

# Derry Downs Surgery

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## Doctors

Dr Amrit Pal Singh Bindra (Male)

MBBS LMSSA DRCOG DCH FAMS DFRH ( India )

Dr Sonali Gupta (female)

MBBS ( India ) MRCP

Dr Erandi Mudiyanse (female)

MBBS ( Sri Lanka ) MRCP

Dr Laurentiu Arion (male)

MD ( Romania )

# Welcome To Derry Downs Surgery

This booklet is designed to help you make the best use of the services offered by our practice. We trust you will find this helpful and suggest that you keep it in a safe place for future reference.

## Principal Practice Partner

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**Dr Amrit Pal Singh Bindra (Male)**

MBBS LMSSA DRCOG DCH FAMS DFRSH

Registered India 1978

Dr Sonali Gupta (Female)

MBBS (India) MRCP

Dr Erandi Mudiyanse (Female)

MBBS ( Sri Lanka) MRCP

Dr Laurentiu Arion (Male)

MD( Romania)

## Practice Nurse

Amanda Versey-Featherstone (RGN )

Qualified Sexual Health Nurse

Nicky Whatley (RN)

## Practice Manager

**Norma Weaver (RN,RSCN, BA (Hons) PG Diploma(Business management)**

## Prescribing Supervisor

**Kathleen Hays**

## Secretary

Pat Trottnow

## Receptionists

**Gillian Lewis**

**Alexis Lovell**

**Samantha Bazneh**

**Melissa Yelland**

### **Admin/Reception**

**Sharon Reed**

### **Attached PCN Staff**

**Shabaz Akhtar (Clinical Pharmacist)**

**Liz De Jesus (Pharmacy Technician)**

**Adam Thatcher (Paramedic)**

**Benedicta Kyeremateng (Mental Health Nurse)**

**Sharon Ahuruonye (Care Coordinator)**

**Katarzyna Kot (HCA)**

**Shabana Kousar (GP Assistant)**

**Careena Young (GP Assistant)**

### **Appointments**

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Should your condition require an emergency appointment, please ring the Surgery before 10.00am for same day appointment.

Telephone from 8am for a routine appointment.

Booked appointments 2 weeks in advance

Online appointments 2 weeks in advance

E consults on a daily basis and all consultations dealt within 24 hours

Telephone consultation on a daily basis

Video consultations on daily basis if required by the GP or patient

111 appointments - 1 appointment every day for our list size

PCN Hub appointments - variable numbers ranging from 2-6 appointments per day

Weekdays and Saturdays with GP, Nurse, HCA, Clinical Pharmacist

### **Telephone Triage**

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Surgery also offers telephone triage for medical advice or emergencies by the doctor on call. Please ring at 8am for the doctor on call.

### **Cancellation of Appointments**

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If you are unable to keep an appointment, please ring the surgery as soon as possible to cancel it. This can also be done by telephone. This will help the Surgery to offer your appointment to other patients who desperately need it. This also improves

access to appointments to all patients and it significantly reduces waiting time for getting a routine appointment. The Surgery would appreciate your co-operation.

### Surgery Opening Times

### Consultation Times

|                  |                             |                  |  |
|------------------|-----------------------------|------------------|--|
| <b>Monday</b>    | 8.00am - 6.30pm             | 9.00am - 12 noon | 4.00 - 6.00pm  |
| <b>Tuesday</b>   | 8.00am - 6.30pm             | 9.00am - 12 noon | 4.00 - 6.00pm  |
| <b>Wednesday</b> | 8.00am - 12 noon (half day) | 9.00am - 12 noon | 4.00 - 6.00pm (telephone, e consult and emergencies) |
| <b>Thursday</b>  | 8.00am - 6.30pm             | 9.00am - 12 noon | 4.00 - 6.00pm  |
| <b>Friday</b>    | 8.00am - 6.30pm             | 9.00am - 12 noon | 4.00 - 6.00pm  |

**Urgent Appointments are available every day.**

### Extended Hours Surgery

The Crays PCN holds clinics from Monday to Saturday between 4.30 and 7.30 pm for all patients who cannot attend during normal surgery hours. All appointments are bookable on the same day and in advance by the reception staff.

