



hurley group



Hurley GP at Lister Health centre

A guide to our services

Telephone: 020 3049 8430

Out of hours telephone (SELDOC): 020 8693 9066

Opening hours:	Monday	8.00am until 7.30pm
	Tuesday	8.00am until 6.30pm
	Wednesday	8.00am until 8.00pm
	Thursday	7.00am until 6.30pm
	Friday	8.00am until 6.30pm

No surgery on weekends or bank holidays

101 Peckham Road

London

SE15 5LJ

www.hurleyatlister.com



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Welcome

We are located in the heart of Peckham in South London, opposite to Peckham Academy. Our dedicated and enthusiastic team of health professionals and administrators are proud to serve the population of Southwark through giving our patients high standards of care in a friendly and supportive environment. This leaflet is designed to help you extract the best from the services this Practice offers.

The Practice Charter

We aim to...

- Provide a high standard of care for you and your family. Care and treatment will be given with your informed consent. Patients are treated with courtesy and respect at all times.
- Provide easy access to our practice for the elderly and disabled
- Ensure you will always have access to urgent care and make routine appointments as accessible as possible. We will keep you updated if unavoidable delays to appointment times occur.
- Ensure all consultations and discussions between patients and staff at the practice are confidential.
- Ensure that all of our staff are easily identifiable
- Advise all our patients of the system of handling complaints and suggestions
- Ensure that in an emergency, out of opening hours, you have the number of our out of hours service to obtain assistance.

What we expect from you

Please....

- Treat the practice staff with respect and courtesy and be patient if the surgery is running late. We work under Zero tolerance policy.
- Cancel your appointment if you cannot keep it as appointments are in limited supply and only request home visits if genuinely housebound or seriously ill.
- Allow at least 2 working days for your repeat prescriptions to be processed
- Always inform the receptionists of any change of address or telephone number, etc

Our policy is to provide the best care we can for all our patients. However, if patients become physically or verbally abusive we reserve the right to remove them from our list and contact the police where necessary.

The Hurley Group

Hurley GP at Lister Health Centre is managed by The Hurley Group – a Partnership led by seven General Practitioners: Dr Clare Gerada, Dr Arvind Madan, Dr Murray Ellender, Dr Ben Shankland, Dr Ross Dyer-Smith, Dr Nishma Shah and Dr Omar Hashmi. For more information about the Partners and the care the Group provide visit:

www.hurleygroup.co.uk



Surgery Hours

The surgery is open:

Monday:	8:00am – 7:30pm
Tuesday	8:00am – 6:30pm
Wednesday	8:00am – 8:00pm
Thursday	7:30am – 6:30pm
Friday	8:00am – 6:30pm
No surgery weekends or bank holidays	

Telephone lines are open:

Monday – Friday 8am – 6.30pm

Surgery Staff

Doctors:

Dr Nwakuru Nwaogwugwu
Dr Sarha-Elizabeth Odogwu
Dr Usman Anwar

Healthcare Team:

Mr Goderick Roberts – Practice Nurse
Ms Margaret Mbachu – Practice Nurse
Ms Jemmilyn Barnaby – INP Triage Nurse

Administrative Team:

Nasrin Sultana-Moni – Practice Operations Manager
Michele Leadsham – Senior Manager
Reception/ Admin Team – Vjollca Doci, Faysal Waledh, Denise Mendonca, Anitta Gayle, Naomi Fisher, Subarna Majumder, Mohammed Islam Bhuyian.

The reception staff are an important part of our team. Please understand that if a doctor is running late, it is not the fault of the reception staff.

How to register as a patient

You are welcome to register with the Practice by filling in an application either in person or online. We do not have any entry restrictions but it is good practice to provide any known detail of your NHS number/previous address so we can easily locate any record details.

Helpful Hint - If you are booking an appointment for a smear, health check, immunisation or special medical assessment, please tell the receptionist. They will be able to give you an appointment of the correct length and in the right clinic.

Medical Cards

When you register permanently with us, Southwark CCG will send you a medical card. This can take up to six weeks.

Change of doctor and address

If you change your name/address/telephone number, please notify the Practice as soon as possible. If moving some distance you may decide to change doctors, if so remember to take your medical card to your practice of choice.

Routine Appointments

Routine booked appointments are for 10 minutes and can be made up to 3 weeks in advance. It may be more appropriate to see a nurse than a doctor. If you need help to decide see a receptionist.

