

Welcome to St Johns Medical Centre



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

Tel: 020 8692 1354 - Fax: 020 8694 1434

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 ONLY)

TELEPHONE NUMBERS

Appointments: 020 8692-1354

Health Visitors: 020 7771 5742

Facsimile: 020 8694-1434

Out Of Hours: SELDOC: 0208 693 9066

Bus routes 21, 436, 136, 321

Local British Rail Stations are:-
St John's & Lewisham

You can now visit our Surgery Website at

 www.stjohnsmedcentre.co.uk 

PRACTICE PARTNERS



Dr Jean Parker (Female) GMC No. 2212155
MBBS; LRCP; MRCS (London 1974), MRCGP 1987



Mr Colin H Stears (Male) (MANAGEMENT PARTNER)
FFA. FMAAT. IHM. MCFI



Dr Chrisanthan Ferdinand (Male) GMC No. 6104427
MB BS (London 2004), MRCGP 2009

SALARIED DOCTORS



Dr Emily Willson (Female) GMC No. 7039935
MB ChB (Sheffield 2009), MRCGP 2014



Dr Madeleine Bennett (Female) GMC No. 6128040
MB BS (London 2005), MRCGP (2011)



Dr Esther Appleby (Female) GMC No. 4301602
MB BS (London 1996), BSc 1995, MRCS 2000, DLO
2003, MRCGP 2005, DFSRH



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 Claire Windsor (Female) GMC No. 4446718
MB ChB (Sheffield 2009), MRCGP 2014



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
MB BS 2012 Kings College London



Dr Sinthu Kulendran (Female) GMC No. 7278720
MB BS 2012 Kings College London



Dr Andrew Ross (Male) GMC No. 7136147
MB ChB 2011 University of Manchester

➔ NEW PATIENTS / HOW TO REGISTER

All new patients are required to complete a registration form to join this practice, and to bring 1 form of ID with current address (NOT Photocopies) please ask a receptionist for more details.

However 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 assistants carry 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 GP/Nurse referral only are as follows:-
Dietician, Tuesdays & Fridays

➔ WELL BABY CLINIC

Tuesdays 1:00pm - 2:45pm via the Health Visitors

➔ ANTENATAL / MIDWIFE CLINICS

Are Held on Wednesdays am and Thursdays am

➔ APPOINTMENT SYSTEM

You will be able to book an appointment either on the same day or up to four weeks ahead. We have increased the number of advanced booking appointments to 50% of the total available.

The receptionist will ask you some questions when you contact the surgery, this is in order to ensure that patients with a need or perceived need for a 'same day' appointment can be seen by the most appropriate health professional which may be a doctor (not necessarily the one of your choice) or a nurse.

All information is treated in strict confidence but you are under no obligation if you prefer not to respond to the receptionists enquiries.

For many conditions for which you may previously have seen a doctor you will now be able to see one of the other members of our healthcare team, this will allow doctors more time to spend with complicated cases. For a continuing problem, please try to book your appointment with the same healthcare

We hope you always find that our services are effective, well run and meet your needs and 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 you feel could be made please let us know.

professional that saw you previously. If you have more than one problem to discuss, please book a DOUBLE appointment.

Some things do not need an appointment at all, e.g. repeat prescriptions where a 'medication review' is not needed, forms and reports. Check with the receptionist.

We have an Automation Arrival Service which you can use instead of waiting for a receptionist to book you in, this is sited on your LEFT when you walk in to the waiting area, all you need to do is tap the screen and follow the on screen instructions.

You can now book your appointments via our website (see front of leaflet for details) from your home computer, please go to the reception desk and ask for a website registration form which has all the details for you to take home and register, this will then give you access to use this new service.

As appointments for all services are in limited supply please let us know as early as possible if you cannot attend so that we may provide another patient with an appointment.

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 to book 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

Doctors Ferdinand and Windsor are GP trainers and this means the practice will have both Registrars and recently qualified F2 Doctors.

➔ EMERGENCY COVER, NIGHTS/WEEKENDS WHEN SURGERY IS CLOSED

The Doctors in this practice are members of SELDOC, which is an Out-of-Hours co-operative, of local GPs. If you have an urgent medical problem that **cannot** wait until the surgery re-opens, then telephone **020 8692-1354** for a recorded message to tell you how to contact the "on-call" doctor. Alternatively, you can telephone **SELDOC** direct on **0208 693 9066**.

The SELDOC Doctor will return your call and decide whether your problem is best dealt by telephone advice, attending Treatment Centre at Dulwich Hospital, East Dulwich Grove or Lewisham Hospital. Please note that SELDOC should only be contacted for genuine medical emergencies. It is the patient's responsibility to arrange and finance transport. *Home visits are only carried out on medical grounds and are the decision of the SELDOC Doctor. (For your own protection all calls to SELDOC are recorded.)*

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

➔ 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.

➔ 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.

➔ REPEAT PRESCRIPTIONS

Require 2 working days notice, 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, by post enclosing a S.A.E, or fax. You will receive a re-order slip automatically with each repeat prescription. Please mark those items which you require. Please note that we are unable to take repeat prescriptions over the telephone.

We also offer the services of online prescription requests and EPS.

