

Welcome to St John's Medical Centre



56 - 60 Loampit Hill, Lewisham, London SE13 7SX

Tel: 020 8692 1354

OUR OPENING HOURS

Core Hours - Monday to Friday 8:00am - 6.30pm

Extended Hours - Tuesday 7.00am - 8.00am

Wednesday 7.30am - 8.00am

Thursday 6.30pm - 7.00pm

Only patients with appointments on Tuesday & Wednesday mornings will be allowed in before 7.50am. Doors will open at 7.50am for those who have or wishing to book appointments for 8am onwards.

1st Saturday of each month 8.00am - 11.30am

(ALL EXTENDED HOURS PRE-BOOK)

TELEPHONE NUMBERS

Appointments: 020 8692-1354

Health Visitors: 020 7771 5742

Out of Hours: Ring 111

Bus routes 21, 436, 136, and 321

Local British Rail Stations are:-

St John's & Lewisham

You can now visit our Surgery Website at

 www.stjohnsmedcentre.co.uk 

PRACTICE PARTNERS

Mr Colin H Stears (Male) (Managing Partner)
FFA. FMAAT. IHM. MCMi

Dr Chrisanthan Ferdinand (Male) (Partner)
GMC No. 6104427 MBBS (London 2004), MRCGP (2009),
DRCOG, DFRSH, PGCert (Med Ed)

Dr Madeleine Bennett (Female) (Partner)
GMC No. 6128040 MBBS (London 2005), MRCGP (2011)

Dr Esther Appleby (Female) (Partner)
GMC No. 4301602 MBBS (London 1996), BSc (1995),
MRCS (2000), DLO (2003), MRCGP (2005), DFRSH

SALARIED DOCTORS

Dr Nadia Tavares (Female) GMC No.
6130065
MBBS (London 2005) DRCOG, MRCGP (London
2009)

Dr Shivanjali Rajeswaran (Female) GMC
No. 6038798
MBBS (London 2001), MRCGP (2007)

Dr Nadia Yousif (Female) GMC No.7084658
MBBS (London) 2010, MRCGP (2015)

Dr Samuel Savage (Male) GMC No. 7082759
MBChB (Bristol) 2010, MRCGP (2015)

Dr Tina Scoble (Female) GMC No. 7278845
MBBS 2012 Kings College, MRCGP (2018), BSc
Hons (2010)

Dr Eleanor Williams (Female) GMC 7285017
MRCGP (2018), DRCOG (2014), MBBS Hons
(2012) Nottingham, B MedSci (2010)

Dr Grace Hammond (Female) GMC 7411557
MBBS (2015) Kings College, BSc (2012),
MRCGP (2018)

Dr Serena Patel (Female) GMC 7457291
MBChB, BSc Hons, MRCGP (2019), DFRSH

Dr Maria Rubio (Female) GMC 7531007
MRCGP (2019)

➔ NEW PATIENTS / HOW TO REGISTER

All new patients are required to complete a registration form to join this practice. Patients should bring 1 form of ID with their current address (NO photocopies), please ask a receptionist for more details.

New patients (over the age of 5yrs) will be invited to attend a routine health check if they have medical issues or are on multiple medication. Our healthcare assistant carries out most new patient screening medicals, health checks such as blood pressure, urine testing, weight and smoking cessation advice. HIV testing is now carried out at the new patient screening medical. Children under the age of 5yrs are seen by the Health Visitors. Newly registered patients will receive a confirmation letter from the Health Authority when fully registered. Medical Cards are no longer issued.

➔ ADDITIONAL SERVICES

Via a GP/Nurse referral only are as follows:-

Dietician, Tuesdays & Fridays

➔ WELL BABY CLINIC

Tuesdays 12:45pm - 2:45pm with the Health Visitors

➔ ANTENATAL / MIDWIFE CLINICS

Every Wednesday from 9.30am-12.30pm and 1pm-4pm

Every Thursday from 9.30am-4pm

➔ APPOINTMENTS

Routine appointments can be booked by phone or online, our phone lines are open **08:00—18:30**, Monday - Friday. Routine telephone appointments are also available in advance and appointments for online booking are released every day at 07:50. We have listened to you and the PPG; and have allocated a GP for bookable on the day appointments, Monday - Friday. (Please note this may change if the allocated GP becomes unavailable on the day).