**NO EMERGENCIES WILL BE SEEN DURING EXTENDED HOURS SURGERY.**

### Out - of Hours Service

**(Provided by NHS "111 service")**

**In case of emergency "Ring 111"**

Daily from 6.30pm to 8.00am next day (Monday to Friday)

**Saturday** 8.00am to Sunday 8.00am

**Sunday** 8.00am to Monday 8.00am

**Bank Holiday** 8.00am to next working day 8.00am

See notice Surgery notice board.

### Appointments available

Clinical Pharmacist - Monday 9-12  
Tuesday - 9-5

Community Mental Health Nurse

Tuesday - 4.30 - 6.30 pm

Thursday - 4.30 - 6.30 pm

Paramedic

Thursday - 9 - 2.30 pm

Friday - 9 - 12 pm

### Referrals to Community Pharmacist

For minor ailments - referrals can be made to a community pharmacist

### Referrals for wax removal and Hearing Aid

Specsavers only by referral

### Self-Check in System

There is a Self-Check in panel in the waiting room All patients are encouraged to use the self-check in. Those who are unable to use the Self Check in facility – check in with reception staff.

### Television Call in System

The Surgery has a television call in system and all patients are requested to check the TV screen attentively and note the room number where the clinician that they have booked to see is displayed on the screen. If you have missed your call on the screen please speak to reception staff.

## Clinics (By Appointment Only)

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### Antenatal Check -up

Antenatal care is provided by the Antenatal clinic at the PRU Hospital Farnborough (Kings College Hospital). Self-referrals can be done by completing an online form available on the following website; [pruh.kch.nhs.uk](http://pruh.kch.nhs.uk)

Antenatal care is also available at the GP Surgery.

### Postnatal, Child Health and Childhood Immunisation Clinic

Thursday 1.30 - 3.30pm

Run by a doctor and a practice nurse.

Up to date immunisation advice is provided by the practice nurse.

### Asthma Clinic

There is no dedicated clinic for asthma. All patients who have asthma should see a doctor or nurse for their annual check at least once a year. They also need to check their eligibility for a flu vaccination. This includes children. For more information please contact the Surgery.

### COPD Check up

COPD checks are done opportunistically or in a COPD clinic which is run by a trained GP and nurse.

All COPD patients are strongly recommended to get their flu vaccination every year during the flu season.

### Diabetes Check up

Annual check is carried out by a GP, trained nurse and a trained HCA. Pre-booking of an appointment is essential.

Opportunistic examination is available during the routine surgery – please contact the surgery for an appointment. Please

also bring a specimen of urine for the annual check.

All patients who have Diabetes are strongly recommended to get their flu vaccination every year during the flu season.

### NHS Health Checks

The examination is done by a Health Care Assistant and by a Practice Nurse. The appointment is by invitation only for eligible patients. On sight cholesterol check is also done. For more information please contact the Surgery.

### Zoladex Implant

This service is available to all eligible patients under the provision of shared care with hospital consultant urologist.

### Minor Surgery

The surgery provides level I minor surgery to practice patients by an accredited GP. It includes only joint injections. For more information and appointment, please contact Surgery.

### Sexual and Reproductive Health – Coil (IUS) and Implant service

The surgery provides level 1 sexual and reproductive service to eligible practice patients. For more information and appointment, please contact Surgery.

### Travel immunisation Clinic

Trained practice nurse and doctors provide the basic travel immunisation and advice. The Surgery does not provide Yellow Fever vaccine. For more information contact the Surgery.

### Heart Disease Prevention

Practice nurses provide advice for anyone who has suffered from heart disease and is worried about it or who has a family history with heart disease. The surgery runs opportunistic annual checks for the heart disease patient. For more information and appointment, please contact Surgery.

### Cervical Screening

Provided on a Thursday. Some appointments are available at the PCN hub on Saturday.

### Diet and Lifestyle Advice

Advice on weight reduction and low cholesterol/high fibre diets, by trained nurses and doctors is available. For more information and appointment please contact Surgery.

### New Patient Check

All newly registered patients are seen by the health care assistant/nurses for a new patient check. This is essential for full registration with the surgery. For more information and appointment please contact the Surgery.

### Phlebotomy Service

BGPA provides a phlebotomy service to all practice patient. Details of the telephone numbers to make an appointment are on the blood test form.

