic prescription service allows you to nominate a pharmacy of your choice to send your prescriptions electronically once it's issued. Please speak to your pharmacy to sign up for this service or complete an EPS nomination form available on our website or from reception.

***Certain medications like antidepressants, contraceptives, hormone replacement (HRT) and migraine medications are not available on repeat as they require regular monitoring. Please complete an eConsult to request these medications.***

## **Prescription requests**

You can now request your regular prescription medication online. We recommend using the 'NHS App' which incorporates your COVID pass, repeat prescriptions and medical records.

You can register and verify your identity all within the NHS App, available both on Android and iOS. Please complete an online registration form if:

- You are unable to verify your identity through the NHS App.
- You would like to donate 'proxy access' to allow another person to access your medical records.
- You would like proxy access to your child's medical records (for children 10 years or younger).

The online registration form is available on our website and from reception. Please complete this form and return it to reception along with a valid form photographic ID. If you are unable to provide photographic ID we may require you to answer some questions regarding your medical history to confirm your identity.

Once your identity has been confirmed, you will be provided the necessary information to link your online services account to your medical records. You will then be able to view parts of your medical record including information about medication, allergies, vaccinations, previous illnesses and test results.

## **Out of hours**

If you require support over the weekend including bank holidays, you can still use eConsult for self-help and pharmacy advice regarding your condition.

If you have a medical problem and you're not sure what to do please call **111** or use their online service [111.nhs.uk](https://111.nhs.uk)

For medical emergencies please call **999**. For example; chest pains, significant shortness of breath or a suspected stroke.

## **Dental appointments**

Doctors are not allowed to treat or refer patients for dental problems. Please contact your dental practice.

## **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 feels it's necessary to do so. Please note that the final decision whether a patient needs a home visit and whether the patient is eligible for one is entirely at the discretion of the GP practice.

## **Reception, administrative and secretarial Staff**

Although incoming patient calls are now not taken on the front desk, they are answered at our central telephone hub based at Burnt Oak Lane. Each site has specific work to undertake each day such as general administrative requests, booking appointments that have been triaged and organising prescriptions. Please be aware that reception staff sometimes may 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.

## **Health visitor**

We have health visitors attached to our practice. You should contact them directly on 0300 330 5777 for advice and information.

## **Access for disabled**

Disabled access is available across the four GP practices.

## **Practice complaint procedure**

If you have a complaint or concern about the service you have received from the clinician or any other member of staff working at this practice, please let us know. Complaints are dealt with directly with the Practice Manager, Louise Wright. You can complain verbally, sending an email or in writing to the surgery. The complaint will then be investigated and you will be contacted with a response as soon as possible.

## **Access to patient information**

At Sidcup Medical Centre we aim to provide you with the highest quality of healthcare. To do this we must keep a record about you, your health and the care we have provided or plan to provide. Everyone working for the NHS has a legal duty to keep information about you confidential. You have the right to request a copy of the records we hold about you. This is called a 'subject access request'. We are required to respond to this request within 1 month. Your data is used in compliance with GDPR (General Data Protection Regulation) and you are protected under the Data Protection Act 2018.