Telephone Appointments

If your problem can be dealt with by telephone without seeing the doctor please tell the receptionist. Your doctor may ring 10 mins before and up to 50 mins after you allocated time.

The surgery offers free text reminders for your appointments. This service can also be used to cancel any unwanted appointments.

Online Patient Access- EMIS

EMIS Access lets you use the online services of our practice to book appointments and order prescriptions. To use this service, please contact reception. You will be issued with a unique pin number. A link to EMIS Access is available on our website.

Consult with us from home

Patients can consult with a doctor from home using our online consultation service. Please visit our website for further information:

www.hurleyatlister.com

Interpreting services- If you need an interpreter to help you when you see the GP or nurse please tell us in advance so arrangements can be made.

Right of patient to express a preference- We meet our contractual requirement to allocate all patients a named GP with overall responsibility for our service to you. Reception staff will advise who this is and we will try to accommodate any request for change. This in no way affects your right to express a preference for seeing a particular doctor or nurse, which will be recorded in your notes.

Useful information:

NHS 111: Call 111
FREE 24-hour nurse led advice line.

NHS Choices: www.nhs.uk

Local Walk-in-Centre:

Suite 3, Waldron Health Centre
Amersham Vale, London, SE14 6LD
Tel: 020 3049 2370

Urgent Care Centre

St Thomas's Hospital
Westminster Bridge London SE1
Tel: 020 7188 7188

Emergency Triage Appointments

If you have a medical problem that requires urgent attention, you can discuss matters with the duty doctor. Emergency triage appointments are not suitable for ongoing medical problems or repeat prescriptions. It is helpful for the receptionist to know the nature of your problem to enable those with the most serious problems to be dealt with as quickly as possible.

Practice Nurse

The Practice Nurse is available Monday, Tuesday, Thursday and Friday. Our nurse has specialist interest in COPD, Asthma, Diabetes and Wound Care.

Please make a SEPARATE appointment for each person seeing the nurse.

Home Visits

Telephone 020 3049 8430

Please make requests for home visits before 10:00 am by contacting the surgery. The receptionists will ask for

details of the illness, your name and contact telephone number. The doctor will call you back to assess the urgency of the problem and discuss how best to proceed.

Out of hours - SELDOC

Our doctor on-call service, South East London Doctors' Co-operative can be reached on: **020 8693 9066**.

You may be asked to attend the South East London Doctors' Co-operative base at Dulwich Hospital or the doctor may give you advice or may visit you at home, if appropriate.

Emergencies away from

home: You are entitled to treatment as a temporary resident from a doctor in the area where you are staying.

Repeat Prescriptions

At the discretion of the GPs, patients may obtain repeat prescriptions by completing a repeat medication slip found on the reception desk and handing it to the reception staff. You will receive a re-order slip automatically with each repeat prescription and you should mark those items which you require.

Two working days' notice is required to prepare repeat prescriptions.

The doctor will ask to see you personally from time to time, to review your condition and treatment. Repeat prescriptions can also be requested via email: SOUCCG.HGPL@nhs.net

Services we offer:

Child Health Services

The health visitors' role helps children under 5 and their parents stay healthy and to advise on prevention of illness. All pregnant women and families with young children have a named health visitor who can advise on a wide range of social and health topics.

Our **walk-in baby clinic** is held on Thursday between **1.30pm-3.00pm**, you can get your child weighted, immunised and talk to your health visitor. Please bring the child's red book on every visit.

District Nurses visit and help people at home who cannot get out. If you need to contact the district nurses please ring **020 3049 8317**

Well Woman Services

Menopausal Problems - We are available for advice and treatment as appropriate.

Cervical Smears - We encourage routine cervical smears and we will remind you when your next test is due. The practice nurse carries out smears by appointment.

Family Planning – We offer information, advice and support on contraception. If you require emergency contraception this should be administered within 72 hours. Ask the receptionist for an urgent appointment.

Phlebotomy Clinic - The phlebotomist is available Wednesday and Friday morning clinics. If your doctor has requested you to have a blood test then please book the appointment at reception giving them your form.

Maternity Services - When you become pregnant the doctor will refer you for your nuchal fold scan from the hospital. The practice offers maternity services, sharing antenatal care with our local hospitals and community midwives.

Postnatal care and examination is generally performed in the surgery unless the hospital advises otherwise. Please let us know as soon as you have had your baby. You will need to register your new born baby as soon as possible and need only their NHS number.

