# BELVEDERE MEDICAL CENTRE

15 ALBERT ROAD

BELVEDERE

KENT

DA17 5LQ

TEL: 01322 446700

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 July 1984 UK LMSSA MRCGP

Dr Regina Ehimigbai (Female) MBBS MRCGP DFFP DRCOG MSc

Dr Monica Bhalla (Female) BSc Hons 2002 MBBS 2002 MRCP DFSRH MRCGP

Dr Jessica Dalzell (Female) MBChB August 2016 MRCGP

Dr Sanjana Bhalla (Female) MBBS 2016 MRCS (ENT) MRCGP

**Nurse Practitioners**

Consultant Nurse Practitioner

Laura RGN BSc (Hons) Nurse Practitioner Primary Care Pg Cert Supplementary Prescribing, Dip Diabetes, Dip Asthma, 1985 UK

Bridget RGN BSc (Hons) Nurse Practitioner Primary Care, Pg Cert Supplementary Prescribing, Dip Diabetes, Dip Asthma 1981 UK

**Practice Nurses**

Gill Content RGN, BSc Adult Nursing, DIPPhe Professional Practice, IIHHT Holistic Therapies Diploma

Lesley Ndreu RGN, BSc (Hons), Postgraduate diploma in Primary care

Maia Felix RGN, GPN

Occasionally, the practice does use locum nurses.

**Health Care Assistant (HCA)**

Viv NVQ 3 in Health and Social Care

Studying towards Foundation Degree in Health and Social Care

**Physician Associates**

Rosie Asante MSc Physician Associate Studies

Jack Baldwin

**Paramedics**

We use Almedic Ltd a company to provide home visiting service by paramedics.

**Clinical Pharmacist's**

Nimisha

Annalisa

**Pharmacy Admin**

Jessica Stevens

**Business Manager**

Shelley

**Practice Manager**

Kay Wood

**Office Manager**

Lynne

**Administration** Julie

Susan Beverley

Sarah Libby

Julie Jesica

**Receptionists**

Georgia Natasha

Sanjeet Sarah

Baljit Lucy

Claire Clare

Natasha Sianne

There are additional members of reception/admin staff. Please see Notice Board in the surgery for updated list.

**SURGERY (Reception) OPENING TIMES**

Please note our phone lines are open from 08:00 – 18:30.

Reception Times

Monday 08:00 – 18.30

Tuesday 08:00 – 19:30

Wednesday 07:00 – 18:30

Thursday 07:00 – 18:30

Friday 07:00 – 18:30

**ROUTINE APPOINTMENTS**

Belvedere Medical Centre has teamed up with AskFirst to improve its service to our patients. You can now check symptoms, book/cancel appointments, message your practice and much more with AskFirst. Download the AskFirst app on your mobile device or use the web version at
https://webcdn.sense.ly/ Patients can book their respective appointments a lot quicker using the AskFirst app. You can download the app at www.sensely.com/askfirst/

1. Routine Appointments can be booked by navigating to the 'Book Routine Appointments' tab, second from the top of the main menu.

2. From here you can choose to book a telephone consultation, a face-to-face consultation, nurse or healthcare assistant appointment or book a physio appointment.

 You can also get your test results, sick notes, contraceptive implants, coils, social prescribing, travel advice, general enquiries and more.

3. It is important to choose the correct option that applies to you.

We kindly ask that you avoid telephone queues, use AskFirst and leave phone access for very urgent matters, elderly, frail, patients with a disability or patients with genuine problems without internet.

If you’re looking to make a routine Doctor/Nurse Practitioner/Physician Associates appointment, please make sure your appointment is not for the following:

Blood pressure checks, ongoing sick notes, smear tests, pill checks, contraceptive advice, immunisations, injections, dressings, baby checks, and annual review of long-term conditions or medication reviews.

It is important you choose the correct option. If the appointment is not for one of the listed options (as above) then select 'none of the above' to proceed, otherwise continue with the option that applies to you.

If you are a parent and want to book routine appointments for your child, you will need to create their own Ask First account with a separate email address for registration and a unique password.

All appointments that are available online are exactly the same as those available to receptionists in the surgery.

Please make sure that you are booking your appointments correctly so that patients are booked with the correct Clinician to avoid disappointment at the appointment and improve efficiency of utilising capacity and productivity.

You can cancel any appointment via the 'Manage My Appointments' tab on the app.

If you belong to any vulnerable group, are old, frail or have a disability, mental illness or a language barrier then please call the surgery for an appointment.

You can book with the Clinician of your choice at Belvedere Medical Centre via Ask First provided the relevant Clinician’s appointment is available.

