

# *Bursted Wood Surgery*

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*Managed by Clocktower Healthcare Limited*

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*219 Erith Road, Barnehurst, Bexleyheath,  
Kent DA7 6HZ*

*Tel: 0208 301 1766*

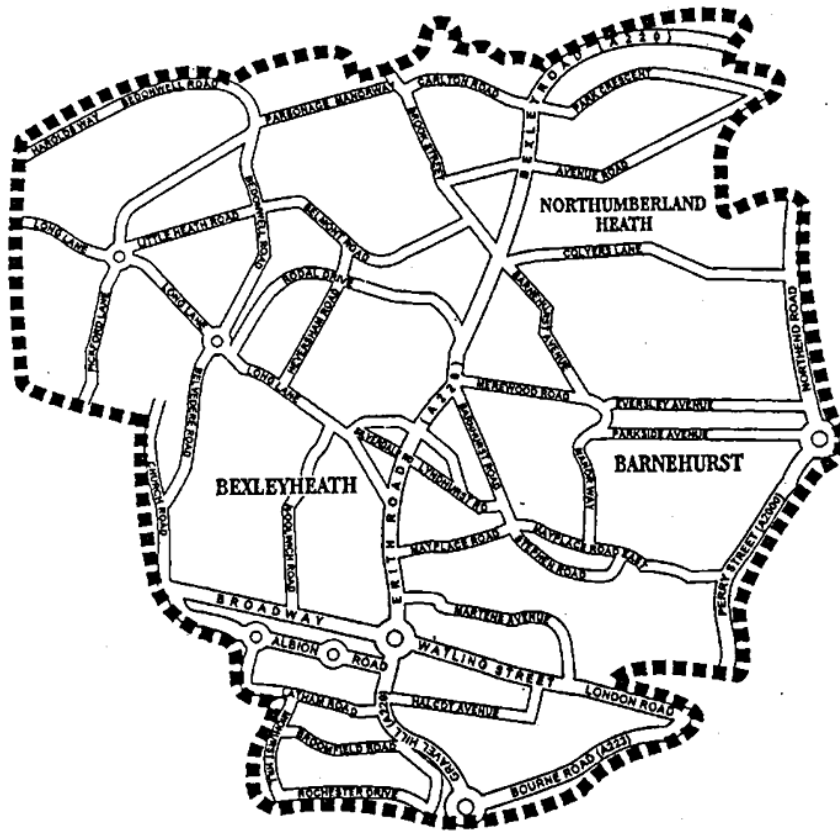
*Website: [www.burstedwoodsurgery.co.uk](http://www.burstedwoodsurgery.co.uk)*

*Email: [burstedwood@nhs.net](mailto:burstedwood@nhs.net)*

*This Practice is within the Bexley Clinical Commissioning Group*

*February 2019*

~Our Practice Boundary~



**This Practice supports the Government's NHS zero tolerance zone campaign. Abusive or threatening behaviour towards the Doctors or any member of the Practice Staff or to any other person present on the premises will be taken very seriously and the Police notified if necessary. This may also result in the removal from the Practice list.**

### **Local Hospitals**

Queen Elizabeth 0208 836 6000  
A&E Unit available  
Darent Valley Hospital 01322 428100  
A&E Unit available  
Princess Royal University 01689 863000  
A&E Unit available

Urgent Care Centre services available  
Queen Mary's Sidcup & Erith Hospital -

Blackheath 0208 318 7722  
Fawkham Manor 01474 879900  
Chelsfield Park 01689 877855

### **Advice Services**

The NHS 111 service is a national telephone service being introduced to make it easier for people to access local health services, when they have an urgent, but not life threatening need. NHS 111 replaces NHS Direct.

It is available 24 hours a day, 365 days a year.  
Calls from landlines and mobiles are FREE.

### **Bursted Wood Surgery Website**

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

### **Non-NHS Medical Services**

The National Health Service does not cover certain services provided by the Doctor and for these you will be asked to pay a fee, as recommended by The British Medical Association. This includes ALL PRIVATE INSURANCE forms PRIVATE MEDICAL CERTIFICATES, & various special examinations, letters or reports. All forms should be handed to the Receptionist who will pass them to the Doctor for completion, which is done outside surgery hours. If you have any queries regarding fees, please speak to one of The Practice Manager. If you require a medical examination please book an appointment via Reception. Please let the Receptionist know what the examination is for, as a special booking must be made.

