The Surgery

301 East Street, Walworth, London, SE17 2SX
Tel: 020 7703 4550 / Fax: 020 7703 1888
Email: souccg.301eaststreetsurgery@nhs.net
www.301eaststreetsurgery.co.uk

Details correct as at 20th March 2017

INFORMATION LEAFLET

Opening hours

	Morning	Afternoon
Monday	8:00 – 13:00	13:00 – 19:00
Tuesday	8:00 – 13:00	13:00 – 19:00
Wednesday	8:00 – 13:00	13:00 – 19:00
Thursday	8:00 – 13:00	13:00 – 19:00
Friday	8:00 – 13:00	13:00 – 19:00
Weekend	CLOSED	

Appointments can be made by telephone or in person during the above opening hours and up to one week in advance unless specified by the Doctor or Nurse.
10:30am-11:15am Monday-Friday: Open Access for urgent problems/emergencies that cannot wait for an appointment.
11:30am-1:00pm Monday-Friday: Access for booking appointments and collecting/requesting prescriptions.
Our premises are suitable for access by disabled patients.
NHS Medical Card enquiries: Please ask at reception

The Services

Ante & Post-natal checks	Well women/smear tests
Minor Surgery	Counsellor
Osteopathy	24hr Ambulatory Blood Pressure
Well man	Smoking Advice
Family Planning	Child health surveillance
Travel Vaccines	Leg Ulcer treatment
Cardiac health promotion NHS Health Checks	Asthma, COPD & Diabetes health promotion

The Doctors

Dr Gavin Steele (Male) MBBS, MRCGP, DRCOG, DCH (London 1997)
Dr Arnold Abraham (Male) MBBS (Bangalore, India 1999)
Dr Christine Furness (Female) MD, MRCGP, DRCOG, DFSRH, DCH
Dr Jason Amogbokpa (Male) MBBS, MRCGP, BSc (London 2008)
Dr Adesola Clement (Female) MBBS (London 1998)
Dr Ruth Mortimer (Female) MD, DRCOG, DFFP (Innsbruck 1984)
Dr Stanley Izuebe (Male) MBBS (London 2010)

The Staff

Practice Manager: Mr René Mehta
Administration: Mrs Elizabeth Tongoi, Brenda and Nelson
Practice Nurses: Christine Ludolo – Nurse Practitioner,
John Baker, Vanessa Hadley
Receptionists: Ms Sharon Castello, Martha, Jessica, Diana and Shanta
Osteopath: Tutor and students from British School of Osteopathy
Counsellor: Pauline Girdwood

Practice Area:
SE17 addresses within Walworth Road, Heygate Street, Rodney Place, New / Old Kent Road and Albany Road.
Please note if you or you and your family move you must inform the surgery of your new address and contact numbers and check with us one week later to see if your new address has been accepted. If you do not and your new address is not accepted you will be informed by the Health Authority of your need to be registered with another doctor. If you change your contact telephone numbers it is **your** responsibility to inform the surgery.

Confidentiality: Your personal health information is confidential and will only be disclosed to other NHS staff with your consent

Emergency Walk-In Surgery (10:30-11:15am):
Patients wishing to be seen must complete a short form and are first seen by a doctor in the private area adjacent to the reception desk so as to prioritise the order in which they are seen. Should you not wish this to occur, please say so on the form and you will see the nurse first in a consulting room. This may involve a longer wait. We do not operate an open access in the evening. If no appointments are available you will be advised to attend in the morning or to attend a local hospital or clinic.

Home Visits / Calling the Surgery:
Home Visits are at the GP's discretion. Please phone before 10:30am to make a request so that the Doctor can plan their daily routine. The Doctor may speak to you then or call you back to discuss your request.
For results and advice, please telephone between 12;00pm-1:00pm
Serious medical emergencies out of hours – Attend local hospital A&E department
Prescription emergency out of hours; Attend local pharmacists

To Register: Please request a form from reception and bring in proof of address

Information leaflets: The practice seeks to help patients make informed decisions regarding their health care needs, via leaflets available from our doctors and nurses.
Confidentiality: Your personal health information is confidential and will only be disclosed to other NHS staff with your consent.

Repeat Prescriptions: Please use the list provided with your prescription. Repeat prescriptions take 48 hours to prepare. You should leave written requests in the black box on the corridor wall or post them through our letter box if the surgery is closed. Prescription requests can also be made online – please ask at reception for more information. We do not take prescription requests over the phone.

Out of hours: Our doctors are members of **SELDOC (Tel: 020 8693 9066)** for out of hours cover. This service is for urgent problems only and is monitored to ensure proper use. If you need this service ring the out of hour's number or the surgery number and follow instructions.
You can also visit a local pharmacist (chemist) and ask for advice.

Rights and Responsibilities: You have the right to a high standard of care, and our staff have the right to work without abuse. Please recognise your responsibility in this matter. Violence/abuse will result in removal from the practice list.

We follow a strict confidentiality policy and require your consent to release records / personal information to third parties. You may look at your records after giving 1 week's written notice. If copies are required a charge will apply (maximum £50). Your personal health information is only used to help improve your quality of care.

We ask that you please kindly try to keep us updated if you change your telephone number or address as this will help us to communicate effectively with you.

If you are interested in helping the surgery develop, we have a Patient Participation Group which meets once every three months. Please ask at reception for further details.

We always welcome comments about our service. Please address these to the Practice Administrator.

Complaints:

Any formal complaints should be made in writing and addressed to the Practice Administrator.

Further advice is available from:

NHS England, PO Box 16738, Redditch. B97 9PT

Email: england.contactus@nhs.net

Phone: 0300 311 22 33

If you have a comment or complaint about any other local health service you can contact NHS Southwark Clinical Commissioning Group at the South London Commissioning Support Unit at SLCSU.complaints@nhs.net or telephone 0800 456 1517.

We also work with Southwark CCG:

Southwark CCG

160 Tooley Street

London SE1 2TZ

Tel: 020 7525 0400

www.southwarkccg.nhs.uk

Other Local services:

Local Family Planning Centre

Walworth Clinic

159-167 Walworth Road

London SE17 1RY

Tel: 020 3049 8600