

# BELVEDERE MEDICAL CENTRE

15 ALBERT ROAD

BELVEDERE

KENT

DA17 5LQ

TEL: 01322 446700

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



INFORMATION FOR PATIENTS

## WELCOME TO BELVEDERE MEDICAL PRACTICE

This modern practice provides a comprehensive health care service with an ongoing commitment to healthcare education.

We provide this in a well-equipped spacious surgery with a well trained Primary Healthcare team enabling patients to make well informed decisions about their own health.

## THE PRACTICE TEAM

### Doctors

Dr Varun Bhalla (male)

MB BS

### Consultant Nurse Practitioner

Laura Muskett

RGN BSc (Hons) Nurse Practitioner  
Primary Care  
Pg Cert Supplementary Prescribing  
Dip Diabetes, Dip Asthma

### Practice Nurse

Sharon Gull

RGN, Non Medical Prescriber, Dip  
Diabetes, Dip Asthma

### Primary Care Assistant Practitioner

Teresa Lake

Foundation Degree in Health and  
Social Care

### Practice Manager

Shelley Bhalla

### Office Manager

Lynne Summerfield

### Receptionists

Christina Newbolt

Rose Barrett

Rachel Backhouse

Pamela Kirk

Kerry Bailey

Pauline Regan

## SURGERY OPENING TIMES

Monday - Friday open from 7.00am, appointments from 7.30am

7.00am - 6.30pm

Monday

7.00am - 6.30pm

Tuesday

7.00am - 8.00pm

Wednesday

7.00am - 1.00pm

Thursday

7.00am - 6.30pm

Friday

Clinic times

however may

vary

For the latest information click to: [www.belvederemedicalcentre.co.uk](http://www.belvederemedicalcentre.co.uk)

# A.C.H. SERVICES

**For professionally cleaned carpets, call the expert...**

Whether you want your carpets steam cleaned or dry cleaned you'll get a professional job. Don't throw away your carpet just because it's looking a bit dingy and dirty. After I've performed my magic you'll think you've got a new one!



- 10 years' experience in carpet cleaning
- Up-to-the-minute machinery
- Professional finish
- Fully insured
- Nothing too big or too small
- Commercial and domestic cleaning

**Tel: 01322 521497 or 07764 610623**

Email [enquiries@achservices.co.uk](mailto:enquiries@achservices.co.uk)

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



## It's Always Time for a Spring Clean!

Think back to how good you felt just having had a new carpet fitted. New carpeting has a smell all its own, doesn't it and, for the first month or so, extreme care is taken.

However, as with all things, 'life' soon intervenes and all too soon the new carpet becomes 'part of the furniture'.

Obviously it would be impractical, not to mention prohibitively expensive, to replace furnishings and carpets every six months or so – BUT you can enjoy many of the benefits of new carpets by having them professionally cleaned.

This becomes particularly relevant for anyone long-term ill or housebound. Having carpets professionally cleaned boosts the morale of the patient and the fact that their home is so fresh and clean gives them a real lift. Anyone owning a pet will instantly relate to 'wet dog syndrome' and so be able to appreciate the benefits this service can bring.

Contact your local contractor who will be delighted to explain the range of services they offer, all designed to give you and your carpets a real lift. So don't wait for spring – enjoy the benefits right now.

Attract **more business** by placing your advert **here**. Simply call 0800 0234 196.

# MARNICK LANDSCAPES LTD OF BELVEDERE

*"You imagine it we create it"*

## GARDEN DESIGN

- Driveways • Patios
- Fencing • Turfing
- Brickwork

## LOCAL EXCELLENCE

**Tel: 01322 431456**

**Mobile: 07730 942669**

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

Email: [marnickscapes@aol.com](mailto:marnickscapes@aol.com)

## Marnick Landscapes Ltd

We are a small family landscaping business, undertaking both business and housing estates and domestic gardens. We cover most aspects of gardening works, including landscaping and design, turfing, brickwork, patios, driveways, fencing, summer houses and garden buildings, garden clearances and regular maintenance. Examples of these can be viewed in the gallery on our website.

Located in Belvedere, we have built up a large portfolio of genuinely satisfied customers. Work recently completed includes: turfing, fencing, brickwork and much more.

A wide variety and any size of job will be considered. Estimates are free and advice can be given in person on site, or by phone or email. Areas covered are Belvedere, Erith, Crayford, Dartford, Swanley, Bexley, Bexleyheath, Welling, Eltham, Sidcup, Chislehurst and Orpington, but other areas would be considered dependent on job size.

We can be contacted by phone or fax on: 01322 431456, mobile no: 07730 942669 or by email on: [marnickscapes@aol.com](mailto:marnickscapes@aol.com)

Advertising Feature

## Baby-wear & Children's Clothes

From the moment your little bundle of joy arrives you will find yourself faced with the pleasurable challenge of having to buy clothes. Every parent will easily identify with the pleasure in getting just the right outfit for the right occasion.

