#### Practice boundary map

**Bursted Wood**

**Surgery**

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**Managed by Clocktower Healthcare Limited**

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**219 Erith Road, Barnehurst, Bexleyheath,**

**Kent DA7 6HZ**

**Tel: 0208 301 1766**

**Fax: 0208 297 7735**

**E-mail/Website: www.burstedwoodsurgery.co.uk**

Our purpose built Surgery, which opened in 1986 provides, in addition to the consulting rooms, a large and comfortable waiting area with a specially designed children’s play area.

**Mobile phones** – We do ask that you do not use your mobile phone in the waiting room please.

**Car park** - There is a car park adjacent to the Surgery, which is for Surgery Staff and Patients, please ensure that you park in our designated car park only and not in the nearby car parks belonging to Bexley Care Trust next door at 221.

**Bursted Wood Surgery is not a limited partnership**

**Patients are registered under Bursted Wood Surgery, which is a non-training Practice but do have the right to express their preference to be seen by the Clinician of choice depending on availability.**

Every patient has a responsibility to either keep their appointment or to notify the Surgery in good time to cancel the booking which can then be offered to another patient. Repeated failure to attend could result in removal from the Practice List

Bursted Wood Surgery is contracted to. NHS South East London Cluster (BexleySouthside 105 Victoria Street SW1E 6QT TEL: 0207 932 3700

#### Change of Name, Address or Telephone Number

Please notify us of any change in your personal details so that we can amend our records. It is essential that we have your up-to-date telephone number, as we may need to contact you. You will be asked to provide supporting documents as proof of residence or change of name. You may be asked to leave the Practice if your new address is outside our allotted catchment area. Please see map for details

**This Practice supports the Government’s NHS zero tolerance zone campaign**.

Abusive or threatening behaviour towards the Doctors or any member of the Practice Staff or to any other person present on the premises will be taken very seriously and the Police notified if necessary. This may also result in the removal from the Practice list.

#### Local Hospitals

Queen Mary’s Sidcup – 020 8302 2678

Urgent Care Centre services available

Erith Hospital – 020 8302 2678 (via Queen Mary’s)

Restricted Minor Casualty Unit 01322 336556 (Mon-Fri)

Darent Valley Greenhithe - 01322 428100

A&E Unit available

Queen Elizabeth Hospital Woolwich – 020 8836 6000

A&E Unit available

#### Advice Services

The NHS 111 service is a national telephone service being introduced to make it easier for people to access local health services, when they have an urgent, but not life threatening need. NHS 111 replaces NHS Direct.
It is available 24 hours a day, 365 days a year.
Calls from landlines and mobiles are FREE.

**Bursted Wood Surgery Website**

[www.burstedwoodsurgery.co.uk](http://www.burstedwoodsurgery.co.uk)

#### Non-NHS Medical Services

The National Health Service does not cover certain services provided by the Doctor and for these you will be asked to pay a fee, as recommended by The British Medical Association. This includes ALL PRIVATE INSURANCE forms PRIVATE MEDICAL CERTIFICATES, SIGNING OF PASSPORT APPLICATIONS & various special examinations, letters or reports. All forms should be handed to the Receptionist who will pass them to the Doctor for completion, which is done outside surgery hours. If you have any queries regarding fees, please speak to one of The Practice Managers. If you require a medical examination please book an appointment via Reception. Please let the Receptionist know what the examination is for, as a special booking must be made.

#### Access to Medical Records

Under the Data Protection Act 1998 ,you are entitled to access your clinical records or any other personal information held about you .

 The NHS expects service users to do everything in their power to

 Maintain their health to the best possible standard, which includes:

* Maintaining a good balanced diet
* Taking regular exercise
* Avoiding excessive alcohol
* Avoiding Cigarette smoking
* Avoiding the use of addictive drugs or any other substance abuse
* Complying with sensible medical advice.

 However, despite looking after yourself properly, you may at times need

 Medical attention in which case the surgery is open and the Receptionists

 Are on duty from**:**

 **Monday**: 8.00am till 6.30 pm

 **Tuesday:** 8.00 am till 6.30 pm

 **Wednesday:** 8.00am till 6.30 pm

 **Thursday:**  8.00am till 6.30pm

 **Friday:** 8.00 am till 6.30pm

 **Saturday & Sunday:** Surgery is closed

 **EXTENDED SURGERY HOURS**

 In response to our patient survey and as a part of the government

 Access guidelines we have extended our surgery times with appointments

 Starting at 7.00am on Mondays and Tuesday evenings 6.30-8.00pm

 The above times may vary during holiday periods when surgeries may be covered by Locum Doctors

Our Practice Team

**The Clinicians are:**

**Dr Connor Gorrard –Smith ( male )**

**Dr Charlotte O’Kane ( female)**

**Mr Michael Hutchings Advanced**  **Practitioner**

Advanced Practitioners are qualified prescribers who are able to undertake full examinations, diagnose illness and treat as appropriate. They can order investigations, screen for disease risk factors and refer to other healthcare workers such as hospital specialists. They can issue a medical certificate.

