



Bridge Lane Group Practice

www.bridgelanegp.co.uk

Surgery Opening Hours:

Monday: 8.00am – 6.30pm

Tuesday: 7.00am – 8.00pm

Wednesday: 8.00am –

6.30pm Thursday: 7.00am

– 6.30pm Friday: 8.00am –

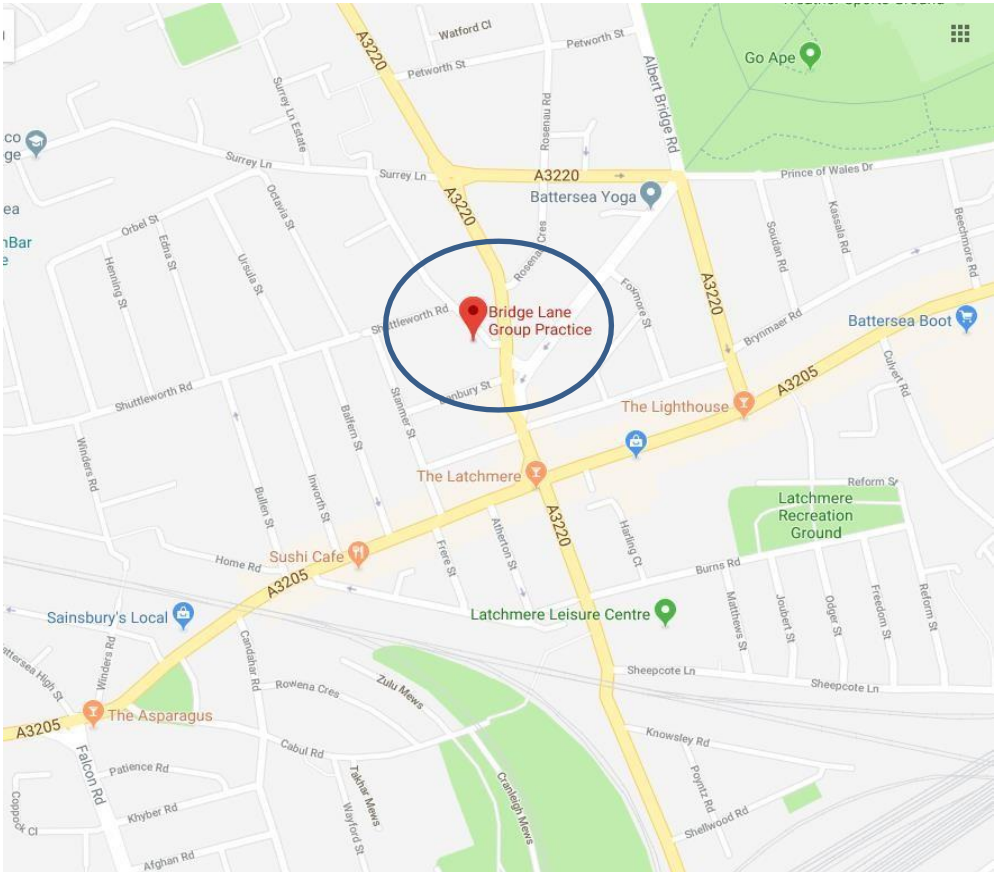
6.30pm

Alternate Saturdays: 8.30am – 11.00am

Tel - 0203 538 0882

(Available: Monday to Friday 8.00am-6.30pm)

Welcome to the surgery



20 Bridge Lane, London, SW11 3AD

Practice Team

GP PARTNERS



Dr Sheila Fitzgerald

MBBS MRCP
MRCGP DCH
DRCOG DFFP

London 1985



Dr Johannes Coetzee

MBChB

Orange Free State
1993



Dr Rupal Shah

MBBS
MRCGP
DRCOG

London 1997



Dr Gillian Ostrowski

MBChB MRCGP
DCH DRCOG
DFFP

Edinburgh 1999



Dr Carolyn Bayer

MBBS
MRCGP
MRCP
DRCOG

London 1995



Dr Judith Pearson

MBChB
MRCGP
MRCS
DFSRH

Glasgow 1997

Practice Team

Other Doctors

Dr Sadaf Zahur (F)
Dr Noel Emmanuel (M)
Dr Nina Mukherjee (F)
Dr Debbie Lander (F)

Management

Georgia Clarke – IT & Finance
Joanne Lawson - HR
Efrain Espinoza Tapia – Operations & PCN

Nursing Team

Lila Vincent
Romilly Hill
Bethany Elwis

Health Care Assistants

Shereen Fordjour
Peace Kanyunyuzi
Faustina Wilson
Joyce Henry

Registrars

Included in the practice team, we usually have registrars who are fully qualified doctors undertaking a placement in General Practice for 6 – 12 Months.

The Practice offers NHS services for patients living within the catchment area. This includes postcodes within SW11 and a small part of SW4 and SW8 that pay Council Tax to Wandsworth.

