



# **The Links Medical Practice**

Practice Booklet

**Downham Surgery**

**27 Brook Lane, Bromley, Kent BR1 4PX**

**0208 461 3333**

**Mottingham Surgery**

**198 Court Farm Road, Mottingham, London SE9 4JS**

**0208 857 0011**

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**A London School of Medicine Teaching Practice**

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# WELCOME TO THE LINKS MEDICAL PRACTICE

We are a two site GP Surgery that operates as one Practice. We have six GP Partners and three salaried doctors. The facilities at both sites are modern and are easily accessible by disabled and wheelchair patients. There is accessible street parking around our Downham site and a car park at our Mottingham site.

New Patients are welcome. To register as a patient at our surgery, you must live within our catchment areas. Please contact the surgery and speak to a member of staff who will be able to check that you live in the catchment area and advise you about the registration process. In order to register you, we need your NHS number, proof of ID and two proofs of address, you will then be given the appropriate forms to complete. There is a considerable amount of paperwork to be completed at registration: if you have any difficulty in completing the documents please inform a member of the reception team, who will do their best to help you.

We are always looking to improve our services and value patients comments.

Please use our in-house comments boxes or use the patient feedback button on our website. You can also use the website to keep up to date with the latest developments at the practice.

# **PRACTICE PHILOSOPHY & CORE VALUES**

This practice is run by General Practitioners who are Evangelical Christians, however not all staff employed by the practice are Christians. Most of your experiences in healthcare in this practice will be similar to what you would get in any other General Practice environment because Christian ideals have influenced healthcare for generations and because healthcare workers are generally caring people regardless of their religious convictions!

We do not regard ourselves as superior to others.

## **SEVERAL PRINCIPLES ARE AT WORK IN HEALTHCARE**

### **“TRUST IS THE BASIS FOR GOOD RELATIONSHIPS”**

We will try to inform you fully regarding your health issues but, in the end, trusting your doctor means accepting that what they say is in your best interests.

### **“LOVE IN A CHRISTIAN SENSE IS PRACTICAL CARING”**

We will do our best to help.

## **RESOURCES, ESPECIALLY TIME AND PEOPLE, ARE LIMITED**

We must use them responsibly and will often have to give priority to those who are most vulnerable and least able to speak for themselves. Please be patient if you have to wait or are told that you will not be given, for example, an appointment, a home visit, a referral, a prescription.

## **TRUTH & HONESTY**

We will try to keep you informed and will not hide things from you. Thus we may discuss various relevant issues with you, such as diet, smoking, drugs, immunisation, contraception or abortion.

You may find that different healthcare workers have different opinions and advice, and this may be because there is more than one “right” answer. We will seek to practice healthcare based on sound advice and to seek real answers to the ills you experience. Sometimes this will mean identifying the spiritual issues which affect you.

We will not “bend the truth” or lie to you or for you.

# GP PARTNERS

## **Dr. Stella Frances Bird (Female)**

MB ChB MRCGP, Registered Manchester 1987, GP Trainer

## **Dr. Shekinah Ratnalatha Chavvakula (Female)**

BBS DO MRCGP, Registered in India 1985

## **Dr. Christopher Bolaji Fatoyinbo (Male)**

BSc (1996) MBBS (1999) MRCGP (2005) DFFP (2006) Dip Psych (2006) MSc (2008) DOccMed (2009) Pg Cert in Teaching in Primary Care (2011) Registered London 1999

## **Dr. Alastair Donald Gaston (Male)**

MRCGP B.Med.Sci MBBS DRCOG DTM+H, Registered Newcastle-upon-Tyne 1985, GP Trainer

## **Dr. Peter Debra Mensah (Male)**

MB ChB The joint Committee on Postgraduate training for General Practice (UK.1999), Registered Ghana 1992  
Other Languages: Akan (Twi, Fante)

## **Dr. Benjamin Chukwudi Onwochei (Male)**

MBBS MRCOphth FAAFP, Registered Nigeria 1976  
Other Languages: Igbo

## SALARIED GPS & NURSING TEAM

**Dr Sonia Fernando** (Female)

MBBS MRCGP, DCH, DFSRH, Registered London 2006

**Dr Iman Mounir Tawfik Hanna** (Female)

MBBS DOFP MRCGP MB Bch, Registered Egypt 1980

**Dr Cath Jenson** (Female)

MA MBBS DRCOG DCH MRCGP PGCE FRCGP

**Bianca Osei-Tutu** (Female)

MSc Physician Associate, Bio-Medical Science BSc (Hons)  
PA-R, Registered London 2019

**Nurse Frances Tibble** (Female) Registered Nurse, Queen's Nurse

Advanced Nurse Practitioner BSc. Kings. London

(Independent

Practice), Independent Prescriber, family Planning and

Women's health, City & Guild 730

**Nurse Sharon Harrison** (Female) Registered Nurse

Dip. HE London Independent Prescriber

**Nurse Patricia Carr** (Female) Registered Nurse

Dip Diabetes Care (Kings).

