

## New Patients

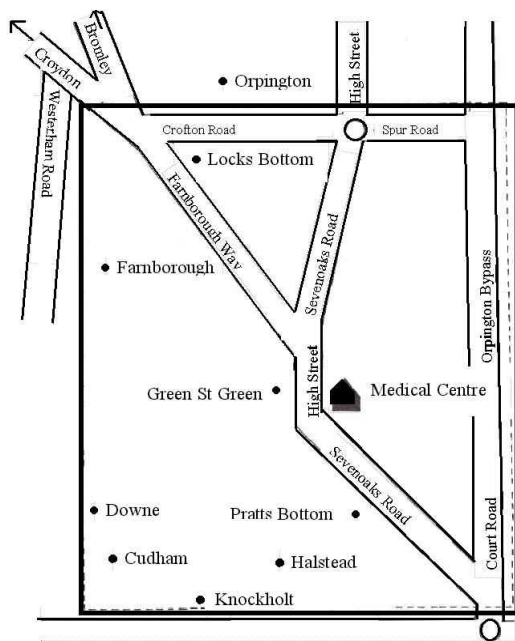
We accept patients from the area shown on the map. This is for guidance only. Please check with Reception to find out if your address is within our area.

Please complete a registration form available from Reception or from our website [www.gsgmc.co.uk](http://www.gsgmc.co.uk).

We encourage all new patients when joining to have a health check with our Nurses.

Anyone living within our Practice area may register with us.

It is practice policy to request proof of address, photographic ID and you must also supply your NHS number if you have one. Further details are on our website.



## Parking

We regret that there is no parking available on Medical Centre premises for patients. There is disabled parking space available at the front of the building immediately to the right of the front door. Disabled access is via the main front door. Please ask for assistance at Reception. There is also disabled access to our patient toilet.

## When the surgery is closed

Outside normal working hours (0800-18.30 Monday to Friday) to contact a GP for advice or a consultation call the out-of-hours GP service EMDOC. Please telephone **111** at all times and you will be instructed how to contact this service.

For emergencies, the local Accident and Emergency unit is at The Princess Royal University Hospital at Farnborough.

There is also an Urgent Care Centre (UCC) at the Princess Royal Hospital and a Childrens' walk in service at Queen Mary's Hospital, Sidcup. More details of out of hours services in Bromley are available on the Medical Centre website at [www.gsgmc.co.uk](http://www.gsgmc.co.uk)



21/21a High Street  
Green St Green, Orpington  
Kent. BR6 6BG

Telephone: 01689 850012

Results: 01689 850116

Fax: 01689 862247

Green Street Green Medical Centre

## Partners

### Dr Peter R Barker

M.B.B.S., M.R.C.P., F.R.C.G.P. PG cert (Med Ed)  
Registered 1982 London

### Dr Claire Riley

M.B.B.S., D.F.S.R.H.  
Registered 2002 London

### Dr Cham Wijesinghe

B.M., M.R.C.G.P., D.F.S.R.H., PG Dip  
Mrs Vee Gerry – Practice Manager  
Mrs Anita Cole – Office Manager

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

## Welcome to Green Street Green Medical Centre

These Notes are designed to help make the most of our services.

### Partners

Dr Peter Barker  
Dr Claire Riley  
Dr Cham Wijesinghe

### Sessional Doctors

Dr Geoffrey Barker  
Dr Ejiro Edoja  
Dr Tanya Sweet

### Practice Nurses

Frances Hart RGN  
Nicky Whatley RGN

### Health Care Assistant

Mr Heath Meredith

### Practice Staff

Practice Manager – Vee Gerry  
Office Manager – Anita Cole  
Secretary – Debbie Rixon-Vogt  
Receptionists – Emma Newbound, Bev Baker, Jane Clark, Tracy Carrick, Debbie Melvin, Jo Berry, Becky Turner, Justine Wadhams  
Administrators – Lorraine Beer, Julie Leonard, Kelly Baker, Karolyn Angiolini, Andrea Wiles

## Medical Centre opening times

The Medical Centre is open from 8am until 6.30pm Monday to Friday. On Thursdays from 7am until 6.30pm and from 08.30-10.30am on Saturdays.

