

ELM LODGE SURGERY

GOOD CARE QUALITY COMMISSION RATING 2017

2 Burbage Road
Herne Hill SE24 9HJ

Tel: 020 7274 6138/2820 Fax: 020 7924 0710



www.elmlodgesurgery.co.uk

Dr John Nour (Partner) MB ChB 1986 Baghdad DCH MSc

Dr Luke O'Flaherty (Partner) BA MB BCh BAO MRCGP

Dr Naomi Kemp MA MB BS MRCGP DRCOG DFFP, PDP Cardiff 2004

Dr Tanja Gordinsky (Partner) State Exam Med 1988 Berlin

ELM LODGE SURGERY OPENING HOURS (including switchboard)

Monday	8:00am - 6:30pm
Tuesday	8:00am - 6:30pm
Wednesday	8:00am - 6:30pm
Thursday	8:00am - 6:30pm
Friday	8:00am - 6:30pm
Saturday	CLOSED
Sunday	CLOSED

*The surgery is closed every 3rd Thursday of the month from 12:30pm to 4:30pm

*Please make general enquires between 9:00am to 6:00pm during opening hours

APPOINTMENTS

If you are aged 18+ the easiest way of making an appointment is online.

Routine appointments can be booked between 1 and 4 weeks in advance. If you prefer to be seen sooner, appointments are released at 8am every morning. Please call us or book online as soon after 8am as possible as these can get fully booked quickly.

We are fortunate to have regular male and female doctors. If you would like to discuss an intimate matter please try to book with a doctor of the same sex to avoid any embarrassment.

If your need is urgent we will always offer you advice on the same day. Normally this will first be a call-back from the GP or our Advanced Nurse Practitioner, if we cannot help on the phone we will offer you an appointment at our GP led Extended Access Centre. If you do have an urgent problem please call us as early in the day as possible.

Some problems take longer to sort out than others and surgeries may run late. Please do bear with us. We do try to keep our waiting times to a minimum.

HOME VISITS

Whenever possible, please try to come to the surgery. It is much safer for the doctor to assess your condition and prescribe appropriate medication when we have access to your full medical record and have all of our diagnostic equipment.

Some of our patients have health conditions that mean they cannot leave the house. If you are unable to come to the surgery please call us to request a home visit. The GP will normally telephone you before visiting as many health issues can be resolved on the phone. Please request a home visit as early in the day as possible.

EXTENDED ACCESS CENTRE

Together with our neighbouring surgeries, we have set up a GP led extended access centre which is open from 8:00am to 8:00pm 7 days a week in Peckham. The extended access centre is not a walk in centre and can **only** be booked after speaking on the phone to a clinician at the surgery.

WHEN THE SURGERY IS CLOSED

To request urgent medical attention when the surgery is closed, please call SELDOC on **020 8693 9066**.

DISABILITY FACILITIES

We have two parking spaces outside our practice which are reserved for patients displaying a disabled sticker (blue badge holder). If you have problems using our entrance, use the bell by the door to request assistance and a receptionist will come to help you. If you have problems speaking to our reception team because of the height of our reception counter one of our team will be pleased to come round to the gate at the side of the counter to speak with you or alternatively to come and speak with you in the waiting area. If you hard of hearing please let the reception know and the will switch on the loop. Our patient toilet is suitable for wheelchair users.

ONLINE SERVICES (for patients aged 18+)

The easiest way of booking an appointment or ordering a repeat prescription is online.

To register with the online services please show a proof of ID (i.e. bank card, driving licence or passport) to a receptionist in the surgery. They will provide you with a registration document that will contain your username and password.

REPEAT PRESCRIPTIONS

When we prescribe medication that you will take for a longer period of time we will set up a repeat prescription.

To order your repeat medication you will not need to see a GP, it can be ordered online or by making a written request.

Repeat prescriptions take two working days to process and cannot be ordered on the phone.

