

## **USEFUL TELEPHONE NUMBERS**

**NHS Out of Hours Service**  
Tel: 111

**Waldron Walk In Health Centre, New Cross**  
Tel: 020 3049 2370

**Health Visitors**  
East Team—0208 320 5718  
West Team—0208 312 8939

**Queen Elizabeth Hospital**  
Tel: 020 8836 6000

**University Hospital Lewisham**  
Tel: 020 8333 3000

**Duncans Pharmacy**  
Tel: 020 8858 1953

**Meridian Pharmacy**  
Tel: 020 8858 1404

**Rose Pharmacy**  
Tel: 020 8469 1711

**NHS Commissioning Board (London)**  
Tel: 0300 3112233

**For information on local community services**  
**[www.oxleas.nhs.uk/](http://www.oxleas.nhs.uk/) [www.greenwichccg.nhs.uk](http://www.greenwichccg.nhs.uk)**

## **THE BURNEY STREET PRACTICE**

### **Practice Leaflet**

Branches at

**Burney Street Surgery**  
48 Burney Street  
Greenwich  
SE10 8EX

Telephone: 020 8858 0631  
Fax: 020 8293 9616  
[www.burneystreetpractice.co.uk](http://www.burneystreetpractice.co.uk)

**The Wallace Health Centre**  
Wallace Building  
Clarence Road  
Greenwich  
London  
SE8 3BX

Telephone: 020 8858 0631  
Fax: 020 8691 5092

[www.burneystreetpractice.co.uk](http://www.burneystreetpractice.co.uk)

**Burney Street Surgery****Monday:** 8.30 -18.30**Tuesday:** 7.00-17.30**Wednesday:** 8.30-18.30**Thursday:** 7.00-17.30**Friday:** 8.30-18.30**Wallace Health Centre****Monday:** 7.00 -17.30**Tuesday:** 8.30-18.30**Wednesday:** 7.00-17.30**Thursday:** 8.30-18.30**Friday:** 8.00-17.30**RECEPTION OPENING TIMES**

**Please note:** Phone lines will be open at 8am on early opening days and 8.30am all other days. All calls to Burney Street are now being recorded for training and monitoring purposes.

**General Appointments** may be made by telephone or by calling at the surgery during the Practice's opening hours as shown above. They can be made up to 3-4 weeks in advance. It is helpful to see the same doctor where possible for the same problem. Each person needing to be seen must have an appointment booked. If you are unable to attend please inform us in good time so that we may offer your appointment to someone else.

**SURGERY HOURS**

Surgery hours may vary according to the Doctors' and Nurses' schedules. Generally appointments are available from 7.00 to 11.30am and 13.20 to 17.30. Please check with reception for individual clinicians availability. Our system is scheduled for Doctors to provide a **10 minute** consultation and nurses a **15 minute** consultation. Please let us know in advance if you would like a longer appointment providing there is capacity.

**TRIAGE DOCTOR AND TELEPHONE ADVICE**

Should you wish to book an emergency appointment, please ring the surgery between 8.30-11.00am and the doctor will call you back before 1pm and will deal with your problem and book an emergency appointment if appropriate. At this time you may also discuss any queries with test results.

**PATIENT CONFIDENTIALITY**

All patient information is considered to be confidential and we comply fully with the Data Protection Act and Information Governance. All our employees have access to this information in relation to their role and have signed a confidentiality agreement. Information may be shared, in confidence, with other NHS organisations in the interests of patient care.

NHS England are now using an electronic record called your 'Summary Care Record'. This is a copy of key information held in your GP record. It provides authorised healthcare staff with faster, secure access to essential information about you for when you need unplanned care or when your GP practice is closed. For more information please visit: [www.nhscarerecords.nhs.uk](http://www.nhscarerecords.nhs.uk)

**COMMENTS, SUGGESTIONS & COMPLAINTS**

We do our best to provide a first class service and also look for ways to improve. If you have any comments or suggestions please ask to see our Practice Manager who will be pleased to help.

We have a practice complaints procedure to ensure that we take every complaint seriously. If you have a complaint about any aspect of the service we provide, please arrange an appointment or write to our Practice Manager. She will respond immediately to any verbal complaint, and within three working days to any written complaint.

For more information about our complaint procedure, please collect a copy of our 'Practice Complaint Leaflet' from the reception desk.

## DISABLED PATIENTS

At Wallace Health Centre there is full disabled access and all doctors rooms are on the ground floor.

At Burney Street we recognise that despite the ramp the main door can be awkward for wheelchairs and buggies. If you need help, any of the staff will be happy to assist you. If you are unable to manage the stairs to get to any of our upstairs consulting rooms please inform the receptionists and they will arrange for you to be seen downstairs.

