

The Kingfisher Medical Centre



Staunton Street, Deptford SE8 5DA

Tel: 0844 544 9737

020 8694 9489 (enquiry line)

Fax: 020 8691 6572



Surrey Docks Health Centre

Downtown Road, Rotherhithe SE16 6NP

Tel: 020 3049 3060

Fax: 020 3049 3061

Website: www.kingfishermedicalcentre.co.uk

Please see catchment area maps on inside back cover

Welcome To The Kingfisher Medical Centre

This booklet has been produced to give you information about your Practice, the services it provides and how to access these. Our aim is to provide the best standards of care for our patients within the NHS.

The Practitioners

Dr Ashok Kumar Jain (Male)	GP Partner Registered London 1978 MBBS MSc
Dr Asha Jain (Female)	GP Partner Registered London 1978 MBBS MD (Obst & Gynae) MFHom
Dr Aditi Jain (Female)	GP Partner Registered 2007 MBBS MRCGP DRCOG DFFP MRCS (I & II) BSc
Dr Willem Visser (Male)	Locum Registered Amsterdam 1988 DRCPsych DRCGP

Nursing Team

Practice Nurse	
Senior Nurse	Bing Khakwani RGN

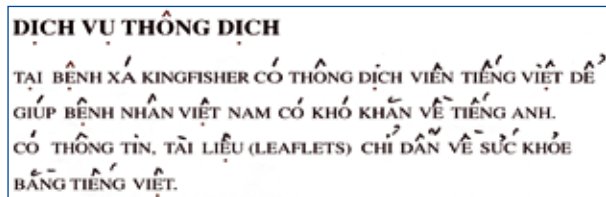
Other Staff

Kingfisher Medical Centre

Practice Manager	David Whitehead
Secretary/Administrator	
Reception Manager	Yvonne Harrison
Prescription/Admin	Nuria Begum
Vietnamese Interpreter	
District Nurse	
Health Visitors	
Dietitian	
Counsellors	

Surrey Docks Health Centre

Receptionist	Hilary Bredwood
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Mission Statement

"To meet the healthcare needs of our diverse population by effective implementation of the National Service Framework and Primary Care Trust policies."

For the latest information click to: www.kingfishermedicalcentre.co.uk

About The Practice

Kingfisher Medical Centre

Although this Practice was established in 1920, we have been located in a purpose-built open plan health centre here in Staunton Street since 1991. We offer the community many facilities in addition to full general medical services, including physiotherapy, baby clinics, minor surgery, travel clinics and counselling.

Surrey Docks Health Centre

Our sister Surgery is situated in the Surrey Docks Health Centre and we offer the same services as the main site at Kingfisher Medical Centre. The Surgery is looked after by the same GPs, nurses and other staff with the exception of additional receptionists.

Access For The Disabled

We have consulting rooms on the ground and first floor at Kingfisher Medical Centre. There are no stairs at the entrance and there is a wheelchair access to the ground floor consulting rooms. Therefore if you are unable to use the stairs please inform the receptionist when you book your appointment.

At Surrey Docks Health Centre all the consulting rooms and facilities are on the ground floor.

Both centres will deal with the treatment of minor illnesses and injuries such as cuts, sprains, flu-like symptoms, infections and rashes. They will also provide emergency contraception.

Interpreting Services

The Surgery has the services of a Vietnamese interpreter at the Kingfisher site to assist our Vietnamese patients.

Visiting The Doctor

You have the right to express a preference of a doctor. However, we feel it is important to provide continuity of care, which means seeing your usual doctor. When booking an appointment please inform the receptionist who your usual doctor is. If you do not know, we can find this out for you.

What you should know when you have an appointment to see the doctor:

- When you arrive at the Surgery you must book in at reception before you take a seat, otherwise it might be assumed that you have not attended and your appointment will be cancelled.
- To avoid surgeries overrunning, the doctor will only discuss one problem per appointment slot. If you have a particularly difficult problem or more than one problem you must ask for a double appointment slot - which may be given where available.
- You must be punctual for your appointment! If you are more than 10 minutes late you will have to rebook for another day.
- Although we have taken all steps possible to prevent surgeries running late, occasionally it is unavoidable. When this happens we will let you know on the LED board at reception. Please be patient.

