

Thamesmead Medical Associates

"To improve the health, well-being and lives of those we care for"

Gallions Reach Health Centre Heronsgate Medical Centre
Bentham Road 1a Goosander Way
Thamesmead London Thamesmead London
SE28 8BE SE28 0ER
Tel: 020-8333-5000 020-8333-5050
Appointment Cancellation Line: 020-8333-5019
Website: www.thamesmeadmedical.org



Opening Hours:

	Gallions Reach H/C	Heronsgate M/C
Monday - Friday	8:00am – 6:30pm	8:00am – 12:00pm 2:00pm – 6:00pm Wednesday afternoon closed
Saturday	Closed	8:00am – 1:00pm Pre-bookable only

Consulting times:

Monday - Friday	8:00am - 12:00pm 2:00pm - 5:00pm
Saturday	8:30am – 12:30am – Pre-bookable only

Please note consulting times are a duration of 10 minutes per patient

Cancelling your appointment:

If you no longer need your appointment or cannot attend your booked appointment, we have a dedicated cancellation line – please call 020-8333-5019.

Non-attendance for booked appointments:

If you do not attend for your booked appointment you will receive warning letters to remind you that your appointment could have gone to someone who was unwell. Please note persistent failure to attend your booked appointments will result in you and your family being removed from our list.

Services offered are:

- Asthma Clinics
- Cervical Smears
- Childhood Immunisations/Baby Clinic
- Diabetic Clinic
- Warts/Joints Clinics
- Travel Vaccinations
- Anti-coagulant Clinic
- Live well Coach Clinic
- Feel Good Clinics
- Dietician Clinics
- Joint injection clinic
- Telephone Consultations

How to access services:

There are three ways in which you can access services at Thamesmead Medical Associates.

You can complete an online consultation form between the hours of 8:00am- 6:30pm Mon - Fri to consult with a healthcare practitioner. You can access this service via your patient access app using your secure log in or via our practice website without having to log on and a practitioner will get back to you within 2 working days.

Alternately, you can telephone the practice or visit the practice in person.

Patient Access App:

You can now consult with a GP, view your medical records, check your results, order repeat prescriptions etc online via the Patient Access App, which is a secure network. All you need to do is register by completing the online form "Register for online services" via our practice website. We monitor the use of online access, if there is any abuse we reserve the right to revoke access.

Confidentiality:

The Practice is computerised and registered under the Data Protection Act. Personal information remains confidential to the NHS unless you have given prior consent in writing of disclosure. Patient records may be audited for quality & clinical compliance purposes.

Teaching Practice

We are a teaching practice and have medical students, foundation year doctors as well as doctors training to be GP's working with us.

The Staff:

Lia Cristofoli (Female)
MRCGP DRCOG
Niraj Patel (Male)
BSC (Hons) MBBS FRCGP MSc
Eugenia Lee (Female)
MRCGP DRCOG BSC MSc
Amelia Corry (Female)
MRCGP DRCOG DFSRH DGM
GP Partner's

Yasmin Rahman (Female)
MBBS, MRCGP, DRCOG, DFSRH
Claire Keegan (Female)
MBBS, MRCP
Robert Allcock (Male)
MRCGP, DRCOG, BMBS, BA, MA

Tuhin Miah
Practice Business Manager

Sonia Abbott
Operational Supervisor

Aublin Van Graan, Sharon Spencer, Debbie Morris
Practice Nurse

Nancy Ettridge, Carol Rice,
Health Care Assistant

Maleik Dwyer
Physicians Associate

Maleik Dwyer and Wing Chi
Clinical Pharmacists

Annette Muttett, Debbie Worlock, Shivonne Valadon
Medical Secretary

Suleman Ahmed
IT/Data co-ordinator

Sue Coombs, Sheila Dunbar, Vicky Wilkins, Susan Charleston
Workflow Optimisation Administrator

Tracey Parsons
Reception Supervisor

Amrit, Danielle, Karen, Kay, Kerry
Receptionist

How to Register:

The practice catchment area is located in the SE28 area. You need to complete an online registration form via our practice website. You do not need to come to the practice to register. Once you have completed an online registration form you will be contacted by one of our staff members. You will be asked to submit photo ID and proof of address dated in the last one year via our secure text messaging service to aid your registration. If you are unable to provide these documents we can still register you.

Repeat Prescriptions:

If you are on regular medication a repeat prescription may be authorised by your doctor.

You can order your repeat medications via your patient access app using your secure log in or via our practice website without having to log on.