#### The Practice Nurses

Practice Nurses are able to help you with general medical advice, dressings and injections, removal of stitches, weight control & dietary advice. They work with the Doctors and Nurse Practitioner to provide regular review and supervision of patients who have Diabetes, Asthma, Heart Disease, Hypertension or high blood pressure.

**The Practice Manager** – Mrs Lisa Vernon

**The Business Manager** – Mrs Julia Weal

Our Practice Manager & Business Manager look after the day-to-day running of the Practice and are available to help you with any problems that you encounter at the Practice.

**The Reception Staff**

The receptionists are likely to be the first people you meet at the surgery. They are available to help you in complete confidence. They will make appointments for you, answer your queries, where possible and liaise with the Clinicians on your behalf.

#### Patient Registration

You can be accepted as a patient at Bursted Wood Surgery providing you are living within our catchment area (as agreed with Bexley Care Trust). There is a detailed map available at Reception and on our website [www.burstedwoodsurgery.co.uk](http://www.burstedwoodsurgery.co.uk)

If you wish to register, please bring your medical card to Reception along with your I.D. and a proof of residency (household bill etc). You will be required to complete a questionnaire regarding your medical history and will be asked to make an appointment for a ‘new patient check’ with a Practice Nurse. You may also require an appointment with a Doctor or Nurse Practitioner if you are on regular medication. However, should you be unwell or in need of seeing a Doctor or Nurse before either of these appointments, please book a separate appointment if & when needed.

#### Surgery Services

#### Telephone Consultations

You may wish to speak to a Doctor or Nurse Practitioner on the telephone, in which case we ask that you give the Receptionist some details of your request to enable them to assess the urgency of the call and book you a return call date and time

**E consultations** can be accessed via our website for anything that cannot wait for a routine or telephone appointment. This will be triaged and you will receive a response within 48 hours.

#### Home Visits

Please do not ask for a visit your home unless you are too ill or infirm to leave the house. If you have a temperature or rash, coming to The Surgery will do you no harm and will not endanger others. Please remember that house calls are very time consuming and do not allow access to all the medical facilities available at The Surgery.

If you do need a home visit, please telephone the surgery where you will be asked to give the details of the request which will be passed to the Doctor or Nurse Practitioner on duty. They may phone you back for further details. For **any** chest pain or emergency situations that cannot wait for a call-back please dial 999

Out of Hours

If you need medical help outside of our normal surgery hours - 8.00am until 6.30pm Monday to Friday you should dial 111 free from your landline or mobile.

The NHS 111 service is a national telephone service being introduced to make it easier for people to access local health services, when they have an urgent, but not life threatening need. NHS 111 replaces NHS Direct.
It is available 24 hours a day, 365 days a year.
Calls from landlines and mobiles are FREE.

**Please note that repeat prescriptions will not be issued by the deputising service**

**Further Services available at the surgery are:**

**Health screening /chronic disease management/well women checks/well man checks/contraceptive services and family planning /adult vaccinations and immunisations/cervical smear tests/minor surgery/child vaccinations**

**The Health Visitor**

Our Health Visitor can give advice on health care for all members of the family, particularly expectant mothers, babies, young children and the elderly or disabled. They can be contacted on 0300 330 5777

She is notified of new births and visit from the eleventh day after delivery. She will maintain contact thereafter by further home visits and at the Child Health Clinics.

#### District Nurses

Our District Nurses provide care for patients who are confined to their homes and require nursing assistance and can be contacted on 0203 045 5159

**Please note that during period of leave or sickness we may use other locum Doctors or Nurse Practitioners**

#### Repeat Prescriptions

If you need to take tablets or medicines on a regularly basis, the Doctor may suggest that you be issued with repeat prescriptions. This will be authorised by the GP who will issue you with a computerised repeat prescription which has a repeat slip printed on the right-hand side of the prescription form.

When you require a further supply of your medication you can order in one of the following ways:

Please note: If you have less than 48 hours supply left of any regular medication, you should contact your usual Pharmacist who may be able to help supply you with any essential medication until your repeat is ready.