You can now book appointments by downloading the free 'Ask NHS' app on your phone; you are also able to check your symptoms using the health A-Z on the NHS website; leaflets are available at reception. Appointments are valuable, so if they are no longer required, please call **0208 692 1354** or cancel online using Patient Access. If you have more than one problem to discuss with a GP, please ask the receptionist to book a DOUBLE appointment. You can also call 111 for medical advice; this is where you ask and answer questions about your

We hope you always find that our services are effective, well run and meet your needs. We endeavour to make sure that our doctors, nurses and the rest of the team are efficient and professional, yet friendly. We are here for you. If you have any suggestions to make about the way we do things now, or improvements that you feel could be made, please let us know.

symptoms, by speaking to a fully trained advisor on the phone. In an **acute emergency** please call 999.

We also have a GPEA (GP extended access) service available; which has more appointments with GPs and Nurses available in Lewisham, making it easier for you to get an appointment at a time that suits you, including evenings and weekends. These appointments are available from 8am-8pm, 7 days a week, including bank holidays. Appointments are released in blocks, so you may not be able to book more than a week in advance. You can contact your GP practice in the usual way to request an appointment. It's best to book early, our phone-lines open at 08:00, but more are released throughout each day.

On arrival we have an Automated Arrival Service which you can use instead of waiting for a receptionist to book you in, this is situated on your LEFT when you walk into the waiting area. All you need to do is tap the screen and follow the on-screen instructions. This machine will not check you in if you arrive too early or if you are late for your appointment, in which case you will have to go to reception. If you are more than 10 minutes late you may have to re-book. This will be at the discretion of the clinician that you are booked in to see.

➔ PRESCRIPTIONS

Repeat prescriptions are not taken over the phone (unless you are registered at this practice as housebound). You can order your prescription at reception, send it to us by return post (please send a stamped address envelope) or order it online.

Please try to request your prescriptions at the very latest, a week before you run out - this allows you to receive your new prescription before you run out of your previous medication.

If you have been given a prescription by the hospital, please try and get it dispensed from their pharmacy as you will be able to collect it from them on the day.

If your medication review is due, please ask a member of the reception team to book an appointment to see a GP/Nurse or Pharmacist, you can ask for a telephone consultation - reminders of your medication review will be printed on the back of your repeat prescription slips (please do not ignore this reminder as it may affect the issue of your next prescription).

➔ **CHAPERONE POLICY**

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. Please ask for details or request when in consulting room with the Doctor/Nurse.

➔ **MEDICAL REPORTS**

All letters/Forms and Medical Reports are to be given to Mrs Jackie Lumsden (Practice Manager) to allocate to the correct clinician, reports may take up to 6 weeks to complete and there will be an administration charge (fee's may vary according to the type of report requested). In some cases forms can be fast tracked (this service will incur a further charge).

Patients are registered with St. John's Medical Centre, and then allocated a named GP. We will make every effort to arrange for patients to see the GP of their choice. Please ask at the time of making your appointment, and then we can make a note on your record.

Finally, we welcome suggestions for further improvements to our appointment system.

➔ **SURGERY TIMES**

Doctors and nurses surgeries usually run throughout the opening times. Reception staff will endeavour to assist you in booking your appointment.

➔ **SPEAKING TO THE DOCTOR**

You can speak to a GP/Nurse by telephone between 11.30am - 1:00pm.

You can also leave a message with a receptionist and a Doctor/Nurse will call you back.

➔ **POST GRADUATE DOCTORS**

Doctor Ferdinand is our GP trainer and this means the practice will have both Registrars and recently qualified F2 Doctors.

➔ **MEDICAL STUDENTS**

On occasions when you come to see the Doctor/Nurse there will be a medical student present. We will always ask for your consent beforehand and you have the right to refuse. This will not jeopardise your treatment in any way.

➔ **HOME VISITS**

Home visit requests should be made before 10:30 am, and are usually reserved for the housebound, disabled and terminal care patients. The receptionist will

ask for some details of the illness to enable the Dr to assess the urgency of the visit.

➔ EMERGENCY COVER, NIGHTS/WEEKENDS WHEN SURGERY IS CLOSED

NHS ENGLAND 111 - is a free non-emergency medical helpline number, which is open 24 hours a day.