We have disabled toilet facilities and baby changing facilities in both practices.

## INTERPRETATION AND TRANSLATION SERVICES

We can arrange interpretation and translation services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment as appointments cannot go ahead without translation services.

## PARKING

Parking is limited. There is a fee paying car park opposite the Burney Street surgery.

There is no parking at the Wallace Health Centre. There are a few bays available to the public in Glaisher Street, Gonson Street & Stowage.

**Please DO NOT park next door or across from the Wallace Health Centre, you may be clamped.**

## PATIENT PARTICIPATION GROUP

We have a patient forum to discuss improving our services wherever possible and address the question of how we best deliver primary healthcare in a time of austerity. If you would like to be a part of this please ask at reception or complete the form on our website [www.burneystreetpractice.co.uk](http://www.burneystreetpractice.co.uk)

## LATE ARRIVALS AND RE-BOOKING POLICY

If you are more than 10 minutes late for your appointment., you may be asked to wait until the end of surgery to be seen. If you arrive more than 15 minutes late you will be asked to rebook your appointment.

## HOME VISITS

If you need a Doctor but are unable to come to the surgery, please telephone with details **before 10am** wherever possible, so that we can arrange a home visit.

## PATIENT ACCESS

All patients can now book routine appointments with a doctor online by registering for Patient Services. For patients aged 16 and over you can also order repeat medication online if this has been set up by your doctor as well as being able to view a limited summary of your medical history. To register, you will need to complete a form at the surgery and provide photographic ID.

## OUT OF HOURS SERVICES

If you need a doctor when the surgery is closed and feel you cannot wait until the surgery re-opens, please ring the new national NHS service on 111. Calls to the NHS 111 service are free from both landlines and mobile phones.

## OTHER LOCAL NHS SERVICES

Call NHS 111 – for free expert NHS health advice and information 24 hours a day (calls charged at local rates). Or log onto [www.nhs.uk](http://www.nhs.uk)

Your local pharmacist will be able to give you free health advice and you don't need an appointment. Many pharmacies operate extended hours on a rota basis. For details call NHS 111 by dialing 111.

## **OUR DOCTORS**

### **Dr Miren Davies GP LMS DRCOG DFFP MRCGP—Partner**

(Female) Dr Davies has surgeries on Monday Tuesday & Wednesday

### **Dr Sylvia Nyame MBBChir, MRCGP, MSc, DFSRH, DRCOG —Partner**

(Female) Dr Nyame has surgeries on Monday, Thursday & Friday

### **Dr Moushumi Baruah MB, BS, BSc, MRCGP, DRCOG, DFSRH, PGCert—Partner**

(Female) Dr Baruah has surgeries on Monday, Wednesday & Thursday

### **Dr Claire Trask MBChB MRCGP**

(Female) Dr Trask has surgeries on Monday, Tuesday & Thursday

### **Dr Kofi Opong MBChB, MRCGP**

(Male) Dr Opong has surgeries on Wednesday, Thursday & Friday

### **Dr Kim Russell MB BChir MRCGP**

(Female) Dr Russell has surgeries on Monday, Wednesday, Thursday & Friday

### **Dr Nina Batchelor MBChB DTM&H MRCGP**

Uni of Sheffield—2018 (Female) Dr Batchelor has surgeries on Tuesday, Wednesday & Friday

### **Dr Lindsey Macleod MBBS BSc (Hons) MRCGP**

(Female) Dr Macleod has surgeries on Wednesday, Thursday & Friday

### **Dr Iain Tennant MBChB BMedSci (Honours) MRCGP**

(Male) Dr Tennant has surgeries on Monday, Tuesday & Wednesday

### **Dr Ricardo Cerezo-Aviles EMFC (Specialist in Family and Community Medicine)**

(Male) Dr Cerezo-Aviles has surgeries on Monday, Wednesday, Thursday & Friday

### **Dr Harmandeep Shetra Registrar**

(Female) Dr Shetra has surgeries on Monday, Tuesday, Wednesday, Thursday & Friday

## **SMOKING CESSATION**

If you smoke and would like help and advice on how to give up, please call the surgery to make an appointment at a Smoking Cessation Hub.

## **MINOR SURGERY**

The practice offers minor surgery appointments on a monthly basis.

If you are concerned about a mole, please book an appointment with a GP who will assess your needs and make the referral.

## **TRAVEL VACCINATIONS**

Due to a worldwide shortage of several travel immunisations we are unable to provide a full travel service. Patient needs to go to a private travel clinic or pharmacy who offer travel clinics. We recommend that you seek a travel consultation/advice at least 8 weeks before departure. For further information see our travel information page or <https://travelhealthpro.org.uk/>.

Please see our Practice Website for more information.

