

Welcome to Southborough Lane Surgery

Southborough Lane Surgery was established in 1935. The practice primary care team consists of two partner GPs, one salaried doctor and practice nurses. We also have a number of administrative, reception and secretarial staff plus attached community staff.

Doctors

Dr Taraq Waheed	MRCGP, GP Trainer, MBBS, MD Internal Medicine
Dr Gunen Ucyigit	MBBC, BSc, MRGCP, DRCOG, DFFP, PGC
Dr Ajay George (salaried GP)	B Clin Sci (Hons, MB ChB, MRGCP, Diploma in Occupational Medicine)

Nurses

Beatrice Frempong
Anzel Jabangjatta
Gifty Amoako Dapaah (HCA)
Serena Johnson HCA)

Operations Manager
Sarah Booth

Opening Times

The surgery is open from 8.00am to 6.30pm on Monday – Friday

During the above hours reception staff are available to deal with your queries in person or on the telephone.

Services We Offer

Southborough Lane Surgery offer a wide range of patient services:

- Chronic disease reviews –
asthma/COPD, diabetes, cardiovascular clinic
- Immunisations –
children and adults
- Immunizations
- Flu vaccination
- Travel clinic appointments
- Family planning and contraceptive services
- Sexual health appointments
- Cervical cytology screening
- Maternity services run by the midwife
- Antenatal clinic run by the midwife

Appointments – currently telephone consultations and face to face available

Routine Appointments

We would encourage patients to download the NHS App. Alternatively, you can book over the phone.

All routine telephone appointments are for 10 minutes; some procedures and some special clinic appointments are allocated more time. Appointments may be made by telephoning 020 8468 7081. Routine appointments may be made in advance if available, which will enable us to offer you a time more suitable to your requirements.

Patient Choice

If you wish to speak with a particular doctor, please inform the receptionist who will inform you of their appointment availability. If no suitable appointment is available, you will be offered an appointment to speak with another GP. We will always do our best to accommodate you, but please understand that sometimes it will be necessary to wait longer for an appointment with a particular doctor.

Patients being referred to hospital have a right to choose their hospital.

On The Day Appointments (currently telephone consultations)

Should you require an appointment on the day, please call from 8.00am.

Patients are also able to submit an online request via Accurx via our practice website or via the NHS App. You will receive a response within 2 days for clinical matters and within 5 days for administrative queries.

Cancellation

If you cannot keep an appointment please inform us as soon as possible so that this time can be given to another patient.

After hours you may call 111 at any time for telephone advice or to be directed to the out-of-hours medical service.

WE ARE NOT AN EMERGENCY SERVICE. IF YOU ARE WORRIED AT ANY TIME THAT SOMEONE'S CONDITION IS LIFE-THREATENING, PLEASE GO IMMEDIATELY TO THE A&E DEPARTMENT AT THE PRINCESS ROYAL UNIVERSITY HOSPITAL AT FARNBOROUGH, OR DIAL 999.

Local Urgent Care (Walk In) Centres

We would rather see you ourselves as we have all of your medical notes to hand, so please call us for an appointment first, where appropriate. However, should you have an urgent medical problem or minor injury, or you are tempted to go to A&E when your problem is not that serious, but you know that your problem cannot wait, then an Urgent Care (walk in) Centre is for you. There are two local centres, one at the Princess Royal Hospital and another at Beckenham Beacon. Just walk in, no appointment is required. Both are open from 8.00am - 8.00pm every day of the year.

Repeat Prescriptions

We would encourage patients to use the simplest way of ordering regular repeat prescriptions. By speaking with your local pharmacist, you may be able to arrange to use EPS (Electronic Prescription Service), thus alleviating the need for you to visit the surgery. You can also sign up for 'Patient Access' (information for this can be found on our website) and/or the NHS app which, once you have completed the relevant steps, will allow you to order repeat prescriptions online. Alternatively, you may complete your computerised repeat medication form provided by the GP and bring it or post it to the surgery. Please allow at least 2 full working days for your prescription to be processed allowing for weekends and Bank Holidays. In the interests of safety, prescription requests may not be taken over the phone.

Home Visits

Home visits are arranged only for patients within the practice catchment area who are too ill or infirm to attend the surgery. Please note that home visits are at the doctor's discretion. The doctor is unlikely to visit simply for the patient's convenience, lack of transport or other social reasons. It is preferable for patients to attend the surgery where there are the necessary facilities to fully assess an ill patient. Patients should telephone 020 8468 7081 before 11.00am if a visit is required that day. Emergency visits only will be arranged after that time for the same day. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls.