The Surgery is located in the area covered by NHS Bexley Clinical Commissioning Group whose address is 2 Watling Street, Bexleyheath, Kent DA6 7AT. Telephone no: **0208 298 6000**.

### **Patient Registration**

You can be accepted as a patient at Bursteds Wood Surgery providing you are living within our catchment area (as agreed with Bexley CCG). There is a detailed map available at Reception and on our website [www.burstedwoodsurgery.co.uk](http://www.burstedwoodsurgery.co.uk) If you wish to register, please bring your medical card to Reception along with your proof of residency (household bill etc. within the last 3 months). You will be required to complete a questionnaire regarding your medical history and will be asked to make an appointment for a 'new patient check'. However, should you be unwell or in need of seeing a Doctor or Nurse before your appointment, please book a separate appointment if & when needed.

## **Disabled Access**

The Practice has access for wheelchairs via a ramp from the car park to the main entrance.

Our purpose built Surgery, which opened in 1986 provides, in addition to the consulting rooms, a large and comfortable waiting area with a specially designed children's area.

**Mobile phones** – We do ask that you do not use your mobile phone in the waiting room please.

**Car park** - There is a car park adjacent to the Surgery, which is for Surgery Staff and Patients, please ensure that you park in our designated car park only

## **Busted Wood Surgery is not a limited partnership**

**Patients are registered under Busted Wood Surgery, which is a non-training Practice  
All Patients are allocated a named GP but do have the right to express their preference to be seen by the Clinician of choice depending on availability.**

Every patient has a responsibility to either keep their appointment or to notify the Surgery in good time to cancel the booking which can then be offered to another patient. Repeated failure to attend could result in removal from the Practice List

Bursted Wood Surgery is contracted to. NHS London Region, 5<sup>th</sup> Floor Skipton House,  
80 London Road, London SE1 6LH

## **Change of Name, Address or Telephone Number**

Please notify us of any change in your personal details so that we can amend our records. It is essential that we have your up-to-date telephone number, as we may need to contact you. You will be asked to provide supporting documents as proof of residence or change of name. You may be asked to leave the Practice if your new address is outside our allotted catchment area. Please see map for details

## **Access to medical records**

The Doctors & Staff of this surgery are legally bound under the Access to Medical Records Act 1990 & The Data Protection Act 1998, which do not allow information from a patient's medical records to be given to a third party without the patient's written consent to do so.

We are therefore unable to give test results or any other information to anyone other than the patient themselves. This applies to Husbands, Wives, Partners or Parents unless for a child (defined as under 16 years of age) although this could be withheld at the Doctor's discretion for reasons of confidentiality.

## **General Data Protection Regulation**

The General Data Protection Regulation (GDPR) is a new law that determines how your personal data is processed and kept safe, and the legal rights that you have in relation to your own data. The regulation applies from May 25th 2018, and will apply even after the UK leaves the UK.

The GDPR is similar to the Data Protection Act (DPA) 1998 (which the practice already complies with), but strengthens many of the DPA's principles.

Under the DPA 2018, patients have the right to request access to their own medical records under a Subject Access Request without charge, including situations where they give consent for a third party such as a solicitor or insurer to access the data.

However if the request means we have to create a medical report or interpret the information in a medical record or report, this would place it under the Access to Medical Reports Act (AMRA) – and in these circumstances **a fee would be payable**. This is because both of these requests mean new materials need to be created, something not included under a Subject Access Request. *SARs are all about accessing existing information about a patient.*

The NHS expects service users to do everything in their power to maintain their health to the best possible standard, which includes:

- Maintaining a good balanced diet
  - Taking regular exercise
  - Avoiding excessive alcohol
  - Avoiding Cigarette smoking
- Avoiding the use of addictive drugs or any other substance abuse
  - Complying with sensible medical advice.

