

Email: [nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk)

## SEXUAL HEALTH & CONTRACEPTION

Contraceptive care is provided 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

<b>District Nurses</b>	020 8314 7777(Opt.2)
<b>Health Visitors</b>	020 3049 3530
<b>Guys &amp; St Thomas' Midwives</b>	020 3049 3734
<b>Lewisham Hospital</b>	020 3049 3740
<b>Chiropody</b>	020 3049 3402
<b>Community Dentistry</b>	020 3049 3700
<b>Blood Tests</b>	020 3049 3400
<b>Contraception &amp; Sexual Health</b>	020 3049 3500
<b>Stop Smoking Service</b>	0800 082 0388

### Hospitals

<b>Lewisham</b>	020 8333 3000
<b>Guys</b>	020 7188 7188
<b>St Thomas'</b>	020 7188 7188
<b>King's College</b>	020 7737 4000

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

<b>Health Watch Lewisham</b>	020 7998 7796
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## URGENT CARE AND ADVICE

For urgent out of hours care contact

<b>SELDOC GP Co-op</b>	020 8693 9066
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**NHS 111 Service** (replacing NHS Direct)

## SELF CARE

Keeping a well stocked medicine cabinet at home can help you treat many minor ailments. Colds, coughs, indigestion and many other minor complaints can all be treated with medicines that are available over the counter. Your pharmacist can advise on what you might find useful to keep in your medicine cabinet. Always follow the instructions on the medicine label and consult your doctor if the illness continues or becomes more severe. Pharmacists offer professional free health advice at any time - you don't need an appointment. They can answer questions about prescribed and over-the-counter medicines. Your local Pharmacist can also advise on healthy eating, obesity and giving up smoking. Some pharmacists have private areas where you can talk in confidence. They may suggest you visit your GP for more serious symptoms. It is possible to purchase many medicines from the chemist without a prescription.

## SELF REFERRAL SERVICES

There are a number of services which you can self refer without the need to see a GP.

These are:

IAPT Lewisham - Access to psychological therapy.

Foot Health - Access to a foot health clinic throughout Lewisham.

Minor Eye conditions - This scheme allows patients across Lewisham to access NHS treatment for a range of eye conditions. Instead of having to visit hospital for treatment, patients can now be seen by a highly trained optometrist based in a local optician's practice. Please contact the practice for more information if needed.

## NON NHS SERVICES

Some services provided are not covered under our contract with the NHS and therefore attract charges. Examples include the following:

Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)  
Insurance claim forms  
Prescriptions for taking medication abroad  
Private sick notes  
Vaccination certificates

The fees charged are based on the British Medical Association (BMA) suggested scales and our reception staff will be happy to advise you about them along with appointment availability.

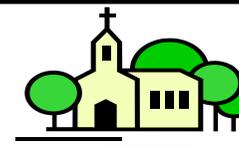
Please also note that we are not able to directly support any housing applications to the local council.

## PATIENT ON LINE SERVICES

Did you know that you can make appointments, order medication and access your medical records and results using Patient Access. In order to sign up, please ask at reception when you next come in.

## 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**

**Tel: 020 8699 1062**

**[www.woolstonemedicalcentre.co.uk](http://www.woolstonemedicalcentre.co.uk)**  
**[LEWCCG.g85061-general@nhs.net](mailto:LEWCCG.g85061-general@nhs.net)**

## Medical Staff:

**Dr Alexie Zimmermann (f)**  
MBCLB MRCGP DRCOG DFSRH

**Dr Ramesh Babu (m)**  
MBBS MRCGP DFSRH

**Dr Katherine Barlow (f)**  
MBBS MCGP MRCGP DFSRH

**Dr Doris Masaba (f)**  
MBChB MRCGP (Hons) DFFP

**Dr Induja Bandara (f)**  
MBBS MCGP MRCGP DFSRH

## Practice Opening Hours

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

Our extended hours for pre-booked appointments are on Monday and Thursday evenings 6.30pm-7.30pm.

GP extended service is also available from 8am to 8pm and Monday to Sunday. Please ask at reception for more details and how to book an appointment.

## 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 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.

### 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

<b>Sandra Younsi</b>	Business Practice Manager
<b>Lorraine Mann</b>	Senior Receptionist
<b>Jo Kemp</b>	Receptionist
<b>Mary Monk</b>	Receptionist
<b>Tracey Slade</b>	Receptionist

**Janine Davis**  
**Brenda Hannigan**  
**Claire Kilbane**  
**Lynn Wilson**  
**Tracy Suleyman**

Receptionist  
Receptionist  
Receptionist  
Admin  
Admin

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  
**Mandy Frost:** RGN RSCN

Our Nurses deal with minor illness and advise on many aspects of health care. Clinics run by the nurses include Asthma, Diabetes, and Women's Health. These are by appointment only, please ask a receptionist for advice and times.

### 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 for weighing & general advice)  
Baby Immunisation Clinic is on a Tuesday, if this is inconvenient an appointment can be booked in a General Appointment with any nurse.

### 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.

### 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.woolstonmedicalcentre.co.uk](http://www.woolstonmedicalcentre.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 PALS.

### 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