



306 Medical Centre

PMS & TRAINING PRACTICE ACCREDITED

306 Lordship Lane
London SE22 8LY

Phone: 020 8693 4704

Email: SOUCCG.306medicalcentre@nhs.net

www.306medicalcentre.nhs.uk

YELLOW FEVER VACCINATION CENTRE

DR MAHREEN CHAUDHERY (female)

MBBS MRCGP DRCOG DFRH

DR YEE JUN LIM (male)

DR KATY DALY (female)

Practice Nurse:
MS SAFIYA ALI-IBRAHIM
MS CHRISTIE AMUNI

Osteopath:
MS VALERIA FERREIRA
DO MSc Ost PGCAP

ADMINISTRATION STAFF

Practice Manager: MR MO DAWOOD

Receptionist: ANN JONES

Receptionist: LISA ALEXANDER

Receptionist: JULES AXSON

Receptionist: VIVIENNE BROWN

Receptionist: SAM CLEARY

Admin: PATRICIA GIDDARIE

Admin: IKRA RAJA

*By registering with the practice, you are granting permission to the practice to contact you using the details provided unless you state otherwise.
Privacy Policy available on website*

NHS Southwark,
1 Lower Marsh Waterloo, SE1 7NT
020 3049 4444

COMMENTS, SUGGESTIONS AND COMPLAINTS

If you have any comments and suggestions about any aspects of the practice please inform the practice manager. He will be happy to listen to your suggestions or criticisms and act upon them if appropriate.

Should you feel you need to complain about our service please contact our practice manager, Mo Dawood.

For further details, please ask at Reception for a Patient Complaints Information leaflet or visit our website and download a copy.

ZERO TOLERANCE POLICY

Discriminatory, abusive, or violent behaviour will not be tolerated. The practice will take action against any person who threatens or assaults its staff.

PRACTICE AREA AND POLICY

We look after people regardless of race, age sex or sexual orientation. Our practice area covers SE22, SE21, partly SE15, SE5, and SE23. We are also able to register out of area patients on a case by case basis.

For full details of our catchment: Visit our website (www.306medicalcentre.nhs.uk) and use catchment area link under the section 'New Patients'

HOW TO REGISTER

If you live in our postcode area, you can register with us by completing registration forms online or visiting the surgery in person. Proof of address may be requested.

PATIENT ONLINE ACCESS

We offer patients online access to view their health records, book appointments and renew prescriptions. Please visit our website for details.

NAMED ACCOUNTABLE GP

Dr Chawdhery will be the allocated named GP for all registered patients and will be responsible for patients' overall care at the practice.

CHILD HEALTH CLINIC

The doctors and practice nurse hold a clinic for immunisations and developmental checks. An appointment is required.

You can talk to the health visitor about progress and health of your child every Wednesday at Townley Road Clinic from 1.30pm - 3.00pm.

COUNSELLOR

The practice provides Counselling through the local IAPT service (self referrals accepted). Ask for details in reception or details on our website under emotional health.

OSTEOPATH

The practice osteopath, usually sees patients on Thursdays after referral by the doctor. Please ask the doctor or nurse for further information.

MATERNITY CARE

The practice provides ante-natal and post-natal care on a shared-care basis with Kings College Hospital and the Ivy Lane Midwifery Service is hosted at the practice. For ante-natal care please book an appointment with a doctor.

For postnatal care, please make an appointment to see the doctor 6-8 weeks after the birth of your baby.

CHANGE OF NAME AND ADDRESS

If you change your name, address or telephone number, please tell reception immediately so that your records may be updated.

GETTING HERE - PARKING & BUSES

Car parking is available on the main road but limited. Please refrain from blocking the residents parking bays and doctors bays as they may have to leave urgently in the event of an emergency.

If you inevitably have to block the bays please inform the receptionist.

Bus Routes 40, 176 and 185 stop outside.



RECEPTION OPENING HOURS

MON & TUE: 8.00am - 7.00pm (extended hours trial)
WED, THU & FRI: 8.00am - 6.30pm

Phones answered from 8.00am – 6.30pm (Mon-Fri)

During these times if patient entrance is closed please press intercom bell by front door for access

CONSULTATION TIMES

Consultations by appointment only

MONDAY

Doctors: 9.00am - 12.00pm & 4.00pm - 6.50pm
Nurses: 9.00am - 1.15pm & 4.00pm - 6.45pm

TUESDAY

Doctors: 9.00am - 12.00pm & 4.00pm - 6.50pm
Nurses: 9.00am - 1.15pm & 4.00pm - 6.45pm

WEDNESDAY & FRIDAY

Doctors: 9.00am - 12.00pm & 4.00pm - 5.50pm
Nurses: 9.00am - 1.15pm & 4.00pm - 6.30pm

THURSDAY

Doctors: 9.00am - 12.00pm
Nurses: 9.00am - 1.15pm

Please let us know as soon as possible if you are unable to keep an appointment.