**Yvonne Davis** (Female) - Healthcare Assistant

**Jennifer Bryan** (Female) - Healthcare Assistant

## REGISTRARS AND STUDENTS

This Practice is a London School of Medicine Teaching Practice for undergraduate and postgraduate medical training. Our Registrars are fully qualified and have a great deal of hospital experience. These Hospital Doctors join us for training in General Practice, and we wish to reassure you that confidentiality is assured and they will give our patients caring, modern and effective treatment.

# HOW TO MAKE APPOINTMENTS

## MAKING ROUTINE APPOINTMENTS

- Routine appointments should be made in advance, and are for ten minutes with the doctor.
- Routine appointments can be made online using patient access, please ask at reception for more information.
- Please let the receptionist know if you feel you will need longer or have more than one problem at the time of booking. This will help prevent long waiting times for other patients.
- We will always try and accommodate you but please understand that sometimes it will not be possible to make an appointment with a particular doctor, especially at short notice.

## MAKING URGENT APPOINTMENTS

- Urgent appointments and Home Visits that cannot wait until the next free routine appointment should be requested where possible before 10:00am.
- You will not always be able to see the Doctor of your choice for an emergency appointment.

We are constantly looking at ways to improve our service and we do try our very best to see patients as quickly as possible, keeping to the appointment times given. However, this is not always possible due to the unpredictable nature of some cases. A doctor may overrun a particular appointment, which unfortunately carries forward throughout the day.

Receptionists will always make every effort to keep you informed if there is any particular reason for a delay.



# OUT OF HOURS

**In an Emergency that is Life Threatening call 999.**

**If you have unexpected or urgent healthcare needs when medical help is needed fast but is not life threatening and the surgery is closed dial 111. Calls to this service are free.**

NHS 111 call advisors are fully trained supported by experienced Nurses. They use a clinical assessment system to assess callers needs safely and effectively and direct them to the right NHS service.

## **URGENT CARE CENTRES/ MINOR INJURY UNITS**

Urgent Care Centres treat problems including sprains, cuts, bites, infected wounds, splinters, minor burns, broken bones and minor eye injuries and minor ailments. You can be treated just as well and usually more quickly than in Accident and Emergency. They are usually open from 8:00am-8:00pm but it is advisable to telephone before you attend.

Nearest ones are located at:

- **The Beckenham Beacon**, 379 Croydon Road, Beckenham, BR33QL / Tel: 0168 986 3000
- **Princess Royal U.C.C**, Farnborough Common Orpington Kent BR6 8ND / Tel: 01689 863 486
- **Queen Mary's Hospital**, Sidcup Frogal Avenue, Sidcup, Kent, DA14 6LT / Tel: 0208 302 2678
- **Queen Elizabeth Woolwich**, Stadium Road Woolwich, London SE18 4QH / Tel: 0208 836 4360

## **REQUESTING HOME VISITS**

Please try to come to the surgery if at all possible where it is easier for the Doctor to examine and treat you. Please do not ask the Doctor to call unless you are too ill to come to the surgery. The receptionist will need your full name, address, age, telephone number and as much information as possible to enable the Doctor to allocate priority to your call. The Doctor may telephone you to discuss your need for a home visit. Visits will only be done at the discretion of the Doctor and will rarely be considered necessary in the case of children.

## **ONLINE CONSULTATION (ECONSULT)**

eConsult allows you to self-check your symptoms and find medical guidance written by doctors 24/7. You can get administrative help (e.g. a GP letter) and seek advice from our GP team and receive a response by the end of the next working day. Simply go to our website and follow the steps.

## **BROMLEY GP ALLIANCE**

We work in Partnership with The Bromley GP Alliance who offer additional GP Services on our behalf in Beckenham, Bromley and Orpington. These surgeries offer additional GP services outside of our normal working hours e.g. Monday – Friday 4pm – 8pm & Saturday – Sunday 9am – 1pm.

To book these appointments you will need to contact the surgery using the usual number.