Registration for Checklist:

- Registration Form GMS1
- Completed Medical
- Questionnaire NHS number
- Newborn Babies – Discharge Summary
- Children under 5 – Red book with details of previous immunisations

Over 18's

- Photographic
- ID Proof of
- address

If you are female and aged between 23 and 65 people provide the date of your last cervical smear

You can register at the practice any time during our opening hours.

GP Appointments

Appointments and booking processes may be affected due to Covid-19

Our appointments can be booked:

- in the surgery
- over the phone using the automated system (24hrs) or speaking to a receptionist (Mon– Fri, 8-6.30pm)
- Online (once signed up – see online access).

GP appointments:

- Routine advance appointments: face to face appointments that can be booked up to 6 weeks in advance.
- Same day appointments: face to face appointments that become available on the day.
- Telephone appointments: telephone slots allocated for the GP to call the patient – available to book up to 6 weeks in advance.

On Call Service:

- On-call: call during our opening hours with an **urgent** matter and there are no appointments, you will be asked by reception to confirm your telephone number and a brief description of the problem.
The “On-Call” doctor will then contact you to assess the situation.

Practice Nurse Appointments:

- Routine Nurse Appointments: face to face appointments that can be booked up to 6 weeks in advance. Nurses provide various services that require different lengths of time and preparation therefore, you will be asked for a reason for your appointment.

Health Care Appointments:

- Routine HCA appointments: Face to face appointments booked up to 6 weeks in advance.
- HCAs provide various services that require different lengths of time and preparation therefore, you will be asked for a reason for your appointment.

8 to 8 Appointments Hub Appointments

You can now be seen by a GP outside of the practice opening hours at one of the 8 to 8 GP hubs in 3 of the Wandsworth localities. The consulting GP will have access to your full medical history and will document the consultation directly into your notes. These appointments are available up to 8pm on Saturdays and Sundays. The appointments have to be booked by reception and may not be appropriate depending on the reason for your appointment.

Out of Hours

If you require urgent medical attention while the surgery is closed you can telephone the surgery number **0203 538 0882** and be connected to our Out of Hours Service – CARE UK.

Alternatively, you can call 111 and receive telephone advice from **NHS 111**.

The closest accident and emergency to the surgery is at **Chelsea and Westminster Hospital**.

The rights and responsibilities of patients

As a patient you can expect us to:

- Ensure our patients have 24-hour access to medical advice
- Aim for you to have access to a suitably qualified medical professional within 48 hours of your initial contact
- Treat your records confidentially, subject to your wishes
- To be seen at your home at your doctors discretion
- Have long term medication and treatment received at regular intervals

As a patient we expect you to:

- Treat the practice staff with courtesy and respect
- Respect other patients
- Attend and be punctual to your appointments
- Let the surgery know if you are unable to make an appointment or are running late (if you are over 10 minutes late it is at the doctors discretion as to whether they can see you).
- Be patient if appointment times are running late
- Ask for home visits only if your illness prevents you from attending the surgery
- Inform reception of any alterations in your circumstances, such as change of name, address or telephone number.
- To call the surgery for an appointment – we do not operate a walk in clinic

A-Z of Services that we provide to the patient

Services may be affected due to Covid-19

Accountable GP

All patients of Bridge Lane Group Practice are allocated a named accountable GP who has overall responsibility for their care. This will be recorded in the medical notes. This does not prevent patients from booking appointments with any of the GP's at the surgery or choosing another doctor to be their accountable GP.

Asthma Checks

Asthma checks-ups can be booked in with a Practice Nurse during our normal surgery hours for regular review.

Blood Tests/Phlebotomy

Blood Tests are taken by our Health Care Assistants up until midday. In order to book a blood test there must be a request for blood to be taken by a GP.

Chaperone

All patients are entitled to have a chaperone present for any consultation, examination or procedure. The chaperone may be a family member, friend or member of the practice team. Please ask if you would like a chaperone present.

The healthcare professional may also require a chaperone present in certain consultations.

Coils

We have two GP's that are currently able to fit and remove coils – Dr Gillian Ostrowski and Dr Anne Gauthey-Sebert. In order to have a coil fitted you must first have a consultation

with one of these doctors and then a follow-up appointment will be booked for the fitting.

Complaints and Suggestions

The Bridge Lane Complaints procedure is displayed in the reception area, on our website and a copy is available for you to collect at reception. We value any comments or suggestions that you have and therefore there are also Friends and Family feedback forms available to fill out at the surgery and online.

Diabetic Clinics

We offer a comprehensive GP-based service to all our registered patients with diabetes. All patients with diabetes are offered annual reviews that include a 15 minute diabetic assessment with a HCA and then a follow up 40 minute appointment with Dr Sheila Fitzgerald or Dr Rupal Shah. The review covers many aspects of diabetes care from lifestyle advice, to foot examinations and review of medications.

