

BEDFORD HILL FAMILY PRACTICE

Balham Health Centre
120 Bedford Hill
London, SW12 9HS

Telephone: 020 8673 1720

Website: www.bedfordhillfamilypractice.co.uk



Doctors

- Dr Ai Lechi
- Dr Louise Ebeid
- Dr Reena Doshi
- Dr Edward Cole
- Dr Michael Calais
- Dr Laura Bacon
- Dr Erum Syeda
- Dr Geraldine Rehman

Nurses

Emma Lovegrove
Melanie Senior
Rebecca Thorn

Manager

Donavan Sunkur

Introduction

Bedford Hill Family Practice warmly welcomes you to the practice. We have a team of approximately 30 people, servicing approximately 12,000 patients.

This pack has been designed to give you information about the services we provide and some of the procedures that we follow. It is worth keeping for future reference. If you have special requirements or queries about the contents of this pack, please do not hesitate to ask.

We are always keen to improve our practice. If you have any suggestions on how we can offer a better Service, please ask at reception for the form 'Comments, Suggestions or Complaints'.

Surgery Opening & Appointment Times

Please note that the surgery opening hours are from 08.00 – 20:00 (appointment only after 18:30) Monday to Friday and Saturday 08:00 - 16:00. The telephones are answered from 8.00am to 6.30pm, Monday to Friday.

Doctors and Nurses consult at the times listed below:

Monday	8.30am – 12.30pm	4.00pm – 8.00pm (appointment only after 18:30)
Tuesday	8.30am – 12.30pm	3.30pm – 8.00pm (appointment only after 18:30)
Wednesday	8.30am – 12.30pm	3.30pm – 8.00pm (appointment only after 18:30)
Thursday	8.30am – 12.30pm	3.30pm – 8.00pm (appointment only after 18:30)
Friday	8.30am – 12.30pm	3.30pm – 8.00pm (appointment only after 18:30)
Saturday	9.00am – 5.00pm	(By appointment only)

The practice offers enhanced access during the week from 6.30pm - 8.00pm each day and on Saturdays from 9.00am - 5.00pm.

For information on how to contact a GP when the surgery is closed, please refer to the section in this booklet on "Contacting a GP"

Patient Online Access

With Patient Online Access, you can now access GP services at home, work or on the move. What's more, because Patient Access is a 24-hour online service you can do this in your own time, day or night. These include, requesting repeat medication, sending a secure message to the practice and viewing a summary of your medical record. Please speak to the reception team to register, you will need photo ID. You can also contact us online with a non-urgent medical or admin request using the following link. <https://florey accurx.com/p/H85009>

Practice Staff

General Practitioners

Dr Ai Lechi	(BM Southampton 1990) male
Dr Louise Ebeid	(BSc-Hons, MBCh, MRCP, DRCOG, DFRSH, MRCGP) female
Dr Reena Doshi	(MRCGP, MBBS, BSc (Hons), DRCOG, DFRSH, DGM) female
Dr Edward Cole	(BSc (Hons), MBBS, MRCGP) male
Dr Michael Calais	(BSc (Hons), MBBS, MRCGP) male
Dr Laura Bacon	(BMedSci, BMBS, DFRSH, RCGP) female
Dr Erum Syeda	(MBBS, MRCGP) female
Dr Geraldine Rehman	MBBS, MRCGP) female

Practice Nurses

Emma Lovegrove	Dip HE Nursing, BSc (Hons) Managing Long Term Conditions, Cert in Diabetes Care
Melanie Senior	BSc (Hons) Nursing, Non-Medical Prescribing, Advanced Clinical Assessment Skills
Rebecca Thorn	Adult Nursing PGDip, Minor Illness Dip, Cert - Diabetes, Ind Non-medical Prescribing

Phlebotomist / Health Care Assistant

Mini Jaiju	Dip General Nursing & Midwifery, Cert in Phlebotomy
Julie Peeters	Phlebotomy Certificate

Administrative Staff

Donavan Sunkur	Practice Manager
Gloria Furlan	Deputy Practice Manager
Sandra Smith	IT Administrator
Anju Aziz	Practice Administrator
Navin Khashidas	Practice Administrator
Ed Thongsri	Practice Administrator
Audrey De Souza	PCN Care Co-ordinator
Kousalya Sivakumar	PCN Care Co-ordinator

Reception Staff

Marina Cvetkova	Reception Lead
Hina Patel	Reception Lead
Shobha Singh	Receptionist
Susan Ding	Receptionist
Pamela Allen	Receptionist
Michelle Bogle	Receptionist
Parveen Bansal	Receptionist
Dee Myrie	Receptionist
Deborah Ellison	Receptionist
Sandra Papadopoulos	Receptionist
Maryam Chohan	Receptionist

Appointments System

Making Appointments

You will need an appointment to see one of the doctors or practice nurses.