➔ REPEAT PRESCRIPTIONS

Repeat prescriptions require 2 working days' notice (this does not include weekends or bank holidays), and are given by agreement with your GP, for some long-term treatments. They can be obtained by leaving a written request in the repeat prescription box at the surgery entrance or by post with a stamped address envelope enclosed. You will receive a re-order slip automatically with each repeat prescription. Please mark those items which you require. Although, it would be beneficial to try and request your prescriptions at the very latest, a week before you run out - this allows you to receive your new prescription before you run out of your previous medication.

Please note that we are unable to take repeat prescriptions over the telephone. We also offer the services of online prescription requests and EPS (Electronic Prescribing Service).

➔ THE NURSES

Jane Lindsay-Nyoni (Practice Nurse), Hannah Crowther (Practice Nurse), Angela McKenzie (Practice Nurse) and Rebecca Willcox (Practice Nurse).

Our nurses are available from Monday to Friday, and now organise most chronic illness checks (diabetes, asthma, coronary heart disease, and blood pressure), cervical smears, childhood and travel vaccinations, contraception, new patient health medical and general health advice. On some occasions our nurses will have medical students or student nurses with them. We will always ask your consent before hand. You have the right to refuse.

➔ HEALTH CARE ASSISTANTS

Dee Peters Health Care Assistant

➔ HEALTH VISITOR

Our Health Visitors mainly help mothers with young children up to the age of 5 years with developmental checks and a wide range of problems.

➔ PRACTICE POLICY AROUND ZERO TOLERANCE TOWARDS STAFF

It is our policy to be helpful and polite to all our patients regardless of age, ethnic origin, disability, gender or sexual orientation. We expect the same courtesy from our patients. Discriminatory, unsocial, threatening, violent or abusive behaviour towards staff, other patients or any other person engaged in delivering healthcare or services within the premises, will not be tolerated. The Practice will take action in these circumstances. This may involve the police and result in the removal of the patient from our practice list.

➔ RECEPTION STAFF

The receptionists are an important part of our team and are here to help answer your enquiries, book appointments, answer the telephones, check-in patients (if self-check in machine is not working, which is situated to the LEFT of the doors as you enter into reception area) and assist the GP's with general clerical duties. The receptionists are available during opening hours. It will always help to give clear information and keep us up-to-date with changes to your name/address and telephone number. If you have any concerns please ask for Jennifer Gayle in the first instance - Reception Supervisor, 2) Jackie Lumsden - Practice Manager who will be happy to help.

➔ PATHOLOGY SAMPLES

These must be left in the Practice Reception before 1pm for delivery to Lewisham and Greenwich NHS Trust.

For test results please phone between 12.00pm and 3.00pm (3 - 5 days after taking test)

➔ ACCESS FOR THE DISABLED

There is a Ramp Access Point to the surgery, with a lift to the Doctors Rooms situated on the First Floor.

➔ COMPLAINTS & GRIEVANCES

Do let us know if you are unhappy as soon as possible, we have an in house Practice Complaints Procedure and are fully committed to resolving any problems/incidents as quickly and fairly as possible.

You are able to make complaints / grievances through NHS choices, Friends & Family. A complaints procedure leaflet is available from our reception desk. All complaints are to be addressed to Jennifer Gayle, Reception Supervisor in the first instance, 2) Jackie Lumsden 3) Colin Stears.

If we are unable to resolve your issues within the practice, the next form of action will be:

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1V 4QP, Telephone no: 0345 015 4033

➔ DATA PROTECTION ACT

This Practice is registered under the Data Protection Act of 2018.

➔ ACCESS TO MEDICAL RECORDS

If you would like to view your medical records we have an information leaflet/request form available at reception.

➔ PATIENT PARTICIPATION GROUP

Patients are encouraged to take part in the Patient Participation Group Meetings. For more information, please contact Jackie Lumsden Practice Manager (meetings are held in the surgery on the first Saturday every 3 months 10.15am - 11.15am).

➔ IF WE HAVE NOT SEEN YOU

The practice actively encourages patients who have not been to see a doctor for some time to come in for a check-up - patients 16-75 who have not been for 3 years and those over 75 who have not been for over 1 year.

