

RESULTS

Please phone the surgery between 14.30 and 15.30 on **020 8699 1062** for your results (blood tests, X-rays etc.) 7 to 10 days after you had the test done. **Please note that normally we are only able to give test results to the patient.**

REPEAT PRESCRIPTIONS

All the repeat prescriptions are computerised by the doctor for long-term medication. We review repeat prescriptions every 12 months or more often if necessary. Repeat prescriptions will take 48 hours. If you prefer to send the repeat request by post, please include a stamped addressed envelope and we will post the prescription back to you. Requests for repeat prescriptions **are not** taken over the phone, as mistakes can be made and more urgent calls cannot get through. You can also order using our website: www.woolstonemedicalcentre.co.uk

CHAPERONE

This practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times. The safety of everyone is of paramount importance. The patient will be offered a chaperone for intimate examinations or if the doctor/nurse or patient at anytime feels more comfortable with one present.

HOW WE USE YOUR INFORMATION

The practice will only use your information to help improve patient care and the services we provide at the practice. We are very careful with the information and follow strict rules about how it is stored and used.

COMPLAINTS

It is the intention of the Practice to provide the best possible service to our patients within the resources available to us. However, if a patient wishes to make a complaint this should be directed to the Practice Manager either in person or in writing. You can also contact

Patient Advice & Liaison Service (PALS)

NHS Commissioning Board
PO Box 16738
Redditch B97 9TP
Tel: 0300 311 2233
Voice ability: 0300 305 454
Text Phone: 0786 002 2939
Email: nhscommissioningboard@hscic.gov.uk

SEXUAL HEALTH & CONTRACEPTION

Contraceptive care is provide by all the doctors and some nurses by appointments during surgery times. Chlamydia screening is also available either during a booked appointment or a "Pick a Pack" test is available to collect at reception. We also offer HIV testing.

Community Services

Waldron main reception	020 3049 3400
District Nurses	020 3049 3000
Health Visitors	020 3049 3530
Guys & St Thomas' Midwives	020 3049 3734
Lewisham Hospital	020 3049 3740
Chiropody	020 3049 3402
Community Dentistry	020 3049 3700
Blood Tests	020 3049 3400
Contraception & Sexual Health	020 3049 3500
Stop Smoking Service	0800 082 0388

Hospitals

Lewisham	020 8333 3000
Guys	020 7188 7188
St Thomas'	020 7188 7188
King's College	020 7737 4000

Information and Signposting for other primary care services can be obtained from

Health Watch Lewisham	020 7998 7796
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URGENT CARE AND ADVICE

For urgent out of hours care contact

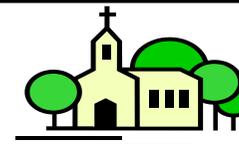
SELDOC GP Co-op	020 8693 9066
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NHS 111 Service (replacing NHS Direct)

Medical help fast but not a 999 emergency

AND FINALLY...

The doctors would like to remind all our patients that their staff do their best to be helpful and polite at all times. We would be grateful if you could be patient with them when times are busy. We try to maintain a peaceful atmosphere in the surgery. It is our policy to be helpful and polite to all patients regardless of race, age sex or sexual orientation. We will therefore not accept or tolerate abusive, rude or violent behaviour towards our staff. In such cases appropriate action will be taken by the practice which may involve removal from the practice list.



WOOLSTONE MEDICAL CENTRE
WOOLSTONE ROAD
FOREST HILL
SE23 2SG
Tele: 020 8699 1062
Fax: 020 8291 4421
www.woolstonemedicalcentre.co.uk



Medical Staff:

Dr Hilary Entwistle (f) Surgeries:	BA MB BChir MRCP DCH, MRCGP Mon am, Tues, Wed am & Fri am
Dr Nan Doble (f) Surgeries:	BSc MBBS MRCP MRCGP Mon am, Tues am, Wed & Thurs pm
Dr Alexie Zimmermann (f) Surgeries:	MBCLB MRCGP DRCOG DFSRH Tues, Thurs & Friday
Dr Neimat Mohamed (f) Surgeries:	MBBS MRCP Mon, Tues, Wed, Thurs & Fri.
Dr Ramesh Babu (m) Surgeries:	MBBS MRCGP DFSRH Mon, Tues, Wed & Friday



Practice Opening Hours

Monday	8.00am-6.30pm
Tuesday	8:00am-6:30pm
Wednesday	8:00am-6:30pm
Thursday	8:00am-6:30pm
Friday	8:00am-6:30pm
Saturday	CLOSED

Our extended hours for pre-booked appointments are on Monday and Wednesday evenings 6.30pm-8pm



Welcome to Woolstone Medical Centre.