If you need to be seen and do not have an appointment, please contact reception via telephone and they will advise you. You can also book an e-consultation for a non-urgent medical or admin request using the following link. <https://florey accurx.com/p/H85009>. A GP will aim to contact all patients on the same day.

Cancelling Appointments

We understand that sometimes you may not be able to make an appointment that you have booked, or may need to reschedule. It would greatly assist us if you could telephone us in advance to notify us that you cannot make your appointment or no longer need to see a clinician. This may mean that patients who need medical attention can be seen sooner.

Please telephone reception giving your name and the date & time of your appointment.

Choice of Doctor / Named Accountable GP

You may be aware that all GP Practices are now required to provide their patients, including children with a 'named accountable GP'. This GP is responsible for the patients' overall care. However, patients can still book appointments or telephone consultations with any GP in the practice.

New patients registering at the practice will be informed of their named GP at the point of registration. We encourage our patients to see the same doctor for continuity of care. If you need an urgent appointment, you may not be able to see the doctor of your choice - you will need to see the next available doctor. Should you wish to see a specific doctor, please make a routine appointment for that doctor.

Practice Catchment Area

A map of the practice catchment area is listed at the back of this booklet.

Facilities

Parking

Parking is available on the local roads. Patients should **not** use the car park. Wheel clamping is in operation and staff are unable to help if you are clamped. There are disabled car parking spaces in the Health Centre car park.

Wheelchair Access

Wheelchair access is available to all clinical rooms. There is a toilet at the surgery with wheelchair access.

Induction Loop

An induction loop is available at the reception desk for those patients who are hard of hearing.

How Nurses Can Help You

Our practice nurses have clinics throughout the day and offer a wide range of services listed below. If you would like to see any of them, please make an appointment at reception. They are available from 8.30am – 12.00pm and 3.00pm – 6.30pm. All new patients will be asked to attend for a new patient check. If you have any health queries, a nurse will return your call as soon as possible.

- Regular health checks for men and women.
- Regular checks for people with diabetes, asthma and high blood pressure.
- Advice on avoiding heart disease.
- Advice on a healthy diet / weight reduction.
- Repeat Contraception
- Cervical Smears
- Travel Health
- Child Immunisations
- Wound Care
- Suture Removal
- ECG
- Chlamydia Screening (15-24 year olds)
- HIV Screening (18-59 year olds)

Travel Vaccinations

These are mostly free and are given by the nurses. For travel vaccinations it is best to start 6 weeks before leaving the country. We **DO NOT** give yellow fever vaccinations. (A fee is payable for some vaccinations, check the back of this booklet) Please note that doctors do not give travel vaccinations.

Pregnancy

All doctors perform antenatal care for our patients. Appointments are made during normal surgery times. The practice also asks all new mothers to attend a post-natal check, 6 weeks after the birth of your baby. We are not able to carry out pregnancy tests in this surgery.

Smear Tests

All women and people with a cervix aged 25 to 64 will be invited by letter for a smear test every 3 to 5 years. The nurses will perform smear tests (normally by appointment). During the screening appointment, a small sample of cells will be taken from your cervix. The sample is checked for certain types of human papillomavirus (HPV) that can cause changes to the cells of your cervix. These are called "high risk" types of HPV. The nurse will tell you when you can expect your results. Try not to put off cervical screening. It's one of the best ways to protect yourself from cervical cancer.

Chaperone

The practice undertakes to provide a chaperone for patients when they see a clinician if required, however, there may be occasions when this may not be easily possible and another appointment may need to be booked.

Family Planning

All doctors are able to offer family planning advice during normal surgery. There is also a Sexual Health Clinic in Falcon Road, SW11 2LN that offers a comprehensive sexual health and contraception service and manages complex sexual health issues, led by nurses and doctors. They can be contacted on 0333 300 2100.

Other Clinics

Child Health

GPs carry out baby checks at 8 weeks and the practice nurses will do the childhood immunisations straight afterwards.

If you have any queries about childhood immunisations or are worried that your child's immunisations may not be up to date, please make an appointment with a practice nurse.

When you book your baby for their 8 week check the receptionist will book them with a GP as a double appointment followed by a double appointment with one of our practice nurses for their 1st set of immunisations on the same day as close to the GP appointment as possible.

