

Welcome to

ABBEY WOOD SURGERY



7a - 9 GODSTOW ROAD ABBEY WOOD LONDON SE2 9AT

TEL 0208 310 7066

0208 311 1440

FAX: 0208 311 8867

Email: GRECCG.AbbeyPMS@nhs.net
www.abbeywoodsurgery.gpsurgery.net

CONSULTATIONS

Are by appointment only, to see the Doctor or Nurse. Appointments can be made by telephone from 8am to 11am for morning appointments, or at 3pm for evening appointments, or in person during these times. Telephone consultations can be booked, and we offer late evening slots for commuters. We also offer online appointment booking. Please enquire at reception to register for this service.

If you do not wish to register for the full online services, an alternative is the my GP app, which allows the user to book appointments for the surgery via the app details for which are available on **www.mygp.io/app**

We are not open at weekends

Surgery times:

Monday to Friday 8.30 am- 12 noon & 3.30 pm- 6.30 pm

We also offer limited 'extended hours' evening appointments on
Tuesday Thursday and Friday evenings

It is a legal requirement that a parent or guardian must accompany children under the age of 16. Patients who have not been seen at the surgery for more than 3 years can request a health check. Please enquire at reception. Patients aged 75 and over can also request an annual health check, and for housebound patients this can be performed at the registered home address.

There are unrestricted parking facilities.

Wheelchairs are available on a short-term loan basis, please ask at reception.

Patients can also have consultations with a Dr or Nurse at any walk in Urgent Care Centre. You do not have to be a registered patient to have a consultation.

The nearest Urgent Care Centres are:

Erith Urgent Care Centre - open daily from 8am to 10pm

at Erith District Hospital, Park Crescent Erith DA8 5EE. **Tel 01322 356116**

Urgent Care Centre at Queen Elizabeth Hospital,

Woolwich is open 24 hours **Tel 0208 836 4360**

Urgent Care Centre at Queen Mary's Hospital Sidcup,

Frogna Avenue DA14 6LT. **Tel 0208 302 2678**

You may wish to call the Urgent Care Centres before attending to have an idea of waiting times and staffing levels

PRACTICE STAFF

Partners

Dr Hubert Onyekwelu (M)

MBBS (Nigeria 1998) MRCOG (London 1996) MRCGP (London 2002)

Dr Hannah Muotune (F)

BSc Med Science (St Andrews 1991) MBChB (Manchester 1994) DFFP (London 2004) DCH (London 2004) MRCGP (London 2005)

Salaried Doctor

Dr Silas Ilobi (M)

BSc Hons (Nigeria 1981) MBBS (Nigeria 1989)
DRCOG London (2003) Dip Dermatology (Cardiff 2006)

We are a training practice. In addition to our GP's, our staff is made up of:

GP REGISTRAR: These are fully qualified Doctors who are undertaking specialist training in General Practice and will stay in the Practice for between 6 - 18 months. They may ask to video consultations with your consent for teaching purposes.

PRACTICE MANAGER: [Mrs T. Bolton](#) deals with the everyday running of the practice.

RECEPTIONISTS: They will usually be your first contact with the practice. They answer the phone and deal with enquiries. They have a difficult job, which they do to the best of their abilities. We also have a practice secretary and data-scanning clerk working hard in the admin offices!

LOCUM NURSE PRACTITIONERS: [Sr Joy Williams](#), (RGN Dip, Advanced Nurse Practitioner Diploma, Nurse Prescriber Diploma) and [Sr Julie Cheung](#) (BSc Hons Nursing, MSc Nursing) work alongside the Doctors and hold surgeries. They are able to prescribe, and tend to review the emergency patients and deal with minor ailments

PRACTICE NURSES: [Ms. Deloris Boston Mammah](#) (Dip Adult Nursing) and [Mrs Aminat Olufeko](#) (BSc Nursing, RGN) deal with a range of conditions and health concerns and hold many of the clinics listed

HEALTHCARE ASSISTANT (HCA): [Ms Linda Sale](#) (NVQ Level 3, in Health and Social Care)

We are part of the NHS South East London and their address is:
NHS England, London Area Team,
1st Floor, Skipton House, 80 London Road, SE1 6LH
Tel 0300 3112233

HOW DO YOU VOICE YOUR CONCERNS

We try to provide a high standard of care and service to all our patients and are continually striving to improve our service. Any helpful suggestions are much appreciated.

However, there may be times when you are not happy about something. We hope you will feel free to discuss your concerns with the member of staff directly involved, or with the Practice Manager or one of the doctors.

This is better done sooner rather than later and we hope that you will be satisfied after talking to us.

Information on our complaints procedure is available from reception.

Complaints should be addressed to: Mrs. Tara Bolton, Practice Manager, Abbey Wood Surgery. Alternatively, you may ask for an appointment with Mrs. Bolton in order to discuss your concerns. She will explain the complaints procedure to you and ensure that your concerns are dealt with promptly.

You can also contact NHS England directly at:
NHS England,
PO Box 16738, Redditch B97 9PT
Tel: 0300 3112233 Email: england.contactus@nhs.net

Can I take my complaint further?

