

ICO HEALTH GROUP PRACTICE LEAFLET

“The Practice aims to provide a wide range of high-quality services based on its patients’ needs whilst encouraging them to live a healthier lifestyle”.

ICO Health Group is four established GP Practices operating over four sites. Our commitment to working together will ensure a more cohesive service for all our patients.

Patients will continue to be cared for at their local sites; however they would also benefit from improved access to GPs with different areas of speciality and the sharing of services that have previously only been available at some of our sites:

“Moorside Clinic, Chinbrook Surgery, Marvels Lane Surgery & Boundfield Medical Centre”

All sites come within the NHS Lewisham area and the nearest hospital is University Hospital Lewisham



Partners:-

Dr YD Malik (Male) MBBS, MD DCH

Dr P Velayuthan (Male) MBBS, BSc, MRCGP

Dr S Lingarajah (Male) MBBS LRCP, LRCS, LRCPS, SGI

Associates:-

Dr Seema Khan (Female) MBBS, MRCS, MRCGP, DRCOG

Dr Anushka Mehmotra (Female) MBBS (currently on maternity leave)

Dr Jacqueline Mcleod (Female) MB, ChB MRCGP, MPH

Dr E Kuncharalingam (Male) MBBS

Dr A Egboh (Male) MBBS

ICO HEALTHGROUP

Website: www.icohealthgroup.co.uk

Tel no: 020 3640 2090 Fax no: 020 3640 2091

Moorside Clinic

7 – 9 Moorside Road BR1 5EP

This is a green belt area – parking spaces are very limited, however there is parking for the disabled. Time Limit is 2.5hrs
There is wheelchair access throughout the building

Surgery Opening Times

Monday	8:00 am – 6:30 pm
Tuesday	8:00 am – 6:30 pm
Wednesday	8:00 am – 6:30 pm
Thursday	8:00 am – 6:30 pm
Friday	8:00 am – 6:30 pm

Chinbrook Surgery

32 Chinbrook Road SE12 9TH

Parking is available in neighbouring roads as parking on site is limited. There is access for wheelchairs at the front of the building

Surgery Opening Times

Monday	8:00 am – 1:00 pm 3:00pm – 6:30pm
Tuesday	8:00 am – 1:00 pm 3:00pm – 6:30pm
Wednesday	CLOSED
Thursday	8:00 am – 1:00 pm 3:00pm – 6:30pm

Friday	8:00 am – 1:00 pm 3:00pm – 6:30pm
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Marvels Lane Surgery

37 Marvels Lane SE12 9PN

There is parking available in the area and allocated disabled parking bays. There is wheelchair access in the building

Surgery Opening Times

Monday	CLOSED
Tuesday	8:00 am – 1:00 pm
Wednesday	8:00 am – 1:00 pm
Thursday	CLOSED
Friday	8:00 am – 1:00 pm

Boundfield Medical Centre

103 Boundfield Road SE6 1PG

There is disabled access from the front of the building which is wheelchair accessible. There is ample parking around the surgery as not restricted parking.

Surgery Opening Times

Monday	8:00 am – 1:00 pm
Tuesday	CLOSED
Wednesday	CLOSED
Thursday	8:00 am – 1:00 pm
Friday	CLOSED

APPOINTMENTS

To make a routine appointment telephone or call at reception during our opening hours or you are now able to access the appointment system on line. Please ask at reception for details. We will try to give routine appointments within 48 hours but if you wish to see a particular doctor then you may have to wait longer. If you feel you have a lot to discuss with the doctor and need more time, please ask for a double appointment. Appointment times are booked for 10 minutes per patient for all doctors.

Please note: - only one person can be seen at each appointment. Please inform Reception if you wish to cancel your appointment as soon as possible to allow the slot to be allocated to someone in need and to reschedule your appointment. If you fail to attend 3 consecutive appointments you will be informed that you may be removed from our list.

ICO Health Group also employs a Clinical Pharmacist to triage the GP appointments, you may be triaged by our Clinical Pharmacist first who when place you a GP appointment list if they feel you need to see a doctor.

EMERGENCY APPOINTMENTS ONLY - please ring 020 3640 2090 :-

Ring at 8am for a morning or evening appointment at either Moorside Clinic or Chinbrook Surgery, Marvels Lane Surgery and Boundfield Medical Centre.