# PRESCRIPTION REQUESTS

You can request your medication 7-10 working days before you need the medication. Please allow 48-72 working hours for us to process your prescription from when we receive it and allow extra time if you are requesting via your pharmacy. Ensure you have enough medication when requesting a repeat prescription and for Bank Holidays. If you are going on holiday please put your request in 7-10 working days ahead and indicate on the slip that you are going away. 'One off' prescriptions will take longer than two to three working days as they need to be re-authorised. Some conditions or prescriptions may require a regular review by appointment with a GP or the Practice Nurse. If you have any queries regarding your prescription, you can speak to our Practice Medicine Co-ordinators via telephone (see telephone options for times).

## REQUESTING A REPEAT PRESCRIPTION

Your request can be made by returning the side computer slip that came with your last prescription; or by completing the repeat prescription request slip at the surgery reception; or via the surgery website; via patient access, or in writing. Please indicate clearly which of the items you require. If you wish your prescription to be posted to you please enclose an SAE with your request. **For patient safety, repeat prescriptions cannot be accepted by telephone or fax as this may lead to mistakes.** Certain local chemists will collect your prescription from the surgery. Ask at reception for details.

## HOSPITAL PRESCRIPTIONS

If you are prescribed new medication by a Hospital Consultant the hospital will write to the surgery and inform your GP as to the details of your new medication. This will take some time, so in the meantime the hospital may issue a limited supply of any medication to see you through. Your GP will not know which medication to prescribe, or the dosage, until told this information by your consultant. Sometimes you will be given a copy of the hospital prescription to bring in to your GP. Please do this as soon as you are able in order for us to enter the information on your medical record. We are unable to issue you with any further prescriptions for the medication prescribed by the hospital until we are in receipt of this information.

## TEST REQUESTS

Test results are available by telephone only between 2:00pm and 4:00pm. (See telephone options for more info). **Please do not contact us for results outside of these times.**

Cervical smears— If the result is normal you will be notified by the local screening department by post. If the result is abnormal you will be notified by the local screening department by post who will also arrange any ongoing treatment that is required.

## CLINICS OFFERED IN DOWNHAM

<b>Antenatal</b>	Thursday 2pm-3:30pm by appointment- run by midwives
<b>Asthma &amp; COPD</b>	By appointment with Nurse
<b>Diabetic Clinics</b>	By appointment
<b>Family Planning &amp; Sexual Health</b>	Any day by appointment with Nurse or Doctor
<b>Flu Clinics</b>	Some walk in clinics or by appointment as advertised during the flu season.
<b>Immunisations</b>	By appointment with Nurse
<b>Minor Operations</b>	By appointment
<b>NHS Health Checks</b>	By appointment with the HCA for 40 – 74 years olds
<b>New Baby Clinics</b>	Wednesday 1:30-3:00pm with Doctor and Nurse. Injections, checks and post-natal by prior appointment.

## CLINICS OFFERED IN MOTTINGHAM

<b>Asthma &amp; COPD</b>	By appointment with Nurse
<b>Diabetic Clinics</b>	By appointment
<b>Family Planning &amp; Sexual Health</b>	Any day by appointment with Nurse or Doctor
<b>Flu Clinics</b>	Some walk in clinics or by appointment as advertised during the flu season.
<b>Immunisations</b>	By appointment with Nurse
<b>Minor Operations</b>	By appointment
<b>NHS Health Checks</b>	By appointment with the HCA for 40 – 74 years olds
<b>New Baby Clinics</b>	Wednesday 1:30-3:00pm with Doctor and Nurse. Injections, checks and post-natal by prior appointment.

# OPENING TIMES - Mottingham

198 Court Farm Rd, London SE9 4JS

<b>Monday</b>	8.00am-6.30pm	AM -Book on the day (Subject to availability)  PM - Booked appointments
<b>Alternate Monday evenings (please ask reception for dates)</b>	6.30pm-7.30pm	Strictly pre-booked appointments only
<b>Tuesday</b>	8.00am-6.30pm	Booked appointments
<b>Wednesday</b>	8.00am-6.30pm	Booked appointments
<b>Thursday</b>	8.00am-12.30pm  Closed from 12.30pm	Booked appointments
<b>Friday</b>	8.00am-6.30pm	AM -Book on the day (Subject to availability)  PM - Booked appointments
<b>Some Saturdays (Please ask reception for dates)</b>	9.00am-11.30am	Strictly pre-booked appointments only

