

## The Surgery

301 East Street, Walworth, London, SE17 2SX

Tel: 020 7703 4550 / Fax: 020 7703 1888

Email: [souccg.301eaststreetsurgery@nhs.net](mailto:souccg.301eaststreetsurgery@nhs.net)

[www.301eaststreetsurgery.co.uk](http://www.301eaststreetsurgery.co.uk)

Details correct as at 26<sup>th</sup> February 2019

## INFORMATION LEAFLET

### Opening hours

	<b>Morning</b>	<b>Afternoon</b>
<b>Monday</b>	8:00 – 13:00	13:00 – 19:00
<b>Tuesday</b>	8:00 – 13:00	13:00 – 19:00
<b>Wednesday</b>	8:00 – 13:00	13:00 – 19:00
<b>Thursday</b>	8:00 – 13:00	13:00 – 19:00
<b>Friday</b>	8:00 – 13:00	13:00 – 19:00
<b>Weekend</b>	CLOSED	

Appointments can be made by telephone or in person during the above opening hours and up to one week in advance unless specified by the Doctor or Nurse.

10:30am-11:15am Monday-Friday: Open Access for urgent problems/emergencies that cannot wait for an appointment.

Our premises are suitable for access by disabled patients.

**NHS Medical Card enquiries:** Please ask at reception

### The Services

Ante & Post-natal checks	Well women/smear tests
Minor Surgery	Counsellor
Osteopathy	24hr Ambulatory Blood Pressure
Well man	Smoking Advice
Family Planning	Child health surveillance
Travel Vaccines	Leg Ulcer treatment
Cardiac health promotion	Asthma, COPD & Diabetes health promotion
NHS Health Checks	

## The Doctors

**Dr Gavin Steele** (Male) MBBS, MRCGP, DRCOG, DCH (London 1997)

**Dr Arnold Abraham** (Male) MBBS (Bangalore, India 1999)

**Dr Christine Furness** (Female) MD, MRCGP, DRCOG, DFSRH, DCH

**Dr Ceri Pritchard** (Female) MBBS, MRCGP, DCH (Newcastle 2008)

**Dr Adesola Clement** (Female) MBBS (London 1998)

**Dr Ruth Mortimer** (Female) MD, DRCOG, DFFP (Innsbruck 1984)

## The Staff

**Practice Manager:** Mr René Mehta

**Administration:** Mrs Elizabeth Tongoi, Brenda and Nelson

**Practice Nurses:** Christine Ludolo – Nurse Practitioner,  
John Baker, Tracy Annor

**Receptionists:** Ms Sharon Castello, Martha, Jessica, Shanta & Tessa

**Osteopath:** Tutor and students from British School of Osteopathy

**Counsellor:** Pauline Girdwood from South London & Maudsley NHS Trust

### Practice Area:

SE17 addresses within Walworth Road, Heygate Street, Rodney Place, New / Old Kent Road and Albany Road.

Please note if you or you and your family move, you must inform the surgery of your new address and contact numbers and check with us one week later to see if your new address has been accepted. If you do not and your new address is not accepted you will be informed by the Health Authority of your need to be registered with another doctor. If you change your contact telephone numbers it is **your** responsibility to inform the surgery.

**Confidentiality:** Your personal health information is confidential and will only be disclosed to other NHS staff with your consent

### **Emergency Walk-In Surgery (10:30-11:15am):**

Patients wishing to be seen must complete a short form and are first seen by a doctor in the private area adjacent to the reception desk so as to prioritise the order in which they are seen. Should you not wish this to occur, please say so on the form and you will see the nurse first in a consulting room. This may involve a longer wait. We do not operate an open access in the evening. If no appointments are available you will be advised to attend in the morning or to attend a local hospital or clinic.

### **Home Visits / Calling the Surgery:**

Home Visits are at the GP's discretion. Please phone before 10:30am to make a request so that the Doctor can plan their daily routine. The Doctor may speak to you then or call you back to discuss your request.

For results and advice, please telephone between 12:00pm-1:00pm  
Serious medical emergencies out of hours – Attend local hospital A&E department

Prescription emergency out of hours; Attend local pharmacists

**To Register:** Please request a form from reception and bring in proof of address

**Information leaflets:** The practice seeks to help patients make informed decisions regarding their health care needs, via leaflets available from our doctors and nurses.

**Confidentiality:** Your personal health information is confidential and will only be disclosed to other NHS staff with your consent.

**Repeat Prescriptions:** Please use the list provided with your prescription. Repeat prescriptions take 48 hours to prepare. You should leave written requests in the black box on the corridor wall or post them through our letter box if the surgery is closed. Prescription requests can also be made online – please ask at reception for more information. We do not take prescription requests over the phone.

**Out of hours:** When our practice is closed you can still get support. You can get expert medical advice and useful information by calling NHS 111 or through [111 online](#).

The NHS 111 service is available 24 hours a day and can provide patient information, issue prescriptions to a pharmacy of your choice, book a GP appointment, and, if necessary, refer people to emergency services.

You can also visit a local pharmacist (chemist) and ask for advice.

**Rights and Responsibilities:** You have the right to a high standard of care, and our staff have the right to work without abuse. Please recognise your responsibility in this matter. Violence/abuse will result in removal from the practice list.

We follow a strict confidentiality policy and require your consent to release records / personal information to third parties. You may look at your records after giving 1 week's written notice. If copies are required then you will have to complete a Subject Access Request form. Your personal health information is only used to help improve your quality of care.

We ask that you please kindly try to keep us updated if you change your telephone number or address as this will help us to communicate effectively with you.

If you are interested in helping the surgery develop, we have a Patient Participation Group which meets once every three months. Please ask at reception for further details.

We always welcome comments about our service. Please address these to the Practice Administrator.

### **Complaints:**

Any formal complaints should be made in writing and addressed to the Practice Administrator. Please refer to the practice website for more information on how to make a complaint or support in raising one.

If you have a comment or complaint about any other local health service you can contact NHS Southwark Clinical Commissioning Group at the South London Commissioning Support Unit at [NELCSU.SEcomplaints@nhs.net](mailto:NELCSU.SEcomplaints@nhs.net) or telephone 0800 456 1517.

Further advice is also available from:

NHS England, PO Box 16738, Redditch. B97 9PT

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Phone: 0300 311 22 33

We also work with Southwark CCG:

Southwark CCG

160 Tooley Street

London SE1 2TZ

Tel: 020 7525 0400

[www.southwarkccg.nhs.uk](http://www.southwarkccg.nhs.uk)

Other Local services:

Local Family Planning Centre

Walworth Clinic

159-167 Walworth Road

London SE17 1RY

Tel: 020 3049 8600