**URGENT APPOINTMENTS:**

For urgent on the day appointments please call the practice during practice opening hours, Monday to Friday 8 AM TO 6:30 PM. There are limited number of on the day urgent slots which are given on first come first serve basis. If you feel that your problem is not an urgent on the day matter then please select the Book Routine Appointments on the main menu of Ask First App. Alternatively, please call NHS111 or visit a local urgent treatment centre. Once urgent appointment slots are taken, you will be signposted to appropriate services like GP Hub or Urgent Care Centre or A&E depending on clinical need.

**Book Appointments Online**

You can now register to book and cancel appointments on the Ask First app. If you are interested in this service, please download the app from www.sensely.com/askfirst/

**Cancelling Appointments**

Due to an increase in the number of wasted appointments through patients failing to attend appointments without informing the surgery, it has become necessary to implement the following policy:

If you repeatedly fail to attend appointments, you may be removed from this practice list and required to find an alternative doctor.

If you cannot attend your appointments for any reason, please use the AskFirst app and navigate to the ‘Manage My Appointments’ and cancel your appointment, or call the surgery to cancel in advance.

We can then offer the appointment to someone else.

Emergencies

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

**HOME VISITS**

Home visits are provided for medical reasons only. If required on medical grounds, patients who are elderly, frail and on the housebound list can request a home visit. Children and younger patients are encouraged to attend surgery. Home visits are not provided for convenience and are done on medical grounds. Please request a home visit by 10:30. 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. Our Clinicians will assess your request and may call you to discuss it. If they feel a home visit is appropriate, they will usually visit in the afternoon after morning surgery.

**OUT OF HOURS**

If you need urgent medical attention when the medical centre is closed, then please phone NHS 111.

**REPEAT PRESCRIPTIONS**

Belvedere Medical Centre would like to encourage our patients to sign up to online services due to changes that took effect from 25th may 2018.

Signing up to GP online services will enable you to use the website for your convenience relieve pressure on reception staff and satisfy GDPR Regulation.

For patients who are on continuous drug treatments, we can issue repeat prescriptions without the patient needing to visit the doctor or come to surgery every time. You can now request repeat prescriptions via the NHS App.

If you do not use the NHS App to request repeat prescription you must provide repeat prescription slip or your name and address, together with the details of your prescription (copied from the bottle, packet or tube) in writing. Always allow 72 hours (three working days) to complete your request. For hospital prescriptions allow 72 hours (three working days) after we receive the documentation.

Please note that we do not take repeat prescription request over the phone.

If your prescription re order slip indicates you need a medication review or you are told you need a medication review then you can book a phone appointment with our pharmacy team by choosing ‘Medication Review’ option in Book Routine Appointment menu via AskFirst. Please do not book medication review if your medication is not on your regular repeat medication list. On booking the appointment, a Prescription Clerk will contact you by phone or text to ensure any checks or tests are arranged before giving appointment with a pharmacist to review the medication.

Patients in vulnerable groups like old, with a disability, mental illness or a language barrier can call surgery to book a phone appointment with Prescription Clerk for Medication Review.

Please allow minimum of 2 weeks unless request is of urgent nature for queries

**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 desirable, and it is helpful if you have your medical card. Please contact our reception team who can provide further details as to whether you are eligible to register. You will also be asked to fill in a new patient questionnaire. 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 if this applies to you please inform us when registering as a new patient.

**INTERPRETATION SERVICE**

The surgery is able to request an interpretation service by prior request; this will require at least one weeks’ notice to arrange, as this is an external service provided by Bexley CCG.

**DISABLED ACCESS**

There are two reserved disabled car parking spaces 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 please inform our staff.

**NON-NHS SERVICES**

The majority of procedures, consultations and services carried out at this surgery are paid for by the NHS. However, some services are not covered by the NHS and a charge is payable for example:

• Private certificates • Insurance medicals • Pre-Employment and HGV medicals

The doctor is happy to carry out medicals, e.g. insurance and driving licence, by appointment. Please message the surgery for an appointment with details by choosing the ‘Chargeable Medical Examination/Report Request’ option in ‘Book Routine Appointment’ menu in AskFirst App. If you are genuinely unable to use the App then call the surgery where details can be given and a member of staff will call you back with the arrangements. Fees will be charged for these services. Further information is available at reception.

**SERVICES AVAILABLE**

Childhood immunisations, asthma/COPD reviews, diabetic reviews, family planning & contraceptive care is available in-house. Implanon and coil fittings are organised through the Practice Nurse and a Doctor. Depo injections and emergency contraception are also available. We offer Chlamydia testing and a condom supply service (please apply via Nurse or reception for this service). Well woman advice, cervical smears and discussion of women’s health issues, postnatal checks. Dr Bhalla and Dr Jessica. Carry out joint injections by appointment and the Doctor/Nurse Practitioner will be happy to advise you on this. Health promotion clinics are available to discuss/screen for health problems. Slimming advice is given by our Health Care Assistant.

