



Sidcup Medical Centre Practice Information Leaflet

Main Surgery

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

Branch Surgery

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

Branch Surgery

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

Branch Surgery

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

Email: sidcupmedical@nhs.net

Website: 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, MD, MRCOG, MRCGP, DFSRH

Dr Sonia Khanna (Female) MBBS, BSc, nMRCGP, DFSRH

Dr Bishakha Chowdhury (Female) MBBS, ALS, MRCGP

This Partnership is not a Limited Company

Opening Hours

Monday	08:00am – 6:30pm
Tuesday	08:00am – 6:30pm
Wednesday	08:00am – 6:30pm
Thursday	08:00am – 6:30pm
Friday	08:00am – 6:30pm
Saturday	Closed
Sunday	Closed

The surgery is closed on bank holidays.

Sessional GPs

Dr Ravi Muthukaluvan (Male)
Dr Sugandhi Ramu (Female)
Dr Hedwig Hanson (Female)
Dr Matthew Corbett (Male)
Dr Safira Tazeen (Female)
Dr Rashmikant Dave (Male)
Dr Kapil Mahna (Male)

Nurse Practitioners

Jillian Kemp
Linda Wilson
Margaret Gill
Sharon Ciel
Sue Britchfield

Practice Nurses

Mercy Diouf
Josephine Morgan
Kathy Taylor
Joyce Asante

Management Team

Tina Khanna (Chief Operating Officer)
Fiona Bedus (Practice Manager)
Charlotte Mead (Business Manager)
Louise Wright (Assistant Practice Manager)
Elisabeth Scudder (Quality Assurance Manager)
James Cade (IT Manager)

Sidcup Medical Centre Is 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 for nurse appointments.

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. The eConsult form has been designed to enhance patient access, improve practice efficiency and signpost patients to the right place at the right time for their care.

Please note that eConsults are self-care from 6:30pm on Friday through to 08:00am Monday (including bank holidays).

What If I Cannot Complete An eConsult Myself?

Ring 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 phone.
- Complete an eConsult at a pace that suits you. It asks the same questions that a doctor would in a consultation, but you have more time to think about your answer. You can also add pictures if appropriate.
- Your query may be resolved with a telephone call, saving you a trip to the surgery.
- Medical advice is available on eConsult. It 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 appointment will be made for you. We will therefore not be able to help you with any other issues that you bring up during this appointment as sufficient time has not been allocated for us to do this. When an eConsult has been allocated as a telephone consultation and you have been notified of the date and time, two attempts will be made to contact you. In the event that you do not answer, you will need to contact the Practice to rebook.

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 arrive late and it is at their discretion.

Text Reminders

We use an automated system to send out text reminders to our patients about their appointments. Replies to appointment reminders are not monitored. However, replying 'Cancel' will cancel your appointment. We ask that patients notify us if they change their mobile number so that our records are fully up to date. We also use this text reminder service to invite patients to be seen for medical reviews. You are able to opt out of this service by contacting the surgery and requesting this be done.

Repeat Prescriptions

Patients on regular, long term medication may be given repeat prescriptions for a speedier service, and the ability to request these medications via online services. Your doctor will have entered onto the computer what medication you are taking.

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 Electronic Prescription Service (EPS) nominated pharmacy, the repeat medication request form is usually included with your medication.

The Electronic Prescription Service (EPS) allows you to 'nominate' a pharmacy of your choice to send your prescriptions electronically, once it is

issued. Please speak to your pharmacy to sign up for this service, or complete an (EPS) nomination form available online or from reception.

Certain medications like antidepressants, contraceptives, hormone replacement therapy (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 request your regular prescription medication online.

We recommend using the 'NHS App' which incorporates your medical records, repeat prescriptions as well as eConsult should you require medical advice or medications that are not on your repeat list.

You can register, verify your identity and access to your medical records all within the NHS App (available on both android and iPhone).

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 access to your medical records.
- You would like to donate 'proxy access' to your child's medical records (for children 10 years or younger).

The online services registration form is available on our website and at reception. Please complete the form and return to reception along with photographic ID. This could be a passport, driving licence or freedom pass. If you are unable to provide photographic ID the surgery 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 a 'linkage key' via email, and the information can be used to link your online services account to your medical records. You will then be able to view parts of your medical records including information about medication, allergies, vaccinations, previous illnesses and test results.

Out Of Hour's Doctors Service

Outside of normal surgery hours 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 see you.

The Urgent Care Centre at Queen Mary's Hospital does see minor injuries and ailments. There is an Accident and Emergency Department at Queen Elizabeth Hospital, Princess Royal University Hospital and Darent Valley Hospital.

In an emergency you should 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 is necessary. Please note that the final decision whether a patient clinically needs a home visit and whether a patient is eligible for one is entirely at the discretion of the GP surgery.

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, dealing with telephone calls and enquiries from every direction. Although incoming patient calls are now not taken on the reception 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. 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.

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 checks.

Health Visitors

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

Sick Certificate (med3)

You should not require a sick certificate from a clinician for the first seven days of your sickness. However, your employer may require you to complete a self-certificate (SC2). For any illness lasting longer than seven days you may need to see or speak to a clinician to obtain a sick certificate or for subsequent renewals. All requests for sick certificates must be submitted via eConsult.

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 clinician or any other member of staff working at this practice, please let us know. Complaints are dealt with by assistant practice manager Louise Wright. You can complain verbally or by sending an email or in writing to the surgery. The complaint will be investigated and you will be contacted with a response with our findings as soon as possible.