## Clinics

<b>Dr P Barker</b>	Mon, Tues AM & Thursday
<b>Dr C Riley</b>	Mon, Tues & Wed AM
<b>Dr C Wijesinghe</b>	Wed & Fri all day Thurs AM
<b>Dr G Barker</b>	Tuesday & Wed AM
<b>Dr E Edoja</b>	Thurs & Fri all day
<b>Dr T Sweet</b>	Mon & Wed all day Thurs PM

We run extended hours surgeries on Thursday mornings from 7am to 9am and Saturday Mornings from 8.30 am until 10.30 am. *These are for pre-booked appointments only.*

### Nicky Whatley – Practice Nurse RGN

Monday	8.30am – 12.15pm, 3pm-6pm
Wednesday	8.30am – 12.15pm, 1.30pm – 5pm
Friday	8.30am – 1.15pm

### Frances Hart – Practice Nurse RGN

Tuesday	8.45am – 4pm
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### Heath Meredith – Health Care Assistant

All day Mon, Tue, Thurs, Fri.

## How to make an Appointment

We run all our surgeries by appointment only. You may book an appointment in person at the Reception desk or by telephoning the surgery. If you require a same day appointment because you feel your problem is urgent and you need to see a doctor on that day, please always try to telephone in the morning before 9.30am. There are always more appointments available in the morning. Please try to avoid telephoning in the afternoon because we have fewer appointments and these are held back for those patients who become ill during the day and need to be seen urgently.

You can also book & cancel appointments on-line via our website. You need to be registered to use this service. Visit [www.gsgmc.co.uk](http://www.gsgmc.co.uk) for details.

We try to make sure that you see the doctor of your choice but if he or she is not available we suggest that you see another doctor. In some circumstances, requesting an appointment with a particular doctor may result in you having to wait longer for an appointment. If you feel that your problem cannot wait until the next available appointment offered to you, please let the Reception team know.

Your appointment is 10 minutes long and for one person and one problem only. If you think you will need longer than this please let the Receptionist know this when you book your appointment.

We ask patients to let us know if they are unable to attend appointments in time for us to be able to use the appointment for someone else.

If you want to speak to a Doctor or Nurse please telephone at the end of Morning surgeries (usually after 11.30 am) or leave a message with Reception.

### **Home Visits**

If you feel that you need a home visit then please telephone before 10.30 am so that we can plan our day. It helps us to judge the urgency of calls if you describe your symptoms so expect to be asked by our Receptionist.

Please remember that a surgery consultation is more effective than one at home, so please do try to attend surgery if you possibly can.

### **Repeat Prescriptions**

Please return the tear-off part of the prescription by post or in person and allow at least 48 hours notice. You will be asked to see your doctor at intervals for a check-up. PLEASE DO NOT TELEPHONE FOR REPEAT PRESCRIPTIONS.

You can also request prescriptions on-line if you are over 16.

Register via our website at [www.gsgmc.co.uk](http://www.gsgmc.co.uk)

### **Blood Test or X-Ray Results**

Telephone after 11am on 01689 850116

### **Changing Your Address/ Telephone Number**

If you move please inform the Reception of your new address. The Receptionist will be able to advise you if your new address is still within our catchment area and we will require you to provide proof of address. Please also inform us if you change your telephone number. You can also do this on-line via our website.

### **Training Practice**

We are a Training Practice for future GPs. This means you may be offered an appointment with a GP Registrar for your consultation. Registrars are fully qualified Doctors who have spent at least three years in Hospital Practice and whom are choosing to specialise in General Practice. Dr Peter Barker is the designated GP Trainer. All patients may request not to see a GP Registrar should you wish – please just advise Reception when you book your appointment.

## **Other services we offer at the Medical Centre:**

### **Antenatal Clinic**

Every Tuesday 2 – 3.30 pm. This is run by the Midwife by appointment only. Our Midwife undertakes most antenatal care, but you are welcome to see a doctor at any time should you wish. All postnatal checks and the first baby check are done by one of the Doctors. If you become pregnant please contact Reception to make an initial appointment with a Doctor.

### **Child Health Clinic**

There are Community clinics where you can have your baby weighed. Further details from Reception or contact your Health Visitor on 01689 873032 who you can also see for general advice.

### **Blood pressure Checks**

These are done routinely for the practice by the Nurse or Healthcare assistant. All patients on medication should attend regularly.

### **Counselling**

Please see our website for details of Bromley's Counselling services to which you can self-refer. Telephone [\*\*0300 003 3000\*\*](tel:03000033000)

### **Travel Clinic**

We can offer travel advice for most destinations and provide all necessary immunisations. We are a registered Yellow Fever centre. Immunisation requirements vary from country to country. If you are going on holiday we ask you to complete our travel form which can be collected from Reception or downloaded from our website. The Practice nurses will then check what vaccines are required for your destination. It can take up to 6 weeks for some vaccinations to become effective so please give plenty of notice where possible. Some vaccinations will incur a charge as will prescriptions for malaria tablets.