HOME VISITS

If you are too ill to attend the surgery and need a home visit please ring 020 3 640 2090 before **11am** where possible. Please try to give details of your condition to the Receptionist to help your GP assess the urgency of the visit. This maybe triaged and passed to the home-visting team for assessment first.

OUT OF HOURS EMERGENCIES

If you need urgent medical assistance outside normal surgery hours (ie after 6:30pm and before 8:00am), please contact the surgery where you will hear a recorded message advising you how to contact our Out of Hours Service NHS 111 who will pass this to SELDOC if you need to be seen.

In some instances it may be necessary for you to ring for an ambulance, for example, if you have **chest pain** which goes on for more than 15 minutes – **DON'T DELAY – dial 999** for an ambulance and tell them you think it may be a heart attack.

RESULTS

Test results can be given between **11.30-12.30** daily by calling the main telephone line on: 020 3640 2090. Please try to avoid calling the surgery at 08:00am for results.

Please allow at least five working days for your result to arrive back at the surgery. **Please be aware, however, that x-rays and some blood test results can take up to 2 weeks to come back to the surgery.**

Cervical smear results can take between six to eight weeks to arrive at the surgery.

PRESCRIPTIONS

You can request a repeat prescription by using the perforated tear off repeat request that was attached to your last prescription or a note with your details and the medication required. You are now able to request prescriptions on line and via our website <https://www.icohealthgroup.co.uk/>. We do not accept prescription requests over the telephone. Please allow **TWO CLEAR WORKING DAYS** (48 hours) for us to deal with your request.

The practice now uses the Electronic Prescribing System – This means you can allocate a chemist of your choice for your prescriptions to be sent to electronically. YOU do need to sign up for this service either at the surgery or at a chemist.

You may post your requests with an enclosed stamped addressed envelope if you wish us to return it to you by post.

Private prescriptions cannot be converted into NHS prescriptions.

All patients on repeat medication will be asked to have a medication review at least every 3-12 months with a date set by the prescribing doctor according to the patient's clinical condition.

CLINICS

ASTHMA, DIABETES, HYPERTENSION, COPD, HYPERTENSION, CERVICAL SMEARS, CONTRACEPTION SERVICES, TRAVEL VACCINATIONS

Please book an appointment for any of the above with one of our Practice Nurses.

ANTE-NATAL

Moorside Clinic

Tues 9.00am to 5.00pm & Fri 9.00am to 5.00pm

Ante-natal clinics are run by a Community Midwife. Please bring a urine sample with you.

BABY 8 WEEK CHECK

This is run by the Practice Nurse to give primary immunisations to babies – just ask reception to book you in.

Please note this clinic is for well babies. If your baby is unwell please book an appointment to see your GP.

(Please bring your child's Red Book with you to these appointments)

FLU VACCINATIONS

Flu clinics take place every year from August – January. The dates and times are advertised from August / October.

PATIENTS OVER 75 YEARS OF AGE (By appointment)

If you are aged 75 or over you are entitled to have a health check once a year in the surgery unless you are housebound, of which we will arrange for a district nurse to come out to you in your home.

Registered patients between 16-74 who have not attended the surgery within 3 years prior to making a request for an appointment shall be given an appointment.

Registered patients over 75 years who have not attended the surgery in the 12 months prior to making a request for an appointment shall be given an appointment

REGISTRATIONS

ICO Health Group offers NHS services to patients living within the catchment area. Please check with a Receptionist that you live within this area before you begin registration. You can also pre-register online by visiting our website on:

<https://www.icohealthgroup.co.uk/>

You must live permanently within the area.

For your registration you will need to complete a registration form for each person registering at the practice. You will also need to bring proof of address as an adult i.e utility bill / bank statement within the last 3 months and photo id (Driving License or Passport).

For children under 16 we require:- Red book and Birth Certificate

SUMMARY CARE RECORD

A summary care record is an electronic record that is stored at a central location. As the name suggests, the record will not contain detailed information about your medical history, but will only record certain important clinical facts, such as:

- whether you have any health conditions,
- whether you're taking any prescription medication,
- whether you have any allergies, and
- whether you have previously had a bad reaction to any medication.

Access to your summary care record will be strictly controlled. Only NHS staff directly involved in your care who have a special smartcard and access number (like a chip-and-pin credit card) will be able to access the information. If you want to have a summary care record, you don't have to take any further action. If you don't opt out, you will automatically join the scheme. To opt out, please ask for further information at Reception.