## Telephone Times - Mottingham

Department	Day/s	Time	Option number
<b>Appointments</b>	Daily except for Thursdays when we close at 12.30pm	8am - 6pm	<b>1</b>
<b>Prescriptions</b>	Daily –  Friday -	10.30am - 12pm  2.30pm - 3pm  2.00pm – 2.30pm	<b>2</b>
<b>Results</b>	Daily except for Thursdays when we close at 12.30pm	2pm – 4pm	<b>3</b>
<b>Referrals</b>	Daily between these times, expect for Fridays:	9.30am - 11.30am  2.30pm - 4.30pm	<b>4</b>
<b>Access to medical records/insurances</b>	Tuesdays – Wednesdays -	3pm – 4pm  9.30am - 11am	<b>6</b>
<b>Administration</b>	Daily except for Thursdays when we close at 12.30pm	8.45am - 5.30pm	<b>7</b>



# OPENING TIMES - Downham

27 Brook Ln, Bromley BR1 4PX

<b>Monday</b>	8.00am-6.30pm	AM -Book on the day (Subject to availability)  PM - Booked appointments
<b>Tuesday</b>	8.00am-12.30pm  Closed from 12.30pm	Booked appointments
<b>Wednesday</b>	8.00am – 6.30pm	Booked appointments
<b>Alternate Wednesday evenings (please ask reception for dates)</b>	6.30pm-7.30pm	Strictly pre-booked appointments only
<b>Thursday</b>	8.00am-12.30pm  Closed from 12.30pm	Booked appointments
<b>Friday</b>	8.00am-6.30pm	AM -Book on the day (Subject to availability)  PM - Booked appointments
<b>Some Saturdays (Please ask reception for dates)</b>	9.00am-11.30am	Strictly pre-booked appointments only

## Telephone Times - Downham

Department	Day/s	Time	Option number
<b>Appointments</b>	Daily except for Tuesdays when we close at 12.30pm	8am-6.30pm	1
<b>Prescriptions</b>	Daily – Wednesday – Friday -	10.30am – 12pm 1.30pm – 3.30pm 12.30pm – 2.30pm	2
<b>Results</b>	Daily except for Tuesdays when we close at 12.30pm	2pm – 4pm	3
<b>Referrals</b>	Daily between these times, expect for Fridays:	9.30am - 11.30am 2.30pm - 4.30pm	4
<b>Access to medical records/insurances</b>	Monday - Thursday -	1.30pm to 4pm 9am to 12pm	6
<b>Administration</b>	Daily except for Tuesdays when we close at 12.30pm	8.45am-5.30pm	7

## **BREAST SCREENING – AVAILABLE FOR LADIES 49 TO 70 YEARS**

Screening takes place in mobile units at various sites across Bromley. Appointments are sent out by post to patients by the screening hub, results are sent to patients via royal mail and also sent to GP to be added to your notes.

For more information or to change an appointment 0203 758 2024, [www.london-breastscreening.org.uk](http://www.london-breastscreening.org.uk) or ask reception for a leaflet.

## **CERVICAL SCREENING – AVAILABLE FOR WOMEN AGED 25 TO 64 YEARS**

25 – 50 – every 3 years

50 – 65 – every 5 years

Appointments are with surgery nurse

Results will be sent by post to patients and electronically to the surgery to be added to patient's notes.

For more information visit [www.cancerscreening.nhs.uk](http://www.cancerscreening.nhs.uk) or ask via this telephone line 01689 864 310.

## **BOWEL SCREENING – AVAILABLE FOR MEN AND WOMEN FROM AGE 60 TO 74 YEARS**

Tests will automatically be sent out to patients at home, tests can then be sent back using the envelope provided to be completed at home. Results are sent to patients from screening HUB via post and to the surgery electronically to be added to patients notes. To reorder a screening kit, please call 0800 707 6060 or visit [www.bowelcancer.org.uk](http://www.bowelcancer.org.uk)

## ABDOMINAL AORTIC ANEURYSM (AAA) SCREENING

Available for men aged between 65 to 75 years an appointment will be sent in post to patients and will be at a clinic/surgery stated in appointment letter.

Results are sent via post to patient and surgery for more information call 0122 786 8774 or visit [www.nhs.uk](http://www.nhs.uk).