## **Clinics and Services**

Family planning	All forms of family planning are offered by the clinicians. Dr Karkare and Dr Tazeen fit IUCDs (coils) and implants following a consultation appointment.
Cervical smears	<p>Recommended every 3 years for women aged 25-50 or 5 years for women aged 50-65. If you have received a letter, please make an appointment with the practice nurse. If you have not been sent a letter you will not be eligible for a cervical smear test and the test will not be processed by the laboratory.</p> <p>Please complete an eConsult if you are worried about symptoms of cervical cancer such as:</p> <ul style="list-style-type: none"><li>• Bleeding between periods.</li><li>• Bleeding during or after sexual intercourse.</li><li>• Bleeding after you have been through the menopause.</li><li>• Unusual vaginal discharge.</li></ul> <p>Please DO NOT wait till your next cervical screening appointment.</p>
Postnatal	Please complete an eConsult to see the doctor for your post-natal check together with baby check.
Childhood immunisations	These are given by our practice nurses. Please ring the surgery to book this appointment. Remember to bring your child's red book with you to the appointment. The nurse cannot give your child their immunisations without the red book.
Smoking cessation	Bexley Stop Smoking service is available to anyone who wants to stop smoking and is registered with a Bexley GP practice. They provide free, friendly and effective practice support as well as offering the full-range of evidence based smoking cessation medications. They also advise on vaping and can direct you to local Vape Shops. For more information please visit <a href="http://www.smokefreebexley.co.uk">www.smokefreebexley.co.uk</a> or call them directly on 0800 783 2514
Travel vaccinations	If you are planning a holiday abroad, please check with us at least 6 weeks before your departure date. Book an appointment with one of our practice nurses who can advise you on your vaccination requirements. Please be aware that there are fees for some types of travel vaccinations and you will be advised of these at the time of booking the appointment.

## **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 by submitting a request which will then be handed to our report co-ordinators to assess the work required with a GP and you will be contacted with details of the fee payable along with an idea of how long it is expected to take before completion. There is also a charge payable for 'To whom it may concern' letters and in some cases for private referral letters. Payment must be made in advance before any work is carried out.

## **Local CCG (Clinical Commissioning Group) details**

South East London Clinical Commissioning Group  
Civic Offices  
2 Watling Street  
Second Floor West  
Bexleyheath  
Kent  
DA6 7AT