DELIVERY BY HAND

 AT RECEPTION

Please hand your computerised repeat slip or hand written request into reception, which is open between 8.30am & 6pm

Please ensure the slip is clearly marked with a ‘tick’ next to the item required. Hand written instructions should include your name & address ensuring the items required are correctly spelt ,please allow 72 hours for the prescription to be completed and sent to your nominated chemist.

 **NHS APP ONLINE**

This is the quickest and easiest way to order your prescription, please tick all the medication you require and the prescription will be actioned within 72 hours and sent to your nominated chemist.

**We cannot accept repeat prescription requests via the main surgery telephone number at any time as the telephone lines must be kept as free as possible for patients who are unwell.**

#### E-MAIL REQUESTS

Via our website on: [www.burstedwoodsurgery.co.uk](http://www.burstedwoodsurgery.co.uk)

Please ensure you state which medication is required and allow 72 hours for the prescription to be actioned and sent to your nominated chemist.

 IF THE ITEM REQUIRED HAS ‘EXPIRED’

Items on your repeat request slip showing as ‘expired’ (i.e. the Doctor or Nurse Practitioner has authorised the item to be repeated for a certain number of times & you have had that number of repeats issued) has to be passed to a Clinician for re-authorisation. This may be re-authorised or you may be asked to make an appointment to see a Doctor or Nurse Practitioner.

#### Pharmacy Collection:

#### If your regular local Pharmacy runs a collection service here, you may be able to order through them - Please speak to the pharmacist direct if you would like this service. If you are placing the order yourself but would like it collected by them, please inform us each time you order.

**WE REQUIRE 72 HOURS NOTICE (3 WORKING DAYS)**

 **FOR ALL REPEAT PRESCRIPTIONS**

#### Comments, Suggestions or Complaints

We try to provide a friendly and efficient service, but we do realise that occasionally things do not always run as smoothly as we would like .We are always pleased to receive constructive criticism so if you have any suggestions or are unhappy about any aspect of our service please bring it to the attention of the Practice Manager and not the receptionists. Patients can get help and advice about making a complaint from the NHS England by telephone 0300 311 2233 or email: *England.contactus@nhs.net.Alternatively* you can contact the local independent complaint advocacy service (ICAS) on 0345 310 1822 *referrals@advocasyforall.org.uk.We* also have a suggestion box in hallway that is emptied by a member of the PPG.

**PPG (Patient Participation Group)**

The PPG is run by patients for the patients of the surgery and work along with the practice to improve surgery services for the mutual benefit of all.

If you have any suggestions or would like to become involved with the group, big or small, please let them know – ideas are always welcome.

How to contact them;

The PPG has a post box in the hallway at the surgery and even PPG notepaper in reception for you to write on! Alternatively you can write to them at the surgery and we will place your correspondence in the box for you..

#### Maternity Care

#### If you think that you may be pregnant, please purchase a pregnancy testing kit from your local pharmacy and contact the surgery if you test result is positive. You must then do a self-referral to the anti natel care team, reception will be able to advice you on this.

If your test is positive or negative and you would like to discuss other options please make an appointment with a Doctor or Nurse Practitioner.

**Test Results**

All patients’ records on file or held on computer are confidential. In order to maintain confidentiality laboratory & x-ray results will only be given to the patient themselves, or to the parent or guardian of minors, if appropriate. Please ask as to whether you should book an appointment to receive the results or whether you should telephone The Surgery. If you are asked to telephone, please do so after 12 noon when the lines are less busy and the Receptionist has more time to look for the result.

#### Medical Certificate

If you are off work for LESS THAN FOUR DAYS the law says that you do NOT need a sick note for your Employer. For a period from 4 to 7 days (including Saturday and Sunday) you must complete a SELF-CERTIFICATE (available from Reception).

If you are sick for more than 7 days you will require a ‘Fit to Work’ statement from the Doctor or Nurse Practitioner and you will need to make an appointment for this as they cannot be issued without being seen.

If you Employer insists on a sick note during the first 7 days of your illness, please note that there will be a charge for a private certificate.

**Violent and Abusive patients**. – This practice operates a ZERO tolerance to violence .Patients who are violent or abusive to the GP’S or members of the staff will be removed from our practice patient list.

This practice contributes anonymous patient data to databases used for health care research purposes. The data collection scheme has been approved by South East Multicentre research Ethics committee

**PLEASE SWITCH OFF MOBILE PHONES WHILST ON THE PREMISES.**

**PLEASE DO NOT SMOKE ON THE SURGERY PREMISES.**

**AT THIS TIME PLEASE WEAR A MASK WHEN ATTENDING THE SURGERY AT ALL TIMES**