



PRACTICE BOUNDARY
IS HIGHLIGHTED
IN PINK



STOVELL HOUSE SURGERY

188 Lower Addiscombe Road
Croydon
Surrey
CR0 6AH

Tel. 020-8654 1427

Fax: 020-8662 1272

croccg.h83039communications.nhs.net

OPENING HOURS:

8.15AM-8PM MONDAY

8.15AM-7PM TUESDAY-FRIDAY

www.stovellhousesurgery.co.uk

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USEFUL TELEPHONE NUMBERS:

HOSPITALS

Croydon University Hospital (Mayday)	020-8401 3000
St Helier Hospital	020-8644 4343
St George's Hospital	020-8672 1255
Shirley Oaks Hospital (Private)	020-8655 2255

OTHER USEFUL NUMBERS:

Age Concern	020-8684 7726
Alcoholic's Anonymous	01883 330720
Childline Freephone	0800 1111
Citizens' Advice Bureau	020-8684 2236
Community Dermatology	020-8683 6734
Community Phlebotomy - Woodside	020-8274 6946
Croydon Community Health Centre	020-3040 0800
Croydon Council - Bernard Weatherill House	020-8726 6000
Croydon Drug Concern	020-8681 8113
Croydon Community Services	020-8680 2008
Croydon Police	020-8667 1212
Croydon Social Services - Bernard Weatherill House	020-8726 6000
District Nurse	020-8274 6900
Domestic Violence	020-8649 0165
Emergency Dentistry	020-8401 3443
Health Visitor	020-8656 6722
Health Visitor - Elderly	020-8714 2800
Medical Loans	020-8664 8860
Mental Health Crisis Line	0800 318 7213
Midwives	
- based at Croydon University Hospital (Mayday)	020-8401 3171
Minor Injuries Unit - New Addington	020-8251 7225/6
NHS Croydon	020-8274 6000
NHS Direct	0845 4647
PALS - Patient Information Line to Services	020-8274 6333
Parentline	020-8689 3136
Rape and Sexual Abuse Support	020-8239 1122
Relate	020-8580 1087
Samaritans	020-8681 6666
Sexually Transmitted Diseases / HIV - GUM Clinic	020-8401 3002
St Christopher's Hospice	020-8778 9252
Welcare	020-8688 5151
Women's Aid Centre	020-8669 7318

Welcome to our practice

Please keep this leaflet and refer to it before telephoning or calling at the Surgery, so that you can make the best use of our services.

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THE DOCTORS:

DR KAMRAN A KHAN

Registered: 1982 Nottingham (male)

DR JOSEPHINE A SHEYIN

Registered: 1998 Nigeria (female)

Dr Gaj Sivadhas

Registered: 2008 London (male)

DR ATILLA C D'SOUZA

Registered: 1978 Bombay (female)

Dr Angeli K Tavares

Registered: 2007 London (female)

We are a training practice and will have up to a maximum of three Registrars with us at any one time. Their placements with the practice can last between four and twelve months.

Running a modern GP Surgery is a complex business. We aim to provide our patients with a comprehensive and confidential service in a comfortable setting.

Surgery hours

	Morning		Evening	
Monday:	08.30am	-	11.15am	4.30pm - 8.00pm
Tuesday:	08.30am	-	11.15am	4.30pm - 6.30pm
Wednesday:	08.30am	-	11.15am	4.30pm - 6.30pm
Thursday:	08.30am	-	11.15am	4.30pm - 6.30pm
Friday:	08.30am	-	11.15am	4.30pm - 6.30pm
PLUS one Saturday of every month : 9.00am - 11.00am				

To see the Doctor

- The practice opening hours are:
Monday 8.15am-8pm and Tuesday to Friday 8.15am-7pm.
- We operate an appointment system. If you are registered with us, you can see any of the Doctors or Nurses.
- Routine appointments should be made in advance by telephoning, or by calling in at the Surgery.
- The phone lines are open from 8am to 6.30pm.
- Each appointment is ten minutes long, so if you have several issues to discuss, please book a double appointment.
- If more than ONE person in your family needs to be seen, please let us know at the time of booking so we can arrange an appointment for each person.
- Please ask us if you want a chaperone from the practice to accompany you during an examination, or if you'd prefer a private room instead of the Reception area to discuss something.