➔ THE NURSES

Mandy Frost Practice Nurse Jane Lindsay-Nyoni Practice Nurse
Comfort Bright-Davies Practice Nurse Hannah Crowther 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 switchboard, check-in patients (if self-check in machine is not working, which is situated at 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 pleased to help.

➔ **PATHOLOGY SAMPLES**

These must be left in the Practice Reception before 11:30am 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)

➔ **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 Dr.

➔ **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 Test A complaints procedure leaflet is available from our main 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 line 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 1984.

➔ **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.

➔ WALK IN CENTRE

Is located at the Waldron Health Centre at Amersham Vale, New Cross which is being GP-Led. The New Walk in centre is open at 8.00am - 8.00pm everyday including weekends. Patients can 'walk-in' or call 020 3049 2370 to make an appointment. This is open to everyone whether registered with a GP or not.

➔ 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

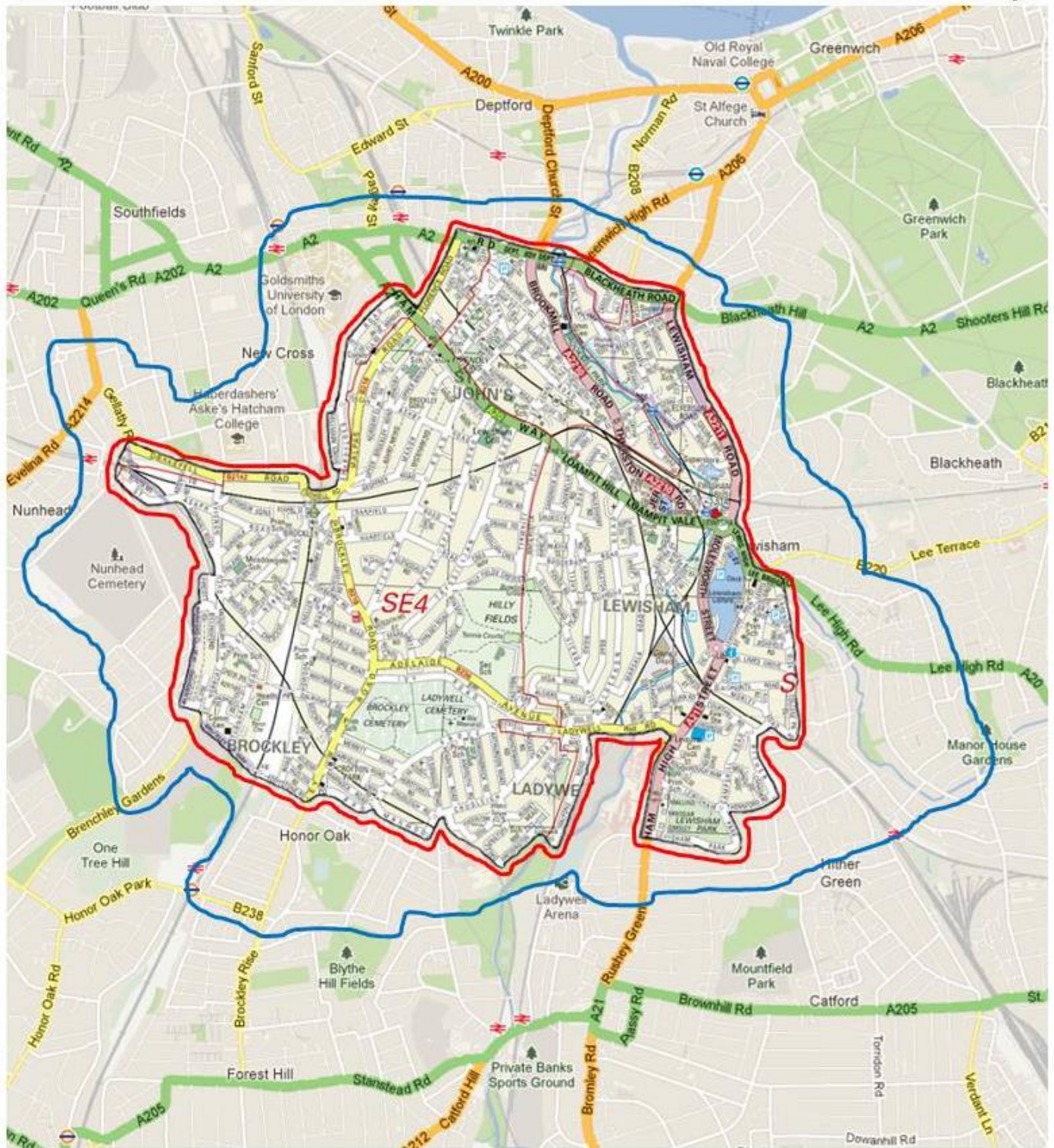
➔ USEFUL TELEPHONE NUMBERS

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 Hse	020 8695 6000
District Nurses	020 8314 7777
Walk-in Centre	020 3049 2370
Waldron Health Centre, Amersham Vale, New Cross	

➔ PRACTICE CATCHMENT AREA

Our outer boundary enables patients to remain on our list if they so wish after moving from our inner boundary

St Johns Medical Centre - Inner & Outer Area Map



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