Chronic Disease Management

If you have one of the following conditions, we would like to see you on an annual basis to review your condition:

- Asthma / Chronic Obstructive Pulmonary Disease (COPD)
- Coronary Heart Disease, Atrial Fibrillation, Heart Failure and High Blood Pressure (Hypertension)

- Diabetes
- Non-Diabetic Hyperglycaemia
- Dementia
- Learning Disabilities
- Mental Health
- Rheumatoid Arthritis
- Stroke and Transient Ischemic Attacks (TIAs)

An Annual Review may include blood tests and is required for all patients with a chronic disease. The purpose of an annual review is to ensure patients are taking the right medication and receiving the best possible care for their condition(s).

Our invite system for annual reviews is based on your month of birth. You will be contacted 3 times each year. If you have not had an annual review since the 1st of April each year, you will receive your first invite within a month of your birth month. If you do not book an appointment for your annual review, you will receive a second invite roughly 1-2 months after the initial invite and a third invite a few months later.

It is important to attend your review appointment so we can ensure your condition is properly controlled and managed. If you run out of your repeat medication and have not had a review, we may not be to re-authorise your repeat medication.

Joint Injections

We provide injections free of charge for a wide variety of joints for a range of conditions including:

- Osteoarthritis
- Carpal Tunnel Syndrome
- Capsulitis of the shoulder
- Plantar Fasciitis
- Subacromial Bursitis

A GP will make an assessment whether an injection is appropriate for your condition and agree the most appropriate course of action with you.

Phlebotomy / Blood Tests

Blood tests are undertaken by our Phlebotomists on week-day and Saturday mornings in order that the sample can be transported to the laboratory on the same day.

It is the patient's responsibility to contact the doctor for the result. To make it easier for patients, we have a results system so that you do not need to make an appointment with the doctor just to get your test results. The doctor will leave sufficient instructions with the receptionists to enable patients to make sense of the results without the inconvenience of attending the surgery.

Please call the surgery to book your phlebotomy appointment (for patients over the age of 16) and runs from 8.30am to 12.00pm Monday to Friday and 9.00am to 12.00pm on a Saturday.

Asylum Seekers / Refugees

The practice welcomes the registration of asylum seekers / refugees and is happy for this information to be shared with local community organisations.

Help Us Help You

Home Visits

We will happily provide home visits where they are clinically justified, e.g. to housebound patients and the terminally ill.

If you wish to request a home visit, please contact the surgery as soon as possible so that doctors can plan their visits.

Please try to get to the surgery if at all possible – the doctor can see 4 or 5 patients in the time it takes to do one home visit. We are unable to do home visits simply for patient convenience – there must be a genuine health reason.

Except in exceptional circumstances we will always ask for small children to be brought to the surgery, where we believe we can offer the best care and undertake a more thorough assessment.

Contacting a GP when the surgery is closed

If you have an urgent medical problem which cannot wait until the surgery re-opens please dial **1-1-1**. NHS 111 is free to call from both landlines and mobiles. If it is an emergency, please call **9-9-9**.

If you have a message or any request that you would like to send to us electronically please send them via our online consultation link that can be found on our website.

Repeat Prescriptions

If your doctor has agreed, you can ask for repeat prescriptions of your regular treatment without being seen. You can request your repeat medication using Patient Access, or write your request and then post it through our letterbox.

When requesting a prescription in person, or email please include your name, address, date of birth and the exact name, strength and dosage of your drugs. When requesting an Internet prescription

request, a list of repeat drugs previously issued to you will be available as a picking list. Ask a receptionist how you can register for this service. Prescriptions will be ready within 48 hours, excluding weekends and bank holidays. If you send us a stamped, addressed envelope we can post your prescription to you.

All prescriptions will be sent electronically to a chemist of your choice via EPS (nominated pharmacy), if you do not have one please inform us when requesting your medication where to send your prescription. Please ask a receptionist or your chemist how you can register for this service.

We will only accept prescription requests over the telephone for patients that are housebound or over 80 years of age

The doctors will ask you to come and see them for a medication review at least once a year, or more regularly depending on your condition, to find out how you are.

The GP or nurse may need to contact you about your repeat prescription, please ensure that we have a telephone number where we can contact you when you request a prescription.

Smoking Cessation Advice

If you need help to stop smoking don't go it alone, call the Wandsworth NHS Stop Smoking Service today on freephone 0800 389 7921 and get details of the best clinic for you.

You can also visit www.wandsworth.gov.uk/stopsmoking

Patient Feedback / Patient Group

If you have a suggestion, compliment or complaint about the service you have received from the doctors or any of the personnel working in this practice, please let us know. Most complaints can be sorted out by talking the problem through with someone at the surgery. So if you wish to complain about the way you have been treated or about the advice or information we have given you, please speak to our Complaints Manager.