Clinics And Services

The following clinics are held at the practice by the doctors, practice nurses, midwife and stop smoking advisor.

- **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**

Recommended every 3 years (aged 25-50) or 5 years (aged 50-65). The surgery and Cervical Screening London has recall systems. If you are due for a smear and 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 smear test and the test will not be processed by the laboratory.

Please complete an eConsult if you are worried about symptoms of cervical cancer such as;

- Bleeding between periods, during or after sex or after you have been through the menopause.
- Unusual vaginal discharge

DO NOT wait till your next cervical screening appointment.

- **Postnatal**

Please complete an eConsult to see your doctor for your post-natal check, together with baby check.

- **Childhood Immunisations**

These are done 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 childhood immunisations without the red book.

- **Smoking cessation**

Referrals are made by our patients ringing 0800 783 2514 or via www.smokefreebexley.co.uk

- **Travel vaccinations**

If you are planning a holiday abroad, please check with us at least 6 weeks before your departure date. You will need to ring to book a telephone assessment appointment with our Practice Nurses who can advise you of your vaccination requirements and arrange a suitable appointment for you. There are fees for some types of travel vaccinations, you will be advised of these by the Nurse when you discuss the vaccinations that you need.

Violent Or Abusive Patients

We operate a Zero Tolerance Policy. If a patient is violent, abusive, threatening or rude to a Clinician, Other 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 and this will involve the immediate removal of a patient from our patient list.

Access To Patient Information

At Sidcup Medical Centre we aim to provide you with the highest quality of health care. To do this we must keep records 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 a right to request a copy of records about you this is called a Subject Access Request (SAR). We are required to respond to this request within 1 month. Your data is used in compliance with the General Data Protection Regulation (GDPR) and you are protected under the Data Protection Act 2018.

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 will need to submit your request and our 'Report Co-ordinators' will need 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 of for some Private Referral Letters. Payment must be made in advance of any work being carried out.

Local Clinical Commissioning Group Details

South East London Clinical Commissioning Group
 Civic Offices
 2 Watling Street
 Second Floor West
 Bexleyheath
 Kent
 DA6 7AT
 020 8298 6000

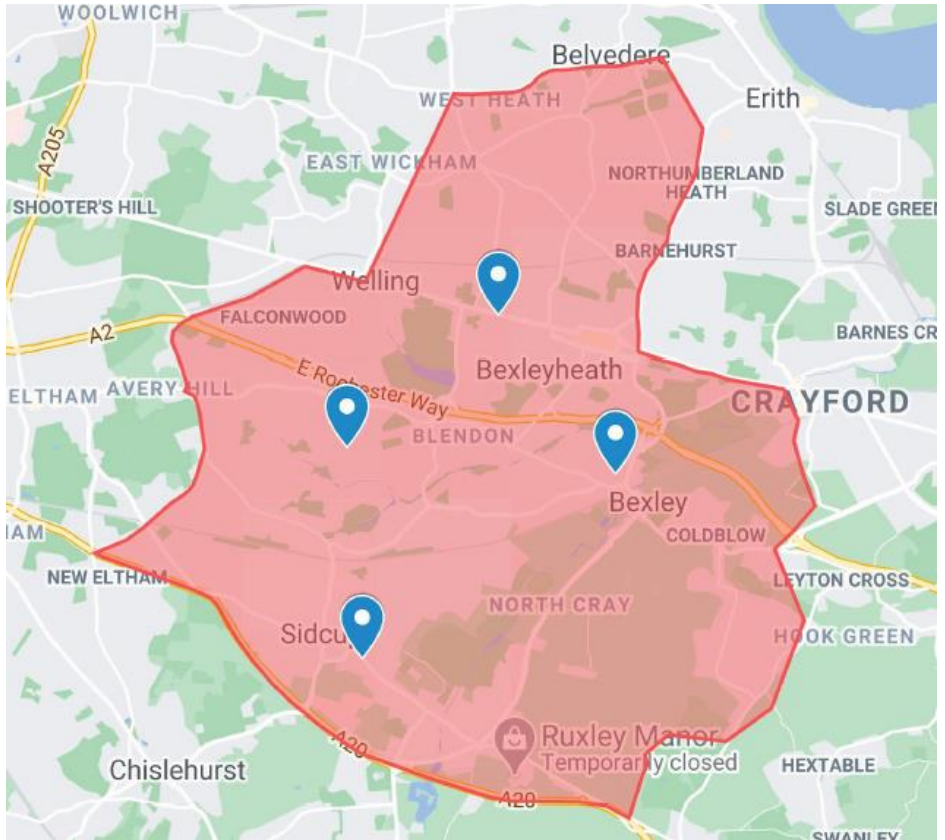
Sources Of Advice And Support

NHS England	03000 3112233 england.contactus@nhs.net
CQC (Care Quality Commission)	03000 616161
Registrar of Births & Deaths	03000 415252
Age Concern	020 8300 0883
Carers Support (Bexley)	020 8302 8011 info@carerssupport.org
Social Services (Bexley Council)	020 8303 7777
Citizens Advice Bureau	01322 517150 www.bexleycab.org.uk
Samaritans	116 123 www.samaritans.org

Hospitals

Queen Mary's Hospital	020 8302 2678
Queen Elizabeth's 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

Catchment Area



If you live within our catchment area and would like to register, please fully complete the new patient registration pack and return to the surgery along with photographic ID and 2 proofs of address (for persons over the age of 18).

Proof of address can be a; bank statement, utility bill, rental agreement, council tax or electoral roll confirmation.

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.

Updated: 25/06/2021