

COUNTRY PARK PRACTICE

Woodside Health Centre
3 Enmore Road
South Norwood
London, SE25 5NT



Practice Information Booklet

**Country Park Practice is
Provider of Excellence in Patient Care**

**Dr Rajeev Sagar, Dr Ruth Clery,
Dr Michael Cole, Dr John Spicer, Dr Uzma Shariff**

www.countryparkpractice.co.uk
Email : crocccountryparkpractice@nhs.net

Tel : 020 3 764 0664

Welcome to the Practice

This booklet has been produced to inform you about the services we offer plus other useful information. As members of the Practice team, we are committed to providing you with the best possible service. Help us to help you. We offer a full range of services, full details of these and our staff members can be found below.

Primary Health Care Team

Dr R Sagar - Special interests : Mental Health, Learning Disabilities, Dementia and Dermatology

Dr R Clery – Special interests ; Croydon GP Lead for Smoking Cessation and GP with Special interest in Substance Misuse. Interest in Respiratory Medicine, COPD.

Dr J Spicer – Special interests – Education and Training, Ethics

Dr Michael Cole – Special interests - Mental Health and Substance Misuse

Dr Uzma Shariff – Special interest - Diabetes

Practice Nurse

Amy-Jane Cooper, Cheryl Go and Justina Nriagu

The Practice Nurse areas include all of the following: blood tests, cervical smears; diabetes; heart disease; blood pressure; thyroid; weight and asthma monitoring; phlebotomy; all adult and children vaccinations and immunisations; general contraceptive advice; ear syringing; dressings; suture and clip removal and new patient health checks

Health Care Assistant

Maxine Martins

Their duties include NHS Health Checks, new patient health checks; 16 year-old health checks, B12/flu/pneumonia injections, weight and blood pressure monitoring; smoking cessation clinics and assisting the nurses behind the scenes with administration support and monitoring stock etc. We have phlebotomy clinics each morning.

The Practice Staff

Business / Practice Manager : Jane Passfield

Assistant Practice Manager

Sonia Cooper

The Practice is also supported by a team of Receptionists, Secretary and Administrative Staff.

The Attached Staff

The District Nursing team is based at Woodside Health Centre

The Health Visitor is based at the Woodside Health Centre , and can be contacted on 020 8274 6900.

Surgery Opening Times/Advice and Information by Telephone / Out of Hours Provision

The surgery is open for appointments from 08.00am to 6.30pm every week day, telephone availability is from 08.00am. We currently offer extended hours, these being from 7.30 am and open until 8.00 pm every Wednesday. (Subject to change)

During surgery hours the GP's are available to speak to patients after morning surgery (usually around 12.00), during the afternoon (before evening surgery) and at the end of evening surgery. Times vary according to how busy the surgery is e.g. if there are afternoon clinics, home visits, meetings etc. If a GP is unavailable to speak to patients at these times, a return phone call will be made to the patient as soon as is practicable.

When the Practice is closed please telephone NHS emergency care services, 111.

The GP-led Hubs at Purley War Memorial Hospital, Parkway Health Centre, and Central Croydon Hub (based at rear of East Croydon Medical Practice)

The **Minor Injuries Unit**, run by Croydon University Hospital NHS Trust, is a GP Led Minor injury walk-in service based at Purley Hospital and Parkway Health Surgery Opening hours are 8.00 am – 6.30 pm (Monday – Friday)

Accident & Emergency at Croydon University Hospital (previously called Mayday Hospital) – the A & E department should **not** be used by patients for minor ailments such as sprains or strains, coughs or colds, **especially** during the routine Practice opening times. You should **always** ring the surgery during normal opening hours to get a GP appointment, or if there isn't one available an appointment with the Nurse Practitioner who is able to examine, diagnose, treat and prescribe if necessary. **It is YOUR responsibility to use the NHS appropriately. Please help us to help you by not abusing or misusing the A & E Department**

Appointments

All consultations are by appointment : each routine appointment lasts 10 minutes. Please keep one appointment for one person and try to keep to time during the consultation, otherwise subsequent patients will get very delayed. A number of appointments are released on a daily basis for morning surgeries. For those "book on the day" appointments, we cannot guarantee which healthcare professional patients will see. You can request to see a particular GP or nurse of your choice, this cannot always be guaranteed. Patients are also able to make appointments via the internet. Please ask a Receptionist for information regarding this.