**NON-NHS EXAMINATIONS**

The doctor is happy to carry out medicals, e.g. insurance and driving licence, by appointment. Please book via Ask First and if you can’t, telephone the surgery for an appointment then your details will be taken and a member of staff will call you back with the arrangements. Fees will be charged for these services. Further information is available at the reception.

**COUNSELLING**

Patients can self-refer to Mind Bexley by telephoning 02083038932 or by visiting its website
www.mindinbexley.org.uk

**TRAVEL VACCINATION**

If you need travel vaccination then please send practice a message online via AskFirst by choosing Travel Advice in Book Routine Appointment menu after which we will contact you.

Elderly, frail and patients with learning disability, severe mental illness or language barrier can call the surgery on 01322 446700 to and leave their details for a nurse to evaluate.

Please note that not all travel vaccinations are available on the NHS and the practice does not provide certain travel vaccinations.

You need to book this appointment at least six weeks before intended date of travel.

**FLU VACCINATION**

An influenza vaccination is particularly recommended for patients over 50 years of age or younger patients with heart, lung or kidney disease, diabetes and residents of nursing and rest homes.

Specific age groups of children are also eligible for nasal flu vaccination.

Please contact the reception staff in October for details of the vaccination dates. If you are housebound and 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 GDPR compliant. 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. Please see Privacy Notice on our website for further information.

**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.

**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. Reception staff have copies of our complaints leaflet. For more comprehensive details regarding complaints see our website where you can also download our complaints form and complaints leaflet.

You may also contact:

NHS England, PO Box 16738, Redditch B97 9PT

Tel: 0300 311 22 33 Email: england.contactus@nhs.net

**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 PARTICIPATION GROUP**

We have a Patient Participation Group. If you would like to work with our practice, help improve the health and wellbeing of patients and improve services - just give your details to reception staff (please note this is not a complaints forum).

**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. If you change your number, please let us know.

**MANAGE YOUR HEALTHCARE PROVISION ON LINE**

Please use AskFirst to book appointments, cancel appointments or for self-help. For further details, visit our website www.belvederemedicalcentre.co.uk.

To order repeat prescriptions or see your medical records including test results, download the NHS App or go on NHS online. It will let you interact with our practice using the internet at your convenience, even when we are closed. You will need to register with the practice to access this service, and once registered you will be given information that will enable you to create your username and password. This is the most convenient way to access services. If you are interested in this service, please download the form available on the website
www.belvederemedicalcentre.co.uk then return the completed form to the surgery or ask at reception.

**TRAINEES**

Belvedere Medical Centre is a Training Practice with three GP Trainers. Trainees are fully qualified doctors.

The Registrars will be holding their own clinic. You have a choice to see them or any other GPs in the practice.

The trainees, as part of their training will be making video recordings of some of their consultations; this is a very useful teaching tool. You may be asked for your permission to video your consultation with one of the doctors. You, of course, have the right to decline and any refusal will have no implications on the way you are treated or which doctor you see.

We believe that involvement in the education and training of future GPs will be beneficial for the practice as a whole. Their presence will enhance and improve the service we can offer to our patients.

**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**

**Social Services 020 8303 7777**

**Primary Care Trust**

NHS South East London

1 Lower Marsh

London SE1 7NT

Main Reception Office Hours Monday - Friday 9.00am - 5.00pm **0203 049 4444**

**Erith Urgent Care Centre**

at Erith Hospital

Park Crescent DA8 3EE

Open 8.00am - 10.00pm Seven days a week **01322 356116**

**NHS 111 111**

**Complaints - NHS England 0300 311 22 33**

By email: england.contactus@nhs.net

By post: NHS England, PO Box 16738, Redditch, B97 9PT

You have the right to approach the Parliamentary & Health Service Ombudsman.
The Parliamentary and Health Service Ombudsman
Millbank Tower
30 Millbank
London, SW1P 4QP

Tel: **0345 0154033**

Website: www.ombudsman.org.uk

http://www.ombudsman.org.uk/make-a-complaint (to complain online or download a paper form).

**PRACTICE MAP**

Local Transport

Nearest Rail Station: Bexleyheath or Belvedere

Local Transport Buses: **99** runs between Woolwich & Bexleyheath, **469** runs between Queen Elizabeth Hospital Woolwich & Erith Town Centre, **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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