WHILE WE ALWAYS TRY OUR BEST TO ACCOMMODATE ALL REQUESTS, WITH OVER 7,200 PATIENTS, IT CAN BE DIFFICULT AT TIMES. IF YOU ARE UNABLE TO ATTEND AN APPOINTMENT, PLEASE LET US KNOW AS SOON AS POSSIBLE SO YOUR APPOINTMENT CAN BE GIVEN TO SOMEONE ELSE.

To speak to a Doctor

Telephone Consultations are only available in the mornings
NO CALLS WILL BE TAKEN AFTER 1PM

URGENT MEDICAL PROBLEMS

IF YOUR CASE IS URGENT, YOU WILL BE GIVEN AN APPOINTMENT THE SAME DAY OR, IF NECESSARY, A HOME VISIT WILL BE ARRANGED.

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Home Visits

If you are too ill to visit the Surgery, a home visit can be requested. Please remember that home visits are time-consuming and it is always better to come to the Surgery if at all possible.

PLEASE TRY TO REQUEST HOME VISITS BEFORE 11AM.

Patient Participation Group

Would you like to become a member of the PPG?

Why not join us now?

- Good communication
- Forum for feedback of patient's views
- Involving patients in the planning and development of services
- Improve facilities
- Improve quality of service

If you would like to join please contact reception for an application form or go on our website to download one

www.stovellhousesurgery.co.uk

Current members:

Chairperson	Eric Webb
Vice chairperson	Not yet elected
Treasurer	Not yet elected
Secretary	Caroline Knight
Newsletter Editor	Not yet elected

Other Committee Members:

Janet Ambrose
Marian Dornier
Bob Sleeman
Alan Storie

stovellhouseppg@gmail.com

Please note this email is not checked daily and is NOT for medical matters.

Staff at the Surgery

Practice Manager - Joanna Barnhurst

Responsible for the administration and smooth running of the practice.

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Administrators

Sue , Gill & Chris

They are responsible for referral letters and assist with the general administration of the practice.

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Receptionists

Senior Receptionist—Paula

Kathleen, Paula L, Angela, Anne-Marie , Silvana, Trudie, Audrey, Amy & Kirsty

They organise appointments for the Doctors and Nurses and help with any general enquiries.

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Practice Nurses - Liz and Ioanna

As well as carrying out many practical procedures (dressings, injections, syringing ears, removing stitches, checking blood pressure, etc.), they can also help with medical queries.

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Healthcare Assistant s (HCA) - Joyce and Debbie

Our HCAs can be seen for dietary and cholesterol advice, vitamin B12, pneumonia and flu jabs, blood pressure checks, 'Well-woman' and 'Well-man' checks, and new patient checks and Smoking Cessation.

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Nurses' Clinics

Morning

Evening

Monday:	09.30am - 12.30pm	1.30pm - 7pm
Tuesday:	09.30am - 2.30pm	n/a n/a
Wednesday:	09.30am - 12.30pm	2.30pm - 6.30pm
Thursday:	09.00am - 12.30pm	2.00pm - 5.30pm
Friday:	n/a - n/a	2.00pm - 6pm

To speak to a Nurse - please ring between 12.30 and 1pm.