## **SPECIALIST AND HOSPITAL CARE**

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will ask you where and when you would like to go. They can then book your appointment electronically while you wait.

If you would prefer to have some time to think before deciding where and when to have treatment, you will be offered the option of calling the practice later and we will be able to book your appointment then.

## **BABY IMMUNISATIONS**

We recommend immunisations to protect all babies and young children. The Practice Nurses and Health Visitors are happy to discuss and to advise on immunisations. ***Please note that we are unable to vaccinate children without parental consent.*** We would be grateful if you could bring details of your child's previous immunisations to the practice.

## **SAFEGUARDING**

All staff & volunteers of this practice recognise they have a duty to safeguard children and vulnerable adults who present to this practice. This practice will take all reasonable steps to ensure that any evidence of child and/or vulnerable adult maltreatment in relation to physical abuse, emotional abuse, neglect and sexual abuse is identified and acted on.

Any suspected cases of child and/or vulnerable adult maltreatment will be brought to the attention of the Lead GP and Practice Manager within 24 hours.

The Lead GP will:

- Listen to the concern and if appropriate, notify social care.
- Seek advice from safeguarding colleagues in health & social care.
- In cases of immediate serious threat the practice will inform the police and social care.

The notification to social care will be by telephone and in writing within 3 working days.

## **HEALTH CHECKS**

Health Checks are offered in line with local NHS Guidance, these health checks are by invitation only. They are held at a Local Greenwich Health Hub.

## **OUR PRACTICE NURSES**

**Audria Abel**—Monday, Tuesday, Wednesday & Thursday

**Diana Normahomed**—Monday, Tuesday & Wednesday

**Claudia Fernandez-Palacios** Phlebotomist—Monday to Thursday

**Senay Morgan-Turkman** Phlebotomist—Thursday & Friday

## **TRAINING**

We recognise that training is an important aspect of individual and Practice development. We are an accredited training Practice for fully qualified Doctors entering General Practice (Registrars) who will often remain with us for a year. We are also involved in training newly qualified doctors to give them an experience of general practice.

You will always be informed if a Doctor has a student with them and if you prefer to be seen alone we will of course respect your wishes. On occasions we may ask if we can record consultations.

## **CHAPERONE POLICY**

If you would like a chaperone to be present during an examination please let the doctor or nurse know and they will try to arrange one.

## **HOW TO REGISTER**

Please check on our website or with reception that you live in our practice area. We require 1 proof of address and photographic proof of identification. Registration can take up to 48 hours before you may make an appointment.

## **ZERO TOLERANCE**

We treat all our patients with respect and request that our staff are treated with respect also.

Violent and aggressive behaviour will not be tolerated.

### REPEAT PRESCRIPTIONS

If you are on regular medication your Doctor may agree to arrange a repeat prescription to be available to you on request without seeing a Doctor.

Once authorised a repeat prescription can be requested via the following methods: Repeat slip brought into practice, on our website, online with Patient Online Services, faxed or posted to the Practice. **We do not take orders over the telephone except for our elderly and house-bound patients.**

Requests received will be ready after 2 days (48 hours) after they have been requested. If you need a new medication, including any medication prescribed by a hospital doctor/ consultant, please arrange to discuss this with a Doctor at the Practice.

### FAMILY PLANNING CLINIC

We are able to advise on and provide all contraceptive services for any patient who may require it. This is done in complete confidentiality.

For advice and pill checks, please make an appointment with one of our Practice Nurses or with any of the GP's.

Long Term Acting Contraception (LARC) is provided at a Local Greenwich Health Hub. Please contact with surgery to book an appointment.

Contraception and Sexual Health Advice can also be obtained from **CASH** on 0203 260 5150 or 0203 260 5154.

### CERVICAL SMEARS

All women are offered a cervical smear every 3 years if aged between 25 and 49 and every 5 years when aged between 50 and 65. These are done by our Practice Nurses.

### ANTENATAL AND POSTNATAL CARE

We provide antenatal and postnatal care in pregnancy in partnership with our local midwives and obstetricians. You should make an appointment to see a doctor as soon as you think you may be pregnant.

### BABY CARE

We offer all new babies a health check at 8 weeks. This is done with any doctor. This is then followed by vaccinations with the nurse. ***Please note that we are unable to vaccinate children without parental consent.***

If you have any concerns about the development of your baby, please see any of the doctors during any surgery. You may also want to seek the advice of the Health Visitors.

The Health visitors are qualified nurses with specialist training and experience in child health, health promotion and education. They provide health education to new parents and routine childhood checks for children. Health Visitors are part of the Primary Health Care Services.

Health Visitors are based in the community and are available on the numbers below:-

East Team—Gallions Reach Health Centre—0208 320 5718

West Team—Greenwich Centre—0208 312 8939