SMS 'CANCEL' by replying to your appointment reminder

OUT OF HOURS EMERGENCIES

When the Surgery is closed and if you require medical advise which cannot wait until the surgery re-opens please call 111 to access the free NHS 111 service.

The NHS 111 service is free to call from mobiles and landlines For health information you can visit www.nhs.uk.

In the event of there being a serious medical or life threatening condition, then you should dial 999 for the emergency ambulance service or go to the nearest A&E Department.

TELEPHONE ADVICE

The doctor or nurse can give advice on the telephone. If they are busy when you telephone, the receptionist may take your number and they will call you at an agreed time.

CONFIDENTIALITY

Patients have a right to expect that any information held on them is confidential. Confidentiality means that any individual must **not** disclose anything learned from or about any patient unless with the patient's agreement.

Express consent is usually required for all requests for patient information **except** when the information is required by other persons or agencies (eg another doctor, hospital, social services) in the course of action or treatment that a patient has agreed to.

HOME VISITS

If possible, please request home visits before 10.30am. A doctor will call you, to assess your request. Please only ask to be visited at home if you are too ill to come to the surgery.

REPEAT PRESCRIPTIONS

You can request your prescription by post, fax, email, via our website or in person, using your prescription slip or a written note and ticking the medication you require

We are usually unable to take requests over the telephone.

Please allow usually 48hours (*2 working days*) between requesting and collecting prescriptions. Medication can be ordered up to 10 days before you run out and you may be asked to see a GP/Nurse for a review. Prescriptions can be collected during surgery opening hours. The surgery operates an electronic service and a collection service with local chemists - ask for information.

DISABLED ACCESS

Access and facilities for disabled patients is available Some consulting rooms are upstairs but a room is available downstairs for your consultation if required. If you have difficulty climbing the stairs, please inform the receptionist when booking your appointment.

If you require any further specific help, please ask at reception.

FAMILY PLANNING

The doctors and our practice nurse provide advice on family planning, coils and implants, emergency contraception and screening for STI's.

APPOINTMENTS

All registered patients can request an appointment with a GP or nurse irrespective of when they last consulted.Appointments may be made at the desk or by telephone.

Routine appointments may be made well in advance (usually one month), which will enable us to offer you an appointment at a time more suitable to your requirements and with a clinician of your preference. You have a right to see a GP of your choice but sometimes there may be a longer wait.

If you cannot keep your appointment, please inform us as soon as possible so that the appointment may be offered to another patient. Patients with urgent problems will usually be seen the same day.

HEALTH VISITOR

Our Health Visitors provide advice on aspects of family health and child development. They are available at 121 Townley Road SE22 8SW every Wed from 1.30pm-3.00pm (no appt reqd). To contact them tel 0203 049 7544 or 0203 049 7591.

PRACTICE NURSE

Our Practice Nurse, will see patients by appointment for a wide range of services. You do not need to see a doctor first.

Asthma and Diabetic checks; Blood Pressure checks; Cervical Smears, Contraception and family planning advice; Dressings and removal of stitches; Ear syringing; Health advice (e.g. Diet, menopause, smoking); Immunisations - travel and routine; Travel Health Advice; Smoking Cessation Clinic; Elderly Holistic checks; NHS Health Checks for over 40; HIV screening and more.

TEST RESULTS

To obtain your blood test results, book an appointment or ask to speak to a clinician usually in 7 days for all investigations. We do usually contact patients when necessary. Smear test results are usually sent by post by the NHS Screening team.

PRACTICE AREA

Visit our website for catchment area details



SE15 Information Team, 2013/04 09:00: JEM/DK

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you are granting permission
to the practice to contact you
using the details provided
unless you state otherwise.**

**Privacy Policy available on website
under your health records and
information sharing section**

PRACTICE CHARTER

What YOU can expect from us

- ◆ To be treated with courtesy and kindness
- ◆ To provide you access to our services including online access for booking appointments, ordering medication.
- ◆ To have your records treated confidentially.
- ◆ To have your long term medication and treatment reviewed at regular intervals.
- ◆ To be informed through the website what the practice offers and signposting to resources and support to help better meet your needs
- ◆ To give you opportunities to feedback your experience of using our services to help us improve
- ◆ Zero tolerance for any abusive or discriminatory behaviour.

PRACTICE CHARTER

What WE can expect from you

- ◆ To treat practice team with courtesy and kindness.
- ◆ To be punctual for your appointment and tolerant of delays (remember next time it may be you who needs the extra time).
- ◆ To cancel appointments with plenty of time for other patients to use them.
- ◆ To usually plan ahead when possible. For example, order repeat prescriptions in plenty of time and please only ask for emergency or urgent care when really needed.
- ◆ To check the practice website for details of self care, self-referral and self-service and whether the practice is the right place for your current healthcare needs.
- ◆ Give feedback on our services to help us improve