

ROUTINE HEALTH CHECKS

We recommend that if you have not seen a GP in the last 3 years you attend for a routine health check. Patients who are over 75 and have not been seen by a GP should attend for a routine health check annually.

THE PRACTICE TEAM

Nursing Staff

Eilidh Ward, Practice Nurse,
Ren Gilmartin, Practice Nurse
Ann Cook, Health Care Assistant

Practice Staff

Carol McPaul Practice Manager
Dip Management Gen Practice
BA (hons) Mod Languages

7 Part-time Receptionists
appointments / messages / results (results line)

2 Clinical Data Administrators

Practice Secretary, for referral enquiries

Admin Team

accounts, insurance reports, medical records

Please contact through our main switchboard number

COUNSELLORS

Cait Cochrane our senior counsellor heads a team of part-time counsellors based at the practice.

CHILD PSYCHOLOGISTS

We currently have a child psychologist based at the practice.

HEALTH VISITORS

We have two health visitors, Elizabeth Williams and Rachel Lanlokun based at the practice.

COMMUNITY MIDWIVES

The community midwives are based at the centre on Wednesdays.

DISTRICT NURSES

There is a team of district nurses based at Bermondsey Health Centre who provide care for our housebound patients.

DATA PROTECTION

We are registered under the Data Protection Act and have robust systems in place to protect your confidentiality. Personal health information is used to monitor the practice's health screening activities eg cervical smears. Occasionally we are required to send anonymised health data to the PCT for the purposes of quality.

OUR COMMITMENT TO YOU

This practice is totally dedicated to the care and well-being of its patients and is wholly committed to delivery of care of the highest quality.

You can expect to be treated with courtesy and respect at all times.

No medical treatment will be given without your informed consent.

You have the right to see your health records, subject to limitations in the law. Please ask at reception for further information.

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.

KEEP IT OR CANCEL IT

If you no longer need your appointment please let us know so we can offer it to another patient. We have approximately 150 wasted appointments each month because patients fail to attend their appointment.

FEEDBACK AND COMPLAINTS

We welcome feedback as a positive way to improve services. The Practice Manager is responsible for our in-house complaints procedure. Details of the complaints procedure are available from reception.

PCT

Our NHS contract to provide services to you is with
Southwark Primary Care Trust
6th Floor, Mabel Goldwin House
49 Grange Walk, London SE1 3DY
Tel: 020 7525 0400

NEAREST WALK-IN CENTRE

40 Goodwood Road,
New Cross
London
SE14 6BL

MEDICAL ADVICE

NHS Direct
Telephone: 0845 4647
www.nhsdirect.nhs.uk

ACCESS

Buses:
Bus stops for 381 & C10
are at the end of Downtown Road

Parking:
There is ample parking in and around the centre
Disabled Facilities:
Easy wheelchair access and
disabled toilet facilities.

Drs Holden, Marrinan, O'Connor & Baxter

Surrey Docks Health Centre
Downtown Road
Surrey Quays
London SE16 6NP
www.surreydockshc.co.uk



Main Switchboard	0203 049 7444
Results	0203 049 7432 11am -12noon 6pm - 6.30pm only
Fax number	0203 049 7445
Out of Hours	0208 693 9066
Health Visitors	0203 049 7410

**Repeat Prescriptions Request and
Online Appointments available at**
www.surreydockshc.co.uk

Welcome to our practice!

In this leaflet you will find lots of useful information.

Please read it and keep it for future reference.

DOCTORS

This practice is a non-limited partnership with 4 GP partners:

Dr Patrick Holden (male)

MRCGP DCH DRCOG Newcastle 1980

Dr Pamela Marrinan (female)

MRCGP DCH DOBs Dublin 1977

Dr Kerstin O'Connor (female)

MRCGP DFFP DRCOG Leicester 1996

Dr Noel Baxter (male)

MBBS London 1992

ASSOCIATE GP's

Dr Robert Davidson (male)

MBBS MRCPCH MRCGP DFFP London 1998

Dr Irene Chiu (female)

MBBS DRCOG London 1998

REGISTERING AS A PATIENT

Any patient living within the practice area may register as a patient while our list is open. The practice area falls within the Rotherhithe Peninsula, SE16

Ask at reception for details of how to register and to find out if your address is in our practice area.