Mental Health Services

Referral To Child Psychologist - The psychologist is able to help with a wide range of problems affecting children and adolescents, as well as their families. Referrals to the service can be arranged through doctors or other health professionals.

Counsellor - A GP referral is required to access this service. They offer help to people with a variety of issues, including depression, relationship difficulties, or those people suffering from physical symptoms with no apparent cause. As with all our services this is completely confidential.

CDAT - The CDAT service is for people with drug addictions. The clinics are run here every week on a Fridays by appointment only. If you are having difficulties with any drug issue then please make an appointment with your GP who will refer you to this service.

Services we offer:

Smoking Cessation Clinic

This service is available for patients who need help with their smoking habits. The clinic is run by our efficient Health care Assistant via booked appointments. More information available from reception on request.

Referral To Dietitian

Our doctor will refer you to this clinic if they or you feel you need help with your diet, weight issues or general advice on healthy eating.

NHS Health Checks

Free NHS health checks are offered by our practice by our Health care assistant through booked appointments. More information available from reception on request.

Foreign Travel and Immunisations

The surgery offers in house vaccinations for travel 6 weeks before travelling. Please ask reception for updated information.

Chlamydia Screening

We offer a simple test for Chlamydia and gonorrhoea. These are the most common sexually transmitted infections in the UK affecting men and women.

As people have no visible symptoms, they may not know they have the infection.

If you would like to be tested, ask the reception staff for a testing kit. You can do the test while you're waiting for your appointment. It is free, confidential, simple and painless.

Flu Vaccinations

Each year, in early October, we begin our Flu campaign. We invite patients who are over 65 and those with certain conditions to attend for a vaccination.

How to obtain test results

Cervical Smears - Having taken a smear test on site, you will receive results by post and the letter will document the follow-up arrangements if required. Please allow up to 8 weeks for results to be sent out.

Other Investigations - All results are reviewed and documented in your records. You will be contacted if there is a need to discuss further but you can ask for the detail by leaving a message with reception to have a clinician call you.

Patients under 16 yrs of age

We provide a confidential service to all of our patients including under 16s. Please feel free to make an appointment to discuss any health related problems that you might have including emotional problems, drug and alcohol, contraception, bullying, sexual health, growing up.

Confidentiality:

All consultations and discussions between patients and any member of the Primary Health Care Team are confidential.

Student Nurses & Student Health Visitors

You may be asked to allow student clinicians to sit in on a consultation as part of their necessary training. This is your choice and please decline if you so wish.

Computerisation

All our patient data and recall systems are computerised. We are registered under the Data Protection Act (1998).

Car Parking

The Lister Medical Centre has a car park which can be used for Disabled Parking Permit Holders only.

Disabled access to the surgery

There is easy access for wheelchairs to all areas of the clinic. There is also an accessible toilet on all floors.

Access to medical records

You have a legal right to view and/or obtain copies of all your medical records whether held on computer or paper. There maybe fees attached and reception will advise you what applies. Unless required to by law no other person has access to your medical records without your permission. In the case of NHS hospitals or other care providers this consent is implied by your registration.

Charges for non NHS services

It is necessary for us to make appropriate charges for certain items of non-NHS work.

There is a list of current charges in the reception area and if you have any queries please ask the receptionists. You are entitled to a receipt for any monies paid. Emergency care will be provided to everyone free of charge.

Patient Participation Group – PPG

The surgery has a patient participation group which meets every 6-8 weeks to discuss various issues and changes

within the practice. This group consists of patients, doctors and managers. We welcome any patient to this group. Ask for more details at reception.

Surveys and Questionnaires

To find out more about the services that you would like us to provide and to improve existing services, we may send you questionnaires in the post. These will usually include a FREEPOST envelope so that returning the survey will not cost you anything. We appreciate your co-operation as we value patient feedback to help improve our services and facilities. There is also a Friends & Family Test survey available at reception.

Complaints and Grievances

Please address your complaints and grievances to the practice manager and the incident will be dealt with as quickly and fairly as possible. A leaflet giving details about our policy is available at reception.

Equal Opportunities

We follow an equal opportunities policy at all times.

Your right to access services

Lack of contact with the Practice does not inhibit your access in any way. However investigations to ascertain if patients still require our services (eg. still living in UK) will be instigated from time to time by either ourselves or the health authorities. It is important to respond to any such enquiry as failure to do so could result in your removal from the GP list. You may then be inconvenienced by having to re-register when you next require services.