The considerations are as endless as the selection of clothes on offer – value for money, comfort, design, functionality are just some of the areas to be taken into account. Not to mention every parents' immediate concern - Can I wash it? Will it wear well?

So it should come as no surprise that the best place to have all your questions answered is at a 'specialist retailer', whose sole interest is in providing you with the best possible items to suit your needs and budget.

So when you are looking for baby wear or children's clothing either for your own children or perhaps you are going to buy a gift of clothing for a new baby or child go to a local, specialist retailer who will be able to help you with every aspect of your purchase.

Go to an expert – you'll be glad you did!

## APPOINTMENTS

### Routine Appointments

These may be made up to two weeks in advance either by telephoning or calling at the surgery.

2.30 - 5.30pm	Monday	
2.00 - 5.00pm	Tuesday	
2.30 - 4.00pm	6.30 - 8.00pm	Wednesday

### Urgent Appointments

Requests for urgent appointments must be made between 8.00 - 10.00am on the same day. The appointments are for one patient and one complaint which is of an urgent nature.

### Walk-in Clinics

Walk-in clinics are available for any type of consultation apart from annual reviews, ie asthma, diabetes, smears and CHD. There is no need for an appointment.

Just attend the surgery during the following times and report to the receptionist:

7.30 - 10.30am	Monday	
7.30 - 10.30am	Tuesday	
7.30 - 10.30am	Wednesday	
7.30 - 10.30am	Thursday	
7.30 - 10.30am	2.30 - 4.00pm	Friday

If you are confronted by a serious problem such as severe chest pain or severe bleeding, call an ambulance (tel: 999) before calling the surgery.

### Telephone Consultations

If you require a telephone consultation you can book for a clinician to ring you daily before 10.30am. Please be available to receive our call if you have requested a phone consultation as this is a busy service. We will only be able to make one attempt to call you, so please ensure we hold the most up-to-date contact number.

### Cancelling Appointments

Please cancel appointments you no longer need. Give as much notice as possible to our reception staff so we can offer your appointment to someone else.

## HOME VISITS

If medical reasons prevent you from coming to the surgery and you need the doctor to visit you, please phone before 10.30am whenever possible. This enables us to plan our visiting rounds more efficiently. Of course, the surgery is better equipped than the doctor's bag, so please come in unless your illness prevents you from doing so.

Visit our website on: [www.belvederemedicalcentre.co.uk](http://www.belvederemedicalcentre.co.uk)

To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.

Advertising Feature

## OUT OF HOURS

If you need urgent medical attention when the medical centre is closed, then please phone the main number (01322 446700) and you will be directly connected to our out-of-hours service.

Alternatively, you can ring NHS Direct, a 24-hour, nurse-led advice and information service, on **0845 46 47** or visit them online at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## REPEAT PRESCRIPTIONS

For patients who are on continuous drug treatments, we can issue repeat prescriptions without the patient needing to visit the doctor every time. Please use your repeat prescription slip, indicating the items you require. If you have lost the computer slip, write your name and address, together with the details of your prescription (copied from the bottle or tube) clearly on a piece of paper and hand it in at the reception desk or send it to us by post. If you would like your prescription posted back to you please supply a stamped addressed envelope. Always allow 48 hours (two working days) to complete your request. **Repeat prescription requests cannot be accepted by phone.**

## TEST RESULTS

Please telephone between 12 noon - 2.00pm for test results or call into the surgery in person.

## REGISTERING AS A NEW PATIENT

When registering as a new patient you will be required to fill in a registration form. A proof of ID and two forms of address are needed, and it is helpful if you have your medical card. You will also be asked to fill in a new patient questionnaire and given an appointment with our PCAP. This is to gather important information about your past health and screening for some common medical conditions like high blood pressure and diabetes. Carers' needs are taken into consideration by the surgery, so please inform us when registering as a new patient.

Please allow at least 48 hours to put your details on our system – we cannot book an appointment for you until your name is on our system.

## INTERPRETATION SERVICE

The surgery is able to offer an interpretation service by prior request, this will require at least one weeks notice to arrange.

## DISABLED ACCESS

There is a reserved disabled car parking space near the front entrance. Wheelchair access to the building is via a ramp near the front entrance. A disabled patients' WC is also available. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement.

## NON-NHS SERVICES

Some services are not covered by the NHS and a charge is payable. For example:

- Private certificates
- Insurance medicals
- Pre-employment and HGV medicals
- Passport signing

A list of BMA-recommended fees is available in reception.