However, despite looking after yourself properly, you may at times need Medical attention in which case the surgery is open and the Receptionists are on duty from:

**8am until 6.30pm Monday to Friday.**

**Surgery phones lines are closed between 12pm-2pm**  
**Surgery Door closes at 6pm**

**Consulting Times**

	<b><u>Sit &amp; Wait</u></b>	<b><u>By Appointment</u></b>	
<b><u>Monday:</u></b>	10.00am to 11.00am	8.30am to 5.40pm	
<b><u>Tuesday:</u></b>	10.00am to 11.00am	8.30am to 5.40pm	Extended hours offered
<b><u>Wednesday:</u></b>	10.00am to 11.00am	8.30am to 5.40pm	
<b><u>Thursday:</u></b>	10.00am to 11.00am	8.30am to 5.40pm	
<b><u>Friday:</u></b>	10.00am to 11.00am	8.30am to 5.40pm	
<b><u>Saturday &amp; Sunday:</u></b>	Surgery is closed		

**EXTENDED SURGERY HOURS**

**In response to our patient survey and as a part of the government Access guidelines we have extended our surgery times with appointments Starting at 7.30am-8am on Tuesdays mornings and 6.30pm-8.00pm on Tuesday evenings**

**The above times may vary during holiday periods when surgeries may be covered by Locum Doctors**

## Our Practice Team

**Clocktower Healthcare Limited is a company formed by eight GP Practices of the same locality and The Clinicians working at this surgery are:**

### Our Sessional GP'S

**Dr Amaia Foces (female)** LMS 1994 Universidad de Navarra

**Dr Chris Schoeb (Male)** 2008 University of London. MB BS

**Dr Haroon Mufti (Male)** 2006 Kings College London. MBBS BSc MRCPG PGCert

Our Nurse Practitioners are qualified prescribers who are able to undertake full examinations, diagnose illness and treat as appropriate. They can order investigations, screen for disease risk factors and refer to other healthcare workers such as hospital specialists.

**Anna-Marie Lewis (female) Nurse Practitioner**

**Lynne Webb (female) Nurse Practitioner**

**Alison Elliott (female) Nurse Practitioner**

**Denise Hirst (female) Nurse Practitioner**

**Please note that during period of leave or sickness we may use other locum Doctors or Nurse Practitioners**

### **Our Practice Nurse – Claire Woodland**

She is able to help you with general medical advice, dressings and injections, removal of stitches, weight control & dietary advice. They work with the Doctors and Nurse Practitioner to provide regular review and supervision of patients who have Diabetes, Asthma, Heart Disease, Hypertension or high blood pressure.

**The Practice Manager – Jacky White**

**The Deputy Manager – Karen Tarrant**

Our Practice Manager looks after the day-to-day running of the Practice and is available to help you with any problems that you encounter at the Practice.

### **The Reception Staff**

The receptionists are likely to be the first people you meet at the surgery. They are available to help you in complete confidence. They will make appointments for you, answer your queries, where possible and liaise with the Clinicians on your behalf.

### **The Health Visitor**

Our Health Visitor can give advice on health care for all members of the family, particularly expectant mothers, babies, young children and the elderly or disabled. She is notified of new births and visit from the eleventh day after delivery. She will maintain contact thereafter by further home visits and at the Child Health Clinics held at the Surgery. The Health Visiting team can be contacted on 0300 330 5777

### **District Nurses**

Our District Nurses provide care for patients who are confined to their homes and require nursing assistance.

## **Other Surgery Services**

### **Telephone Consultations**

You may wish to speak to a Doctor or Nurse Practitioner on the telephone, in which case we ask that you make this request **before 12pm**. The Doctor or Nurse Practitioner will return your call during or at the end of their morning surgery session.

### **Home Visits**

Please do not ask for a visit to your home unless you are housebound or too ill or infirm to leave the house. If you have a temperature or rash, coming to The Surgery will do you no harm and will not endanger others. Please remember that home calls are very time consuming and do not allow access to all the medical facilities available at The Surgery.

If you do need a home visit, **please telephone the surgery before 11am** where you will be asked to give the details of the request which will be passed to the Doctor or Nurse Practitioner on duty. They may phone you back for further details. For **any** chest pain or emergency situations that cannot wait for a call-back please dial 999

### **PATIENTS SUFFERING WITH LONG TERM CONDITIONS**

I.e. CHD, Diabetes, Asthma & COPD are reviewed annually.

