



**306 Lordship Lane
London SE22 8LY**
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SELICB.306medicalcentre@nhs.net

www.306medicalcentre.nhs.uk

PMS & TRAINING PRACTICE ACCREDITED

306 Medical Centre is proud to be an accredited Training Practice for doctors training to be GPs and nurses to be practice nurses.

YELLOW FEVER VACCINATION CENTRE

INFORMATION FOR PATIENTS

DR MAHREEN CHAUDHERY (f)

MBBS MRCGP DRCOG DFSRH

DR YEE JUN LIM (m) MBChB

DR KATY DALY (f) MBBS

DR WILLIAM ROFE (m) MBBS

Practice Nurses:

MS CHRISTIE AMUNI
MISS AMBER BROWNE

Registered Osteopaths:

MISS JULIA HOMERSHAM

MRS TOOBA KHALID (Pharmacist)

MS GAYNOR STEPHENSON (Social Prescriber)
MS KAMRUN HALEEM (Health & Wellbeing)

ADMINISTRATION & RECEPTION TEAM

Practice Manager: MR MO DAWOOD

PATRICIA GIDDARIE (Admin Lead)

Reception Admin:

ANN JONES | LISA ALEXANDER | JULES AXSON |
VIVIANNE BROWN | MARGARET MCCORMACK |
JAI BOUCHER | ZAINAB MANSARAY |

*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 South East London ICB
<https://www.selondonics.org/icb>

COMMENTS, SUGGESTIONS & COMPLAINTS

If you have any comments and suggestions about any aspects of the practice reach out to us. We will be happy to listen to any feedback and suggestions to help improve our service to you where practicable.

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.

RESPECT, DIGNITY & ZERO TOLERANCE

We treat all our patients with respect and dignity and do not discriminate in any way. We ask you to treat us with respect and without abuse or violence. Discriminatory, abusive, or violent behaviour will not be tolerated and action will be taken against any person who threatens or assaults our staff, under the NHS Zero Tolerance Policy

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 usually not necessary

PATIENT ONLINE ACCESS

We offer patients online access to their health records, to book appointments and renew prescriptions, using the NHS app. Please visit our website for details. ID will be required to obtain access.

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 by contacting the local health visiting services.

COUNSELLING THERAPY

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.

FIRST CONTACT PHYSIOTHERAPY

You can ask our Reception to book you a First Contact Physiotherapy appointment for musculo-skeletal services or you can use the [getUbetter](#) App. Please ask Reception 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. If you move out of our area you would have to register with a practice closer to you.

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 - 1.45pm

Please let us know as soon as possible if you are unable to keep an appointment so it can be offered to someone who needs it.

SMS 'CANCEL' by replying to your appointment reminder

OUT OF HOURS EMERGENCIES

When the Surgery is closed and if you need 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.

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.

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.

ONLINE ACCESS TO MEDICAL RECORDS

You can now request access to your online records, to enable you to view your medical records including blood test results, immunisation history etc. To facilitate this a photo ID will be required. Under GDPR you can also make a subject Access Request

REPEAT PRESCRIPTIONS

You can request your prescription by post, 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. The surgery operates an electronic service where you can proceed to your nominated chemist to collect your medication.

DISABLED ACCESS



Access and facilities for disabled patients 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 reception when booking your appointment. Hearing loop available and if you have a disability, hearing or visual loss and need to communicate with you in a particular way or any other help please let us know

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. Appointments may be made at the desk, by telephone or online using apps.

GP appointments online are tel/video and nurse face to face. if you need to see a GP face to face arrive for your tel appointment 5 mins ahead and ask Reception to convert it or call ahead.

Routine appointments can be usually booked 30 days in advance, giving you a choice of suitable times and GP of choice. You have a right to see a GP of your choice but sometimes there may be a longer wait.

If you are late for your appointment you may be asked to rebook. If you cannot keep your appointment, please inform us so it can be offered to another patient. Appointments for urgent problems will be triaged on the same day and prioritised accordingly. You will be asked for a reason to prioritise your request for a same day appointment.

HEALTH VISITOR

Our Health Visitors provide advice on aspects of family health and child development. They are available at Tessa Jowell Health Centre, 72 East Dulwich Grove SE22 8EY. Contact Email - gst-tr.Dulwichhealthvisiting@nhs.net
Contact Tel – 0203 049 8166

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; Health advice (e.g. Diet, menopause, smoking); Immunisations - travel and routine; Travel Health Advice; Elderly Holistic checks; NHS Health Checks for over 40; HIV screening and more.

TEST RESULTS

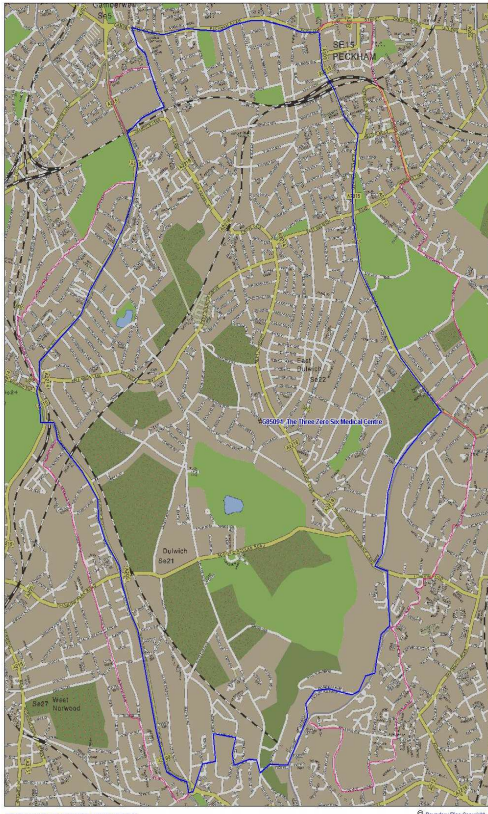
Please allow 5-7 working days for test results to come back (smear tests usually take about 6 weeks). You can view these online and if need to discuss these book a routine appointment. We do usually contact patients with urgent results and when necessary.

INFORMATION FOR PATIENTS

PRACTICE AREA

Visit our website to check if your postcode is in our catchment area:

Southwark GP Practice Catchment Area January 2005



We aim to provide high quality primary health care services with a personal and caring approach in a friendly environment; with the best interests of our service users at the heart of all we do.

We aim to achieve this by maintaining a happy, professional, safe, adaptable and sustainable practice; nurturing a culture which provides continuity and is responsive to patients' needs and expectations, within the framework of the NHS.

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.

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

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

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For updates and further information visit:

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