### Smoking Cessation Service

An accredited GP is available to provide smoking cessation advice. This service is by appointment only. For more

information and appointment, please contact Surgery.

## Flu Immunisation and Clinic

The surgery offers flu immunisation from the Third week of September to February every year. The main walk in immunisation clinic is held on a Saturday in October and the follow-up clinics are held in subsequent months. Dates are advertised on the notice board of the practice and on the practice website.

## Child Health and Immunisation

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A programme of child health surveillance is undertaken at the surgery where the doctors provide new baby examinations, childhood vaccinations and advice.

### **Baby Immunisation Schedule:**

(All details of up to date immunisation are also available in the Baby's Red Book)

**Age - 8 weeks:** First diphtheria, tetanus, whooping cough, polio (DTPPOL), Hib and pneumococcal.

**Age - 12 weeks:** Second DTPPOL and Hib.

**Age - 16 weeks:** Third DTPPOL, Hib, Meningitis C and Pneumococcal.

**Age - 12 months:** Hib and Meningitis, 1st MMR, Pneumococcal.

**Age - 15 months:** MMR booster.

**Age - 3 years:** Booster diphtheria, tetanus and Pertussis (DTP), polio .

**Age - 5 years:** Pre-school booster.

If you have any doubts about immunisations, please speak to the practice nurse.

### **Whooping cough vaccination during pregnancy:**

All pregnant women are strongly recommended to get the Pertussis vaccine between 28 and 38 weeks of pregnancy.

Men C for adolescents at 19 are also offered

MMR booster is also offered to all patients

**Shingles vaccine** for those aged 65yrs on or after the 1st of September. Also for those patients aged 70 to 79 years - speak to a doctor or nurse at the surgery if you have a query.

## Home Visits

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Home visits are strictly offered to those who are housebound or too ill to attend the surgery. Parents are encouraged to bring children to surgery.

**Requests of home visits should be made before 10.30am** on the same day.

Please give as much information as possible to the receptionist to enable the doctors to allocate priority to your call and organise appropriate management.

The doctor on call will ring all patients who request a visit. The doctor on call may decide if appropriate to request the rapid response team nurse practitioner or community matron to do the initial home visit. A follow up visit will be done by the doctor if requested by the nurse practitioner, community matron or by the patient.

Requests for a routine visit after 10.30am will be allocated a different day of the week and the patient/carer will be informed of the date and approximate time.

The BGPA Rapid Response team do some home visits that is booked by an on call GP.

Bromley Dial a ride service is available for transport of patients who do not have a car.

## Out of Hours - NHS 111

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For any out-of-hours emergency, patients should ring 111. The surgery answer machine will direct you to this number.

## Telephone Advice for Blood Tests

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For test results ring after 14.00pm.

## Texting of Results and Reminders

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The practice sends text messages with the results of blood tests to those patients who have given their mobile phone number to the surgery.

The surgery also sends a text reminders for appointment to all patients a day before their appointments.

## Repeat Prescriptions by e-Prescribing (EPS)

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All repeat prescriptions must be ordered either through dedicated Surgery prescription e mail or in writing. No request for repeat prescription is accepted by phone. Allow two working days for your request to be processed by the dedicated Surgery staff.

All prescriptions are sent electronically by EPS to the nominated pharmacist chosen by the patients. Paper prescriptions are not issued except in very exceptional circumstances & a token prescription can be issued.

Your pharmacist may not be aware of your actual needs of your medication. So you are strongly recommended to speak to your nominated pharmacist and authorise items of your repeat prescriptions on occasions when your repeat prescription is due.

### **Online request for prescription directly or via the NHS App**

Patients have the possibility of ordering their repeat prescriptions through online access & the NHS App. Please speak to the reception staff for more information and help.

## Access for the Disabled

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The surgery has a ramp access for the disabled and is equipped for patients in wheelchairs to be seen on the ground floor. There are three consultation rooms on the ground floor. The surgery also has toilet access for disabled patients on the ground floor.

A hearing loop is available for patients with hearing impairment. Please enquire at the reception.

For guide dog facilities please enquire at the reception

## Zero Tolerance

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This is a zero tolerance practice. There is no acceptable reason for violent, threatening or abusive behaviour within general practice. The surgery management will not tolerate any form of violence on the premises.