Mobile Phones

Please keep your mobile phone switched off during your visit to the Surgery.

Click to: www.kingfishermedicalcentre.co.uk for latest practice information

The Nursing Team

Services offered by the nurses and healthcare assistant include:

- General health advice
- New patient health checks
- Well men's health
- Family planning (including coil fitting) and well woman's health
- Routine cervical smears
- Chronic disease management
- Travel advice and vaccinations
- Blood pressure checks
- Smoking cessation advice
- Ear syringing
- Flu vaccination (October/November)
- WE ARE ALSO A DESIGNATED YELLOW FEVER CENTRE

Other Services

As well as the medical services provided by the doctors and nurses we also offer a **dietitian** and **counsellors**. These services are available via referral by the doctor.

Reception Staff

The reception staff are your link with the rest of the Practice. They are entrusted to ask appropriate questions to direct you to the right service or to help the doctor gauge the urgency of any request. All information you give to them will be treated in confidence. They endeavour to be helpful but are often working under great pressure. Please be patient. They are an important part of the team and have a difficult job - please show them the same courtesy and respect that they endeavour to show you.

Opening Hours

Kingfisher Medical Centre

- Monday 8.45am - 8.10pm
- Tuesday to Friday 8.45am - 6.30pm
- When a Monday falls on a bank holiday, an extended surgery from 6.30 - 8.10pm will be held on an alternative evening.
- On Monday we are open between 12 noon - 2.00pm for a **baby clinic** with the health visitors. **Child immunisations** will be done at this time.

Surrey Docks Health Centre

- Monday to Friday 8.45am - 6.30pm.
- Baby clinics are held on the 2nd Tuesday of each month between 1.30 - 3.30pm.

Extended hours are available on Mondays between 6.30 - 8.10pm. These are for pre-booked appointments only. Please enquire at reception for more information.

Visit our website on: www.kingfishermedicalcentre.co.uk

Appointment Times

Kingfisher Medical Centre

Consultations with a GP are by appointment, which may be booked at the desk or by telephone. We book most of our 'same day' appointments at 8.45am; therefore if you require an appointment you can either call or come in at this time. Appointments will be allocated on a 'first come first served' basis. We do pre-book appointments up to two weeks in advance, but the slots available for pre-booked appointments are limited and therefore not guaranteed.

Appointments with the nursing team can be booked any time up to a month in advance.

Surrey Docks Health Centre

Appointments for all healthcare professionals can be booked at any time up to a month in advance.

Cancelling Appointments

Please let us know as soon as possible if you cannot keep your appointment so that it can be offered to another patient.

Telephone Availability For Doctors And Nurses

Patients are able to speak to the doctors and nurses on the telephone during working hours by leaving a message with the reception team. In an emergency, calls will be put straight through to the doctor and for urgent problems the doctor will respond as soon as he/she is available. Routine calls will be dealt with by the doctors and nurses after the morning or evening clinic.

Home Visits

Whenever possible please make every effort to come to the Surgery rather than make a request for a home visit. This allows the doctor more time and better facilities to deal with your problem. If it is impossible, through illness or disability, to get to the Surgery, we will visit you at home. Please call reception before 10.30am to request a home visit. Giving the receptionist as much information as possible helps the doctor to assess the urgency of the situation. The doctor will assess your visit request and arrange to visit if appropriate. The doctor may ring you to assess the situation further.

Out-Of-Hours And Emergencies

When the Surgery is closed, an out-of-hours service is provided for advice on medical emergencies which cannot wait for the Surgery to open again.

If you have a medical emergency out of hours please call **SELDOC** on **020 8693 9066**.

NHS Direct

If you need medical advice out of hours please call **NHS Direct** on **0845 4647** (www.nhsdirect.nhs.uk).

Repeat Prescriptions

Please either complete the forms left on the reception desk or tear off the right side of your computerised prescription, tick the relevant boxes and leave in the purple box that is also on the reception desk. It takes 48 hours (excluding weekends and bank holidays) to process a request. Please allow enough time for your prescription so that you do not run out of your medication. Make allowances for weekends and public holidays. If you have any enquiries about your medication please call before midday Monday to Friday and speak to Nuria Begum.