Please note that we do not take orders via telephone and you must allow 48 hours (two working days) notice in all cases.

Home Visits:

Home visit requests are reserved for housebound, disabled and terminal care patients.

Zero Tolerance:

All our staff are trained and dedicated in serving you, therefore you will be given courtesy and respect at all times. In turn, we ask that you and anyone that you bring with you to the Practice treat our administrative and clinical staff with the same courtesy and respect. We have a ZERO TOLERANCE approach to any verbal, aggressive and violent abuse and behaviour towards our staff or other patients. We respectfully advise you that abuse and violence will not be tolerated. If a patient or anyone a patient brings with them to the Practice is abusive, aggressive or violent towards our staff and/or other patients, the police will be called and you will be immediately removed from our Practice list.

Out of hours:

If you encounter an emergency in the evenings, weekends or outside our core opening hours of 8:00am-6:30pm please call the GP out of hours on 111.

You can also book an appointment at one of the Greenwich Health Extended hours hub's on 0203-325-4266 – lines are open every Saturday 8:00am – 8:00pm and Sunday 8am – 12:00pm

Total Triage:

Telephone Triage is offered on a daily basis. All patient healthcare needs are triage by a practitioner and if it is clinically deemed that you need to be seen then you will be given an appointment. Please note our receptionists will ask you for the reason for your appointment in order to direct you to the correct service or practitioner.

Test Results:

You can obtain your blood, urine, x-ray results etc by either going onto your patient access app using your secure log in or by completing a chase investigation results form via our practice website without having to log in. Either an administrative staff member or a clinical practitioner will then contact you within 2 working days with your results.

Comments/Suggestions:

If you have a comment or suggestion about our service please complete an online feedback form via your patient access app using your secure log in or via our practice website without having to log on. We value patient participation in improving our services.

Complaints:

If you have a concern, you are welcome to discuss this with our dedicated receptionists whom will endeavour to help you as much as they can. Alternatively you may ask reception for a complaints form or write to Mr Tuhin Miah (Practice Manager).

Change of details:

It is vital to update your address, home and mobile telephone number every time you change this for both you and all members of your family. You can update this by completing the online form via your patient access app using your secure log in or via our practice website without having to log on.

Patient Participation Group:

PPG meetings are held six monthly. Patients are welcome to attend this meeting to share their ideas and be kept updated with Practice news.

Disabled Access:

Our practice is accessible to disabled people and wheelchair users.

Specimens:

If you have been asked to bring in a specimen by the doctor/nurse for testing please ensure you bring it into the Practice by 2:00pm. You may alternatively take it to Queen Elizabeth Hospital.

Duty of Candour

We share a common purpose with our partners in health and social care – and that is to provide high quality care and ensure the best possible outcomes for the people who use our services. Promoting improvement is at the heart of what we do.

We endeavour to provide a first class service at all times but sometimes things go wrong and our service may fall below our expected levels.

In order to comply with Regulation 20 of the Health and Social Care Act 2008 (Regulations 2014) we pledge to:

- Have a culture of openness and honesty at all levels
- Inform patients in a timely manner when safety incidents have occurred which may affect them
- Provide a written and truthful account of the incident, explaining any investigations and enquiries made
- Provide a written apology
- Provide support if you are affected directly by an incident

Useful Contacts:

Out of hours GP	111
Queen Elizabeth Hospital	020-8836-6000
Lewisham Hospital	020-8333-3000
District Nurse	020-8853-9820
Health Visitor	020-8161-0530
Community Midwife	07787-841-986
NHS Complaints Advocacy	0300-330-5454
Social Service: Greenwich Bexley	020-8854-888 020-8303-7777

Local Pharmacies	
Jay Pharm	020-8333-5007
Winchat	020-8316-7380
Morrisons	020-8310-6585
First Care	020-3137-9397

Your Responsibilities And Your Rights As A Patient

Thamesmead Medical Associates

"To improve the health, well-being and lives of those we care for"

Gallions Reach Health Centre Heronsgate Medical Centre
Bentham Road 1a Goosander Way
Thamesmead London Thamesmead London
SE28 8BE SE28 0ER
Tel: 0208-333-5000 0208-333-5050
Website: www.thamesmeadmedical.org



Your Responsibilities

As a patient of this Practice, you too have responsibilities towards your Practice. The NHS aim is to provide a fair and honourable service to all of its patients as well as its staff. This leaflet aims to provide an explanation of your key responsibilities as a patient of this Practice.