If you are verbally or physically violent against a doctor or a staff member, or if you behave in such a manner that the staff fears for his/her life, the SEL ICS (One Bromley) will be notified. Any such incidence will be recorded and reported to the police immediately. This will also result in "Immediate Removal" and de registration from the surgery list.

The Surgery is equipped with CCTV cameras.

## Registering as a New Patient

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To register on the surgery list, you must fill a surgery registration form and provide your NHS number and name of your previous surgery. You will also be asked to provide proof of your identity and proof of your residence.

This can also be done online

After submission of a registration form, patients are encouraged to see a nurse or HCA for a new patient check. If you need to see a doctor before the new patient check, please enquire at the reception.

**Under no circumstances will the surgery refuse an application based on your race, age, gender, religion, social class, creed, disability, appearance or medical condition.**

## Anti-Discrimination Policy

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The surgery has a robust anti-discrimination policy for all stakeholders which includes patients, their relatives and carers, visitors to the surgery and all staff members. The practice policy covers all aspects of anti-discrimination relating to race, religion, creed, gender, age, appearance, disability, social class and medical conditions. The surgery has clear guidelines and policies for diversity and offer equal opportunities and equality to all stakeholders.

## Consulting a Doctor

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Routine appointments can be booked in advance to see your preferred doctor. However, this will not be possible in an emergency or a same day appointment, when the appointment will be given with the doctor on call.

If you express to see a preferred doctor for a routine appointment and an available appointment should be given to you by the receptionist. You should be offered a choice of dates by the receptionist. The Surgery has a policy of offering routine appointments two weeks in advance.

Your responsibilities -To make and keep the appointment and to cancel appointments immediately if not needed. Your co-operation will be highly appreciated.

## Complaints

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All complaints are dealt with by the Surgery complaints team. The written complaints are acknowledged within a week and full reply will be sent within 4 weeks. For some complaints it may take longer. All complaints are investigated by the practice manager who is the complaints lead. For more details please enquire at reception.

## Suggestions

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The surgery management welcomes your suggestions and comments regarding the services we provide. We would appreciate your suggestions as these will help us to improve clinical and other services. Please write your suggestions and drop into the box available at the reception. All of your suggestions and views will be looked at by the doctors and management with a great interest.

## Friends and Family Test

All patients are encouraged to provide us with feedback through the Family and Friends Test. Forms are available in reception. The feedback will be displayed on the NHS Choices website by the NHS England. Details of the feedback will be discussed in our PPG and clinical meetings.

## Patient Participation Group

The surgery has an active patient participation group and new members are always welcome. Quarterly meetings are held at Derry Downs Surgery and any registered patient is eligible to join this group. Please contact the receptionist or the

administration manager for further information.

The objective of the group is to enable the practice to improve communications with patients and to meet their needs. At the same time to help the patients to understand and to have realistic views of what could be expected from the practice.

Your suggestions and views are looked at with great interest by our Patient Participation Group and discussed for developing plans to improve the service.

## Freedom of Information

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The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. Ask at reception for further details.

## Patient Confidentiality and Data Protection

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Your personal information is recorded on our computer system in your medical records safely and securely following the Data Protection Act. The surgery will ensure that patient confidentiality is maintained at all times by all members of the practice team. The surgery has a robust Information Governance policy. All staff members participate in Information Governance meetings organised by the practice manager. The surgery strictly follows Caldecott rules.

The Surgery is supported by the SEL ICS Data Protection Officer.

### Summary care records

If you would like to opt out of the summary care records please inform the management of the surgery as soon as possible. This service is optional and the data is used by the NHS anonymously for statistical purposes. All medical information is kept confidential and no information will be given to any organisation by NHS England.

## Self-Referrals:

Patients are encouraged to self-refer for the ongoing ailments or minor ailments. Please speak to Surgery staff or visit Surgery website for details of self-referrals. You can self-refer to

Physiotherapist

Bromley Talk Together IAPT for counselling

Antenatal clinic

Sexual Health Clinic

Minor Eye problems

Minor ailments to community pharmacist

## Management Of Common Ailments

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### Back Pain

Low Back pain is very common and causes 13 million working days to be lost in Britain each year. This is usually caused by the muscles strain, ligaments sprain of the spine due to heavy lifting, poor posture or intensive exercises.