Here at the practice we are committed to giving our patients a high standard of care in a friendly and supportive environment. We aim to achieve this by working together with our patients



SURGERY TIMES

Monday: 08.30-11.30 -14.30-19.40 (Extended hrs)
Tuesday: 08.30-11.30 - 14.00-18.20
Wednesday: 08.30-11.30 - 16.00-19.40 (Extended hrs)
Thursday: 08.30-11.00 - 15.00-18:20
Friday: 08.30-11.30 -15.30-18.20

SURGERY APPOINTMENT SYSTEM

Our appointment system enables you to either book an appointment in advance, for the day or for more urgent matters an appointment with the doctor on call for that day. We also offer telephone consultations. All these appointments can be booked by telephoning **020 8699 1062**

For urgent matters our aim is to offer you an appointment within 24 hours. You may choose which doctor to see, but not all our doctors are here every day so this may restrict your choice on the day.

If you need care outside the surgery hours, which cannot wait until the practice re-opens the next day, there are several things you can do.

1. You can visit a local pharmacist and ask for advice.
2. Find health information on NHS Choices Online website: <http://www.nhs.uk/nhsdirect/Pages/Symptoms.aspx>
3. Get details of medical services available in your area from: **PALS Tele: 030 311 2233**
4. If you need to speak to a doctor urgently, you can telephone **SELDOC on 020 8693 9066** If you telephone the surgery after 6.30pm or at weekends an answer phone message will explain how to contact SELDOC where you can speak to a doctor. If you need emergency treatment in a critical or life threatening situation, you should go to the nearest A&E department and if necessary ring **999** for an ambulance.

If you are not sure what to do you can go to the Walk-In Centre at: **The Waldron Centre Amersham Vale New Cross SE14 6LD Tele: 020 3049 2370. Opening times 8:00am — 8:00pm Mon—Sun.**

Named G.P.

All patients have a named G.P. Your named doctor is the G.P. who will take responsibility for overseeing the management of your health needs and medicines, and who will work with other health and social care providers who are involved in your care. It is not essential that you always see your named doctor — all doctors at our practice are able to access your health records.



Administrative & Reception Staff

Sandra Younsi	Business Practice Manager
Lorraine Mann	Senior Receptionist
Jo Kemp	Receptionist
Mary Monk	Receptionist
Tracy Slade	Receptionist
Valerie Ryan	Receptionist
Mary Ayling	Receptionist
Janice Heredia	Receptionist
Janine Davis	Receptionist
Amanda Eels	Secretary
Marly Correia	Administrator

The staff are happy to advise and help you. They have a demanding job, so please be patient if they are not able to deal with your request immediately or have to refer it to someone else. Any information you give us is always treated in the strictest confidence.



Practice Nurses

Sue Andrews: RGN Qualified 1985 RSCN 1991
Alison Hollins: RGN RSCN Qualified 1988
Sarah Alltimes: RGN Qualified 1989

The nurses deal with minor illness and advise on many aspects of health care. Clinics run by the nurses include Asthma, Diabetes, Travel and Women's Health. These are by appointment only, please ask a receptionist for advice and times. If you have not been seen at the surgery for 3 years and are aged between 16-74 (or not been seen for one year for those over 75) you can request a check up appointment with the nurse if you wish.

PLANNING A HOLIDAY

Here at the surgery our nurses are available for travel advice and vaccinations. Before booking any travel appointments here we would like you to complete a questionnaire. The appointment if possible should be booked at least 6-8 weeks before departure. However if you have to travel in an emergency and cannot book in advance, our nurses will do their best. If no appointments are available you may be asked to go to a travel clinic. Information for these are at the reception desk.

WELL PERSON CLINIC

This clinic is run by our nurse Sue Andrews on Monday evenings between 3.30pm and 6.00pm
 By appointment only

HEALTH VISITORS

The Health Visitors deals with the health and development of children under the age of five. Developmental assessments are by appointment only.

BABY CLINIC

Wednesday 2pm—3pm (2nd & 4th Wednesday of the month) (weighing & general advice)
 Baby immunisations are carried out by the Practice Nurse by appointment only on a Tuesday

MIDWIFE

Antenatal care is available on Wednesdays
 By appointment only.

DISTRICT NURSES

The District Nursing Team is based at the Sydenham Green Health Centre. Tel: **020 8314 7777 (Option 2)**

HOME VISITS

Home visits are for people who are too ill to come to the surgery. If the patient has a temperature or a rash, coming to the surgery will do no harm and it will not endanger others, but please inform the receptionist on arrival. If a home visit is required please contact the surgery before 11.00 if possible. Give the receptionist as much information as you can so that the doctor can give your request due priority.