

Teaching practice

The practice is a teaching practice and occasionally trainee GPs may, as of their training, be required to sit in with their trainer GP during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee GP will not sit in on your consultation.

How to register at the practice

The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.



QR code to register

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

You will also be offered a health check when you join the practice for the first time (see the practice website for a full list of your rights and responsibilities).

Services we provide

Along with routine appointments, the practice offers the following services:

- **Family Planning**
- **Immunisations** - Please discuss with a member of our reception staff.
- **Minor Surgery**
- **Cervical Smear Testing**
- **Chronic Disease Management**
- **FCP - First Contact Physio**
- **MH - Mental Health Nurse Practitioner**
- **CVD - Cardiovascular Nurse Clinic**
- **Welfare/Benefits Advice**
- **Social Prescriber**
- **Learning Disability Support**

Details are available from reception and on the practice website.

We offer the following checks: antenatal, baby, post-natal, smoking cessation, counselling for drug and alcohol addiction.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

Opening Hours

St Andrews & St Paul's Way

Mon - Fri 8:00am - 6:30pm
Sat - Sun Closed

Online Consultations

Online consultations provide self-help tools allowing you to manage your own needs without visiting the practice. Simply fill in a questionnaire which your GP will receive and respond to within one working day.

We endeavour to keep online consultations open 07:30-1:30 Monday -Thursday and 07:30-12:30 on Fridays but these timings may change depending on demand and capacity on the day so we advise submitting a query about anything urgent as early as possible.

Online Consultations Website:



Are you using the right service?

SELF-CARE What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	PHARMACY Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	NHS 111 (24/7) Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day
GP ADVICE Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	WALK IN CENTRE Minor injury or illness Symptoms not getting better and you cannot see your GP	A&E or 999 Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke

Patient Information Leaflet

St Andrews Health Centre and St Paul's Way Medical Centre are apart of the Bromley by Bow Health Partnership.

St Andrews Health Centre
2 Hannaford Walk, Bow
London E3 3FF
Tel: 020 8980 1888

St Paul's Way Medical Centre
First Floor,
11 Selsey Street,
London E14 7LJ
Tel: 020 7538 0833

BBBH Website:
www.bbbhp.org.uk



Register with the GP Surgery:



The Practice Team

St Andrews have a variety of staff, including: GP Partners, Doctors, Nurses, Patient Assistants and our Practice Team.

GP Partners

Dr Selvaseelan Selvarajah MB ChB

(Hons) MRCGP (St Andrews)

Dr Kerry Greenan MB ChB (Hons)

MRCGP (St Andrews)

Dr Joe Hall Clinical Lead (St Paul's Way)

Dr Khyati Bakhai MBBS, nMRCGP,

MRCP, DFRH (LoC IUT), DRCOG,

PGCert (Med Ed) (St Paul's Way)

Practice Managers

Shahana Uddin (St Andrews)

Anwar Hussain (St Paul's Way)

Scan the QR code below and visit the website to meet the rest of the team!



Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please log on to the practice website.

Should you be unable to access the website, please ring 020 8980 1888 (STA) or 020 7538 0833 (SPW) and a member of our reception team will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.

Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available online at the practice website.



Patient data

All clinical and administrative staff have an ethical as well as legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website and reception waiting area.

NHS England Contact

St Andrews Health Centre and St Paul's Way Medical Centre provide NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

Prescriptions/Repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- Online — Please log in and order via the NHS app - download for free.
- In person — By ticking the required medications on your prescription and placing it in the dedicated box, located in reception.

Please allow 48 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via <https://111.nhs.uk/>

Comments, suggestions and complaints

If you would like more information about any other services we provide, please ask a member of staff, telephone or log into the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service by providing us with feedback via a member of staff or a feedback form which is available on our website which you can access by scanning the QR code below.



Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please use our online website to request one or contact reception requesting a call-back after logging a call (before 10:00am). A clinician will then consult you to discuss your request.

Home visits are usually carried out between 12:30pm and 1:30pm, Monday to Friday.