

ST MARY CRAY PRACTICE
322 HIGH STREET,
ST. MARY CRAY,
ORPINGTON,
KENT BR5 4AR

Phone: 01689 820523

Email: BROCCG.Reception-SMCPpractice@nhs.net

A guide to our services

Opening hours:

	AM	PM
Monday	08:00 – 12:30	14:30 – 18:30
Tuesday	08:00 – 12:30	14:30 – 19:45
Wednesday	08:00 – 13:00	Closed
Thursday	08:00 – 12:30	14:30 – 18:30
Friday	08:00 – 12:30	14:30 – 18:30
Saturday	Closed	Closed
Sunday	Closed	Closed

Doctor Appointment Times: *Patients seen by booked appointment only*

	AM	PM	EVENING
Monday	09:00 – 11:30	16:00 – 18:00	
Tuesday	09:00 – 11:00	16:00 – 18:00	18:30 – 19:45
Wednesday	09:00 – 11:00		
Thursday	09:00 – 11:30	16:00 – 18:00	
Friday	09:00 – 11:30	15:30 – 17:30	

Nurse Appointment Times: *Patients seen by booked appointment only*

	AM	PM
Monday	08:30 – 10:15	16:00 – 18:00
Wednesday	08:30 – 12:45	
Thursday <i>(Alternative weeks)</i>		14:30 – 17:15

Patients can be offered same day appointments subject to availability Monday to Friday at the Hub at Poverest Road Surgery. Pre-bookable appointments are also available Saturday and Sunday. Please contact reception for these appointments.

For Out of Hours (18:30-08:00 & weekends) **NHS 111** Service please dial **111**

This practice is within the National Health Service Bromley Commissioning area.

Welcome

The Surgery serves St. Mary Cray and surrounding areas of Orpington. The Practice does have an outer boundary and patients may remain with the surgery if they move within the outer boundary. Please contact Reception for further advice.

New Patients

All new patients will need to complete the relevant registration documents. You must provide proof of identity which includes your current address and photograph. Please provide us with your NHS card (if available). If necessary you may be asked to make an appointment for a new patient medical.

The surgery has a robust anti discrimination policy for all stakeholders which includes patients, their relatives and carers, visitors to the surgery and all staff members. The practice policy covers all aspects of anti discrimination relating to race, religion, creed, gender, age, appearance, disability, social class and medical conditions. The surgery has clear guidelines and policies for diversity and offer equal opportunities and equality to all stakeholders.

The surgery is committed to good customer care and treats patients and carers with dignity and respect. The surgery strives to accommodate the needs of carers and young carers.

Online access is available upon request at the Doctors discretion. This allows patients to book appointments, request repeat prescriptions and view medical records. Please contact Reception for more information.

Clinics

We run a range of clinics. For an appointment or further details, please call The Surgery on **01689 820523**.

Child health

All new babies are invited for check-ups at 2 months old. Appointments will be arranged by the surgery. This appointment will also include the mother's post-natal check along with the baby's first injection.

Diabetes/Asthma

Patients requiring advice and management about their Diabetes or Asthma can make an appointment to see our Practice Nurse.

Stopping smoking

Run by our Practice Nurse, this clinic gives advice and support to patients trying to give up smoking.

Consent

Patients are requested to give verbal consent prior to treatment being carried out and must sign consent forms for vaccinations and procedures for themselves and their children.

Repeat prescriptions

If you take medication on a long-term basis, you can request a repeat prescription by either coming to The Surgery with the repeat part of your prescription, sending a request through the post with a S.A.E, via our online service or by making arrangements with the local Chemist. All medication requested must be clearly marked. Only in **exceptional cases** will a request be taken over the telephone.

The Surgery operates an Electronic Prescribing Service, if you wish to use this facility please ask for a form at your local Pharmacy or contact our Reception. Once activated, your prescription can be sent electronically to a Pharmacy of your choice.

Your prescription will be available for you to collect within 48 working hours. Please allow for Bank Holidays and Weekends.

Hospital prescription forms are for Surgery information only and are transferred to computer records. Please note that if the medication on the form is required at the time, a note should be put with the prescription form to inform us of this.

Appointments

To book an appointment please call our Reception on **01689 820523** or call in at the Surgery.

- Urgent cases are seen on the day (*limited availability*)
- If your condition is non-urgent, you can expect to see a GP within two working days, though you may have to wait longer if you want to see a particular GP. The Nurse based in our practice treats patients for a wide range of common conditions.
- Say immediately if your call is an emergency.
- Let us know if more than one person in the family needs to be seen.
- Tell us if you want someone to accompany you during an examination or a private room to discuss any matters. Remember that the results of tests can only be given to the patient.
- You will be able to speak with a doctor between 12:00 and 12:30 each day (*by appointment only*)

You can help us by:

- Being on time for your appointment
- Letting us know if you need to cancel
- Calling for a home visit or urgent appointment by 11:00am

Home visits

Our Doctors typically see four Patients in the practice in the time it takes to do a single home visit. For this reason, we ask our Patients to come to the Practice if at all possible. However, a GP can visit you at home if your condition means you cannot attend one of our clinics. Please ring before 11:00am to arrange a visit to let us know your condition. Urgent visit requests will be accepted throughout the day. Home visits will be made on the clinical discretion of the Doctor.

