

OUR PEOPLE

Dr Madhu Baksh(Lead GP partner) (F) MBBS, MRCCOG, FRCS, FFSRH, BSc
Dr Baksh has been practicing here since 1978 and is well known. She performs minor operations and as well as a qualified surgeon is also specialised as a Gynaecologist and is an accredited GPsWI in both specialities.

Dr Vaishali Ashar (Partner) (F) MBBS, MRCCGP, PgHCE
Dr Ashar brings energy and enthusiasm to our GP team coupled with vast knowledge and compassion. She has interests in Cardiology, Child and Women's Health and oversees our INR clinics. She brings forward thinking and aspirations to the practice. Dr Ashar also has a passion for teaching and is a GP Trainer

Dr Sharon Devi Sonny (F) MBBS, nMRCCGP, DFSRH,BSc
Dr Sonny initially came to us as GP registrar under the stewardship of Dr Ashar; Dr Sonny also brings a great deal of energy and enthusiasm to our GP team coupled with compassion.

Dr Peter Elliott (M) MbChb, DRCOG, FRCS, Dip Trop Med, FRCGP BSc
Dr Elliott is a very experienced GP and has a specialist interest in Diabetes and long term conditions. He also performs minor surgery. Dr Elliott has been practicing in the area for many years

You may choose clinician of your choice, however this may impact upon when you can be seen

Our Nursing Team

Our highly qualified nurses deal with a range of conditions and health concerns. They examine patients, make a diagnosis and plan care. They are experts in many areas of disease management.

Ms Veronica Coop RN provides care for patients with chronic conditions such as asthma, diabetes and COPD and also is able to perform cytology (smears) as well as core nursing duties.

Mrs Ann Corley HCA – Ann is our health care assistant and performs tasks such as smoking cessation, health checks, ear syringing and phlebotomy, **Ms Jaquie Whitely** also provides phlebotomy and some HCA checks

Business Manager - Mr Aseem Kumar (Partner) Practice Administration

Mrs Bridgette Gallaway-Meyer Practice Manager

Ms Jaquie Whitely and Mrs Lisa Bassett are the practice administrators, under the stewardship of Bridgette deal with the day-to-day maintenance of both surgeries and can provide support and advice regarding the way our practice operates.

Reception Staff

Janice,Rita, Sandy, Sandie, Sharon and Denise are here to help you. Their job is very demanding so please be patient so they can serve you in the best way.

CLINICS

We run a range of clinics. For an appointment or further details, please call us on **0844 499 6990**

The frequency and times of clinics vary with demand, but appointments can be made for the following at both surgeries:

Ante-Natal Care	Family Planning / Pregnancy
Asthma	Advice
Baby Care	Health Promotion (Well-Man / Woman)
Child health & Immunisations	Menopause / HRT Advice
Minor Surgery	Over-75 checks
Contraceptive advice	Smoking Cessation Advice
Cryotherapy	Travel Advice & Vaccines
Sexual Health / Chlamydia	COPD
Screening	Diabetes
Cytology (Cervical Smear)	

PRACTICE NURSE

A Nurse attends the surgery each day.

You can make an appointment with her for the following:

Dressings	Urine testing
Regular injections	Removal of stitches
Routine Immunisations	Health Checks
Holiday advice & Immunisations	Minor illness
Blood pressure measurement	Cervical smears
Ear syringing	Advice on general health
Flu vaccinations (Oct onwards)	Well person check 40 -75

Health checks are offered to newly registered patients and each patient over the age of 75 (annual check).

OTHER SERVICES PROVIDED

Please speak to our receptionists

Chiropody	Blood Tests (Phlebotomy)
Midwives	District Nurses
Health Visitor	Counselling

YOUR LOCAL PHARMACIST

Your local pharmacist will be able to give you free health advice at any time – you don't need an appointment. Many pharmacies operate extended hours on a rota basis. Call NHS Direct for details.

TEACHING & GP TRAINING

As a teaching Practice, medical students spend part of their training with us from Kings College Hospital. The Practice is also a training practice accredited by the London Deanery with Dr Ashar as the GP Trainer and head of Education

Coldharbour Hill Surgeries

Lead GP :Dr M Baksh

(Partners Dr M Baksh Dr V Ashar & Mr A Kumar)

Tel.: 0203 675 0751

Fax.: 0844 499 0487

A Guide to Our Services

THE COLDHARBOUR SURGERY

79 William Barefoot Drive, Eltham, SE9 3JD

Surgery premises open:

Monday 8:00am – 6:30pm

Tuesday 8:00am – 8:00pm

Wednesday 8:00am – 8:00pm

Thursday 8:00am – 2:00pm

Thursday – 4:00pm – 6:00pm

Sexual Health Clinic Walk in Clinic

Friday 8:00am – 6:30pm

Saturday 9:00am – 1:00pm

Saturday – 10:00pm – 12:00pm
Sexual Health Clinic Walk in Clinic

THE HILL SURGERY

145-147 Whitehorse Hill, Chislehurst, Kent BR7 6DH

Surgery premises open:

Monday 8:00am – 8:00pm

Tuesday 8:00am – 6:30pm

Wednesday 8:00am – 2:00pm Closed pm

Thursday 8:00am – 6:30pm

Friday 8:00am – 2:00pm Closed Pm

Evenings and weekends: GRABADOC
0203 675 0751 or 111

Disabled Access &Hearing loops available at both premises although patients may find wheelchair access easier at The Coldharbour Surgery

In case of an emergency please call:

999

Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment. Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999.