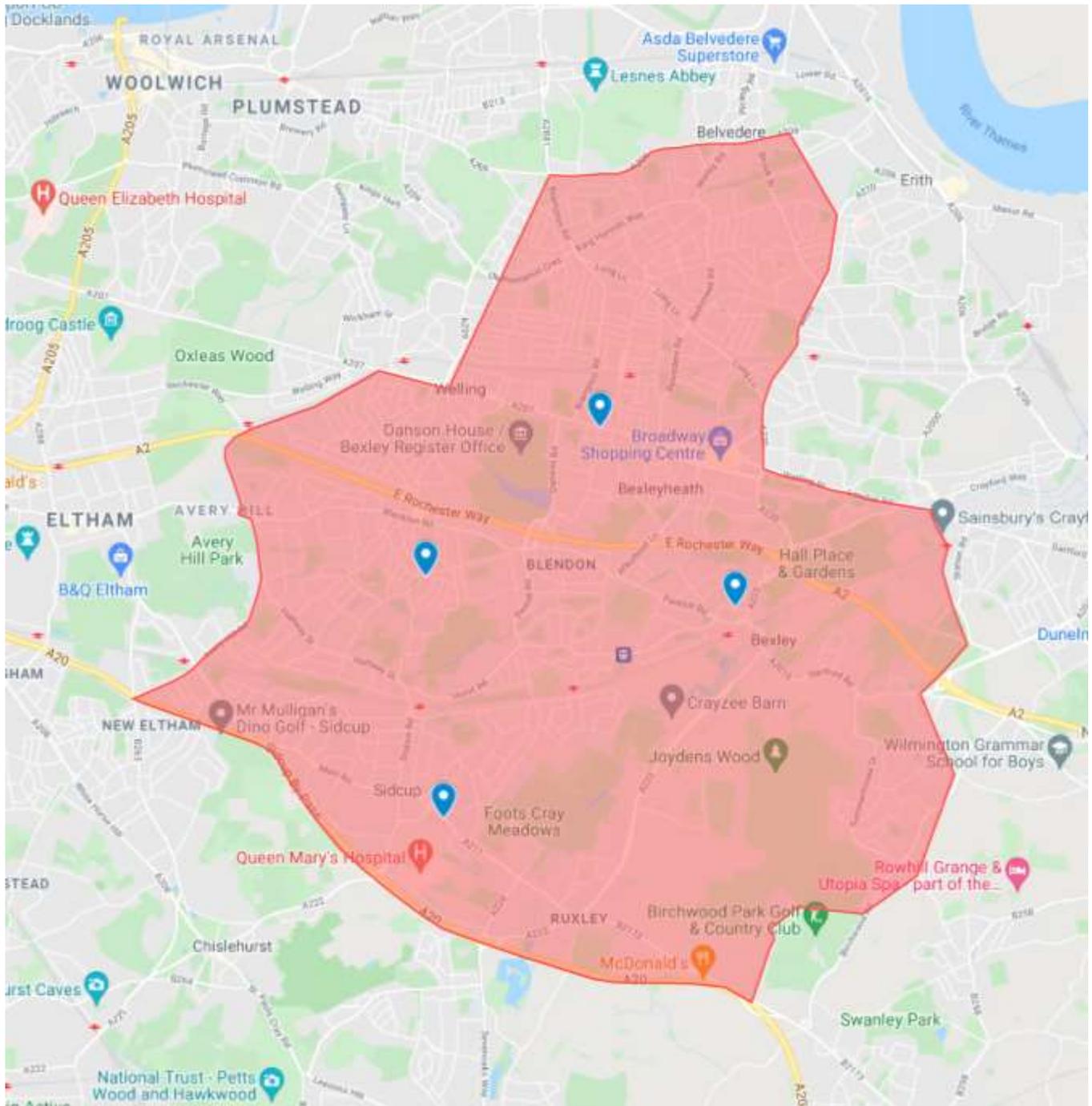
## **Sources of advice and support**

NHS England	Telephone: 0300 311 2233 Email: <a href="mailto:england.contactus@nhs.net">england.contactus@nhs.net</a> General post (including complaints, but not legal proceedings): NHS England, PO Box 16738, Redditch B97 9PT
CQC (Care Quality Commission)	Telephone: 0300 061 6161
Registrar of births & deaths (Bexley district)	Telephone: 0300 041 5252 Address: Danson House, Danson Rd, Bexley DA6 8HL
Carers' support	Telephone: 020 8302 8011 Address: Crayford Manor House Centre, Mayplace Rd E, Bexleyheath, Dartford DA1 4HB
Citizens Advice Bureau (Bexley)	Telephone: 01322 517150 Website: <a href="http://bexleycab.org.uk">bexleycab.org.uk</a>
Samaritans	Whatever you're going through, a Samaritan will face it with you. We are here 24 hours a day, 365 days a year. Telephone: 116 123 Website: <a href="http://www.samaritans.org">www.samaritans.org</a>

## **Hospitals**

Queen Mary's Hospital	Telephone: 020 8302 2678 Address: Frogna Ave, Sidcup DA14 6LT
Queen Elizabeth's Hospital	Telephone: 020 8836 6000 Address: Stadium Rd, London SE18 4QH
Princess Royal University Hospital	Telephone: 01689 863000 Address: Farnborough Common, Orpington BR6 8ND
Darent Valley Hospital	Telephone: 01322 428100 Address: Darent Wood Rd, Dartford DA2 8DA

## Catchment area



If you live within our catchment area and would like to register, please fully complete the new patient registration pack and return it to surgery. New patient registrations usually take a week to be processed. For children under 6 years of age, we will need to take a copy of the red book.



## **SIDCUP MEDICAL CENTRE**

### **NHS ZERO TOLERANCE ZONE**

#### **POLICY STATEMENT**

Any form of violence against staff is unacceptable. Staff working for the NHS want to do their best for the community and do not go to work to be victims of violence or verbal abuse.

Violence against staff is a crime and we will work with the police to locally prevent it. Individuals behaving violently towards staff will be reported to the police. We will ensure that staff receive the necessary support when pursuing prosecutions against such individuals.

Staff will be encouraged to immediately report every incident of violence or verbal abuse to their Managers and seek assistance if involved in a violent situation. Staff should feel that they have support and should not have to cope alone with violence.

#### **DEFINITION**

Violence means:

“Any incident where staff are abused, threatened or assaulted in circumstances related to their work, involving an explicit or implicit challenge to their safety, well-being or health” (European Commission DG-V 1997).

***Updated: Feb 2022***

***Review: Feb 2023***