



hurley group



Riverside Medical Centre

A guide to our services

Telephone: 020 3049 4500

Out of hours telephone (SELDOC): 020 8693 9066

Opening hours: Monday to Friday 8am until 6.30pm

Extended hours: Monday 7:30am – 8:00am

Wednesday 6:30pm – 8:00pm

Thursday 7:30am – 8:00am & 6:30pm – 8:00pm

No surgery on weekends or bank holidays

Hobart House

St George Wharf

London SW8 2JB

www.riversidemedicalcentre.com



Quick Access Guide:

Introduction to our surgery: p2-3

How to register and make an appointment:..... p4-5

What to do in an emergency ... p5

Repeat prescriptions p5

How to obtain results..... p5

Services we offer:

Asthma Reviews p6

Diabetes Reviews

Contraceptive Services p6

Cervical Screening..... p6

Foreign Travel and

Immunisations..... p6

Minor Ops..... p6

Substance Misuse p6

Health Checks..... p6

Childhood Immunisations... p6

Childhood development p7

Postnatal checks..... p7

Smoking Cessation p7

COPD Reviews..... p7

Flu Vaccinations p7

Access to the surgery..... p8

Access to medical records..... p8

Charges for non-NHS services p8

Patient Participation Group p8

Your feedback p8

Complaints and Grievances..... p8

Equal Opportunities..... p8

Welcome

We are a friendly (training) practice based in Vauxhall, London.

We cater for a diverse mix of patients from a variety of cultures, social class and ethnic backgrounds.

We take pride in the work we do to ensure that all our patients get the best quality health care possible.

The Practice Charter

We aim to...

- Provide a high standard of care for you and your family. Care and treatment will be given with your informed consent. Patients are treated with courtesy and respect at all times.
- Provide easy access to our practice for the elderly and disabled
- Ensure you will always have access to urgent care and make routine appointments as accessible as possible. We will keep you updated if unavoidable delays to appointment times occur.
- Ensure all consultations and discussions between patients and staff at the practice are confidential.
- Ensure that all of our staff are easily identifiable
- Advise all our patients of the system of handling complaints and suggestions
- Ensure that in an emergency, out of opening hours, you have the number of our out of hours service to obtain assistance.

What we expect from you

Please....

- Treat the practice staff with respect and courtesy and be patient if the surgery is running late.
- Cancel your appointment if you cannot keep it as appointments are in limited supply and only request home visits if genuinely housebound or seriously ill.
- Allow at least 2 working days for your repeat prescriptions to be processed
- Always inform the receptionists of any change of address or telephone number, etc

Our policy is to provide the best care we can for all our patients. However, if patients become physically or verbally abusive we reserve the right to remove them from our list and contact the police where necessary.

The Hurley Group

Riverside Medical Centre is managed by The Hurley Group – a Partnership led by seven General Practitioners: Dr Clare Gerada, Dr Arvind Madan, Dr Murray Ellender, Dr Ben Shankland, Dr Ross Dyer-Smith, Dr Nishma Shah and Dr Omar Hashmi. For more information about the Partners and the care the Group provide visit:

www.hurleygroup.co.uk



Surgery Hours

The surgery is open:

Monday – Friday 8:00am – 6.30pm.

Extended hours:

Monday 7:30am – 8:00am

Wednesday 6:30pm – 8:00pm

Thursday 7:30am – 8:00am &
6:30pm – 8:00pm

Telephone lines are open:

Monday – Friday: 8.00am – 6:30pm

No surgery on weekends or bank holidays.

Surgery Staff

Doctors:

Dr Ross Dyer-Smith

Dr Kate Jackson

Dr Anupam Banerjee

Suzie Delaney

Healthcare Team:

Valerie Barrett – Practice Nurse

Administrative Team:

Sharon Laing – Practice Operations Manager

Mavis Osei – Assistant Practice Manager

Jo Betterton – Senior Manager

Alison Lambert – Administrator

Cheryl Reed – Administrator

Lubos Pavel – Administrator

Garry Jones – Administrator

The reception staff are an important part of our team. Please understand that if a doctor is running late, it is not the fault of the reception staff.

How to register as a patient

You are welcome to register with the Practice by filling in an application either in person or online. We do not have any entry restrictions but it is good practice to provide any known detail of your NHS number/previous address so we can easily locate any record details.

Helpful Hint - If you are booking an appointment for a smear, health check, immunisation or special medical assessment, please tell the receptionist. They will be able to give you an appointment of the correct length and in the right clinic.

Medical Cards

When you register permanently with us, Lambeth CCG will send you a medical card. This can take up to six weeks.

Change of doctor and address

If you change your name/address/telephone number, please notify the Practice as soon as possible. If moving some distance you may decide to change doctors, if so remember to take your medical card to your practice of choice.

Routine Appointments

Routine booked appointments are for 10 minutes and can be made upto 4-6 weeks in advance. It may be more appropriate to see a nurse than a doctor. If you need help to decide see a receptionist.

Telephone Appointments

If your problem can be dealt with by telephone without seeing the doctor please tell the receptionist. Your

doctor may ring 10 mins before and up to 50 mins after you allocated time. The surgery offers free text reminders for your appointments. This service can also be used to cancel any unwanted appointments.

Online Patient Access- EMIS

EMIS Access lets you use the online services of our practice to book appointments and order prescriptions. To use this service, please contact reception. You will be issued with a unique pin number. A link to EMIS Access is available on our website.

Consult with us from home

Patients can consult with a doctor from home using our online consultation service. Please visit our website for further information:

www.riversidemedicalcentre.com

Interpreting services

If you need an interpreter to help you when you see the GP or nurse please tell us in advance so arrangements can be made.