In between the annual appointments, diabetic control is monitored by blood tests and patients are seen in routine surgeries by their GPs.

Referrals for annual eye checks and dietician appointments are also made as required.

Family Planning

Some family planning and contraceptive services are provided at the surgery. However, we do not provide a walk-in service. To begin any contraception, please make an initial appointment with a GP to discuss; follow up appointments are normally made with a practice nurse.

Flu Clinics

Flu clinics are run by the practice nurse and health care assistants between October and March every year. The Department of Health recommends that you should be immunised if you are 'at risk'. This includes if you are:

- 65 or older
- Pregnant
- Suffer certain medical conditions
- Live in a long-stay residential care home or similar
- The main carer for a sick or disabled person
- Frontline health and social care

workers For more information see
www.nhs.uk

If you think you might be an 'at risk' group please speak to the reception team who will be able to clarify. The district nursing team will contact housebound patients.

Health Care Assistants (HCA's)

The HCA's NHS Health Checks for patients between 40 and 74 years, diabetic assessments, ECGS (**not currently available due to covid-19**), blood pressure checks, phlebotomy and some vaccinations.

Home Visits

These are carried out for medical reasons only. Should you feel that one is needed, please call reception before 11am, giving a brief description of the reason and a contact number. A doctor will then call you to discuss your request and if needed a visit will be made around lunch time.

Interpreters

We have providers for both language interpreters and BSL interpreters. Where needed, the surgery will need notice in order to ensure that there is availability.

For same day appointments patients will need to bring a family member or friend to interpret.

Medical Records

When registering, we ask for your consent to collect and hold information about you in order to give you the correct care and treatment. All information is strictly confidential and our staff are trained to respect their duty of confidentiality. We are unable to discuss your medical record with anyone outside of the medical centre without your prior consent, including family members.

The Data Protection Act 1998 and the GDPR 2017 allow you to have access to your medical records. To access your record you will need to put in a written request at reception stating any specific dates.

Medication Reviews

Medication reviews should be booked annually with a doctor if you are on regular medication. The date that your review is due will be on any paper prescriptions that you collect from the surgery. If you do not attend your medication review we may not continue issuing your prescription for safety reasons.

Non-NHS/Private Work

There are some services provided by the practice which are not covered by the NHS and therefore are chargeable. This includes some travel vaccinations, private prescriptions, medical reports and letters. Information on the services and fees charged is available at reception.

For enquiries and queries on insurance reports and medicals please ask for Yvonne Davis.

Online Access

Please complete the online access request form (available at reception) and provide photo ID. This allows you to book/change/cancel appointments, request repeat medication and request access to your medical records.

Patient Group

The patient group meet regularly to discuss the medical centre and circulate any information and events that may be useful to patients. If you are interested in joining the group please contact the Assistant Practice Manager.

Post-natal Clinics

We hold post-natal clinics once a week on a Friday. If you give birth, please register your new born as soon as possible providing the surgery with the hospital discharge summary. You will be contacted when baby is approximately 7 weeks to invite you in for the post-natal checks carried out at 8 weeks. This consists of three appointments: two with a GP – one for you and one for the baby – followed by an appointment with a nurse for baby's 8 week vaccinations.

For any enquiries or queries please contact Sandra Scanlon or Georgia Clarke.

Practice Nurse

Practice Nurses should be seen for dressings, vaccinations, cervical smears, contraceptive checks, ear syringing, diabetes monitoring and asthma education.

Repeat Prescriptions

Repeat prescriptions will be available for collection **48 hours** after receipt of a request. Prescriptions can be requested online or in the surgery. Please note that prescription requests from private healthcare providers will not necessarily be converted to NHS prescriptions.

Travel Vaccinations

If you require travel vaccines, please book a travel appointment with one of the practice nurses 8 weeks before your departure date. Please be aware that not all vaccines are available on the NHS and will incur a charge.

Test Results

Call the surgery number and press option 4 to be put through to the results line. The results line is available 2pm – 4pm Monday to Friday. Alternatively, you can collect a copy of your results at reception.

Specimens

If you are a female and believe that you have a urine infection, please collect a sample pot from reception. Once you have taken the sample, bring it back to reception before 12pm; it will be tested and you will be contacted by a nurse with your result and if appropriate medication prescribed.

There is no need to see a doctor.

For any other types of samples, a doctor will need to request the sample and provide you with a filled out form and container for your specimen. Males and children that believe they have urine infections will also need to see a doctor.

Please do not bring in specimens in any container other than those provided by the surgery.

Violent or abusive patients: Zero tolerance

policy The Practice considers aggressive behaviour to be any personal, abusive or aggressive comments, cursing or swearing, physical contact and/or aggressive gestures. The practice will request the removal of any patient from the practice list who is aggressive or abusive towards any member of staff or patient, or who damages property. When required, the police will be contacted.