

The Practice Team

GP Team:

Dr Stefan Rakowicz (m)

Lead GP: MBBS BSc MRCP

Dr Michelle Bellman (f)

MBChB MRCP

Dr Sarah Botchway (f)

MBBS MRCP DRCOG

Dr Eve Cooper (f)

MBBS BSc MRCP

Dr Faiza Mehdi (f)

MBBS BSc MRCP

Dr Aisha Navarro (f)

BM MRCP DRCGP

Dr Komal Patel (f)

MBBS MRCP DFRSH

Dr Puja Patel (f)

MBBS BSc MRCP

Dr Miranda Godfrey (f)

MBBS MRCP

Pharmacy Team:

Amrit Aujla (f)

MPharm PGDip (GPC,IP)

Advanced Nurse Practitioner:

Helen Pooley (f)

Health Care Assistant:

Chaneise Duncan (f)

Administration Team:

Lawrence Grace (m)

Patrycja Mania (f)

Sukhwant Singh (f)

Susan Leader (f)

Amy Dixson (f)

Debbie Farrell (f)

Sharn Hanson (f)

Sarah Taylor (f)



Contact Us

If you or your relative would like to discuss your care, please do not hesitate to contact the surgery.

Bromleag Care Practice

14 The Crescent

Beckenham

BR3 1DU

Tel No: 0203 930 0270

Out of Hours: 111

Practice Website:

www.bromleagcarepractice.co.uk

Enquiries E-Mail Details:

Broccg.bromleagcarepractice@nhs.net

Opening Hours

Monday: 08:00 – 18:30

Tuesday: 08:00 – 18:30

Wednesday: 08:00 – 18:30

Thursday: 08:00 – 18:30

Friday: 08:00 – 18:30

Our telephone line is open from **8am-6:30pm** on **Monday to Friday**. Outside these times, please telephone the **out of hours service** directly on **NHS111**.

If you have a **medical emergency** please call **999** without delay.



Bromleag Care Practice: Practice Guide



Please give to all relatives





About Us

We aim to create a high quality service that builds on strong relations with our partners and the communities we serve.

The service we offer has been tailored specifically for care homes. Our staff are responsible for only those patients who reside in care homes in Bromley. This is why we believe the best place for our team to be in, is the community. We are able to deal with queries quicker and more efficiently.

This booklet contains information about the facilities and services at the Practice and we hope you will find it useful and keep it handy for reference

Our Practice Area

We cover all patients who reside in the following accommodation within the Bromley area:

- A Nursing Home
- Residential Home
- Extra Care Housing

How to Register

You will need to complete the following:

- Complete a GMS1
- Complete the New Patient Questionnaire

Booking or cancelling a home visit:

As a resident in your assisted accommodation the home staff will request this on your behalf if you need to be seen on the day. If you wish to make an appointment, please call the surgery during working hours.

Weekly/Fortnightly visits:

As part of our unique service we visit you at your place of residency on a weekly or fortnightly basis. If your concerns can wait until the next scheduled visit please ask care home staff to put your name on the list for the next doctors visit.

Non NHS Services:

Patients should be aware that fees may be charged for services not covered by the NHS - privates certificates, reports, insurance claims. Please contact us for further details.

Confidentiality:

All staff are bound by strict rules of confidentiality. We are a computerised practice and registered under the Data Protection Act.

Repeat prescription request:

We require 72 working hours to process your repeat prescriptions. You may request your repeat prescriptions by either signing up to use our online service, by email or post. You can also ask your pharmacist to arrange your repeat medication.

We do not accept requests for repeat prescriptions over the telephone. You can email us with your request at broccg.bromleagprescriptions@nhs.net.

Patient Comments or complaints:

If you have a comment or complaint about the way things are run, or if you have a problem with any member of the team, please ask to speak to the practice manager.

Our Services

- Regular weekly/bi-weekly visits to homes
- A medical assessment for each resident upon admission
- Follow up medical assessments at least twice a year
- Post-hospital discharge medical assessment and medicines reconciliation
- Medicines review at least once a year
- Urgent same day emergency visits
- A multi-disciplinary approach with care home staff and other health/social care services
- Medicines optimization pharmacist available to residents

Zero Tolerance

The NHS operates a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list.

Remote Monitoring

We use remote monitoring across our Care Homes to ensure patient safety and accessibility to care. This can be accessed via video and telephone consultation alongside the Arc Health kit.