## SERVICES AVAILABLE

### Baby Clinic

Monday 10.30am - 12.30pm

The baby clinic is run by Dr Bhalla, practice nurse and the health visitor, for child development checks and immunisations, and allows an opportunity to discuss other problems, eg sleeping, feeding and child health worries, with them.

### Asthma/COPD Reviews

Asthma/COPD appointments are available:

Wednesday PM

Thursday AM

Friday AM

These are run by our practice nurse.

### Diabetic Reviews

Appointments are available:

Thursday AM

These are run by the practice nurse and the PCAP.

### Family Planning

Contraceptive care is available. Implanon and coil fittings are organised through the practice nurse and a doctor. Depo injections and emergency contraception are also available.

### Well Woman Advice

Monday, Tuesday, Wednesday, Thursday and Friday

Practice nurse for smears and discussion of women's health issues by appointment and by the nurse practitioner for postnatal checks.

### Minor Surgery

Dr Bhalla and the nurse practitioner carry out minor surgical procedures by appointment and the doctor/nurse practitioner will be happy to advise you on this.

### Health Promotion Sessions

Health promotion clinics are available to discuss/screen for health problems. Slimming advice is given by our assistant practitioner.

### Smoking Cessation

If you need help to give up smoking please contact Teresa our assistant practitioner.

### Non-NHS Examinations

The doctor is happy to carry out medicals, eg insurance and driving licence, by appointment. Please telephone the surgery for an appointment. The fees charged for these services are in line with the BMA-recommended charges.

## Counselling

Counselling is available by referral from your doctor or nurse practitioner.

A qualified counsellor is available on Friday. Please ask your doctor for an appointment.

## Patients 75 Years And Over

If you are 75 years of age or over, you should be seen annually. A check is performed by the PCAP or practice nurse. This can be arranged at the surgery or, if that is not possible, a home visit will be arranged for housebound patients.

## Travel Immunisation/Vaccinations

Please make an appointment at least six weeks prior to your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS.

**Allow four to six weeks before travelling.**

## Flu Vaccination

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing and rest homes.

Please contact the reception staff in October for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit will be arranged to undertake this facility.

## CONFIDENTIALITY

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team. No-one can have access to medical information without prior written consent.

## FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000, obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

## ZERO TOLERANCE

The practice supports the NHS policy of zero tolerance with regard to violence or abuse to the doctors, staff or others on the practice premises or other locations where treatment may take place. Persons abusing this policy may be reported to the police and removed from the practice list.

**For the latest information click to: [www.belvederemedicalcentre.co.uk](http://www.belvederemedicalcentre.co.uk)**

## COMPLAINTS PROCEDURE

We try to give all our patients the best care and are always interested in your ideas or comments for improvements to our service. If you have any suggestions or complaints, you may address them to the practice manager either in person or in writing.

## SUGGESTION BOX

We welcome comments and suggestions from our patients. If you wish to make any, please place them in the suggestions box provided.

## PATIENT REFERENCE GROUP

We are setting up a Patient Reference Group where patients are contacted by email to ask their views on what they feel our key priorities should be when it comes to looking at the services we provide.

## MOBILE PHONES

Please turn off your mobile phone before entering the medical centre, as this disturbs staff and patients and may also interfere with medical equipment.

## FIRST AID KIT

**Soluble aspirin** 300mg tablets (not for those with a history of stomach ulcers or asthma).

**Paracetamol mixture** (Calpol or Disprol) good for pain and reduces fever.

**Antiseptic solution** for cleaning cuts and grazes.

**Calamine lotion** for dabbing on insect bites, sunburn or chickenpox.

**Thermometer** 'Feverscan' forehead thermometers are very quick and easy to use on children.

**Cotton wool** for cleaning cuts and grazes.

**An assortment of dressings.**

**Tweezers** for removing splinters.

Remember, the pharmacist can give on-the-spot advice on your medication and possible side effects.

If you are buying over-the-counter remedies for self-help minor illnesses, always tell the pharmacist what prescribed medication you are taking.

**Visit our website on: [www.belvederemedicalcentre.co.uk](http://www.belvederemedicalcentre.co.uk)**

## SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

### Colds

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish take aspirin or paracetamol. Antibiotics have no effect on the common cold.

### Diarrhoea

Diarrhoea in adults usually clears by itself in a few days. The symptoms can usually be eased by a medicine called Loperamide, available from the chemist. Consult your doctor if the symptoms persist for more than a few days.

### Nosebleeds

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Repeat once if necessary. If symptoms persist, consult your doctor.

### Insect Bites And Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Applying calamine lotion is also helpful. Note: bee stings should be scraped away rather than "plucked" in order to avoid squeezing the contents of the venom sac into the wound.