**Child Health** – The aim of this clinic is to ensure the well being of children under 5 years. The Nurses in conjunction with The Health Visitor provide this service. All babies and young children will be offered to attend for routine immunisations and development checks. We strongly recommend that all children be fully immunised.

**Travel** - Anyone planning holidays abroad should complete a travel questionnaire no later than 6 weeks before travelling.

**Ear Syringing** – If you think you have a problem related to earwax you should use olive oil in the ear 2 or 3 times a day for 10 days (guidelines are available from Reception). This treatment will usually soften & disperse any wax present. If you are still experiencing problems you may wish to consider having the ear syringed. You can arrange an appointment for this, by completing a consent form, available at Reception.

**Minor Surgery** – Patients requiring a referral for a minor surgery procedure must first make a routine surgery appointment with a Doctor or Nurse Practitioner for referral to the clinic.

## **HEALTH SCREENING**

Screening enables us to detect the first signs of illness, before it has a chance to damage your health. Patients between the ages of 16 & 75 years are invited to attend Health Promotion Clinics, which are by appointment with The Practice Nurse.

WE ESPECIALLY RECOMMEND THIS TO ALL PATIENTS WHO HAVE NOT SEEN A DOCTOR WITHIN THE LAST 3 YEARS. If you would like to attend please make an appointment via The Receptionist.

**Further Services available are:**

**Family Planning** - We can offer a full range of family planning care, this like all services provided by The Practice is completely confidential

**Well Woman Check** – Includes a urine, blood pressure and cervical smear test.

**NHS HEALTH CHECKS** - if you're in the 40-74 age group without a pre-existing condition, you can book for a free NHS Health Check every five years.

**Over 75 year Checks** – If you are over 75 years of age, you have the opportunity to have an annual check up at The Surgery.

**Out of Hours**

If you need medical help outside of our normal surgery hours - 8.00am until 6.30pm Monday to Friday you should dial 111 free from your landline or mobile.

The NHS 111 service is a national telephone service being introduced to make it easier for people to access local health services, when they have an urgent, but not life threatening need. NHS 111 replaces NHS Direct.

It is available 24 hours a day, 365 days a year.

Calls from landlines and mobiles are FREE.

**Please note that repeat prescriptions will not be issued by the deputising service**

Your call may be dealt with in one of the following ways:

**Telephone Advice:** A Doctor may speak to you over the telephone and advise you accordingly.

**Out of hours centre attendance:** When the Surgery is closed you may be asked to attend an out of hours centre to see one of the Doctors on duty.

**Home Visit:** If you are too ill to attend the centre it may be decided to send a Doctor to your home. Please note the Doctor is only required to visit you at the address at which you are registered at this Surgery.

If you are not at your own home you should either attend a local Hospital A&E Department or contact the G.P. of the person that you are staying with.

**Patients Registered with a Bexley GP can now access GP appointments in the evenings and week-ends**

**Monday to Friday 6.30pm to 8pm**

**Saturdays and Sundays**

**8am to 8pm**

**Please ask at reception on how to book.**

**Repeat**



## **Repeat Prescriptions**

If you need to take tablets or medicines on a regularly basis, the Doctor may suggest that you be issued with repeat prescriptions. This will be authorised by the GP who will issue you with a computerised repeat prescription which has a repeat slip printed on the right-hand side of the prescription form.

When you require a further supply of your medication you can order in one of the following ways:

Please note: If you have less than 48 hours supply left of any regular medication, you should contact your usual Pharmacist who may be able to help supply you with any essential medication until your repeat is ready.

### **DELIVERY BY HAND AT RECEPTION**

Please hand your computerised repeat slip or hand written request into reception, which is open between 8am & 6pm Please ensure the slip is clearly marked with a 'tick' next to the item required. Hand written instructions should include your name & address ensuring the items required are correctly spelt

### **POSTAL REQUESTS**

Please post your repeat slip to the Surgery allowing at least 5 days (to take postal delays into account) and we will be happy to post them back to you, providing you enclose a stamped address envelope.