Healthcare Assistant

For dietary and cholesterol advice, vitamin B12, pneumonia and flu jabs, blood pressure checks, 'Well-woman' and 'Well-man' checks, New Patient checks:

Phlebotomy

Monday to Friday in the mornings from 8.30am

ECG

Mondays & Wednesday 11.30—1pm

Friday 1.30—3pm

NHS Health Checks

Monday 4pm—6pm & Thursday 7.30am—12.30pm

Test Results

The practice receives a very large number of test results every day. WE DO NOT NORMALLY CONTACT PATIENTS ABOUT TEST RESULTS. You must ring 020-8654 1427 between 3pm and 5pm for the results of your tests. The results of tests can only be given to the patient concerned. Timescales - please allow:

1 week	Blood tests, including cholesterol
1 week	Mid-stream urine
1 week	Stool sample
10 days	X-ray
4 weeks	Nail clippings

OUT-OF-HOURS SERVICE

For urgent medical problems when the Surgery is closed, you should
Telephone 111

111 will ask about your symptoms and will be able to arrange for you to be seen
by a doctor or other healthcare professional, as appropriate.

If your problem is of a non-urgent nature, they will be able to offer you self-care
advice, or they will advise you to contact the Surgery when it opens.

*NB - In order to protect the interests of everyone, please note that
all telephone calls to the 111 service are recorded.*

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OTHER MEDICAL SERVICES

Croydon Hubs

People who live or work in Croydon now have access to a wide range of urgent
care services including booked appointments with a GP available from
8am—8pm, seven days a week across three GP hubs.

To book an appointment when Out of Surgery hours please **call 111**

GP Hub Purley War Memorial Hospital

GP Hub Parkway, New Addington

GP Hub, Central Croydon, East Croydon Medical Centre

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Medical Students at the practice

From time-to-time, we have medical students from King's College attached to
the practice. When this is the case, you will be informed by the Receptionists
before you see the Doctor. If you do not wish a student to be present during your
consultation, please let the Receptionists know.

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Suggestions and Comments

We welcome suggestions for improving our services. These can be made
directly to individual members of staff, or in writing to the Practice Manager.

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Complaints

Stovell House Surgery aims to give a friendly and professional service to all our
patients. However, if you have concerns about any aspect of our service, please
let us know. You can speak to one of the Doctors, the Practice Manager, or a
member of the Reception Staff. In most cases, concerns can be resolved quite
easily. However, if you feel we have not satisfactorily dealt with the issues
raised, please ask for a complaints leaflet which has the contact details of NHS
England for you to take the complaint further.

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Access to Medical Records

Should you wish to gain access to your own confidential medical record, please
put a request **IN WRITING** to the Practice Manager. There may be a fee charged
for copies of any results or records. For more information, a leaflet entitled
'Gaining Access' is available from Reception.

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Violent or Abusive Patients

Our staff will do their best to assist patients at all times. You must appreciate
that the surgery can be very busy during peak periods, and Doctors and Staff
have a difficult job to do.

VIOLENT, ABUSIVE OR THREATENING BEHAVIOUR TOWARDS
DOCTORS, STAFF OR PATIENTS WILL NOT BE TOLERATED.
SUCH BEHAVIOUR WILL LEAD TO YOU BEING ASKED TO LEAVE THE PREMISES,
AND MAY LEAD TO REMOVAL FROM THE PRACTICE LIST.

Registration for new patients

To register with the practice you must live within the boundaries given on the website's home page, and indicated on the back of this leaflet.

We register between 4pm and 6pm. Please bring with you one form of photographic ID (passport or driving licence) and one form of ID with your current address (eg telephone or utility bill, rent book).

You will also need your purple medical card with your previous GP details on it. If you do not have your purple form, you will be asked to fill in a *Practice Registration Form*.

After registration you will be asked to make an appointment for a 'New Patient Check'. These checks are important as it takes a while for your medical notes to arrive at the Surgery, and we need to have some information on you in the meantime.

Should you need to see a GP, please make an appointment and bring with you all your current medication and medical history.

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Amendments to your details

Please keep the Surgery informed of any personal details that have changed. If you move out of the boundary, you will be asked to register at another practice.

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Patient Confidentiality

We respect your right to privacy and we keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only accessible to those involved in your care, and you should never be asked for personal medical information by anyone else.

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Data Protection Act 1998

We keep medical records on computer. We are both registered and covered under the 1998 Act.

