



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

Our website offers a wealth of information about our healthcare services. Find out when we are open, what to do when we are not; you may order repeat prescriptions, book appointments or send us your comments, all just a click away from the comfort of your own home.

Appointments may be booked, checked, changed or cancelled online. Patient Access lets you use our services from your computer and now you can even access them from your mobile phone.



### Local NHS services

The nearest emergency department is at :

- ⇒ Princess Royal University Hospital Telephone: 01689 863000
- ⇒ Farnborough Common
- ⇒ Orpington, Kent BR6 8ND

Useful Telephone Numbers:

Relate	0300 1001234
Samaritans	01689 833000



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Practice Leaflet  
January 2019



62 Windsor Drive  
Chelsfield  
Orpington  
Kent BR6 6HD

Tel:  
**01689 852204**  
**01689 852563**

# Chelsfield Surgery

### Doctors

Dr S Grover  
 Dr P Ravi  
 Dr Gupta  
 Dr Lau  
 Dr Kandasamy  
 Dr Sam Chu  
 Dr Lena Visnubala

### Nurse Practitioner

Mandy Murrell

### Nurses

Pat Grey Jennifer Walder Faiza Beale  
 Amanda Versey-Featherston

### Healthcare Assistant

Tania O'Shea

### Practice Manager

Sandie Thompson

### Administration

Anita Allen: Practice Administrator  
 Rebecca Eagleton: Prescriptions  
 Gilly Preedy: Administration  
 Terri Crowland: Administration  
 Sue Francis: Admin/Registrations

### Secretaries

Sandy Crawford Wendy Hearn

### Reception Staff

Layla Allen	Christine McLaughlin
Lorraine Chamen	Tania O'Shea
Vivian Charnock	Rowena Reeve
Joanna Girolami	Carol Sutton
Caroline Harvey	Jayne Wratten
Jodie Mason	

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# CONTENTS

APPOINTMENT SYSTEM.....	3
OPENING TIMES and WHEN WE ARE CLOSED.....	4
WEEKLY CLINICS.....	5
REPEAT PRESCRIPTIONS, CONFIDENTIALITY and COMPLAINTS PROCEDURE.....	6
USEFUL INFORMATION.....	7
ONLINE SERVICES / OUR WEBSITE.....	8
USEFUL TELEPHONE NUMBERS .....	8

## Patient Responsibility of Care

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 health professionals and co-operate with the practice in endeavouring to keep you healthy.

Inform the practice staff of any alterations in your circumstances, such as change of surname, address or telephone number. Please ensure that we have your correct home telephone number, mobile number and email address.

## TEACHING PRACTICE

We are a teaching practice. We have a GP Registrar, who is a qualified doctor and has practised medicine for two years. They work with us for up to one year to become a qualified GP under the supervision of Dr P Ravi.

### Staff News

We would like to welcome two new members of Reception staff to the practice, Joanna Girolama and Christine McLaughlin. We should also wish our GP, Rebecca Kandasamy well, as she goes on maternity leave in February, and look forward to welcoming her back soon.

## Patients with particular needs

Our surgery is accessible to patients using a wheelchair. For patients with hearing problems, please ask at the reception for assistance.

## PRIVATE work outside our NHS work (chargeable)

- Driving Licence Medical (HGV).
- Pre-employment medical
- Insurance claim forms.
- Holiday cancellation insurance
- Fitness to travel.
- Certificates.
- Private medical certificates
- To Whom It May Concern (depending on complexity)
- Print out of medical records

## Patient Participation Group

This group is made up of patients, who give feedback and make recommendations to improve our service. Please post any non-medical comments into the PPG box near Reception or via our website:

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

## Repeat Prescriptions

If you are on regular medication the doctor may authorise a repeat prescription without seeing you each time. Please send your request in writing in plenty of time to avoid medication running out. Prescriptions can be available for collection from the surgery or from a selected pharmacy two working days later unless there are queries. You may also post your request, enclosing a SAE if you want us to post it back; or you can complete your counterfoil and pop it through our letterbox if we are closed. If you prefer you can order your repeat prescription online; you can do this once registered with us to do so.

Repeat Prescriptions take 2 working days to process.

## Confidentiality

The Practice complies with Data Protection 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: eg from hospitals
- To help you get other services: eg from the social services dept.
- When we have a duty to others: eg in child protection cases.
- Anonymised patient information will also be used at local and national level to help the local health care providers and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

## Complaint Procedure

Our complaints procedure follows the NHS system for dealing with complaints. We aim to give a friendly and professional service to all our patients and are happy to listen to any comments or suggestions you may have. If you have any feedback about any aspect of our service, please let our Practice Manager, Sandie Thompson, know via our suggestion box near the waiting room for. We take seriously any threatening, abusive or violent conduct against staff or patients. If this is the case, we may exercise our right to take action to have them removed from our list of patients.