If you prefer you to write in, use the form at the back. You will be sent a letter of acknowledgement and be contacted by the Complaints Manager to discuss the complaint. The matter will be investigated within an agreed timescale, usually 21 days.

We have established a local Patient Group for the practice, which is used as a forum to review and improve our services. The Patient Group meets regularly to discuss patients' views about the practice, make recommendations on the range of services available and the provision of care in the practice. If you would like to be part of the patient group, please contact the Deputy Practice Manager.

Confidentiality

Privacy and Confidentiality of your Medical Record

Your medical record is a lifelong history of your consultations, illnesses, investigations, prescriptions and other treatments.

Your GP is responsible for the accuracy and safekeeping of your medical record, whether it is a paper or computer held record. You can help to keep this information accurate by informing your GP of any change in your name, address, telephone number or marital status, and by ensuring your GP is informed about any changes in your health, or treatment that you receive.

Please see the surgery website for our Privacy Notice.

If you move to another area or change GP, your GP will send your medical records to Primary Care Support Services to be passed on to your new practice. However a copy of all computer entries made onto your record during the time you were registered will be retained by the practice.

How Can I Find Out What Is In My Medical Record?

We are required by law to allow you access to your medical record. If you wish to see your record, please contact the surgery for further advice. All requests to view your records should be made in writing to the practice. Your GP has a duty to keep your medical record accurate and up to date. Please feel free to inform him or her of any errors that have been made over the years. You can also view some of your medical records (Allergies, Immunisations and Medications) on Patient Access.

What GPs Will Not Do

To protect your privacy and confidentiality, GPs will not normally disclose any of your medical information over the telephone or email, unless we are sure that we are talking to you. GPs will not normally disclose any information to your family, friends or colleagues about any medical matters at all, unless they know that they have your consent to do so.

To protect your privacy, practice staff have been instructed not to disclose any patient information over the phone. Please do not ask them to do so.

Our Practice Charter

Our Service to You

As a patient of this practice you can expect

- To register with us, if you live within our catchment area.
- To be treated with courtesy and respect. Your confidentiality is our priority.
- To be seen within 30 minutes of your appointment time. We will offer you an explanation if we exceed this.
- To receive your repeat prescriptions at the agreed time.
- To be told when and how to obtain blood test or x-ray results.
- To have your long term medication and treatment reviewed at agreed intervals.
- To receive health care in clean, comfortable and appropriate surroundings.
- To be told whom you are speaking to when you make a call to the surgery.
- To receive a home visit if you are housebound.
- To have your medical records accurately maintained and kept confidentially.

Help Us to Help You

As a patient of this practice we expect you

- To treat the doctors and all practice staff with courtesy and respect.
- To understand that a particular doctor may not always be available due to other commitments, study days, holidays etc.
- To give the practice as much notice as possible if you are unable to keep a booked appointment.
- Not to ask for a home visit unless it is strictly necessary. Children can usually be brought to the surgery.
- To be patient if appointment times are running late. It may be you who needs extra time on another occasion.
- To remember to order your repeat prescriptions before you run out of medication.
- To remember to tell us if you change your name, address or telephone number.
- Not to use of bad language, shouting or become violent towards any member of staff or other patients. The practice operates a zero tolerance policy.

FOR A LARGE PRINT VERSION OF THIS BOOKLET, PLEASE ASK A RECEPTIONIST

PRIVATE FEES 2022/23

The following services are not provided under the NHS and the listed fee will apply

Report Type	Fee
Private Sick Note	£30
To Whom It May Concern - Letter Request	£20 - £30
GP Reports	£104
Holiday cancellation certificate	£30
Fitness to travel certificate	£40
Private medical insurance claim form	£75 - £150
Sickness / accident claim form	£75
Pre-employment medical	£120
LGV/ PCV / HGV medical	£120
Taxi drivers medical	£120
DVLA Report	£42 - £80
Sports medical with report	£120
Shotgun licence	£50
Private prescription	£20
OFSTED - childminder	£90
Fostering medical	
- Form IHA (initial health assessment, looked after child)	£70
- Forms M, B (obstetric, neonatal reports)	£50
- Forms C, D, YP or AME (Full medical examination of child)	£110
- Form AH (health assessment prospective carer)	£80
- Form AH2 (update report parent/carer)	£30

Cheques to be made payable to 'Bedford Hill Family Practice'

Practice Catchment Area

