

INTRODUCTION

We would like to welcome you to our Practice. New Eltham Medical Centre is on the borders of New Eltham, Sidcup. The Blackfen surgery is situated on the corner of Leechcroft Avenue and Blackfen Road, Blackfen, Sidcup, Kent.

ABOUT THE SURGERIES

New Eltham has a large and pleasant waiting room and reception area. There are three consulting rooms, and a nurse/treatment Room. The Blackfen site has a large waiting room. It also has 2 consulting rooms, and a nurse/treatment room. Both surgeries have disabled access and toilet facilities.

We have 4 Doctors, 2 male and 2 female. We have 1 Practice Nurse. We have 3 sessional GPs and 1 nurse.

THE DOCTORS

- 1) Dr Samir Arora, MBBS, DRCOG, MRCGP, D.Card (Male) Registered in London, Feb 2000
- 2) Dr Nupur Yoga MBBS, BSc, MRCGP, DRCOG, DFSRH (Female) Registered in London, Feb 2013
- 3) Dr Collette McAdam MBBS, Mb ChB (Female) Aug 2006

PRACTICE MANAGERS

Mrs Nayana Patel & Anu Kaur (Deputy) are responsible for the smooth running of the practices and liaising with members of the practice team.

THE PRACTICE TEAM

The first people you meet at the Reception Desk are Patricia, Elaine, Carol J, Mandy, Carol H, Wendy, Ella, Bernie, Carrie and Lina Dave (locum) who is also a data input and read code clerk. They answer the phone, make appointments, and handle requests for prescriptions and all reception tasks. Vineet Lal deals with scanning, filing of documents for both practices.

THE PRACTICE NURSES

Emma Carter, RGN
Folly Golding (Locum)

The Practice Nurses cover all aspects of Practice Nursing including Chronic Disease Management, Vaccinations and Immunisations, Smoking Cessation,

Dietary advice, Contraception advice and cervical cytology.

SEEING THE DOCTOR

New Eltham Medical Centre

The Practice is open from 8:00am to 6:30pm on Mon, Tue, Wed & Fri and from 8.00am to 1.30pm on Thurs. 8.30am to 12.30am on Sat. There is no surgery on Thursday afternoon. To make an appointment, please ring 020 8850 2458 during these hours. For routine investigation results please contact the surgery between 2pm to 3pm. There is also a Duty Doctor for telephone consultations between 8:00am to 11:00am on Mon, Tue, Thur & 3pm to 5.30pm on Mon, Tue, Wed.

Consulting times by appointment:

	a.m.	p.m.
Monday	8.30-11.30	4.00-6.00
Tuesday	8.30-11.30	4.00-6.00
Wednesday	8.30-11.30	4.00-6.30
Thursday	8.30-11.30	CLOSED
Friday	8.30-11.00	4.00-6.00
Saturday	8.30-11.30	CLOSED
Sunday	CLOSED	CLOSED

Blackfen Medical Centre

The Practice is open from 8.30am to 6.30pm on Mon to Fri. To make an appointment please ring 020 8859 5881. For routine investigation results Please, contact the surgery between 2pm to 3pm.

Consulting times by appointment:

	a.m.	p.m.
Monday	8.30-11.30	4.00-6.00
Tuesday	8.30-11.30	4.00-6.00
Wednesday	9.00-12.00	4.00-6.00
Thursday	8.30-11.30	3.00-6.00
Friday	8.30-11.30	4.00-6.00
Saturday	CLOSED	CLOSED
Sunday	CLOSED	CLOSED

Consulting times may be subject to change during the absence of one of the Doctor's.

If you wish to see a specific Doctor please state when booking the appointment. If you are unable to keep an appointment made with the doctor or nurse, please inform the surgery as soon as possible.

IN AN EMERGENCY

Ring the surgery on 020 8850 2458 or 020 8859 5881. During the hours that the surgery is open you will be answered by the receptionist. Make it clear that your case is urgent and we will make an appointment for you as an emergency as day appointment.

Calls outside these hours, which should be for emergencies only, will be interrupted by a taped message which will give clear instructions about how to contact the doctor on duty. **Advice may be sought from NHS 111.**

If it is a serious problem, please do not hesitate to call 999 for an ambulance.

HOME VISITS

If a patient is too ill or infirm to come to the surgery, the doctor can visit at home. Please remember you should always come to the surgery if at all possible as we are better equipped at the surgery. For a home visit please ring the surgery by 10am where possible.

REPEAT PRESCRIPTIONS

Prescriptions: If you are on regular treatment, you may be able to obtain a repeat prescription without seeing the doctor. This can be requested at the reception desk or by post (please enclose an SAE) or in writing. **Please allow 48 hours for collection.**

ON-LINE SERVICES

You can register for booking appointments and ordering repeat prescriptions on-line services. To use this service, you will need to complete a registration form available from our reception. You will need to provide photographic evidence e.g passport/driving licence with proof of address.

In case of a complaint, please contact **Miss Anu Kaur Deputy Manager.**

SPECIALIST SERVICES

Family Planning, vaccinations, immunisation and post-natal care is provided by appointment.

If you are a newly registered patient, you will be invited to attend for a New Patient Health Check.

Where to find us – Thaxted Road, SE9

We are situated on the corner of Footscray Road and Thaxted Road. Footscray Road has a bus route running between Eltham and Sidcup and the surgery is within a short walking distance from New Eltham railway station. There is disabled access. The surgery is protected by CCTV.

Where to find us – Blackfen Road, DA15

The Blackfen Surgery is situated on the corner of Blackfen Road and Leechcroft Avenue, opposite the Church of the Good Shepherd. There is disabled access. The surgery is protected by CCTV.

Walk In Centre

There is a walk in centre at Clover NHS centre, Equitable House, General Gordon Square, Woolwich, London, SE18 6AB – Tel No: 020 8331 0567.

Registration

If you wish to register, and you live in our Practice Catchment area and postcode areas of SE9, DA14 or DA15, please, pick up all relevant forms from the reception desk to complete.

Patients' rights and responsibilities

Please treat the doctors and staff with courtesy and respect as you would expect to be treated by them.

Please cancel appointments you cannot attend or no longer need as soon as possible to allow the appointment to be used by another patient.

We operate a zero tolerance policy in this practice. Patients who are abusive or violent will be removed from our practice list.

The practice is registered under the Data Protection Act. All information of a confidential nature held in the practice will not be disclosed without consent of the patient.

Greenwich Clinical Commissioning Group

Details of primary medical services in the area may be obtained from NHS South London Commissioning support unit at 1 Lower Marsh, London SE1 7NT
Tel: 0203 049 6000

<http://www.newelthammedicalcentre.co.uk>

PRACTICE LEAFLET

NEW ELTHAM MEDICAL CENTRE

**52 THAXTED ROAD
NEW ELTHAM
LONDON
SE9 3PT**

**TEL: 020 8850 2458
FAX: 020 8859 5763**

BLACKFEN MEDICAL CENTRE (Branch Surgery)

**161 BLACKFEN ROAD
BLACKFEN
SIDCUP
KENT
DA15 8PZ**

**TEL: 020 8859 5881
FAX: 020 8850 5157**

**DR S ARORA (Male GP)
DR N YOGARAJAH (Female GP)
DR C McADAM (Female GP)**