APPOINTMENTS

Ring our main switchboard number on 0844 499 6990 to book an appointment at either of our premises. You can be seen in either premise at your convenience.

- **Urgent cases** – we allocate a number of on-day appointments and so all urgent cases are seen on the day. All patients will first be assessed by one of our nurses.
- If your condition is **non-urgent**, you are able to book up to 6 weeks in advance, our aim is that you should be able to have a pre-booked appointment within 2 weeks, however if you choose a specific clinician this may not be the case, however for equality of access you are able to use the on day appointments.
- Nurses based in our practice treat patients for a wide range of common conditions.
- Let us know if more than one person in the family needs to be seen. We will need to allocate more time.
- Tell us if you want someone to accompany you during an examination or a private room to discuss any matters. Remember that the results of tests can only be given to the patient.

REPEAT PRESCRIPTIONS

If you take medication on a long-term basis, you may obtain a repeat prescription, either by leaving a form at the reception desk or by posting it to us. We regret we cannot accept telephone requests (unless you are housebound), as this could lead to errors. If requesting return by post, please enclose a stamped addressed envelope. Your prescription will be available for you to pick up within two working days (48 hours), although we try to issue within 24 hours.

PRIVATE FEE

There is a charge made for certain items not covered by the NHS, e.g. BUPA / PPP claim forms, private certificates, passport forms, medicals for sports, driving and employment, certain letters, e.g. to solicitors.

Comments / Suggestions / Complaints

This practice aims to provide the best possible service for our patients. If you have any comments please leave a message with reception. If you have a complaint please put it in writing to our Practice Manager, who will liaise with you over the handling of your complaint. We will investigate your complaint and respond in accordance with the NHS Complaints Procedure. NHS England also operates a Patient Advice and Liaison Service (PALS) which can often help resolve problems before they become formal complaints. To speak to a PALS officer ring 0300 3112233

Patient Practice PARTNERSHIP

Whilst we do our utmost we cannot guarantee you will be seen on time. In order to keep your wait to a minimum

You can help us by:

- Being on time for your appointment
- Only one problem per consultation
- Letting us know if you need to cancel at least 24 hours before the appointment
- Please ensure we have your correct details address, mobile, home and office numbers
- Calling for a home visit request before 10:30am
- Ringing for a repeat prescription after 11am(housebound only)
- Ringing for the results of tests between 12 - 1pm

Evening and weekends

GRABADOC offers patients registered with our practice a full GP service when our practice is closed. For urgent advice and treatment please call GRABADOC. Your call can be redirected by our phone system on **0203 675 0751**, or call them direct on 111

ACCESS

All public areas can be accessed by people with disabilities. We value all our patients equally and promote fairness to all.

HOME VISITS

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However, we can visit you at home if your condition means you cannot attend one of our practices. Please attempt to ring before 10:30am to request a visit.

CONFIDENTIALITY

All medical records are confidential. No information is released without written permission, except as required by law or in life- threatening situations.

SPECIALIST & HOSPITAL CARE

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will refer you via the RMBS system who will contact you and discuss with you where and when you would like to go and book your appointment electronically via the Choice and Book system.

Other local NHS services

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest the following: Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin) / Mild laxatives / Anti-diarrhoeal medicines / Rehydration mixture / Indigestion remedy (for example, antacids) / Travel sickness tablets / Sunscreen – SPF15 or higher / Sunburn treatment (for example, calamine) / Tweezers and sharp scissors / A thermometer / A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings.

Remember

- Keep the medicine chest in a secure, locked place out of reach of small children.
- Always read the instructions and use the suggested dose
- Watch expiry dates – don't keep or use medicines past their sell-by date
- Take all out-of-date medicines back to the pharmacy

Walk-In Clinics & UCC

GP Walk-in-Centre 4-5 Thames Reach Thamesmead SE280NY
Tel No: 020 8319 5880 (open 8am-8pm seven days a week)
Clover Health Centre Equitable House General Gordon Place
Woolwich SE18 6AB (open 8am-8pm seven days a week)
Tel No: 020 8331 0567
UCC are available at both QMS and QEH open 8am-8pm seven days a week

This practice is within the Greenwich Clinical Commissioning Group

Greenwich CCG
31 - 37 Greenwich Park Street, London SE10 9LR
Tel: 0203 049 9000 Fax: 020 8269 0787

Details of services within the area can be obtained from the PCT.

WE AS WITH THE NHS OPERATE A ZERO TOLERANCE POLICY TO ABUSIVE VIOLENT OR AGGRESSIVE PEOPLE