### Chickenpox

The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

### Head Lice

These are most easily detected by fine tooth combing through really wet hair. If head lice are discovered there are two available options. Firstly, the 'conditioning and wet combing' method is less expensive and more successful. Secondly, by using overnight lotions, which are available from a chemist without a prescription. Contact your health visitor for more advice.

### Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes. If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

### Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation, whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to ensure sufficient protection is taken.

For the latest information click to: [www.belvederemedicalcentre.co.uk](http://www.belvederemedicalcentre.co.uk)

## SUPREME CARPETS

### RETAIL AND WHOLESALE

Carpet, vinyl and laminate flooring  
supplied and fitted

Samples brought to your home  
Most carpets supplied and fitted  
within 24 hours

Free estimates - all work guaranteed  
Carpet cleaning services also available

Visit us at:  
68 Nuxley Road  
Belvedere  
Kent DA17 5JG

Phone: 01322 446655  
Mobile: 07870 916021  
Email: [supremecarpets1@aol.com](mailto:supremecarpets1@aol.com)  
[www.supremecarpets.co.uk](http://www.supremecarpets.co.uk)



### A Supreme Choice

SUPREME CARPETS offer the very best in floorcoverings and customer service to the people of Kent and beyond.

Their recent move to additional premises in Nuxley Road, Belvedere, is a fitting choice - if you'll pardon the pun! For it was in that very same street that Supreme proprietor Fred Gibson started his career in carpets.

Now established in business in his own right for 35 years, Fred is proud of the fact that Supreme Carpets is very much a family business, with his son Steve fitting carpets alongside him, and Rose in the shop.

Supreme Carpets offer a wide range of the finest floorcoverings and serve a number of domestic, trade and contract clients, with the highest standards of workmanship assured, and at very competitive rates.

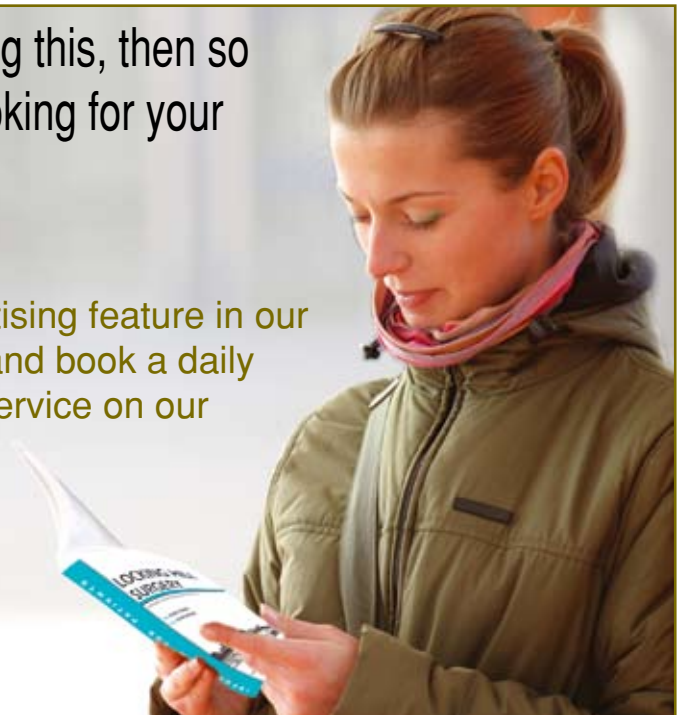
They can supply and fit most carpets and vinyls within 24 hours and offer free estimates, giving you peace of mind that your quality flooring will be installed quickly and smoothly.

Supreme are pleased to offer measuring services in the evenings to fit in with customers' busy work schedules, and all estimates are free.

Call them on 01322 446655 or click onto [www.supremecarpets.co.uk](http://www.supremecarpets.co.uk)

If **YOU** are reading this, then so could patients looking for your kind of service.

To place an advertising feature in our practice booklets and book a daily reminder of your service on our appointment cards and website simply phone Jenny Mellenchip now on 0800 612 1516



## USEFUL TELEPHONE NUMBERS

Belvedere Medical Centre.....	01322 446700
Queen Mary's Hospital.....	020 8302 2678
Queen Elizabeth Hospital (Woolwich).....	020 8836 6000
Erith Hospital.....	020 8308 3131
Bexley Primary Care Trust.....	020 8298 6000
NHS Direct.....	0845 4647
Patient Advice & Liaison Service (PALS).....	0800 328 9712
Social Services.....	020 8303 7777

## PRACTICE MAP

### Local Transport

Nearest Rail Station: Bexleyheath or Belvedere

Local Transport Buses: 99 runs between Woolwich & Bexleyheath, 422 runs between Bexleyheath & North Greenwich (stops near Bexleyheath rail station), 401 runs between Thamesmead & Bexleyheath (stops near Belvedere rail station),



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