OPENING HOURS

Practice Opening Hours and Surgery Times

Monday	8.30am - 6.30pm
Tuesday	7.30am - 7.30pm
Wednesday	8.30am - 7.30pm
Thursday	7.00am - 6.30pm
Friday	8.30am - 6.30pm

Surgery ends at 12 noon and begins again at 3.00pm

Phone lines open:

Monday - Friday 8.30pm to 1.00pm 2.00pm - 6.30pm

The centre is closed at weekends and bank holidays

APPOINTMENTS

Appointments for a GP or nurse can be made at the desk, on the telephone and online at www.surreydockshc.co.uk (except emergency appointments). You can request to see a specific GP if you wish at the time of making your appointment, however you should bear in mind that this may lengthen the wait for an available appointment.

URGENT APPOINTMENTS

If you have an URGENT problem which you feel cannot wait until the next available routine appointment you should ask for an emergency appointment. If you call before 11.30am you will be asked to come to the morning surgery. Patients phoning after this time will be asked to call back after 4.00pm and ask for an emergency appointment. When there are no more emergency appointments the receptionist will take your details and you will be called by the duty doctor.

If your problem is more urgent please advise our receptionist and the duty doctor will contact you within 15 minutes.

HOME VISITS

If you think you need a GP to visit you at home either because you are housebound or too ill to come to the surgery, please try to call before 10.30am if possible. Please supply as much information as possible concerning your details and the nature of your problem.

TELEPHONE CALLS

Speaking to a GP

If you feel you do not need an appointment but would like some medical advice, please let our receptionist know. They will take some details from you and the duty GP will call you back at the earliest opportunity.

If you would like to leave a message for a GP or nurse you can either speak to a receptionist who will pass your message to the relevant person or we have a voicemail facility for our GPs and nurses. If your message is urgent you must speak to one of our receptionists and let them know.

OUT OF HOURS EMERGENCIES

If you need to contact a doctor during the night or weekend, please call the emergency number 020 8693 9066. This is the number for SELDOC, a local cooperative of doctors who operate outside of surgery hours.

LATE ATTENDANCE

If you are late for an appointment with the GP or nurse, patients who have arrived on time for their appointment will be seen before you. It is possible that you may be asked to rebook your appointment for another day.

REPEAT PRESCRIPTIONS

The practice offers a repeat prescription service for patients who are on regular medication.

Repeat prescriptions can be ordered online at www.surreydockshc.co.uk by our secure service, by fax, post or in person (for your own safety we do not accept requests by phone). Prescriptions are normally ready within two working days provided you have given us clear and accurate details. You can either collect it in person, or through a nominated person or pharmacy, or we can post it to you if you provide us with an SAE.

For your own safety you will be required to see a GP for a medication review at regular intervals.

RESULTS

If you are calling for results, we have a dedicated line which is open from 11.00am to 12noon and from 6.00pm to 6.30pm each day. This enables our receptionists to safely give you your results. Patients calling outside of these times or on our main switchboard number will be redirected to the results line.

INTERPRETERS

We have access to some interpreting services for those patients who cannot speak English, please check with reception.

WHICH DOCTOR DO I SEE?

Generally speaking if you have a medical problem you should see a GP.

For routine procedures such as smear tests, immunizations, ear syringing, dressings, family planning, pregnancy tests and many others you should book an appointment with the practice nurse.

OUR SERVICES

This practice is contracted to provide general medical services. In addition the practice also provides family planning, maternity services, cervical smears, child health surveillance, some minor surgery, travel vaccines and a variety of clinics.

NON NHS SERVICES

Non-NHS work such as medical reports may incur a fee, please check at reception in advance. You will be notified if there is a charge. Charges are in accordance with BMA guidelines.

OTHER SERVICES & CLINICS

Child Development

Wednesday 1.30 - 3.00pm

Post Natal

Friday 1.30 - 2.30pm

Baby Clinics

Wednesday 1.30 - 3.00pm & Thursday 9.30am - 11am

Diabetic Clinic

Tuesday (3 weekly)

Respiratory

Tuesday 9.00 - 11.30am (3 weekly)

Blood Tests

Monday, Thursday & Friday 9.00am - 11.30am

Benefits Advice

Alternate Tuesdays 2.00pm - 4.30pm

**Travel • Asthma • Counselling • Flu
Dietician Groups • Health Checks**