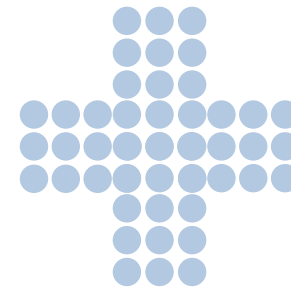


# BERMONDSEY SPA MEDICAL PRACTICE



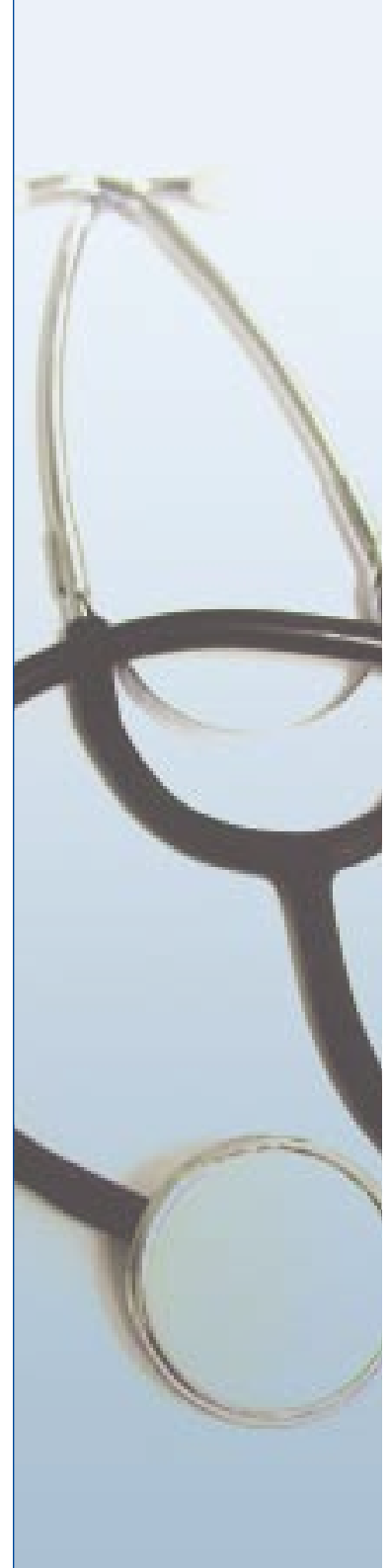
50 Old Jamaica Road

London

SE16 4BN

Telephone: 020 3049 8910

Fax: 020 3049 8911



# WELCOME TO THE PRACTICE

## General Practitioners

Dr Shabir Bhatti (M)	FRCS	London 1972
Dr Ranjan Das (M)	MRCGP	UK 1998
Dr Tushar Sharma (M)	MBBS	UK 2008
Dr Ebba Khalil (F)	MRCGP	UK 2010
Dr Natalia Bogatcheva (F)	MRCGP	UK 2010

## Practice Staff

### Practice Manager

Mr Ravi Iyer

### Receptionists

Irene, Jill, Sharon, Joanne, Christine, Glynis, Linda, Janet, Natasha and Audrey

### Practice Nurse

Mena M. Dore-Okuoimose

### Practice Counsellors

Mrs Fleur Brennan

Miss Ladan Ghiami

### Health Care Assistant

Ms Gillian Sexby

### Medical Secretary

Ms Christine Barnes

### Osteopath

Mr Nik Patel

## General Practitioner Registrar and Students

Our practice is a teaching practice. We are fortunate to have medical students attached to our practice for short periods. If you do not wish to have the student present during your consultation please inform the reception staff prior to seeing the doctor. However, where possible please allow medical students to participate in your care during their time with us as this will help them become excellent doctors in the future.

## Opening Hours

Mondays - Fridays - 8.00am - 6.30pm (early morning appointments from 7.00am on Mondays and Wednesdays, late evening appointments till 7.30pm on Tuesdays)

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



*Jamaica Road*  
**PHARMACY**



182 Jamaica Road, Bermondsey SE16 4RT

**Tel: 020 7237 3483**

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  - + Emergency contraception service
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  - + Passport photos while you wait
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Remember you don't need an appointment to see a Pharmacist; you can talk to her at any time. Make the most of your local community Pharmacy.

You can contact Jamaica Road Pharmacy on the number shown above or visit the website for more information.

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

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**canada water**  
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Here at Canada Water Dental Health, your wellbeing comes first. So while you can look forward to a full range of NHS treatments and high standards of dental care, your comfort will always be a priority, in our brand new, state-of-the-art practice.

**We provide the full range of NHS dental services and Private dental care including:**

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- Facial Rejuvenation (Anti-ageing treatment)
- Treatment of nervous patients
- Specialist services including oral surgery (including implants), endodontic (root canal) and periodontal (gum) treatment.

We are always happy to welcome new patients to the practice.