## Our Appointment System

- **Advanced appointments**  
Appointments may be booked several weeks in advance with your choice of GP.
- **Urgent or emergency appointments**  
This is a same day emergency appointment. Morning emergency appointments are released from 8am, afternoon appointments from 3pm. Please do not use these appointments unless necessary. Reception staff may have to ask some personal questions to assist us in providing you with the best service.
- **Online appointment bookings**  
Once registered, these can be made or cancelled online, from your computer or mobile phone.
- **Nurse appointments**  
Appointments can be made with our Practice Nurses or Health Care Assistant. Nurse led clinics offer advice about health matters, vaccinations, blood pressure, ear syringing, removal of stitches, smears, pill checks and lots more. For patients with diabetes, asthma or COPD, regular appointments are advisable.
- **Single/Double appointments**  
A single appointment lasts for 10 minutes. At a single appointment only one problem may be discussed with the doctor. If more than one problem needs to be discussed, a double appointment should be booked.
- **Home Visits**  
If a patient is too ill or infirm to attend the surgery a home visit can be arranged. Please telephone before 10.30am. Be prepared to give the receptionist details of the problem to enable the doctor to decide the urgency of the visit.
- **Cancelling Appointments**  
Let us know if you intend to cancel an appointment or are running late. If you are more than five minutes late the doctor may ask you to book another appointment rather than cause the rest of the session to be delayed.

## Opening Times

The surgery is open between 08:00 - 18:30 Monday to Friday.



## Extended hours appointments

We offer three evening surgeries (Monday to Wednesday), finishing at 19.30 hrs. These are primarily for commuters who are at work and do not wish to take time off to see a doctor. Extended hours appointments are for pre-booked appointments only and patients without an appointment will be unable to collect prescriptions during these times.

On Mondays only, we also have an extended Nursing Clinic and Sexual Health Clinic, finishing at 19:30 hrs; an early morning GP clinic (7.30am to 8am) and Health Care Assistant ECG/BP diagnostic clinic (7am to 8am). The surgery door will be closed until 8am and after 18:30 hrs and the telephones are switched over to our Out of Hours Service. If you have an appointment booked before or after these times, please knock on the front door.

## When we are closed



### NHS Direct .....Telephone 111

Outside of normal surgery hours you can access assistance by calling NHS Direct. A triage nurse will assess your situation and take appropriate action. This could be by offering advice or where necessary by making arrangements for you to be seen by a doctor. Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you cannot wait until the surgery re-opens.

### Emergency Services.....Telephone 999

In a genuine emergency you should call 999. Chest pains, shortness of breath, blood loss, wound requiring stitches, suspected broken bones constitute an emergency. Emergency departments are open 24 hours a day, 365 days a year. Those who have a problem that requires urgent hospital attention, should go directly to the nearest Accident and Emergency.

## Our weekly clinics (as from February 2019)

Monday	Tuesday	Wednesday	Thursday	Friday
<b>07:00-08:00</b> <b>08:30-11:30</b> Dr Gupta (f) <b>09:00-11:30</b> Dr Grover (m) Dr Ravi (f)	<b>09:00-11:30</b> Dr Ravi (f) <b>09:00-12:00</b> Dr Gupta (f) <b>09:00-13:00</b> Mandy Murrell (f) Advanced Nurse Practitioner	<b>08:30-11:30</b> Dr Gupta (f) <b>09:00-11:30</b> Dr Grover (m) <b>09:00-12:00</b> Mandy Murrell (f) Advanced Nurse Practitioner <b>09:00:12:00</b> Dr Das (f) GP Trainee	<b>08:40-11:40</b> Dr Chu (m) Locum <b>09:00-11:30</b> Dr Grover (m) <b>09:00-12:00</b> Dr Ravi's Minor Surgery Clinic <b>09:00-12:00</b> Dr Das (f) GP Trainee	<b>08:30-11:30</b> Dr Gupta (f) <b>09:00-11:30</b> Dr Grover (m) Dr Ravi (f) <b>09:00-12:00</b> Dr Das (f) GP Trainee <b>09:30-12:30</b> Dr Lau (f)
<b>07:00-08:00</b> Tania (HCA) ECG/BP clinic <b>10:30-14:30</b> ANP/ Nurse Clinic		<b>09:00-14:00</b> Healthcare Assistant Clinic Blood Test Clinic	<b>08:30-15:00</b> Nurse Clinic <b>08:45-11:15</b> Midwife's Ante-natal Clinic	<b>09:00-13:00</b> Nurse Clinic <b>09:00-11:30</b> Healthcare Assistant Clinic Blood Test Clinic
<b>14:00-16:30</b> Dr Gupta (f) <b>15:00-18:30</b> Dr Grover (m) Dr Ravi (f)	<b>14:00-17:00</b> Mandy Murrell (f) Advanced Nurse Practitioner <b>15:00-18:00</b> Dr Gupta (f) <b>15:30-19:30</b> Dr Ravi (f)	<b>14:00-16:30</b> Dr Gupta (f) <b>14:00-17:00</b> Mandy Murrell (f) Advanced Nurse Practitioner <b>17:30-19:30</b> Dr Grover (m)	<b>13:30-16:30</b> Dr Grover (m) Dr Vishnabula (f) Locum <b>13:50-16:50</b> Dr Chu (m) Locum	<b>15:00-18:00</b> Dr Grover (m) Dr Ravi (f) Dr Vishnabula (f) Locum
<b>14:00-19:30</b> Nurse Sexual Health Clinic <b>15:30-19:30</b> Nurse Chronic Disease Clinic	<b>13:45-15:45</b> Healthcare Assistant Clinic	<b>12:00-18:00</b> Nurse Clinic	<b>13:30:17.15</b> Nurse Clinic	<b>13:30-14:00</b> Nurse Clinic <b>13:00-15:00</b> ECG/BP Clinic <b>14:00-17:00</b> Baby Clinic