Evening and weekends

The Surgery is covered by the deputising service **NHS 111** after Surgery hours. For urgent advice and treatment please dial **111**.

Other local NHS services

As well as our Practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you keep the following:

- Paracetamol and Ibuprofen (*children under 16 and people with asthma should not take Ibuprofen*)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (*for example, antacids*)
- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment (*for example calamine*)
- Tweezers and sharp scissors
- A thermometer
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings

Remember

- Keep the medicine chest in a secure, locked place out of reach of small children.
- Always read the instructions and use the suggested dose
- Watch expiry dates – don't keep or use medicines past their sell-by date
- Take all unwanted and out-of-date medicines back to the pharmacy

Accident and emergency dial: 999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call **999**.

Accident and Emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

There is a 24 hour minor injuries unit at:

Queen Mary's Hospital

Frognal Avenue

Sidcup

DA14 6LT

020 8302 2678.

There is a 24 hour local walk-in centre at Beckenham Beacon Hospital.

Our team

Doctors:

Dr M. Jarina Begum (Female) – MBBS 1972

Dr. Begum has been with the practice since 1989. She offers a full range of general practice care to her patients.

Dr Bushra Yousuf (Female) – MBBS MRCGP

Dr Yousuf has been with the practice since 2010. She offers a full range of general practice care to her patients.

Practice Nurse:

Mrs Faramade Bello (RGN) BA Hons, Practice Nurse – Registered in UK in 1990 – Specialist Practitioner – general Practice Nursing.

Counsellor:

Patients can contact Talk Together Bromley on **0300 003 3000** or via the website:
<http://www.talktogetherbromley.co.uk/>

Management:

Evelyn Cupit *Practice Manager*
Maria Potter *Assistant Practice Manager*

Secretary:

Rebecca Carlton

Administration:

Maureen King

Reception:

Jacqueline Bryce
Elizabeth Bertioli
Sarah Plummer
Rebecca Carlton
Noreen Coleman

Their duties include answering the telephone, booking appointments, dealing with enquiries, giving non-clinical advice and taking repeat prescriptions. Their job is very demanding so please be patient.

Attached Staff:

District Nurses: Mercy Mupfumbati
Health Visitors: Lisa Banks

Violence or Abuse

The Surgery runs a strict **Zero Tolerance Policy**. If a Patient is found to be violent or abusive to any member of the Practice staff or other person present on the Practice premises, they will be removed from the Practice list with immediate effect.

Your Local Providers

The area served by The Surgery is within the National Health Service Commissioning Board Directorate. The Directorate is responsible for ensuring you get all the services you need. For details of primary care services please contact NHS England (London Regional Team) Medical Directorate Team, 4th Floor, Southside, 105 Victoria Street, London SW1E 6QT. The NHSCB also produces Your Guide to Local Health Services. Services are also provided by the Clinical Commissioning Group and Bromley Healthcare.

Patients being referred to hospital have the right to choose the hospital where they wish to be treated.

Other information

Complaints

The Surgery aims to give a friendly and professional service to all our Patients. However, if you have any concerns about any aspect of our service, please let us know. Speak to whomever you feel most comfortable, your GP, our Practice Manager or our Reception staff will be happy to help. We strive to resolve all concerns within the Practice. However, if you feel we have not dealt with the issues you have raised as you would wish, you can request the NHS Commissioning Board on **0300 311 22 33** or Bromley CCG Complaints Officer on **01689 853339** to take up your complaint. If you feel that your complaint has not been resolved satisfactorily you can contact the Health Service Ombudsman on **0345 015 4033**.

Patients with particular needs

Ramps are available to the front and rear of the Surgery for disabled and wheelchair bound Patients. We can arrange interpretation and translation services in person or by phone for Patients who do not speak English. Please let us know if you need this service when booking an appointment.

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. **If you change your address or phone number please inform Reception.**

This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. You have a right to know what information we hold about you. If you would like to see your records, please call our Practice Manager at The Surgery. There is a charge to Patients of £10.00 to view their medical record. We aim to treat our Patients courteously at all times and expect our Patients to treat our staff in a similarly respectful way.

Patient Participation Group

All Patients are invited to join the Patient Participation Group to put forward suggestions to improve the services offered by the Practice. Meetings are held every three months and minutes are published on the Surgery website www.stmarycraypractice.co.uk together with dates of forthcoming meetings. Please ask at Reception if you would like an application form.

Patient Online Access

Patients are able to book appointments, request repeat medication and access their medical record. Please ask at Reception for a form and information leaflet to utilise online access.