Zero-tolerance

It is your duty to ensure you and anyone you bring into the Practice treat all staff members of this surgery with respect and courtesy. The practice operates on a Zero-Tolerance policy with respect to the safety and protection of all staff and patients.

Cancelling your appointment

If you no longer need your appointment or cannot attend for your booked appointment you must cancel your appointment in advanced well before your appointment time – please call our dedicated cancellation line on 020-8333-5019.

Keeping appointments

It is your responsibility to ensure that any appointments made by yourself are kept and attended on time. When you make an appointment please ensure you note it down. If you fail to attend appointments you will be informed in writing and could be removed from the practice list.

Your treatment

When you are being seen by a doctor you must be sure of the treatment that is being offered to you. If you are unsure of the treatment that we are providing to you then it is your responsibility to speak to a doctor until you are satisfied.

Family appointments

All appointments made are per person. If you require other members in your household to be seen by the doctor then all appointments must be made separately. If the appointment is not made then the doctor will not be able to see that patient – only the patient for whom the appointment has been made will be seen.

Medication

You should speak to the doctor about medication that has been prescribed to you. If you are unsure of the dosage, duration or the reason for the medication then please speak to the doctor before leaving, alternatively you may speak to the pharmacy. You must take the medication according to the instruction given.

Change of details

If you change your name, address or phone number, please provide the Practice with your new details. This will need to include change of name deed/marriage certificate and a recent utility bill as proof.

Medication reviews

If you are due for a medication review you are required to book an appointment before your review date in order to continue being prescribed your regular medication.

Special requirements

If you have any special requirements such as you have a carer, you care for someone yourself, you have any disabilities or impairments such as learning difficulties, hearing impairment etc you must notify the receptionist or Practitioner in order that arrangements can be made to assist you should you need or request additional services.

Your Rights

As a patient, you are obligated to know your rights and regulations; this leaflet aims to provide you with some key information on your rights as a patient of this surgery.

Your right to register with a GP practice

The practice catchment area is mainly located within the SE28. However if we do not accept to register you, then we will have reasonable grounds for doing so. These reasons will not have anything to do with Race, Gender, Social Class, Age, Religion, Sexual Orientation, Appearance, Disability or Medical Condition.

Treatment from a GP

You are entitled to treatment from a GP at the Practice where you are registered. You may also request to see a specific GP, but may have to wait longer. Treatment outside of your Practice hours is also provided for you, this service will be provided to you by Greenbrook Healthcare – accessible by calling 111.

Keeping and protecting information about you

All health and social care organisations including this Practice are registered with the information commissioner's office in accordance with the Data Protection Act 1998.

This means that your records are confidential and no details will be passed on to any person without your consent, except in very exceptional circumstances. This includes your relatives, spouse or anyone else unless you are unable to give consent yourself.

Accessing your medical reports and health records

You have the right to see most health records held about you, subject to certain safeguards. It is your right to be informed of the uses of your health records and medical reports; who has access to them and how you can arrange to see your records.

Right to hospital treatment

You cannot receive NHS hospital treatment without being referred by a Doctor unless you are attending Accident and Emergency Department or the Urgent Care Centre.

Patient consent

It is your right as a patient to choose not to have treatment by the Doctor. You will not be examined, given any treatment or procedure without your consent. There are some extenuating circumstances which you can speak to the Doctor about. When you visit our Practice this usually implies that you are consenting to treatment and an examination from your doctor. The GP will not act against specific instruction, so it is your responsibility to tell the doctor of your wishes.

New Patient Health Check

It is your right to have a new patient health check when you register with our Practice in order that we have up to date health and medication information about you. It is also a Practice requirement that all new patients are given a health check before registering.



NHS
Greenwich
Clinical Commissioning Group

Did you know? Evening and weekend appointments are available with GPs in Greenwich via GP access hubs. **Call NHS 111** or your GP practice to book an appointment.

A GP Access hub is a place that offers evening and weekend appointments for patients registered with other practices in the area.

Locations of Greenwich GP Access Hubs are:
Thamesmead Health Centre,
4-5 Thames Reach,
Thamesmead
SE28 0NY

Eltham Community Hospital,
Passey Place,
Eltham SE9 5DQ

Greenwich GP Access Hubs are open

- Weekdays: from 4pm - 8pm
- Saturday: from 9am to 5pm
- Sunday: from 9am to 1pm

For more information

NHS Greenwich Clinical Commissioning Group
The Woolwich Centre
35, Wellington Street
London
SE18 6ND
Tel: 020 3049 9000
Email: GRECCG.NHSGreenwichCCG@nhs.net

Feeling unwell? Not sure where to go for help?

