

Greenside Group Practice

88 Greenside Road, Croydon, Surrey, CR0 3PN
Tel. 020 8240 0072

26 Lennard Road, Croydon, Surrey, CR0 2UL
Tel. 020 8680 2270

Practice Information Booklet for **88 Greenside Road and** **26 Lennard Road**

Greenside Group Practice...
Provider of Excellence in Patient Care



INVESTOR IN PEOPLE

Dr M. Ravetto • Dr T. Chan • Dr K. Vegasana
• Dr N Newlands
www.greensidemedicalpractice.co.uk



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.

Our Practice is one group, based on two sites – 88 Greenside Road and 26 Lennard Road. They have two different addresses and telephone numbers but our patients can be seen at both sites and every member of our team works at some point at both sites. We offer a full range of services across the two sites, full details of these and our staff members can be found below.

Greenside Group Practice has been accredited as a GP training practice in 2014. We will have trainee GP's working with us and seeing patients. They are fully qualified doctors who will be supervised by Dr Chan.

Primary Health Care Team

Dr M Ravetto MBBS, MRCGP, DRCOG (male) trained at University College Hospital, London and qualified in 1991, registering in 1992. He provides contraceptive services, maternity medical services and child health surveillance services. Dr Ravetto is the Prescribing Lead and his special interests are in diabetes and GP computing.

Dr T Chan MBBS, MRCGP, DRCOG (male) trained at St Bartholomew's Hospital, London, and qualified in 1990 registering in 1991. His medical interests include elderly care medicine and health promotion, referral management and GP Education. He is the GP trainer at the Practice. He provides child health surveillance, contraceptive services and maternity medical services.

Dr K Vegasana MBBS, MRCGP, DFSRH (male) qualified in India in 2000, and registered with the General Medical Council in 2003. He completed general medical training in various posts in London and Maidstone, and GP training in London. Areas of interest include contraceptive services, ante-natal services and chronic disease management.

Dr N. L. Newlands MBBS BSc (Hons) DRCOG MRCP(UK) MRCGP (Female). Trained at Imperial College London and qualified in 2012, registering in 2013. Her specialist interests include Dermatology, Diabetes, Paediatrics and Maternity.

GP Trainee – on a rotational basis

Practice Nurses –

Helen Ravetto

Cheryl Go

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 Assistants

Anne Sweeney

Their duties include NHS Health Checks, new patient health checks, B12/flu/pneumonia injections, weight and blood pressure monitoring and assisting the nurses behind the scenes with administration support and monitoring stock etc. We have phlebotomy clinics on Monday, Tuesday, Wednesday and Thursday mornings.

The Practice Staff

Practice Manager : Jane Passfield

Assistant Practice Manager :

Lesley Hows

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

The Attached Staff

The District Nursing team is based at Waddon Clinic.

The Midwife is available every Wednesday morning at our Greenside site, for booked appointments only, from 9.30am – 1.10pm.

The Welfare Benefits Advisor is Deborah Sowemima who comes to the surgery every fortnight.

The Health Visitor is based at the Sure Start Centre at Broad Green, and can be contacted on 020 8274 6880.

Repeat Prescriptions

For elderly and/or housebound patients we have liaised with local pharmacists who are willing to provide a pick up and delivery service. Please let the receptionist know if you would like to use this service.

A repeat prescription will be given where a doctor feels it is clinically indicated. Repeats can be requested in person, in writing, by fax or by using Vision On Line Services (VOS). If the request is made in person or by post you may provide a stamped addressed envelope for return of the prescription. **Please ask at reception if you would like to sign up for VOS.** You can also book and cancel appointments with VOS.

REQUESTS FOR REPEAT PRESCRIPTIONS WILL BE DEALT WITH WITHIN TWO WORKING DAYS.

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.

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

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.

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.

Appointments

We have a range of appointment times during the morning and afternoon, Monday to Friday. Our appointments are for ten minute consultations. An appointment is for **ONE** person only. **Where another family member needs a consultation (even for identical conditions) please make a separate appointment. You should accompany children under the age of 16 when they need to visit the doctor.**

Waiting time at the reception desk will be kept to a minimum. On arrival at the surgery you should check-in using our automated check in machine (available at Greenside site only) and you will be informed of any unexpected delays to your booked appointment. **Please be prompt for your appointment and be patient – most delays will be due to an emergency.** On weekdays, wherever possible, patients with urgent problems will be able to consult a doctor or nurse within 24 hours on request.

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.

Blood Tests

We offer phlebotomy (blood test) appointments On Monday, Tuesday, Wednesday and Thursday mornings. 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.**

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.