Stay in touch with our website - www.kingfishermedicalcentre.co.uk

New Patients

In order to register with the Practice we will need to see your valid passport and proof of address (please check that you are living in our catchment area). You can pick up the relevant forms at reception and these must be completed in full. Once you have handed in your forms and copies have been taken of your ID, it can take up to three days to process your registration. You will be contacted once your registration has been accepted and you will be invited to undergo a new patient health check with the healthcare assistant. This will take up to 20 minutes and will review your personal medical history, family history, drug allergies, blood pressure, basic urine test, height and weight.

Change Of Details

Please inform us of any change of your personal details, ie name, address or telephone number so that we can keep our records up to date.

Confidentiality

This practice is computerised and registered under the Data Protection Act. Personal information will be confidential to the NHS unless you have given permission in writing. Our receptionists and administration staff are bound by the same rules of confidentiality as the doctors and nurses.

Medical Records

Patients can request access to their own written and computer records if requested, although the records may not be removed from the practice premises. If you require copies or a computer printout, a charge is made for this to cover costs incurred (details of charges are available at reception).

Access to medical records for people outside the health care team (or who are involved in the patient's clinical care) is only given with the patient's express written permission. District nurses and health visitors have access to the medical records of the patients in their care.

Comments

We welcome your feedback as a positive way of improving services. There is a comment and suggestions box at the back of the waiting area or if you prefer, feel free to discuss your thoughts with any member of staff. If you would like to discuss them further you can make an appointment with our practice manager.

Complaints

If you have a complaint, the Practice has an NHS complaints procedure and information and forms are available at reception. However, if you wish to speak to the practice manager, please ask at the desk. Alternatively, you may write to the Complaints Manager, NHS Lewisham, Cantilever House, London SE12 8RN or contact Patient Advice & Liaison Service (PALS) (see details later in booklet).

Zero Tolerance

All staff at the surgery have the right to carry out their work without threat of violence. The surgery has a policy of removing from our list any patient who is physically or verbally abusive or threatening towards any member of our staff or other patients. We promise to treat all our patients with respect, and in return we feel our staff are entitled to the same respect.

Children

Parents and carers are requested to ensure that children remain supervised at all times and do not cause any inconvenience to other patients and staff. Young children must not be left unattended in the reception area.

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.

Services Provided

Well Person Screening

We offer male and female health screening every three years to all our patients between the ages of 16 and 75 for checks that include height and weight measurement, urine testing, blood pressure and general advice. We also offer annual general health checks for all patients over the age of 75. If you have not been screened in the last three years or in the last year if over 75, please book an appointment to see the nurse.

Minor Operations

We provide a minor operation service for small lumps and bumps. Please discuss this with your doctor.

Travel Advice And Immunisations

A full range of immunisations is available and we are a registered Yellow Fever Centre. The Practice is able to give general and individual advice on staying healthy whether abroad for business or pleasure. Remember to make sure wherever possible that you allow enough time before travel (at least six weeks) to ensure you have taken a full course.

Non-NHS Work

Certain services such as private sick notes, insurance claim forms, medical reports, passport applications, some medical examinations, and Yellow Fever vaccination are not covered by the NHS and charges are made in line with BMA guidelines.

A list of the more common charges is available at reception.

Influenza Vaccine And Pneumonia Vaccine

Influenza is still a major cause of illness and can lead to more serious diseases in those people who, for whatever reason, are more susceptible. It is therefore particularly targeted towards 'at risk' groups such as the elderly, diabetics and those with chest diseases such as asthma or emphysema, low immune systems or on steroids.

The vaccine is made new each year depending on the flu strain which is around that season, hence revaccination is required annually, usually in October or November. It provides protection against flu but unfortunately does not prevent the common cold or infections due to other viruses.

Pneumonia vaccine is only required once and gives protection against pneumococcal. Again, it is recommended for the 'at risk' groups and is vital for those who have had their spleen removed.

Child Health Services

Baby Clinics And Child Health Surveillance Clinics

Baby immunisations are carried out during normal nursing hours.

How To Protect Your Child

There are very few medical reasons for not having your child immunised. If you are concerned please discuss this with our practice nurse or doctor.

Before three months old your child may be offered a BCG injection by the clinic doctor to protect your child against TB. This is available on request for siblings.