Choose the
right care for you
Call **NHS 111**
**A&E is ONLY for
emergency
treatment**





Feeling unwell? Not sure where to go for help?

Choose the
right care for you
Call NHS 111
A&E is **ONLY** for
emergency
treatment

It may be quicker, and even closer to your home to visit an alternative NHS service. Choosing the right care means you don't have to spend hours waiting in A&E if you don't need to be there.

You can download the Health Help Now app to check your symptoms and find the best place for treatment and services' opening hours. You will find the app by searching for Health Help Now in your smartphone app store or download Health Help Now from **www.southeastlondon.healthhelpnow.nhs.uk /**

**Not all illnesses
and injuries need
hospital attention**



*Get the advice
you need*

Download free app or visit
www.healthhelpnow.nhs.uk

Get it on Google play Download on the App Store



Alternatives to A&E in Greenwich

If you have a minor injury or urgent, minor medical problems you can visit an urgent care centre. These centres are managed by doctors and nurses to treat minor illnesses and injuries, such as cuts, burns, sprains and suspected breaks. You don't need to book an appointment. In Greenwich there are two urgent care centres.

1 Queen Elizabeth Hospital

Stadium Road
Woolwich
London
SE18 4QH
T: 020 8836 4360

Queen Elizabeth Hospital urgent care centre is open 8am until 11pm, seven days a week, open 365 days a year, including all bank holidays.

2 Queen Mary's Hospital Sidcup

Frognal Avenue
Sidcup
Kent
DA14 6LT
T: 020 8302 2678

Queen Mary's Hospital urgent care centre is open 24 hours a day, 7 days a week.

Self-care

If you have a common complaint, such as a cold, cough, general aches and pains or the flu, Self-care maybe your best option. You can get free confidential advice and over the counter medicines at your local pharmacist.



GP Out-of-hours

If you need to see a doctor when your GP surgery is closed, call your usual surgery for your GP out-of-hours services number: You can also call NHS 111 – its free, it's available 24 hours a day, 365 days a year.

Choose the right care for you. A&E is **ONLY** for emergency treatment • **www.southeastlondon.healthhelpnow.nhs.uk**

GENERAL DATA PROTECTION REGULATION

The General Data Protection Regulation (GDPR) is a new law that determines how your personal data is processed and kept safe, and the legal rights that you have in relation to your own data.

The regulation applies from 25 May 2018, and will apply even after the UK leaves the EU.

What GDPR will mean for patients

The GDPR sets out the key principles about processing personal data, for staff or patients;

- ✓ Data must be processed lawfully, fairly and transparently
- ✓ It must be collected for specific, explicit and legitimate purposes
- ✓ It must be limited to what is necessary for the purposes for which it is processed
- ✓ Information must be accurate and kept up to date
- ✓ Data must be held securely
- ✓ It can only be retained for as long as is necessary for the reasons it was collected

There are also stronger rights for patients regarding the information that practices hold about them. These include;

- ✓ Being informed about how their data is used
- ✓ Patients to have access to their own data
- ✓ Patients can ask to have incorrect information changed
- ✓ Restrict how their data is used
- ✓ Move their patient data from one health organisation to another
- ✓ The right to object to their patient information being processed (in certain circumstances)

Thamesmead Medical Associates

What is GDPR?

GDPR stands for General Data Protection Regulations and is a new piece of legislation that will supersede the Data Protection Act. It will not only apply to the UK and EU; it covers anywhere in the world in which data about EU citizens is processed.

The GDPR is similar to the Data Protection Act (DPA) 1998 (which the practice already complies with), but strengthens many of the DPA's principles. The main changes are:

- Practices must comply with subject access requests
- Where we need your consent to process data, this consent must be freely given, specific, informed and unambiguous
- There are new, special protections for patient data
- The Information Commissioner's Office must be notified within 72 hours of a data breach
- Higher fines for data breaches – up to 20 million euros

What is 'patient data'?

Patient data is information that relates to a single person, such as his/her diagnosis, name, age, earlier medical history etc.

What is consent?

Consent is permission from a patient – an individual's consent is defined as *"any freely given specific and informed indication of his wishes by which the data subject signifies his agreement to personal data relating to him being processed."*

The changes in GDPR mean that we must get explicit permission from patients when using their data. This is to protect your right to privacy, and we may ask you to provide consent to do certain things, like contact you or record certain information about you for your clinical records.

Individuals also have the right to withdraw their consent at any time.