CONFIDENTIALITY STATEMENT

This surgery is computerised and complies with the Data Protection Act and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from District Nurses and hospital services
- To help you get other services e.g. from social work departments. This requires your consent.
- When you have duty to others e.g. in Child Protection cases.

Anonymous patient information will also be used at a local and national level to help the Health Board and Government plans e.g. for diabetic care. If you do not wish anonymous information about you to be used in such a way, please let the practice know.

If you wish to speak with a receptionist in confidence, please let them know and they will arrange to speak with you in a private room.

MEDICAL RECORDS AND CONFIDENTIALITY

All your medical history and information about you are kept in files and on the computer. Your medical and personal information are strictly confidential and all staff are trained to maintain this confidentiality. The Data Protection Act 1998 allows you access and obtain copies of your medical records. The guidelines governing this stipulate that a £10 fee may be charged for access to your medical records, a request form needs to be filled in (available from Reception) and there is a charge for copies made up to a maximum of £50.00.

SICKNESS CERTIFICATES

The doctor can provide a medical certificate, now called a 'Statement of Fitness for Work', for patients they have seen, who are off work for a week or more. You **do not** need a medical certificate if you are off work for less than 7 days.

NON-NHS SERVICES/EXAMINATIONS

Certain services provided by the doctors are not covered by the National Health Service, e.g. Pre-employment medicals; insurance reports, travel insurance forms, passport application forms, taxi medicals, HGV medicals, Foster medicals, etc. Please make arrangements with our Receptionist. A fee may be payable so please check this at the time of booking.

A&E DEPARTMENTS & URGENT CARE CENTRE

University Hospital Lewisham

Adult Emergency 020 8333 3042

Child Emergency 020 8333 3138

The Emergency Department (ED) is open to anyone who needs emergency care because of a serious illness or accident, both adults and children.

The Urgent Care Centre (UCC) provides treatment for patients suffering from urgent but not life threatening conditions such as cuts and bruises, mild chest infections, coughs and colds, fever, sickness, vomiting and simple fractures.

Waldron GP Led NHS walk in Centre:

Mon – Sun 8am-8pm

Amersham Vale

New Cross

SE14 6LD

Tel: 020 3049 2370

Beckenham Beacon Minor Injuries & A&E

379 Croydon Road

BR3 3QL

Tel: 01689 8630006

HELP US TO HELP YOU

NHS resources are precious and it is in everyone's interest to use them in a responsible manner. Please:

- Only use the emergency service in a genuine emergency
- Treat all the members of the team with respect and courtesy at all times
- Reduce delays by remembering appointments are for one person only and to cancel any unwanted appointments
- Inform reception staff of any changes in your circumstances, such as a change of surname, address, telephone number etc.

As patients, you are responsible for your own health and that of any dependents. It is important that you adhere to information and advice given to you by the health professionals, and co-operate with the practice in endeavouring to keep you healthy

NHS ENGLAND offers details of primary medical services in the area, including doctors' and dentists' lists, medical cards, exemption certificates and enquiries:

England.contactus@nhs.net

Phone: 0300 311 2233

NHS England

PO Box 16738

Redditch B97 9PT

You can also visit NHS choices to find doctors and dentists in your area www.nhs.co.uk

USEFUL TELEPHONE NUMBERS AND ADDRESS

Lewisham Hospital	020 8333 3000
Princess Royal University Hospital (Farnborough)	01689 863000
NHS South East London, Cantilever House SE12 8RN	020 7 7167000
Social Services	020 8698 9112
Day Lewis Chemist	020 8697 2615
Duncan's Chemist	020 8460 1425
Grove Park Pharmacy	020 8857 5904
Harris Pharmacy	020 8857 4371
Brooks	020 8857 8980
Cambelle Chemist	020 8697 0709
King's Emergency Dentist	020 7346 3894
GP Walk in Centre, Amersham Vale SE14 6LD	020 3049 2370
GP Walk in Centre, Beckenham Beacon	01689 863000

PATIENT PARTICIPATION GROUP (PPG)

Please come along and become a member of our group. It is for the good of the practice and our patients.

We would like to hear your views on how well we run the practice and ways of improving.

Forms are with Reception for you to join.

We want more active members and will be working hard to increase our members over the coming months.

Meetings are either face to face or virtual throughout the year.

You can email your comments to: lewccg.G85104.general@nhs.net