### **Minor Surgery Clinics**

These are run every 2 weeks. Your doctor will provide more details during your consultation.

### **Well person clinics**

For patients of any age (over 16) who would like a 'General check up'.

### **Family planning clinics**

We provide a full range of contraceptive services including fitting and removal of the Implant and Coil.

### **Additional services**

- Diabetic Clinic
- Asthma Clinic
- Menopause counselling
- Healthy eating advice
- Smoking cessation clinic

For HGV/PSV, elderly driving, Insurance and other medicals please ask the Receptionist for an appointment.

### **Access to patient records**

Your medical records are confidential. You do have the right to access them in accordance with the 'Access to Records Act 1990'. You will have to give your signed consent if you wish information to be disclosed to third parties. The only exceptions are the provision of information when making a referral to another doctor or disclosure required by statute.

### **Suggestions/Complaints**

The Practice Manager or any member of staff will be delighted to listen to any suggestions or comments to help them give you a better service. There is a complaints procedure, a copy of which may be obtained through Reception and which the Practice Manager will be happy to explain.

### **Violent or abusive patients**

In common with the rest of the NHS we operate a 'zero tolerance' policy and will remove from our list anyone who is physically or verbally abusive or threatening towards any

member of the Practice or other patients. We treat our patients with respect and ask that we are treated in the same way.

### **Are You a Carer for someone?**

Do you look after or support someone who is ill, elderly, frail or disabled or a child with special needs? You may wish to add your name to our Carers' Register so that we can keep you advised of services for Carers available in Bromley. Contact Andrea Wiles via Reception.

### **Patient Participation Group**

#### **Lead Coordinator**

Linda Rusk - Robert.rusk@btinternet.com

#### **Assistant Coordinator**

Vicky Andrew - Vicky.andrew911@gmail.com

Sona Jakeman, Bob Trott & Derek Williams

### **Membership of the PPG**

It is important that the membership of the PPG is representative of the practice population. The Green Street Green Medical Centre has a diverse patient population with patients of different ages and a wide variety of different needs. To be truly representative we would welcome more volunteers (as detailed in the PPG posters in Reception), particularly from under-represented groups (for example, patients



under the age of 40 and young mothers). Anyone wishing to assist should speak to a member of the Practice staff or e-mail the Lead or Assistant Co-ordinator of the PPG for more details.

### Why does the PPG exist?

Patient involvement is now high priority in the NHS. NHS England is committed to working and engaging with patients, carers and the public in a wide range of ways. Ensuring that people's views are heard at all levels and across all parts of the healthcare system is essential for creating and delivering better health and care services.

### What is the purpose of the PPG?

Patient participation is about patients and practices working together. It aims to bring about positive change to the benefit of all patients and practice staff.

### What Does the PPG Do?

The PPG is made up of patients, doctors and other practice staff who communicate at regular intervals to consider ways of making a positive contribution to the services and facilities offered by the practice to patients. We offer our opinion, advice and assistance on how the practice can provide the best possible service to patients. We work both collectively and individually. We work together in partnership with the practice to ascertain the views of patients and represent those views, obtaining patient

feedback, and help improve services provided by the practice. An example of our current work is the patient survey

### The PPG is not:

- a Practice Management Committee; we do not interfere with the Practice's management decisions or its day-to-day running; we do not presume a policing or overview function.
- a forum for complaints. The surgery already operates a complaints procedure and a copy of this can be obtained from the Reception.
- a vehicle for individuals to voice personal interests, resolve personal issues or to get additional personal medical service.

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

## NHS Summary Care Records



### You have a choice to make

Your emergency care summary

Summary Care Records are being introduced at Green Street Green Medical Centre. A Summary Care Record is an electronic record containing key health information, which can be made available to NHS healthcare staff caring for you in an emergency or when your GP practice is closed.

Your Summary Care Record will really help NHS staff caring for you in an emergency or when the surgery is closed. It gives easy access to basic medical information when it is most needed.

*Having one makes a lot of sense.*

### Your choices are detailed below:

- **Yes I would like a Summary Care Record**

You do not need to do anything and a Summary Care Record will be made for you

- **No I do not want a Summary Care Record**

An opt-out form is available at reception. Please complete the form and hand it to the receptionist. Your existing health record at your GP practice will continue to be used as it is now

**If you are still unsure** – ask for a leaflet at reception which provides more information to help you decide. You can also phone the Summary Care Record Information Line on 0300 123 3020 or visit the website at [www.nhsrecords.nhs.uk](http://www.nhsrecords.nhs.uk)

