

Thamesmead Medical Associates

"To improve the health, well-being and lives of those we care for"

Gallions Reach Health Centre Herongate Medical Centre

Bentham Road 1a Goosander Way

Thamesmead London Thamesmead London

SE28 8BE SE28 0ER

Tel: 020-8333-5000 020-8333-5050

Appointment Cancellation Line:020-8333-5019

Website: www.thamesmeadmedical.org



Opening Hours:

	Gallions Reach H/C	Herongate M/C
Monday - Friday	8:00am – 6:30pm	8:00am – 12:00pm 2:00pm – 6:00pm Wednesday afternoon closed
Saturday	Closed	Closed

Consulting times:

Monday - Friday	8:00am - 12:00pm 2:00pm - 5:00pm
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Please note consulting times are a duration of 10 minutes per patient

Extended hours appointments will be booked by the Practice and you will be offered an appointment at another practice within our Primary Care Network.

Cancelling your appointment:

If you no longer need your appointment or cannot attend your booked appointment, we have a dedicated cancellation line – please call 020-8333-5019.

Non-attendance for booked appointments:

If you do not attend for your booked appointment you will receive warning letters to remind you that your appointment could have gone to someone who was unwell. Please note persistent failure to attend your booked appointments will result in you and your family being removed from our list.

Services offered are:

- Asthma Clinics
- Cervical Smears
- Childhood Immunisations/Baby Clinic
- Diabetic Clinic
- Travel Vaccinations
- Anti-coagulant Clinic
- Live well Coach Clinic
- Dietician Clinics
- Joint injection clinic
- Telephone Consultations

How to access services:

There are three ways in which you can access services at Thamesmead Medical Associates.

You can complete an online consultation form during opening hours to consult with a healthcare practitioner. You can access this service via our practice website without having to log on and the practice will get back to you within 2 working days.

Alternately, you can telephone the practice or visit the practice in person.

Patient Access App:

You can now view your medical records, check your results and order repeat prescriptions online via the Patient Access App, which is a secure network. All you need to do is register by completing the online form "Register for online services" via our practice website. We monitor the use of online access, if there is any abuse we reserve the right to revoke access.

Confidentiality:

The Practice is computerised and registered under the Data Protection Act. Personal information remains confidential to the NHS unless you have given prior consent in writing of disclosure. Patient records may be audited for quality & clinical compliance purposes. Please see our privacy policy: <https://www.thamesmeadmedical.org/pages/Privacy-and-InformationSharing?Highlight=Privacy+and+Information+Sharing>

Teaching Practice

We are a teaching practice and have medical students, foundation year doctors as well as doctors training to be GP's working with us.

The Staff:

Lia Cristofoli (Female)

MRCGP DRCOG

Niraj Patel (Male)

BSC (Hons) MBBS FRCGP MSc

Eugenia Lee (Female)

MRCGP DRCOG BSC MSC

Amelia Corry (Female)

MRCGP DRCOG DFSRH DGM

Robert Allcock (Male)

MRCGP, DRCOG, MBBS, BA, MA

GP Partner's

Dami Oyekan (Female)

MBBS, MRCGP

Joseph Ebubedike (Male)

MBBS, MRCGP

Ioanna Stasopoulou (Female)

MBBS, MRCGP

Salaried GP's

Tuhin Miah

Practice Business Manager

Sonia Abbott

Operational Supervisor

Karolina Werner

IT/Data Co-ordinator

Aublin Van Graan, Sharon Spencer, Debbie Morris

Practice Nurse

Nancy Ettridge, Carol Rice,

Health Care Assistant

Wing Chi, Olivia Mpanga

Clinical Pharmacists

Athif Ali

Paramedic

Rachel McNaboe, Victoria Howard

Medical Secretary

Sheila Dunbar, Vicky Wilkins, Stacey Cobby

Workflow Optimisation Administrator

Tracey Parsons

Reception Supervisor

Amrit, Susan, Kay, Kerry, Jodie, Darshita & Paulina

Receptionist

How to Register:

The practice catchment area is located in the SE28 area. You need to complete an online registration form via our practice website. You do not need to come to the practice to register. Once you have completed an online registration form you will be contacted by one of our staff members. You will be asked to submit photo ID and proof of address dated in the last one year via our secure text messaging service to aid your registration. If you are unable to provide these documents we can still register you.