**Please call 020 7231 4582 to register today.**

Canada Water Dental Health, Unit B, Toronto House,  
 Maple Quays, Surrey Quays Road, London SE16 7AJ

[www.canadawaterdental.co.uk](http://www.canadawaterdental.co.uk)  
[info@canadawaterdental.co.uk](mailto:info@canadawaterdental.co.uk)

## Smile with Style!

Going to the dentists may be something that fills you with dread whether it's to have a check-up, a filling or an extraction, but dentistry has changed so much for the better and the aim now is for healthy mouths that stay healthy by having regular check-ups. Teeth are for life and can last a lifetime if they are looked after properly.

You may be surprised to learn that, according to the Adult Dental Health Survey (UK) of 1998, about three-quarters of the population have some form of gum disease and more teeth are lost through gum disease than decay. So regular visits to the dentist are vital, not only to monitor tooth decay, but also to help prevent gum disease.

However, dentistry is no longer just a case of filling and extracting teeth, as it was for many years. Nowadays, many people turn to cosmetic dentistry, or 'aesthetic dentistry', as a way of improving their appearance, much as they would try a new hairstyle or perhaps even cosmetic surgery. The treatments can be used to straighten, lighten, reshape and repair teeth. Cosmetic treatments include veneers, crowns, bridges and tooth-coloured fillings.

Speak to your dentist who will be delighted to advise you on what is available, and the costs involved, to give you a smile to be proud of.

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

## Appointments

Appointments may be made by telephoning the surgery during our opening hours. Routine appointments may be made well in advance (maximum six weeks), which will enable us to offer you an appointment at a time more suitable to your requirements. If you cannot keep an appointment, please inform us as soon as possible as this will assist in over-subscribed situations.

## Emergencies

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.

## Home Visits

Patients are requested to telephone before 10.30am if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the surgery in the time it takes to do a home visit.

## Out-of-Hours Service

When the surgery is closed, you can get medical assistance by calling SELDOC on 020 8693 9066. SELDOC is owned and run by local doctors in the area. SELDOC is open between 6.30pm and 8.00am Monday to Friday and 24 hours on the weekend and Bank Holidays.

## Registration

To register with the practice, you will need to complete a GMS1 form and bring it to the reception together with recent (within last 3 months) proof of address (tenancy agreement, council tax bill or bank statement). The practice does not register new patients during peak times i.e. before 11.00am or after 5.00pm. Before registration can be completed and an appointment can be booked with GP/nurse, new patients must attend an appointment for a new patient medical check with the healthcare assistant.

## Repeat Prescriptions

Repeat prescriptions can now be ordered online through our website [www.drsabhatti.co.uk](http://www.drsabhatti.co.uk) and will be issued at the doctor's discretion. They are normally for patients on long term treatment. Request prescriptions must be made in writing. We are unable to take orders or issue prescriptions over the telephone unless you are housebound and it has been agreed with the GP. We are unable to process requests made at weekends, public holidays or out of normal surgery hours.

Please allow two working days before collection and make allowances for weekends and public holidays. Where possible give exact drug names when ordering.

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

## Test Results

Test results and letters from local hospitals have to be checked by the doctor. Therefore please telephone for results in the afternoon. Some tests take longer than others. Your doctor should be able to give you an idea of how long you are likely to wait.

Do not book a follow-up appointment with the doctor until you have confirmed that the results are on your records. The practice will contact you if the results are abnormal and require you to discuss with a doctor/nurse.

## Clinics

### Antenatal Clinic

Patients when pregnant are referred for shared care. Most of the antenatal care is provided by the midwives who are attached to the practice but not actually based on the premises.

### Baby Clinic

The six-week child development checks are carried out by Drs Bhatti and Khalil. For child immunisations please book an appointment with the practice nurse.

If you have wish to discuss other problems, eg sleeping, feeding and child health worries, please see the health visitors who are based at the John Dixon Clinic in the first instance.

### Asthma Clinic

This is run by the practice nurse in conjunction with the doctors, by appointment only. All patients who suffer from asthma should have a review once a year with the practice nurse.

### Diabetic Clinic

Diabetic care is provided by all doctors during normal surgery hours. Diabetic patients are advised to attend at least once a year for a diabetic review with the doctor.

### Family Planning

Contraceptive care is provided by all doctors and the practice nurse during normal surgery hours.

### Well Woman Clinics

Postnatal checks are run by Drs Bhatti and Khalil. Please book with the practice nurse for smears and to discuss any other women's health issues.

### Minor Surgery

Dr Bhatti carries out minor surgical procedures by appointment only on Monday and Wednesday afternoons. The doctors will be happy to advise you on this.

## Osteopathy

An NHS osteopath works every Wednesday morning at Parkers Row. Patients should see a doctor to assess suitability prior to booking an appointment with the osteopath.

## Non-NHS Examinations

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

## Counselling

The practice has two fully qualified counsellors who work on a Tuesday and Friday. Please see your doctor first who will assess suitability for this service.