Advice And Care Following Immunisations

After any of the following injections, children may be irritable or have a temperature. You should keep the child cool and they should be given the appropriate dose of baby paracetamol to bring down the temperature; some of their clothes should be removed. Follow this with a second dose four to six hours later. If your baby is two to three months old, the dose is 60mg of paracetamol. You can get a special oral syringe from the pharmacist for measuring the right amount. Contact the Practice if you are worried. Sometimes the skin becomes red and swollen around the place where the injection was given, or a small lump appears and may take a few weeks to disappear. Don't worry, this is perfectly normal and your child's next injection need not usually be delayed.

Following MMR, children may experience a rubella-type illness, ie rash and/or temperature 7 - 21 days following the injection. This is self-limiting and non-infectious and should be treated as above. If you are worried that this is not resolving, please contact us for advice.

Full Immunisation Schedule

Age At Vaccine	Vaccine
2 months	DTaP/IPV/Hib + Pneumococcal vaccine
3 months	DTaP/IPV/Hib + MenC vaccine
4 months	DTaP/IPV/Hib + MenC vaccine + Pneumococcal vaccine
12 months	Hib/MenC
13 months	MMR + Pneumococcal vaccine

Walk-In Centre

Walk-in services are now offered at the Waldron Health Centre as part of the GP Walk in Centre. Both registered and unregistered patients can use this service.

GP-led Walk-in Centre

Waldron Health Centre

Amersham Vale

London

SE14 6LD

Tel: 020 3049 2370

Opening time: 8.00am – 8.00pm every day including weekends

Casualty Services/Accident And Emergency (Open 24 Hours)

For any major medical problems such as:

- Severe difficulty in breathing/choking
- Loss of consciousness/blackout
- Suspected broken bones
- Accidental poisoning (take container to show doctor)
- Deep bleeding cuts
- Severe burns
- Chest pain
- Internal bleeding

Your local hospitals are:

Lewisham University College Hospital, Lewisham High Street SE13 6LH

Tel: 020 8333 3000

Lewisham Hospital also has a special Children's Accident and Emergency Department which is open 24 hours a day for children under 16.

Guy's Hospital, St Thomas Street SE1 9RT

St Thomas' Hospital, Lambeth Palace Road, London SE1 7EH

Tel: 020 7188 7188 www.guysandstthomas.nhs.uk

Click to: www.kingfishermedicalcentre.co.uk for latest practice information

NHS Lewisham

We are contracted to provide services for you by NHS Lewisham. You can contact them on 020 7206 3200.

Patient Advice & Liaison Service (PALS)

PALS can give you further advice on health services in your area: Tel: 0800 587 7027
Details of other GPs can be obtained from PALS.

Self Treatment Of Common Illnesses And Accidents

Colds

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish take aspirin or paracetamol. Antibiotics have no effect on the common cold.

Diarrhoea

Diarrhoea in adults usually clears by itself in a few days. The symptoms can usually be eased by a medicine called Loperamide, available from the chemist. Consult your doctor if the symptoms persist for more than a few days.

Nosebleeds

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Repeat once if necessary. If symptoms persist, consult your doctor.

Insect Bites And Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Applying calamine lotion is also helpful. Note: bee stings should be scraped away rather than "plucked" in order to avoid squeezing the contents of the venom sac into the wound.

Chickenpox

The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

Head Lice

These are most easily detected by fine tooth combing through really wet hair. If head lice are discovered there are two available options. Firstly, the 'conditioning and wet combing' method is less expensive and more successful. Secondly, by using overnight lotions, which are available from a chemist without a prescription. Contact your health visitor for more advice.