Right of patient to express a

preference- We meet our contractual requirement to allocate all patients a named GP with overall responsibility for our service to you. Reception staff will advise who this is and we will try to accommodate any request for change. This in no way affects your right to express a preference for seeing a particular doctor or nurse, which will be recorded in your notes.

Useful information:

NHS 111: Call 111
FREE 24-hour nurse led advice line.

NHS Choices: www.nhs.uk

Local Walk-in-Centre:
The Junction Health Centre
Grant Road
London SW11

Telephone: 0333 200 1718

Urgent Care Centre

St Thomas's Hospital
Westminster Bridge
London SE1

Telephone: 020 7188 7188

Practice Nurse

The practice nurse is available Monday, Tuesday, Thursday and Friday.

Home Visits

Telephone 020 3049 4500

Please try to make requests for home visits by 11:00 am. The receptionist may ask for details of the illness as well as your age, address and telephone number. The doctor will then call you back to assess the urgency of the problem and discuss how best to proceed.

Out of hours - SELDOC

Our doctor on-call service, South East London Doctors' Co-operative can be reached on: **020 8693 9066**. You may be asked to attend the South East London Doctors' Co-operative base at Dulwich Hospital or the doctor may give you advice or may visit you at home, if appropriate.

Emergencies away from home

You are entitled to treatment as a temporary resident from a doctor in the area where you are staying.

Repeat Prescriptions

At the discretion of the GPs, patients may obtain repeat prescriptions by asking the receptionist.

You will receive a re-order slip automatically with each repeat prescription and you should mark those items which you require. **Two working days' notice is required to prepare repeat prescriptions.**

The doctor will ask to see you personally from time to time, to review your condition and treatment. All repeat prescriptions are subject to a review period. The due date appears below the item list and it is important to book to see a clinician in good time. Repeat prescriptions can also be requested in the practice, via Emis Access and by e-mail: lamccg.riverside@nhs.net

How to obtain test results

Cervical Smears - Having taken a smear test on site, you will receive results by post and the letter will document the follow-up arrangements if required. Please allow up to 8 weeks for results to be sent out.

Other Investigations - All results are reviewed and documented in your records. You will be contacted if there is a need to discuss further but you can ask for the detail by leaving a message with reception to have a clinician call you.

Services we offer:

The following services are carried out in all routine appointments with the doctors or nurse at the practice.

Service	Access to service
Asthma Reviews	Routine appointment with GP
Diabetes Reviews	Double appointment with Practice Nurse or GP
Contraceptive Services (except IUD and Implants)	Routine appointment with Practice Nurse or GP
Cervical Screening	Routine appointment with Practice Nurse
Foreign Travel and Vaccinations Practice nurses are happy to help you with medical aspects of overseas travel: documentation, immunisations, protection against malaria and medical advice. Most immunisations are free of charge. Please check with the nurses about charges for other vaccines.	It is best to make an appointment 8 weeks before your holiday.
Minor Ops	Patient needs to book appointment with GP for an assessment prior to surgery.
Substance Misuse Level 2	GP referral
NHS Health Checks and Advice	Double appointment with Health Care Assistant or Practice Nurse
Childhood Immunisations	Routine appointment with Practice Nurse

Services we offer:

Service	Access to service
Childhood Developmental Checks	Double appointment with GP
Postnatal Checks	Double appointment with GP
Smoking Cessation Clinic	Routine appointment with Health Care Assistant or Practice Nurse
COPD Review	Double appointment with GP
Flu Vaccinations Each year, in early October, we begin our Flu campaign.	We invite patients who are over 65 and those with certain conditions to attend for a vaccination.

Patients under 16 yrs of age

We provide a confidential service to all of our patients including under 16s.

Please feel free to make an appointment to discuss any health related problems that you might have including emotional problems, drug and alcohol, contraception, bullying, sexual health, growing up.

Confidentiality:

All consultations and discussions between patients and any member of the Primary Health Care Team are confidential.

Student Nurses & Student Health Visitors

You may be asked to allow student clinicians to sit in on a consultation as part of their necessary training. This is your choice and please decline if you so wish.

Computerisation

All our patient data and recall systems are computerised. We are registered under the Data Protection Act (1998).

Car Parking

There is public parking available on the complex. Parking charges are per hour.

Disabled access to the surgery

There is easy access for wheelchairs to all areas of the clinic. There is also an accessible toilet within the surgery.

Access to medical records

You have a legal right to view and/or obtain copies of all your medical records whether held on computer or paper. There maybe fees attached and reception will advise you what applies. Unless required to by law no other person has access to your medical records without your permission. In the case of NHS hospitals or other care providers this consent is implied by your registration.

Charges for non NHS services

Patient Participation Group – PPG

The surgery has a patient participation group which meets every 6-8 weeks to discuss various issues and changes within the practice. This group consists of patients, doctors and managers.

We welcome any patient to this group. Ask for more details at reception.

Surveys and Questionnaires

In order to find out more about the services that you would like us to provide and to improve existing services, we may send you questionnaires in the post. These will usually include a FREEPOST envelope so that returning the survey will not cost you anything. We appreciate your co-operation as we value patient

feedback to help improve our services and facilities. There is also a Friends & Family Test survey available at reception.

Complaints and Grievances

Please address your complaints and grievances to the practice manager and the incident will be dealt with as quickly and fairly as possible. A leaflet giving details about our policy is available at reception.

Equal Opportunities

We follow an equal opportunities policy at all times.

Your right to access services

Lack of contact with the Practice does not inhibit your access in any way. However investigations to ascertain if patients still require our services (eg. still living in UK) will be instigated from time to time by either ourselves or the health authorities. It is important to respond to any such enquiry as failure to do so could result in your removal from the GP list. You may then be inconvenienced by having to re-register when you next require services.