Repeat Prescriptions:

If you are on regular medication a repeat prescription may be authorised by your doctor.

You can order your repeat medications via your patient access app using your secure log in or via our practice website without having to log on.

Please note that we do not take orders via telephone and you must allow 48 hours (two working days) notice in all cases.

Home Visits:

Home visit requests are reserved for housebound, disabled and terminal care patients.

Zero Tolerance:

All our staff are trained and dedicated in serving you, therefore you will be given courtesy and respect at all times. In turn, we ask that you and anyone that you bring with you to the Practice treat our administrative and clinical staff with the same courtesy and respect. We have a ZERO TOLERANCE approach to any verbal, aggressive and violent abuse and behaviour towards our staff or other patients. We respectfully advise you that abuse and violence will not be tolerated. If a patient or anyone a patient brings with them to the Practice is abusive, aggressive or violent towards our staff and/or other patients, the police will be called and you will be immediately removed from our Practice list.

Out of hours:

If you encounter an emergency in the evenings, weekends or outside our core opening hours of 8:00am-6:30pm please call the GP out of hours on 111.

You can also book an appointment at one of the Greenwich Health Extended hours hub's on 0203-325-4266 – lines are open every Saturday 8:00am – 8:00pm and Sunday 8am – 12:00pm

Total Triage:

Telephone Triage is offered on a daily basis. All patient healthcare needs are triage by a practitioner and if it is clinically deemed that you need to be seen then you will be given an appointment. Please note our receptionists will ask you for the reason for your appointment in order to direct you to the correct service or practitioner.

Test Results:

You can obtain your blood, urine, x-ray results etc by either going onto your patient access app using your secure log in or by completing a chase investigation results form via our practice website without having to log in. Either an administrative staff member or a clinical practitioner will then contact you within 2 working days with your results.

Comments/Suggestions:

If you have a comment or suggestion about our service please complete an online feedback form via your patient access app using your secure log in or via our practice website without having to log on. We value patient participation in improving our services.

Complaints:

If you have a concern, you are welcome to discuss this with our dedicated receptionists whom will endeavour to help you as much as they can. Alternatively you may ask reception for a complaints form or write to Mr Tuhin Miah (Practice Manager).

Change of details:

It is vital to update your address, home and mobile telephone number every time you change this for both you and all members of your family. You can update this by completing the online form via our practice website without having to log on.

Patient Participation Group:

The practice has a well-established and pro-active virtual patient participation group (PPG). The group receive regular news events, upcoming changes and are able to share ideas to improve the delivery of services and care in way of email and newsletter communication. This is a great opportunity for local people to get involved in shaping healthcare and their local GP practice for the future.

If you would like to join the virtual PPG group please let one of our receptionist know

Disabled Access:

Our practice is accessible to disabled people and wheelchair users.

Specimens:

If you have been asked to bring in a specimen by the doctor/nurse for testing please ensure you bring it into the Practice by 2:00pm.

Duty of Candour

We share a common purpose with our partners in health and social care – and that is to provide high quality care and ensure the best possible outcomes for the people who use our services. Promoting improvement is at the heart of what we do.

We endeavour to provide a first class service at all times but sometimes things go wrong and our service may fall below our expected levels.

In order to comply with Regulation 20 of the Health and Social Care Act 2008 (Regulations 2014) we pledge to:

- Have a culture of openness and honesty at all levels
- Inform patients in a timely manner when safety incidents have occurred which may affect them
- Provide a written and truthful account of the incident, explaining any investigations and enquiries made
- Provide a written apology
- Provide support if you are affected directly by an incident

Useful Contacts:

Out of hours GP	111
Queen Elizabeth Hospital	020-8836-6000
Lewisham Hospital	020-8333-3000
District Nurse	0300-330-5777
Health Visitor	0300-330-5777
Community Midwife	07787-841-986
NHS Complaints Advocacy	0300-330-5454
Social Service: Greenwich Bexley	020-8854-888 020-8303-7777

Local Pharmacies	
Jay Pharm	020-8333-5007
Winchat	020-8316-7380
Morrisons	020-8310-6585
First Care	020-3137-9397