Burns

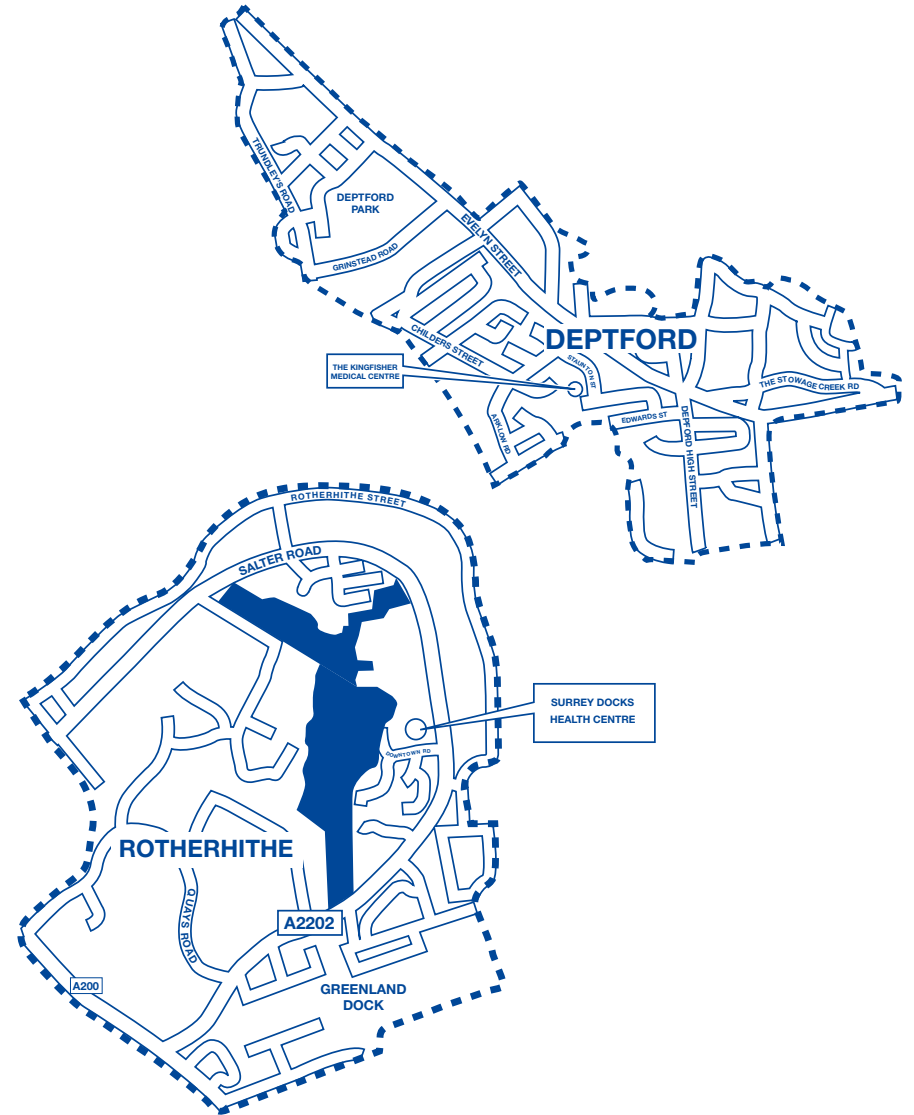
Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes. If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation, whilst paracetamol will also help.

For 24 hour information click to: www.kingfishermedicalcentre.co.uk

Catchment Areas





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Useful Telephone Numbers

Kingfisher Medical Centre	0844 544 9737
Surrey Docks Health Centre	020 3049 3060
NHS Direct	0845 4647
SELDOC	020 8693 9066
Lockyer's Pharmacy	020 8692 1341
Social Services (child welfare)	020 8314 8639
(emergency)	020 8314 6000
Citizens Advice Bureau.....	08701 264 037
NHS Lewisham.....	020 7206 3200
District Nurse	020 3049 3000
Health Visitor	020 3049 3493
Waldron Clinic	020 3049 3400
Lind Clinic	020 3228 1350
Deptford Police Station.....	020 8694 1212
Coroner's Office, Lewisham.....	020 8690 2317
Special Clinics (Sexual Health)	
The Lloyd Clinic (Guy's Hospital)	
2nd Floor, Thomas Guy House, London SE1 9RT	
Open Monday, Tuesday, Thursday and Friday 8.40 - 11.30am	
Appointment times:	
Monday 1.30 - 4.30pm	
Tuesday 1.30 - 3.45pm	
Wednesday 1.00 - 3.15pm	
Thursday 1.30 - 4.30pm	
Friday 1.30 - 4.30pm	
Telephone (Males).....	020 7188 2664
(Females).....	020 7188 2667
The Lydia Clinic (Walk-in)	
St Thomas' Hospital	
Lambeth Palace Road, London SE1 7EH	
Open weekdays 9.00am - 4.00pm	
(except Wednesday 12.30 - 4.00pm)	
Telephone	020 7188 6666