Take Paracetamol or Ibuprofen (if tolerant to it) for pain relief. If backache is severe and persists for more than three to five days then it is advisable to speak to a doctor for an advice.

## Bed Sores

Bed sores are far easier to prevent than cure. They are caused by prolonged pressure to certain parts of the body when lying in bed for a long period. It usually happens in patients who are bed bound. They can be prevented by encouraging the patient to shift position as often as possible. Take care to smooth out creases in the bottom sheet to avoid irritation. If red marks appear at the pressure points such as heels, elbows, buttocks and hips, inform the doctor before they get worse. Use emollient creams or Sudocrem on the red and sore skin. Keep the skin moisturised to prevent any deterioration. Contact your GP or District nurse if the redness persists or an ulcer develops.

## Cold, cough and Sore Throats

The symptoms of runny nose, cough, temperature and aches are caused by viruses. The infection usually resolves in five days. Ibuprofen (if not intolerant) or Paracetamol improves the aches and pains and fever. The antibiotics do not work and are not recommended for its treatment. It is recommended to drink plenty of fluids during the illness.

If symptoms get worse or persist, more than five to seven days then consult a doctor for advice.

## Diarrhoea and Vomiting

It is usually caused by viruses and is a self-limiting disease. The main aim is to keep well hydrated by replacing the fluid. The rehydration can be achieved by drinking Dioralyte and Rehydrate which is available in the chemist. Dissolve one sachet in a glass of cooled boiled water. Flat Lucozade without fizz can also be used as an alternative for rehydration.

Avoid milk or solid food for at least 24 hours. Dry toasts or soups can be used on day two if the symptoms improve.

If you notice traces of blood in diarrhoea or if you experience severe abdominal pain or high fever, then seek medical advice from your doctor as soon as possible.

Diarrhoea and vomiting in small babies and young children should be treated with caution as dehydration can happen very quickly. Contact your doctor for advice over the phone.

## Nose Bleeds

The bleeding usually stops if you sit in a chair leaning forward with your mouth open and pinch your soft part of nose just below the nose bone for about 5-10 minutes. If the bleeding continues for more than 20 minutes ring 999 and seek medical advice urgently. For recurrent nose bleeds please see a doctor for examination and treatment.

## Insect Bites and Stings

Most of these do not need treatment. Antihistamine tablets are effective and can be purchased from the local pharmacy over the counter. If the soreness gets worse and spreads speak to a doctor for advice as the bite site may be infected.

## Stomach-ache

Mild discomfort or pain can be caused by indigestion and wind. Paracetamol and Gaviscon can improve the symptoms. If it persists for more than eight hours or becomes increasingly severe, consult your doctor.

## Sprains

Treat immediately with a cold compresses, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Then apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. For pain take Paracetamol.

If pain or swelling persists and is disabling you, please speak to your doctor for advice.

## Minor Cuts and Grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

## Sunburn

Treat with Calamine lotion as it will relieve the irritation whilst paracetamol will help to relieve pain.

Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun. If the skin continues to remain red and sore seek advice from your doctor. Avoid direct sun shine by wearing cotton clothes and use sun protecting cream factor 30 or more on exposed part.

## Head Lice

These creatures, contrary to popular belief, prefer clean hair and are therefore not a sign of poor personal hygiene. The infestation is acquired from close contacts. The head lice cream or lotion can be purchased over the counter without a prescription. Frequent combing of wet hair with a special comb gets rid of the nits and stops further infestation. Frequent use of head lice treatment is not recommended as it can cause side effects and head lice can become resistant to treatment.

### Chickenpox

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and the crusts fall off.

Calamine lotion may be applied to soothe severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to seven days after the rash appears. Children may return to school as soon as the last 'crusts' have dropped off.

### German measles (Rubella)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints.

It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date.

It can affect the unborn babies especially in the first trimester and it is therefore important that patients must avoid contact with pregnant women. If the pregnant woman is not sure about her immunity she should contact her doctor. MMR Immunisation can prevent this disease.