IF YOU NO LONGER NEED YOUR APPOINTMENT PLEASE CONTACT THE SURGERY TO CANCEL IT THERE IS A HUGE AMOUNT OF WASTED GP AND NURSE TIME WHERE PEOPLE HAVE NOT TURNED UP FOR THEIR BOOKED APPOINTMENTS THAT COULD HAVE BEEN USED FOR SOMEONE ELSE

Chaperone

If you would like a chaperone present during examination please ask

Home Visits/Emergency Appointments

Home visits should be regarded as a service for the genuinely housebound or seriously ill. Please be prepared to give details to the receptionist. The doctor may telephone you before arranging a visit.

PLEASE TELEPHONE BEFORE 10am IF YOU REQUIRE A HOME VISIT.

We will maintain an efficient communication system which will allow a doctor to be contacted in the case of an emergency.

Repeat Prescriptions

For medicines that are needed on a regular basis, you may need to be given a repeat prescription slip. Prescriptions may be obtained by handing in or posting your prescription slip or by registering to use our online prescription request service accessed via the surgeries website (please see reception for further details) ensuring you allow **two whole working days** for processing. This is to allow time for the doctors to check your medicines as they are legally responsible for them.

Some local pharmacies also offer a repeat prescription collection service as well as the Electronic Prescription Service (please ask Pharmacy or our Reception).

Please make requests in good time to avoid unnecessary delays in your treatment and allow staff to deal with the request.

PLEASE NOTE THAT TELEPHONE REQUESTS ARE NOT ACCEPTED.

Test Results

You can contact the Practice for your results between 2pm and 4pm, when you will be advised accordingly. All results will be seen by a professional with the appropriate training to assess them. They will then leave clear instructions to be given to the patient.

Blood Tests

We offer phlebotomy (blood test) appointments each morning . These appointments are very popular and our clinics do get fully booked very quickly. In view of that, we do ask that if you cannot keep your appointment **please cancel it.**

Complaints

If you wish to make a complaint we would ask you to contact our Practice Manager, Jane Passfield in writing. She will endeavour to resolve the problem to your satisfaction. We record all complaints. We write to say we have received a written complaint within three working days of receiving it. We respond to all complaints within 21 working days. Where a complaint is about a doctor, you have the right to choose to discuss this with another doctor in the practice if you wish. Use of the complaints procedure does not take away your right to make a complaint to other bodies. However, we find that the sooner we are made aware of your problem, the sooner we can resolve it and make sure that it does not happen again. This is your practice and we want to work with you to make it the best.

You can also contact the Health Service Ombudsman Helpline 0345 015 4033 for more information please call the Surgery.

Non NHS Services

The doctors are prepared to carry out recognised medical services not covered by the NHS. A special appointment may have to be booked – the receptionist can advise on this. For these services, the recommended BMA fee will be charged; the current list of fees is available on request at reception.

Your Rights to Primary Medical Care

As a patient you have the right to :

Be registered with a Practice

See the doctor of your choice, subject to availability

Receive emergency care

Receive appropriate drugs and medicines

Be referred for specialist or second opinion, if they and the GP agree

See your medical records or have a copy, subject to certain laws.

Your right to see your Medical Records

The Practice Manager will help any patient to see their own medical records, subject to the laws which apply.

The patient's doctor will be available to explain the medical terms and words within 40 working days.