**We cannot accept repeat prescription requests via the main surgery telephone number at any time as the telephone lines must be kept as free as possible for patients who are unwell.**

**ONLINE REQUESTS** – You need to register for this service – please ask reception for a registration form

**Electronic Prescription service** – All your prescriptions can be sent electronically directly to the pharmacy you will need to register at your chosen pharmacy or ask reception for details.

### **Pharmacy Collection:**

**If your regular local Pharmacy runs a collection service here, you may be able to order through them - Please speak to the pharmacist direct if you would like this service. If you are placing the order yourself but would like it collected by them, please inform us each time you order.**

### **IF THE ITEM REQUIRED HAS 'EXPIRED'**

Items on your repeat request slip showing as 'expired' (i.e. the Doctor or Nurse Practitioner has authorised the item to be repeated for a certain number of times & you have had that number of repeats issued) has to be passed to a Clinician for re-authorisation. This may be re-authorised or you may be asked to make an appointment to see a Doctor or Nurse Practitioner.

**WE REQUIRE 48 HOURS NOTICE (2 WORKING DAYS)  
FOR ALL REPEAT PRESCRIPTIONS**

## **Comments, Suggestions or Complaints**

***We try to provide a friendly and efficient service, but we do realise that occasionally things do not always run as smoothly as we would like but if you are unhappy with any aspect of our service please contact The Surgery either by telephone, letter or by calling in personally to see the Practice Manager who will bring the matter to the attention of the appropriate person. Leaflet also available from reception.***

## **PPG (Patient Participation Group)**

The PPG is run by patients for the patients of the surgery and work along with the practice to improve surgery services for the mutual benefit of all.

A patient participation group is like a school parent teacher association. It is a self-funding group and all patients are welcome to be a part of it. Some patients are serving on the committee for example as; chairman, vice chair, secretary etc

The group is hoping in the future to be able to provide health promotion events at the surgery to support some of the patients who are on our 'at risk' or long term disease registers.

If you have any suggestions for future events or would like to become involved with the group, big or small, please let them know – ideas are always welcome.

### **How to contact them;**

The PPG has a post box in the hallway at the surgery and even PPG notepaper in reception for you to write on! Alternatively you can write to them at the surgery and we will place your correspondence in the box for you..

## **Maternity Care**

If you think that you may be pregnant, please purchase a pregnancy testing kit from your local pharmacy if you test result is positive and you would like to book for ante natal care There is a choice of 3 Hospitals which you can self-refer to for Maternity Services which are Queen Elizabeth call 07787 8441986 –or Darent Valley hospital at [www.dvh.nhs.uk](http://www.dvh.nhs.uk) or The Princess Royal Hospital at [pruh.kch.nhs.uk](http://pruh.kch.nhs.uk) or ask for details at reception.

If your test is positive or negative and you would like to discuss other options please make an appointment with a Doctor or Nurse Practitioner.

## **Test Results**

All patients' records on file or held on computer are confidential. In order to maintain confidentiality laboratory & x-ray results will only be given to the patient themselves, or to the parent or guardian of minors, if appropriate. Please telephone the surgery for your results

## **Medical Certificate**

If you are off work for LESS THAN FOUR DAYS the law says that you do NOT need a sick note for your Employer. For a period from 4 to 7 days (including Saturday and Sunday) you must complete a SELF-CERTIFICATE (available from Reception).

If you are sick for more than 7 days you will require a 'Fit to Work' statement from the Doctor and you will need to make an appointment for this as they cannot be issued without being seen. If your Employer insists on a sick note during the first 7 days of your illness, please note that **there will be a charge for a private certificate.**

**Sources of Advice & Support**

Bexley CCG 0208 298 6000

Dept of Social Security 0208 303 7799

Social Services 0208 303 7777

Citizens Advice Bureau 0208 304 5619

Samaritans 0208 301 1010

RELATE 01322 275691

British Pregnancy Advisory 0207 6318962

Age Concern 0208 301 2552

MIND in Bexley 01322 521646

Alcoholics Anonymous 0207 352 3001

Drug Link 01322 293728