If you are still dissatisfied, you may request an independent review of your complaint by the Health Service Ombudsman, who can be contacted at:

The Parliamentary and Health Service Ombudsman,
Millbank Tower, London, SW1P 4QP.

Tel. 0345 015 4033 (08.30 - 17.30, Mon-Fri)

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

MATERNITY CARE

Male and female doctors undertake antenatal bookings and Post-natal care is normally undertaken by a female Doctor; details from reception.

The midwives can be contacted directly without a GP referral for antenatal care, by calling the maternity access direct line: **07787 841986**. They run weekly Antenatal clinics by appointment only at various sites in the Borough

OUT OF HOURS, NIGHTS AND WEEKEND and BANK HOLIDAY CARE

Out of Hours service covers patients registered with our practice when the surgery is closed. To access the out of hours service and obtain advice when the surgery is closed, please contact NHS 111 by dialling 111. The NHS 111 service can book urgent local GP appointments, and home visits with the Out of Hours Service for you. The urgent care walk in centres can also be used when the surgery is closed for a 'walk in service'

Accident and Emergency i.e the local hospital 'Casualty Department' should be reserved for more serious illnesses.

HOME VISITS

Our Doctors typically see four patients in the time it takes to do a single home visit. If you are unable to attend the surgery, and require a visit, please try and telephone the surgery before 10.30am. A doctor will call you back and assess whether or not a visit is required

ADDITIONAL CLINICS

Baby Vaccination clinic: Monday afternoon 1pm 2.30pm.

This is a walk in clinic, so no appointment is necessary.

Please bring your child's RED BOOK

Routine childhood vaccinations

can additionally be booked appointments with the Practice Nurses during any of their surgery sessions

8 week Baby checks

are by appointment only on Monday afternoons with the Doctor.

The 8 week baby check is usually combined with a post natal check for the mother

All available by appointment only:

Family Planning, Cervical Smears, Blood Pressure Checks, General Health Care Checks, Asthma Clinic, Diabetic Clinic, Travel Immunisations, Minor Surgery, Blood Tests, and Medical examinations (Non NHS, e.g. HGV medicals) Smoking Cessation

PATIENT PARTICIPATION GROUP

We also have a Patient Participation Group. It acts a route for patients to advise and inform the practice about what matters to patients and help identify solutions to problems. Please enquire at reception if you wish to be a part of the group. Details are also on the practice website.

REPEAT PRESCRIPTIONS

If you take medication on a long-term basis you can request a repeat prescription by leaving a written request in the box by the reception desk or by post to the surgery.

Please do not telephone for a repeat prescription unless you are housebound. New patients must be seen initially by a Doctor to obtain repeat medications. Please allow 48 hours for this service

We also participate in the Electronic Prescribing Scheme (EPS). You will need to nominate a Chemist that is EPS enabled to use this service. Repeat medications may also be requested online. Please enquire at reception for details of how to register for this service

CONFIDENTIALITY

The Practice is registered under the Data Protection Act, and adheres to the appropriate NHS and Caldicott codes of conduct with respect to confidentiality.

This might mean that on occasion we may appear to you to be unhelpful in that we cannot give any information about any patient [even as to whether or not they are registered here] without that patients consent.

There are exceptions relating to children, and some mentally incapable persons. The information in your medical record, which is almost entirely held on computer, is available to all medical and nursing and administrative staff of the Practice, and all are bound by strict rules on confidentiality.

There are complex and extensive rules imposed upon all Practices by the Department of Health as to who else has access to patient- identifiable, and anonymised, patient information and the situations under which patient approval is necessary or not. We have no control over these regulations. Generally speaking, in all other situations patient-identifiable patient information is available only with the individual patient's consent - or implied consent when the information is needed for your medical care [for example in communication with hospital consultants].

Care.data is a programme where information on GP records will be shared with the Government's Health and Social Care Information Centre - HSIC. The surgery by law has to allow this transfer of data. As an individual you can opt out, by letting us know. Please enquire at reception.

PATIENT RESPONSIBILITY

Recognise that you can make a significant contribution to your own and your family's good health and wellbeing and take some responsibility for it!

Register with a GP practice as the main point of access to NHS Care.

Please provide accurate information about your health condition, and inform the practice staff of any alterations in your circumstances such as change of surname, address or telephone number

Keep appointments or cancel in reasonable time so that other patients can benefit from the appointment slot. You can cancel by calling our surgery number and selecting the appointment cancellation line. The surgery has a strict policy whereby patients who fail to attend 3 booked appointments within a 12- month period will be removed from our list of patients. A warning letter is sent after the 2nd missed appointment

We aim to treat our patients courteously at all times and expect our patients to treat our staff and other patients in a similarly respectful way. We operate a Zero Tolerance Policy towards Aggressive, Abusive or threatening behaviour to any member of staff or visitor to the surgery and we issue written warnings to patients, who behave in this manner. If the behaviour persists despite a warning, or we feel the Dr/patient relationship has irrevocably broken down, then we will exercise our right to take action to have the patient removed, immediately if necessary from our list of patients. All instances of physical abuse by a patient or their relatives will be reported to the police