For more information

Please visit our website

<https://www.thamesmeadmedical.org/pages/Privacy-and-Information-Sharing>

How your local pharmacy team can help you

Your local pharmacy team are qualified healthcare professionals with the knowledge and skills to help with many health concerns. Pharmacists can give clinical advice, right there and then, and help you choose the most appropriate treatment. If your symptoms suggest it's more serious, they'll ensure you get the care you need.

What can you do?

Keeping a few useful medicines at home means you can treat common conditions immediately without needing to see a healthcare professional. **These could include:**

- Painkillers to help with pain, discomfort and fever
- Indigestion medicines, oral rehydration salts and treatments for constipation and diarrhoea
- Treatments for seasonal conditions like colds and hay fever
- Sunblock and after sun
- Basic first aid items (for example plasters or antiseptic cream)

If you have children, make sure you also have products suitable for them. Speak to your local pharmacy team about what medicines to keep at home, where to store them safely and how to use them.

What if my symptoms don't improve?

Your local pharmacy team can tell you how long to expect the symptoms of your condition to last. If they haven't improved after this time or you start to feel a lot worse, you should:

- Go back to the pharmacy for further advice
- Call NHS111
- Contact your GP

Visit the NHS website ([nhs.uk](https://www.nhs.uk)) and click on 'Services near you' to help you choose the right service

A&E and 999 should only be used for serious and life-threatening emergencies

Finding more information and support

- Visit the NHS website [nhs.uk](https://www.nhs.uk) for information and advice on treating minor health concerns
- Find out more about this change to prescription policy at: [nhs.uk/OTCmedicines](https://www.nhs.uk/OTCmedicines)



Prescribing of over the counter medicines is changing

Your GP, nurse or pharmacist will not generally give you a prescription for over the counter medicines for a range of minor health concerns.

Instead, over the counter medicines are available to buy in a pharmacy or supermarket in your local community.

The team of health professionals at your local pharmacy can offer help and clinical advice to manage minor health concerns and if your symptoms suggest it's more serious, they'll ensure you get the care you need.

Please help the NHS to use resources sensibly.

Your GP, nurse or pharmacist will not generally give you a prescription for certain medicines that are available to buy in a pharmacy or supermarket, even if you qualify for free prescriptions.

This applies to treatments for these conditions:

Acute sore throat	Conjunctivitis	Coughs, colds and nasal congestion
Cradle cap	Dandruff	Diarrhoea (adults)
Dry eyes / sore tired eyes	Earwax	Excessive sweating
Haemorrhoids	Head lice	Indigestion and heartburn
Infant colic	Infrequent cold sores of the lip	Infrequent constipation
Infrequent migraine	Insect bites and stings	Mild acne
Minor burns and scalds	Mild cystitis	Mild dry skin
Mild irritant dermatitis	Mild to moderate hay fever	Minor pain, discomfort and fever (e.g. aches and sprains, headache, period pain, back pain)
Mouth ulcers	Nappy rash	
Oral thrush	Prevention of tooth decay	Ringworm / athletes foot
Sunburn	Sun protection	Teething / mild toothache
Threadworms	Travel sickness	Warts and verrucae

GPs, nurses or pharmacists will also generally no longer prescribe probiotics and some vitamins and minerals. You can get these from eating a healthy, varied and balanced diet, or buy them at your pharmacy or supermarket.

Why does the NHS need to reduce prescriptions for over the counter medicines?

The NHS has been spending around £136 million a year on prescriptions for medicines that can be bought from a pharmacy or supermarket, such as paracetamol. By reducing the amount the NHS spends on over the counter medicines, we can give priority to treatments for people with more serious conditions, such as cancer, diabetes and mental health problems.

Exceptions to the new prescription rules

You may still be prescribed a medicine for a condition on the list if:

- You need treatment for a long-term condition, e.g. regular pain relief for chronic arthritis or inflammatory bowel disease.
- You need treatment for more complex forms of minor illnesses, e.g. migraines that are very bad and where over the counter medicines do not work.
- You need an over the counter medicine to treat a side effect of a prescription medicine or symptom of another illness, e.g. constipation when taking certain painkillers.
- The medicine has a licence which doesn't allow the product to be sold over the counter to certain groups of patients. This could include babies, children or women who are pregnant or breast-feeding.
- The person prescribing thinks that a patient cannot treat themselves, for example because of mental health problems or severe social vulnerability.

The reasons vary for each condition. Your GP, nurse or pharmacist will speak to you if this affects you.