Older gentlemen can self-refer by calling the above no. or emailing [kent.aaascreening@nhs.net](mailto:kent.aaascreening@nhs.net)

## SEXUAL HEALTH CLINICS

In surgery we offer the following sexual health services:

- Implants
- Contraceptive Injections
- Pill Checks

Patients are able to call into reception during our opening times and book the listed services above in surgery or check out the Public Health Sexual Health Department, Civic Centre, 3<sup>rd</sup> Floor Stockwell Close, Bromley, BR1 3UH. Direct Line: 0208 313 4587 / Website: [www.bromley.gov.uk](http://www.bromley.gov.uk)

## TRAVEL CLINICS

As we no longer offer Travel Clinic in surgery, please visit these external clinics in order to receive these services:

**Touchwood Pharmacy** - [www.touchwoodpharmacy.com](http://www.touchwoodpharmacy.com)

**CityDoc** - [www.citydoc.org.uk/citydoc-bromley](http://www.citydoc.org.uk/citydoc-bromley)

**Duncans Pharmacy** – [www.duncanschemist.co.uk](http://www.duncanschemist.co.uk)

## **ACCESS TO MEDICAL RECORDS**

In accordance with the Data Protection Act 2018, General Data Protection Regulations and Access to Health Records Act, patients may request to see their medical records.

Please speak to the reception team about our 'subject access request' policy. No information will be released without patient consent unless we are legally obliged to do so.

## **GENERAL DATA PROTECTION REGULATION (GDPR)**

GP surgeries in Bromley work hard to provide the public and patients with clear and accurate information relating to how their personal information is used. Privacy Notices are put in place on the Bromley Clinical Commissioning Group website to inform service users of these uses of data by your GP surgery.

## **PATIENT PARTICIPATION GROUP (PPG)**

We welcome the views and suggestions of patients. Our Patient Participation Group meets bi monthly at alternate sites. Or you can use our confidential suggestion box in the reception area. If you are interested in finding out more or joining, please express your interests with reception who will pass it on to the relevant person.

## **CHANGE OF NUMBERS/ADDRESS**

Please ensure you notify us immediately of any change to your address or telephone numbers as we may need to contact you regarding a practice matter.

# CONFIDENTIALITY

ALL patient information is handled confidentially according to NHS guidelines. You have the right to access any personal information held under the Data Protection Act but a charge may be payable. We will not disclose any details to other agencies unless we have your written consent.

# COMPLAINTS

We try our very best to provide the highest possible level of customer service to all our patients. However, this practice does have a system for dealing with complaints. An information leaflet is available from Reception and on our website. We also welcome any suggestions for improving the service.

From 1st April 2013, the new NHS Commissioning Board office in London will open to oversee the provision of NHS care in the capital.

As such patients are advised that if they have a comment or complaint about a GP that can't be resolved locally with the Practice they will need to contact the NHS Commissioning Board (NCB) at :

[nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk) .

Telephone contact number is 0300 311 22 33.

# ZERO TOLERANCE

All members of our team have the right to carry out their work without threat or violence. Like the rest of the NHS, we operate a zero tolerance policy and will remove from the list any patient who is physically or verbally abusive or threatening towards any staff, other patients or contractors present on the premises or the place where treatment is provided. We treat all our patients with respect and expect the same in return. Violence includes actual or threatened physical violence or verbal abuse leading to a fear for a person's safety. Violent patients will be both reported to the police and struck off the GPs' list.

## REMOVAL OF PATIENTS FROM THE SURGERY LISTS

The relationship between a practice and a patient can sometimes suffer an irreconcilable breakdown. In these circumstances the right of the practice to remove a patient from the practice list remains. Patients too will be able to apply for registration with a different Practice if that is their preference.

Removal from a list will follow a transparent process that normally would include a warning to the patient before removal. However in some circumstances you may be removed immediately from our list without prior notification and where appropriate the police will be notified.

## EXTERNAL CLINICS

### ***Sexual Health (Bromley) – Beckenham Beacon***

379 Croydon Rd, Beckenham BR3 3QL / 01689 866622

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### ***Sexual Health (Mottingham) – Mottingham Clinic***

40 Kimmeridge Road, Mottingham SE9 4EB / 020 8857 6028

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### ***Chlamydia Screening – Self Referral Service***

[www.freetest.me](http://www.freetest.me) / STI Testing – [www.shl.co.uk](http://www.shl.co.uk)

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### ***Talk Together Bromley – Self Referral Service***

[www.talktogetherbromley.co.uk](http://www.talktogetherbromley.co.uk) / 0300 003 3000

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### ***Physio Direct – Self Referral Service***

[www.cppg.co.uk/self-refer](http://www.cppg.co.uk/self-refer) / 01689 887710

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27 Brook Lane, Bromley, Kent BR1 4PX

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