Please do remember that several patients can be seen at the surgery in the time it takes to do one visit.

Results

Results of any tests or investigations which your doctor has ordered can be obtained by the patient by telephoning 020 8468 7081 after 2.00pm. Please remember it is the patient's responsibility to telephone for results. The rules governing data protection are very strict and we will only divulge results to third parties with the patient's express permission.

Sickness Certificates

For absence from work lasting seven consecutive days or less you do not require a doctor's sickness certificate. Your employer may ask for a self-certification form, (available from your employer, the DWP, download online or from the surgery. If you require a doctor's certificate for the period normally covered by self-certification you will be charged a fee for a private certificate as recommended by the British Medical Association.

For any illness lasting longer than seven days you will probably need to speak to your doctor if you need a certificate.

Practice Charter

Practice Standards

We are committed to provide you with the best possible care. 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 questions if you are unsure of anything.

In order to provide an efficient service we will ask you to:

- Make a separate appointment for each person wishing to speak to the doctor.
- Telephone to cancel your appointment if you cannot attend.
- Notify us of any change of name, address or telephone number.
- Request urgent appointments only in cases of genuine medical need.
- Be patient and polite, remembering the staff work under considerable pressure.

Access to and Disclosure of Patient Information

Your medical records are confidential. You do have the right to access them in accordance with the 'Access to Records Act 1990'. All records after the 1st April 2019 are available online. For records prior to this date please request the appropriate application form from reception. If you require your records to be made available to a third party, your signed consent is required. We will not disclose your information to third parties without your permission unless there are exceptional circumstances such as when the health and safety of others is at risk or where the law requires information to be passed on. The only exceptions are the provision of information when making a referral to another doctor or healthcare professional.

What is Risk Stratification and What Will We Do?

We will be using a clinical software tool to analyse securely held patient data to help us to identify patients with complex health needs who are most 'at risk'. This means we will only use existing patient data. This data will not be shared outside of the GP practice and will be used solely to prioritise and improve the care and treatment that we offer to our patients.

NHS Southeast London

All members of the practice have a right to carry out their work without threat of violence or abuse. Like the rest of the NHS we operate 'zero tolerance' and will remove from the list any patient who is physically or verbally abusive or threatening towards any member of staff or other patients. We treat our patients with respect. We expect the same treatment.

Freedom of Information - Publication Scheme

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. This scheme is available from reception.

Patient Participation Group

We have an active PPG who obtain the views and ideas of as many interested parties as possible.

Participation is open to all patients. The doctors at the surgery also contacted individual patients with specific healthcare needs, e.g. carers or patients with a

disability, to encourage a representative group. We believe the group is representative of the patient population as it includes a mix of male and female patients of all ages.

New Patients

New patients wishing to register will not be discriminated against on the grounds of race, gender, social class, age, religion, sexual orientation or appearance, disability or mental condition. If you would like to register please come to the surgery to collect a GMS1 form and a confidential health questionnaire; once completed bring them in with your medical card. Patients registering with this practice will be asked to provide proof of ID and use the blood pressure monitor in the waiting room. Once registered, new patients who are pregnant, have a chronic disease or are on routine medication should make an appointment with the appropriate health care professional.

Comments, Suggestions and Complaints

We welcome all patient feedback, especially where patients have suggestions or ideas for improvements. Of course, whilst we make every effort to give the best service possible to everyone who attends our practice, we acknowledge that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

To make a complaint please contact the Operations Manager, who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure from reception.

Useful Telephone Numbers

Age UK

020 8315 1850

Alcoholics

Anonymous

0800 9177 650

Bromley Alcohol Advisory Service (BAAS)

35 London Rd, Bromley BR1 1DG

020 8289 1999

Bromley Y (teenagers/young adults)

17 Ethelbert Road,

Bromley

BR1 1JA

020 3770 8848

Carers Bromley

01689 898289

Bromley Town Citizens Advice Bureau

0808 2787 898

Hospitals:

BMI Chelsfield Park Hospital

01689 877855

The Princess Royal University Hospital, Farnborough

01689 863000

Hayes Grove Priory

020 8462 7722

Orpington

01689 863000

Queen Mary's

020 8302 2678

Shirley Oaks

020 8655 5500

BMI The Sloane Hospital

020 8466 4000

NHS Direct (24 hours a day nurse-led advice)

111

www.nhs.uk

Patients Advice & Liaison Service (PALS)

Princess Royal University Hospital

01689 863252

Red Cross

0344 871 11 11

Relate (Marriage Guidance)

0300 003 3225

Samaritans

0330 094 5717

Social Services

020 8461 7777

Dial-a-ride

0343 222 7777