Surgery Opening Times/Out of Hours Provision

The surgeries are open for appointments from 08.30am to 6.30pm every week day, telephone availability is from 08.00am. We currently offer two sessions of extended hours, these being between 6.30 to 7.30pm on a Tuesday evening at Lennard Road, and from 6.30 to 7.30pm on a Thursday evening at the Greenside Road site.

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

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 Centre. They are able to treat adults and children including babies for a variety of minor injuries. The service runs from 2.00 pm – 8.00 pm 365 days per year.

Purley Minor Injuries Unit
856 Brighton Road
Surrey, CR8 2YL

Parkway Health Centre
Parkway, New Addington
Croydon, CR0 0JA

Tel : 020 8401 3000

GP Hubs

Your nearest GP Hub is at East Croydon Medical Centre, 59 Addiscombe Road CR0 6SD. Alternative Hubs are at: Purley Way Memorial Hospital, 856 Brighton Road, CR9 2YL and Parkway Health Centre, Parkway, New Addington CR0 0JA. The Hubs offer walk-in services and also booked urgent appointments with a GP. To book an appointment you should call NHS 111 in advance for an assessment.

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.**

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
- Child health surveillance
- NHS Health Checks (by invitation only)
- Chlamydia screening

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 Greenside Group 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

Pay & display car parking for patients at the Greenside site is available in Greenside Road and all adjacent roads. At the Lennard Road site there are pay & display bays available in Lennard Road and Kidderminster Road. There is one disabled parking bay outside each site for the use of Blue Badge Holders only. The parking bays on the forecourt of each site (clearly marked out at Greenside Road) are reserved for staff use only. There are bus stops on London Road and Mitcham Road. There is wheelchair access to both sites, to all clinical rooms and to the patient toilets.

General

Practice staff will offer a high standard of courtesy and advice. Please extend the same courtesy and politeness to the Practice Team as you would expect to receive. Any patient who issues verbal or physical abuse to any member of staff will be removed from the Practice list immediately.

Wherever possible we will provide the facility for confidential conversations between patients and the reception staff. People involved will give you their names and ensure that you know how to contact them.

You have the right to see your health records kept at the surgery from 1st November 1991, subject to any limitations in the law. Any request for access to records needs to be in writing, to the Practice Manager. Practice records will, at all times, be kept secure and confidential. Please see the posters or pick up a leaflet in the waiting room for more details on how your information is stored and used in the NHS and by this Group Practice.

The NHS do not issue cards anymore, if you need your NHS number please ask a receptionist for it.

To contact the surgery please use email croccg.greensidemedicalpractice@nhs.net

The Practice produces a quarterly newsletter providing health information and surgery news. Copies can be picked up in the waiting rooms and via the Practice website: www.greensidemedicalpractice.co.uk

You will be treated as an individual and be given courtesy and respect at all times, irrespective of your ethnic origin, religious belief, personal attributes or the nature of your health problem. You are entitled to request a chaperone, in line with our Chaperone Policy, at any time. Our clinicians are also able to request a chaperone if they feel it is appropriate during a consultation.

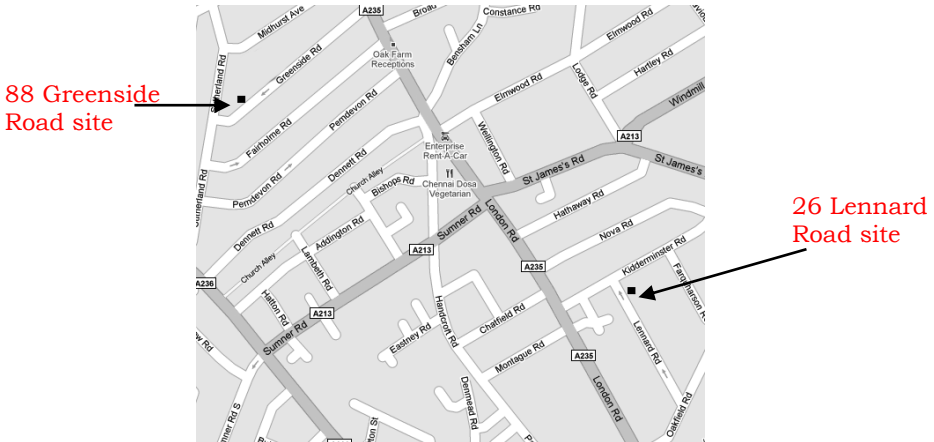
Advice and Information by Telephone

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.

**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

Our Practice area is an approximate distance between West Croydon bus station and Purley Way, and a detailed map of this area may be seen on request at the reception desk. If your registered address does not lie within this catchment area you will be unable to register with this Practice and will have to find another GP closer to you. Also, if you move out of our catchment area you may be asked to register with another GP closer to you. To find another GP please ring the Primary Care Support Services (PCSS) on 020 8335 1400.



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

The information given in this booklet is correct at April 19