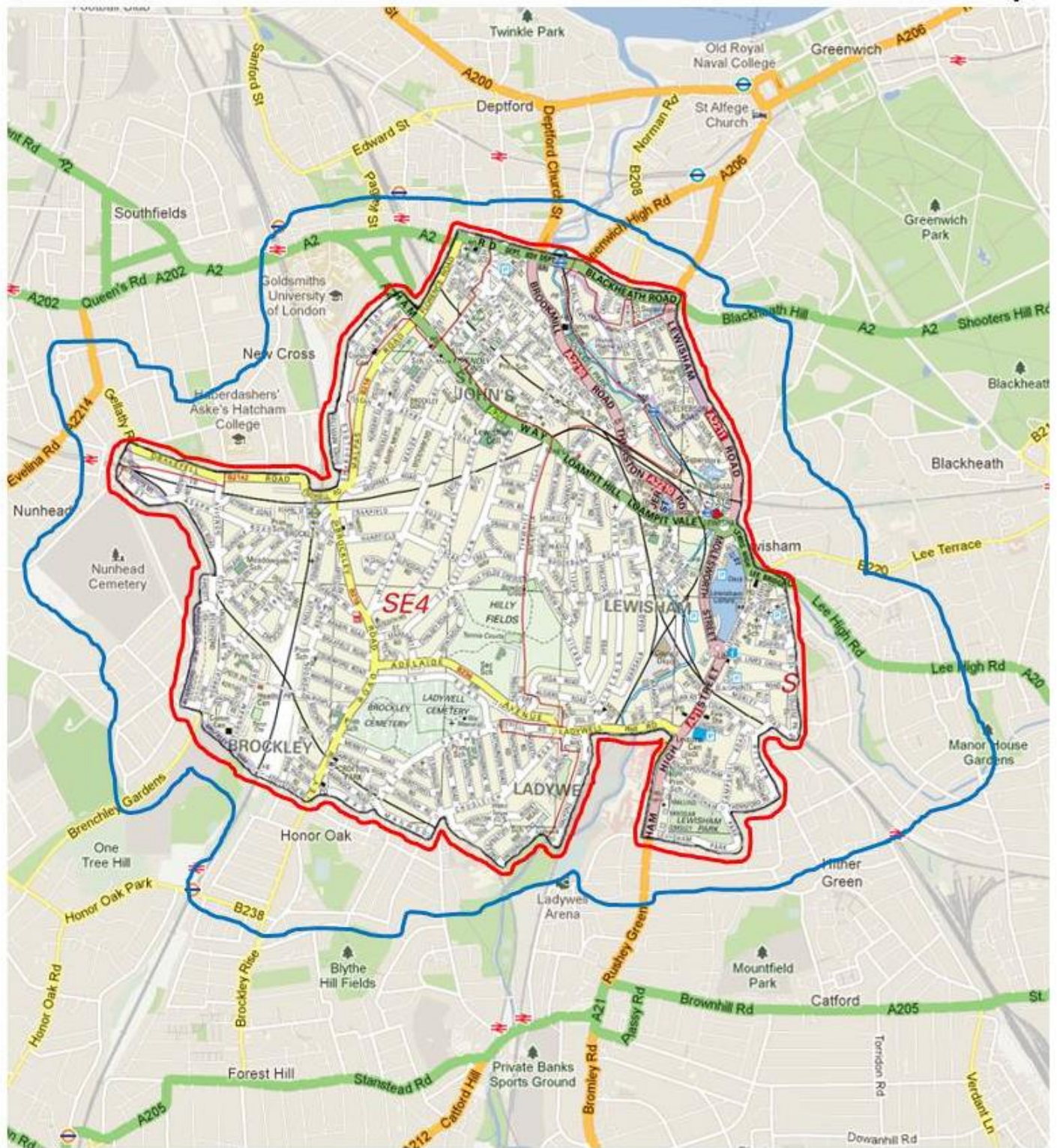
➔ PRIMARY MEDICAL SERVICES

If you require help and advice regarding health care services for example, finding a local optician, dentist, new GP or support groups etc., contact the Patient Advisory Liaison Service (PALS) - Lewisham University Hospital Telephone: 020 8333 3355

➔ USEFUL TELEPHONE NUMBERS

| | |
|---|---------------|
| University Hospital Lewisham | 020 8333 3000 |
| Kings College Hospital | 020 3299 9000 |
| Guys & St Thomas Hospital | 020 7188 7188 |
| Lewisham Citizens' Advice Bureau | 0844 826 9691 |
| Queens Elizabeth Hospital | 020 8836 6000 |
| Lewisham Social Services Laurence House | 020 8695 6000 |
| District Nurses | 020 8314 7777 |

St Johns Medical Centre - Inner & Outer Area Map



(- - - -) = Inner Area Map (- - - -) = Outer Area Map