Change of Address or Contact Details

PLEASE LET US KNOW IMMEDIATELY IF YOU CHANGE YOUR NAME, ADDRESS OR TELEPHONE NUMBER. It is very important that we hold the correct contact details on our system for you and other family members registered with us. This includes a current landline and/or mobile telephone number when able. If we hold a mobile telephone number for you, we may use this number to ring or text you about appointments, medication or communications about test results. If you **do not** want us to contact you by text, please let a member of the reception team know so that your record can be updated. **You must inform us if you do not give consent for us to contact you by text.**

Health Promotion

As a Practice, we are committed to a policy of promoting good health and preventing disease. The following clinics are held by the doctors and nursing team:

- Asthma
- Diabetes
- Antenatal
- Travel clinic
- Well person
- Child health surveillance
- NHS Health Checks (by invitation only)
- Smoking cessation
- Chlamydia screening
- 16 year old health checks

Please ask at reception for details of booking appointments for one of these clinics.

Women between the ages of 25 and 65 will be offered a cervical smear test in line with current recommendations. Please ask at reception for an appointment.

Influenza Vaccination

From the end of September each year, the influenza vaccination will be available for patients over the age of 65; carers for people with chronic conditions; healthcare workers and adults and children with any of the following conditions: heart disease; kidney disease; diabetes; chronic chest conditions including asthma and those with lowered immunity.

Tetanus/Diphtheria and Polio Immunisation

It is now considered, for most circumstances, that a total of 5 doses of the vaccine at appropriate intervals give satisfactory long-term protection. Therefore, boosters are **not** required every 10 years. If in doubt, please speak to the Practice Nurse.

Pneumococcal Vaccination

Pneumococcal disease is the term used to describe a range of illnesses such as pneumonia, septicaemia (blood poisoning) and meningitis. The pneumococcal vaccination is available for patients over the age of 65, and adults and children with any of the following conditions: heart disease; lung disease; diabetes; those with no spleen or those with lowered immunity.

Travel Vaccination

You will need an appointment with the Practice Nurse who will advise you of travel health abroad, and any vaccinations required. If travelling within 4 weeks please ask reception for details of travel clinics. You should allow at least six weeks before travel to ensure that all vaccinations can be accommodated.

Childhood Immunisation

Please check with the Practice Nurse that your child is up to date with the current vaccination schedule.

Carers

We have a policy at Country Park Practice to identify all those patients' that are caring for others, and to offer information and support within the practice and from appropriate agencies. Please complete the necessary information on the new patient registration form, and on our carer identification form at reception, so that we may hold the correct information on your records.

Access

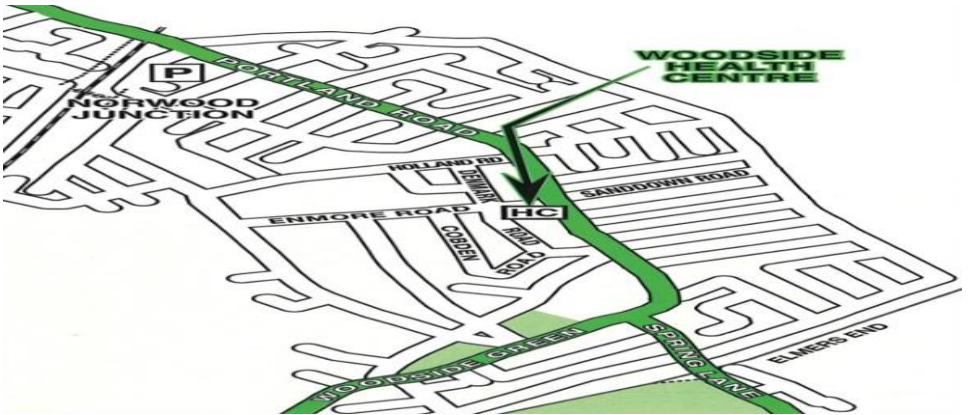
There is off street parking on Enmore and Denmark Road.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

**NO SMOKING OR DRINKING IS ALLOWED ON THE PREMISES.
PLEASE ENSURE MOBILE PHONES ARE TURNED OFF WHEN ENTERING THE
PRACTICE OUT OF COURTESY FOR YOUR FELLOW PATIENTS' AND STAFF.**

Our Practice Area



**PLEASE NOTE THAT PATIENTS INFORMATION MIGHT BE SHARED WITH
OTHER AGENCIES WHEN APPROPRIATE/NECESSARY.**

The information given in this booklet is correct at January 2019