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IN THE EVENT OF AN EMERGENCY OR MAJOR INJURY

AND IF YOU ARE ABLE TO:
**GO STRAIGHT TO THE ACCIDENT AND EMERGENCY DEPARTMENT,
CROYDON UNIVERSITY (MAYDAY) HOSPITAL!**

IF YOU ARE UNABLE TO GET TO HOSPITAL:
DIAL 999 FOR AN AMBULANCE!

Situations where this may be required:
Severe chest pain or suspected heart attack
Severe shortness of breath
Severe haemorrhage
Collapse/loss of consciousness
Severe injury (where a fracture is likely,
or suturing is required)

*There are many more possibilities, but in the event of any serious injuries/
circumstances, dial 999.*

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Repeat Prescriptions

You can now order repeat prescriptions online, please see a receptionist to register for this service

For items the doctor has already prescribed and agreed to repeat, you don't necessarily have to see the Doctor to obtain repeat prescriptions. HOWEVER, ALL REQUESTS FOR PRESCRIPTIONS MUST BE MADE IN WRITING.

We are not able to take prescription requests over the telephone, except by special prior arrangement with the Practice Manager.

You can deliver your request by hand, post or fax (020-8662 1272).

Please allow two working days before collection. We will be happy to send your prescription to you if you enclose a stamped, self-addressed envelope.

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Family Planning

We offer a full range of contraceptive services. For IUCDs and implants, please make an appointment with Dr Sheyin.

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Antenatal Clinics - Shared Care with Croydon University Hospital (Mayday)

Dr Sivadhas: Tuesday 11.50am—12.20pm

Dr Khan: Wednesday, 11.50am—12.20pm

Dr Sheyin: Thursday, 8.30am—9am

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Carers - Are You a Carer?

A Carer is someone who looks after a family member, partner or friend in need of help because they are ill, frail or have a disability. The care they provide is unpaid. If you are a Carer, please let the Receptionist or Doctor know.

More information and support is available at Carers UK on 0808 808 7777.

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Cervical Smears

This service is available from the Doctors and Nurses.

It is strongly recommended that women have a smear:

- every three years from 25 to 49 years of age
- every five years between 50 and 64.

It is a simple, painless screening procedure and can stop the development of cervical cancer through early detection.

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Child Health Clinic

By appointment only, on Friday mornings, for Immunisation and checks for well children (0-5 years).

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Other services we can offer at the practice

- SOME MINOR OPERATIONS can be done in our Treatment Room, for example CRYOTHERAPY is performed by Dr Khan once a month. Please discuss with your doctor who will arrange for you to be given an appointment.
- STOP SMOKING SERVICE is offered with Joyce, our HCA.
- DIABETES CARE is shared between the Nurses and Doctors.
- ASTHMA CLINICS and INHALER TECHNIQUE TRAINING is with the Nurses.
- TRAVEL VACCINATIONS - please book your appointment with the Nurse six weeks before travel

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Patients with particular needs

Disability - Our premises, including the patients' toilet, are accessible to patients in wheelchairs. Patients displaying a disabled badge are able to park on the single yellow lines near the surgery. Some of our Doctors as well as the Phlebotomist are upstairs. If you are unable to go up the stairs, please inform a Receptionist and we will provide a room downstairs for your appointment.

Language - If you do not speak English, it is preferable for you to bring your own interpreter. We can, however, arrange interpretation and translation services. We can also arrange British Sign Language (BSL). PLEASE LET US KNOW WHEN BOOKING YOUR APPOINTMENT IF YOU NEED THIS SERVICE.

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Helpful Hints

When children with a fever need to see a Doctor, it is usually quite safe to bring them to the Surgery. If there is a particular problem and the Receptionist is informed, she will make sure they are seen quickly.

Common virus infections (eg colds, sore throats, influenza) do not respond to antibiotics and the majority go without any additional help from the Doctor.

Drink plenty of fluids and relieve symptoms with the use of painkillers, steam inhalation, etc., and seek advice from the local Pharmacists who are always happy to help.

Of course, if you are worried, please do contact us.

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