### Measles

The rash is blotchy and red and appears on the face and body around the fourth day of illness. The infection causes cold like symptoms and mild conjunctivitis. It is at its most infectious from two or three days before the rash appears until eight or ten days after that date.

It can cause complications. Speak to your doctor for advice.

**MMR Immunisation can prevent this disease.**

### Mumps

Symptoms are swelling of the gland in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight or ten days after that date. If the pain is severe you should consult your doctor.

**MMR Immunisation can prevent this disease.**

**For the latest information click to: [www.derrydownsurgery.co.uk](http://www.derrydownsurgery.co.uk)**

## Practice Charter Standards

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These are the local standards set within this practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

We are committed to giving you the best possible service.

### Our responsibilities

People involved in your care will give you their names and ensure that you know how to contact them. The surgery should be well signposted and room numbers are indicated on their surgery rooms.

**Surgery has a television call in system** and all patients are requested to check the TV screen attentively and note the room number displayed on the screen.

**Waiting Time** - We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. You should not wait on an average more than 30 minutes in the waiting room. The receptionist will keep you informed if a doctor is running late.

**Access** - You will have access to a doctor rapidly in cases of emergency. We endeavour to provide appointments to all emergency or urgent patients we will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery.

**Telephone access** - We will try to answer the phone promptly. We have dedicated four lines for the patients and we ensure that there is sufficient staff available to take your calls. You should be able to speak to a doctor by telephone on the same day.

**Test Results** - If you have undergone blood tests or x-rays ordered by the practice, please check it on the NHS App or ring the surgery for your results after a week or we will inform you of the results at your next appointment.

**Respect** - Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs.

**Information** - We will give you full information about the services we offer. Every effort will be made to ensure that you receive the information which directly affects your health and the care being offered.

**Health Promotion** - The practice will offer patients advice and information on steps they can take to promote good health and avoid illness as well as self-help which can be undertaken without reference to a doctor in the case of minor ailments.

**Health Records** - You have the right to see your health records, subject to limitations of the Data Protection Act. Please arrange an appointment with the operational manager to have access to your medical records. If you need the copies of your documents there may be a small charge in lieu of photocopy and administration.

## Your responsibilities

**Respect** - We request you to treat the doctors and practice staff with courtesy and respect.

**Change of address and telephone number** - Please let us know if you change your name, address or telephone number immediately. Please let us know your mobile telephone number as this will help us to text you, your blood tests, X ray results and reminders for your appointments.

**Appointments** - Please ensure that you keep your appointment. Tell us as soon as possible if you cannot attend as this appointment can be given to other patients. This will help the surgery to reduce waiting time for the appointments.

**Home visits** - Please only ask for home visits by the doctor when the person is too ill to visit the surgery.

**Phone calls** - Please keep your phone call brief and avoid calling during the peak morning time (8.00 to 10.00am) for non-urgent matters.

**Test results** - Test results take time to reach us, so please do not ring before you have been asked to do so. It is usually up to one week period when the results are received by the surgery. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.

**Please read** our practice booklet. This will help you to get the best out of the services we offer. It is important that you understand the information given to you. Please ask us questions if you are unsure of anything.

**Remember, you are responsible** for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.

## Useful Telephone Numbers

|   |               |
|---|---------------|
| Out-of-Hours Service NHS 111 .....              | 111           |
| Princess Royal University Hospital .....        | 01689 863000  |
| Orpington Hospital .....                        | 01689 863000  |
| Queen Mary's Hospital .....                     | 020 8302 2678 |
| Social Services .....                           | 020 8464 3333 |
| Age UK Bromley .....                            | 020 8315 1850 |
| The Red Cross .....                             | 020 8944 0246 |
| Samaritans .....                                | 01689 833000  |
| Citizens Advice Bureau .....                    | 01689 874185  |
| St Christopher's Hospice .....                  | 020 8313 1158 |
| Patient Advice and Liaison Service (PALS) ..... | 01689 863 252 |
| SOUTH EAST LONDON INTEGRATED CARE SYSTEM.....   | 0208 176 5330 |
| contactus@selondonics.nhs.uk                    |               |
| THE CRAYS PRIMARY CARE NETWORK (PCN)            |               |
| thecrayscollaborativepcn.co.uk                  |               |