## Travel Immunisation/Vaccinations

Please make an appointment at least four 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. A list of these charges is held at reception.

## Flu Vaccination

An influenza vaccination is particularly recommended for patients over the age of 65 and/or those that suffer from heart, lung or kidney disease, diabetes, are immuno-suppressed or 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.

## Yellow Fever Vaccinations

Bermondsey Spa Medical Practice is an authorised Yellow Fever Vaccination Centre. This is open to non-registered as well as registered patients and there is a charge for this vaccination as it is not covered by the NHS. A list of these charges is held at reception.

## Comments and Suggestions

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing at reception.

## Disabled Access

Patients with a Blue Badge Permit are able to park at the front of the premises as per the usual parking permit restrictions.

Disabled patient WC is provided adjacent to the patients' waiting room near the front of the premises. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement.

## Complaints Procedure

We always try to provide the best service possible, but there may be times when you feel this has not happened. The following information explains our in-house complaints procedure, drawn up to respond to patient grievances. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure it will not affect your right to complain to the Health Service Authority. Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person.

If you wish to make complaint, please telephone or write to our practice manager. Please note that it is often better to put your concerns down in writing rather than discuss them over the telephone to ensure that your concerns are accurately recorded. Full details will be taken and a decision made on how best to undertake the investigation.

We believe it is important to deal with complaints swiftly, so you should receive a full response and explanation to your concerns within 10 working days. Occasionally it may take longer, but we will keep you informed throughout. If you are not happy with the response from the practice you may request a face to face meeting with the practice manager and/or Dr Bhatti (principal GP).

You may bring a friend or relative with you to the meeting. We will try to address your concerns, provide you with an explanation and discuss any action that may be needed.

Full details of our complaints procedure are available from reception as a separate, more detailed leaflet.

## 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.

## Freedom of Information

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 the practice manager.

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

## Zero Tolerance

The practice supports the NHS policy of zero tolerance with regard to violence and/or verbal 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.

## Practice Boundary

East from Tower Bridge Road to the roundabout at the bottom of Jamaica Road and South from River Thames to Southwark Park Road.

## Practice Charter Standard

### Your Doctor's Responsibilities

To treat you with respect and courtesy at all times.

To treat you as an individual, and to discuss with you the care and treatment we can provide.

To give you full information on the services we offer.

To give you the most appropriate care by suitably qualified staff.

To provide you with emergency care when you need it.

To refer you to a consultant acceptable to you when necessary.

To give you access to your health records, subject to any limitations in the law.

### Your Responsibilities As A Patient

To treat all staff with respect and courtesy at all times.

To tell us if you are unsure about the treatment we are offering you.

To ask for a home visit, only when the patient is unable to attend the medical centre through illness or infirmity.

To request such a visit if at all possible before 10.30am.

To ask for an out-of-hours visit only when necessary.

To keep your appointments and contact the medical centre in advance if you cannot.

To be punctual for appointments, and to make a separate appointment for each member of the family wishing to see the doctor.

Not to expect a prescription from every consultation with a doctor. There may be other options for treatment.

To take medicines according to the instructions and to only ask for a repeat prescription if you need one.

To let us know when you change your address or telephone number.

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


## Help Us To Help You

Our aim is to offer our patients a fast, efficient and friendly service. However, to enable us to do this we require some help from yourselves.

1. Please do not request home visits unless you are housebound or genuinely too ill to attend the surgery.
2. If you have several problems you wish to discuss with the doctor, please ask for a longer appointment. Hurried consultations are unsatisfactory for both doctor and patient alike.
3. The out-of-hours service is for emergencies and urgent problems which cannot wait until the surgery re-opens. Please do not abuse this service.
4. If you are unable to attend an appointment, please cancel as early as possible, as this frees the appointment for someone else.
5. We always welcome suggestions as to any changes we can make to improve patient care and the services we offer. If you have any suggestions, please let us know by putting your idea in writing to the practice manager.

## Notes

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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 website simply phone Jenny Mellenchip now on 0800 612 1516

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## Useful Telephone Numbers

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NHS DIRECT .....	0845 4647
SELDOC .....	020 8693 9066
Medicx Pharmacy .....	020 3468 1110
Amadi Chemist .....	020 7237 5770
Jamaica Road Pharmacy.....	020 7237 3483
Guy's & St Thomas' Hospital .....	020 7188 7188
King's College Hospital.....	020 3299 9000
NHS Southwark (PCT).....	020 7525 0400
Patient Advice Liaison Service (PALS) .....	0800 587 7170
Southwark Council .....	020 7525 5000
John Dixon Clinic (Health Visitors) .....	020 3049 8530
District Nurses .....	020 3049 7160
GP Walk-in Centre .....	020 3049 8430
Guy's Minor Injuries Unit .....	020 7188 3879