

Thamesmead Medical Associates

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

Gallions Reach Health Centre Heronsgate Medical Centre
Bentham Road 1a Goosander Way
Thamesmead London Thamesmead London
SE28 8BE SE28 0ER
Tel: 020-8333-5000 020-8333-5050
Fax: 020-8333-5020 020-8333-5055
Appointment Cancellation Line: 020-8333-5019
Website: www.thamesmeadmedical.org



Opening Hours:

	Gallions Reach H/C	Heronsgate M/C
Monday - Friday	8:00am – 6:30pm	8:00am – 12:00pm 2:00pm – 6:00pm Wednesday afternoon closed
Saturday	Closed	8:00am – 1:00pm

Consulting times:

Monday - Friday	8:00am - 12:00pm 2:00pm - 5:00pm
Saturday	8:30am – 12:30am – Pre-bookable only

Please note consulting times are a duration of 10 minutes per patient

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
- Elderly Screening
- Warts/Joints Clinics
- Phlebotomy Clinics
- Travel Vaccinations
- Anti-coagulant Clinic
- Sexual health Clinic
- Live well Coach Clinic
- Feel Good Clinics
- Dietician Clinics
- Telephone Consultations

How to access services:

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

You can either telephone the Practice and speak to one of our dedicated trained reception staff who will be happy to help you. Alternatively you can come to the Practice in person and our dedicated receptionist will be happy to help.

You can also book, change and cancel appointments online. You will need to register for online booking in order to do this, please see the online booking section of this leaflet for more information.

Online Booking and Repeat Prescription ordering:

You can now book, change and cancel appointments online via Patient Access, which is a secure network that allows you to book appointments two weeks in advance with all our doctors. You are also able to order your repeat medication via this channel too. All you need to do is register your interest with one of our dedicated reception staff and they will process your application and issue you with a unique log in and password.

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.

The Staff:

Lia Cristofoli (Female)
MRCGP DRCOG
Niraj Patel (Male)
BSC (Hons) MBBS FRCGP MSc
Eugenia Lee (Female)
MRCGP DRCOG BSC MSC
GP Partner

Sabah Salman (Female)
MBBS BSc MRCGP
Amelia Corry (Female)
MRCGP DRCOG DFSRH DGM
Yasmin Rahman (Female)
MBBS, MRCGP, DRCOG, DFSRH
Salaried General Practitioner

Tuhin Miah
Practice Business Manager

Mandy Cole
Deputy Practice Manager

Sonia Abbott
Operational Supervisor

Maxine Steenhuis
Advanced Nurse Practitioner

Aublin Van Graan, Sharon Spencer, Debbie Morris
Practice Nurse

Nancy Ettridge, Carol Rice,
Health Care Assistant

Annette Muttett, Debbie Worlock, Shivonne Valadon
Medical Secretary

Suleman Ahmed
IT/Data co-ordinator

Sue Coombs, Sheila Dunbar, Vicky Wilkins
Workflow Optimisation Administrator

Tracey Parsons
Reception Supervisor

Amrit, Danielle, Karen, Kay, Kerry, Susan, Tracy T, Amin, Siya & Jamie-Lynn
Receptionist

How to Register:

The practice catchment area is located in the SE28 area. You need to come to the Practice with valid official photo ID and proof of address dated in the last one year. Once our receptionist has checked the validity and authenticity of your ID, your details will be entered on our medical system and you will need to call and book a new patient health check appointment with one of our HCA's. You will need to attend the new patient health check otherwise the registration process will not be complete.

Repeat Prescriptions:

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

Please use the repeat prescription slip available at reception.

You may hand the slip into Reception or send it by post with a stamped addressed envelope providing 48 hours notice or you can request repeat medication via our online services.

You may wish to use the computer generated repeated prescription counterpart tear off portion listing your repeat medications.

Alternatively, you can fax us a request or order via your local pharmacy.

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:

Our doctors would be able to see 4 to 5 patients in the Practice in the time it takes to do a single home visit. Therefore we encourage patients to come to the Practice if possible. 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.

Telephone Triage:

Telephone Triage is offered on a daily basis at your request or depending on your clinical need. Telephone triage has proven to be very popular with our patients and is an alternative to coming to see a doctor face to face. 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 via telephone from our dedicated trained reception staff. Please avoid our busy times of 8am. Alternatively you can access your results via online patient access, ask one of our dedicated receptionist for details.

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.

Comments/Suggestions:

If you have a comment or suggestion about our service please complete a comments/suggestions slip available from Reception. 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.

Patient Participation Group:

PPG meetings are held six monthly. Patients are welcome to attend this meeting to share their ideas and be kept updated with Practice news.

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. You may alternatively take it to Queen Elizabeth Hospital.

Suture/Dressing Change/Removal

If you require a suture/dressing change or removal please ask our receptionist for an appointment with a Practice Nurse.

Please do not go to Accident & Emergency for suture/dressing change or removal. Accident & Emergency is strictly for a real accident or emergency.

Useful Contacts:

Out of hours GP	111
Queen Elizabeth Hospital	020-8836-6000
Lewisham Hospital	020-8333-3000
District Nurse	020-8320-3550
Health Visitor	020-8836-8621
Community Midwife	020-8312-1494
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

Greenwich Clinical Commissioning Group Primary
The Woolwich Centre
35 Wellington Street
Woolwich London
SE18 6ND
Tel: 020-8049-9000