PHARMACY FIRST (applies to patients who are eligible to free prescriptions)

Many common illnesses may not require a GP appointment. Pharmacy First scheme gives quick and local access to advice and treatment from the local pharmacist for:

Allergies	Diarrhoea	Indigestion	Piles
Athlete's foot	Earwax	Insect bites and stings	Sore throat
Cold sores	Fever	Itching due to chickenpox	Sprains and strains
Conjunctivitis	Hay fever	Minor burns and scalds	Teething
Constipation	Headache	Mouth ulcers	Threadworm
Coughs and colds	Head lice	Nappy rash	Vaginal thrush

ADVANCED NURSE PRACTITIONER

Our Advanced Nurse Practitioner (ANP) can diagnose, prescribe and refer in a similar manner to a GP. There is often a shorter wait to see our ANP than a GP.

PRACTICE NURSE CLINICS

Our team of Practice Nurses offer the following services:

- Childhood Immunisations
- Travel Vaccinations
- Yellow Fever Vaccinations
- Asthma Review
- Diabetes Review
- Family Planning
- Cervical Screening
- Smoking Cessation
- Breast Examination
- Wound Dressing
- Suture Removal
- Phlebotomy (only for the frail elderly with prior GP approval)
- Ear Syringing
- Spirometry Testing
- Health Checks

A standard appointment with a nurse is 15 minutes but some procedures take longer. When booking a nurses appointment, please inform the receptionist of the reason for your visit so they can book with the right nurse.

OSTEOPATHY

Our osteopath, Graham Yates, visits the practice on Tuesdays. Appointments are by referral from one of the other health professionals within the practice.

6 TO 8 WEEK BABY CHECKS

GP baby checks are due at 6 to 8 weeks for mother and child after birth.

We strongly advise all children to be fully immunised unless there are medical reasons for not doing so. Please ask if you are unsure when immunisations are due or if you any further questions.

PATIENT PARTICIPATION

As a practice we seek to involve patients in the decisions about their care. As part of this process, we have a patient participation group. All patients are welcome to join the group.

COMPLAINTS AND COMMENTS PROCEDURE

We operate a Practice Complaints Procedure as part of the NHS system for dealing with complaints. Our system meets national criteria.

Our Practice Complaints leaflet gives details of the procedure and is available at Reception. Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur.

WHAT WE ASK OF YOU AS A PATIENT

We ask that you treat our team and other patients with respect. If you are threatening, violent or abusive to a member of the practice team or another patient, whether this is done physically or verbally, it is likely that we will remove you from our list of patients.

KEEPING AND PROTECTING INFORMATION ABOUT YOU

Please see our information notice that is displayed in the waiting room.

HOW TO VIEW YOUR MEDICAL RECORD

If you wish to view your medical record please put your request in writing to the Practice Secretary.

HOW TO REGISTER WITH THE PRACTICE

The practice is open for new registrations. The roads from which we accept new patients are shown on the next page. We also have an out of area (OOA) scheme where we may accept patients that live outside the catchment area. The registration of patients under the OOA scheme is at the discretion of the

GPs. If you live outside the catchment area and would like to register with us please contact the Practice Manager for further details.

Roads included in our practice area:

A B	C	D	E F G
Acland Crescent	Calton Avenue	Dalberg Road	East Dulwich
Alleyn Crescent	Carver Road	Dalkeith Road	Grove
Alleyn Park (to	Casino Avenue	Dalmore road	Eastlands
Acacia Grove)	Chaucer Road	Dalton Street	Crescent
Acacia Grove	Chancellor Grove	Danecroft Road	Effra Parade
Allison Grove	Chatsworth Way	Darrell Road	Elfindale Road
Archdale Road	Chesterfield Grove	Deepdene Road	Elmwood Road
Ardbeg Road	Chestnut Road	Deerdale Road	Elsie Road
Ardlui Road	Cokers Lane	Dekker Road	Eynella Road
Arnhem Way	College Road(as	Delawyck Crescent	Fawnbrake Ave.
Ashbourne Grove	far as South	Delft Way	Fellbrigg Road
Aysgarth Road	Circular)	Deronda Road	Ferndene Road
Barston Road	College Gardens	Derwent Grove	Frank Dixon
Bassano Street	Colwell Road	Desenfans Road	Close
Bawdale Road	Coney Acre	Deventer	Frank Dixon Way
Beckwith Road	Cosbycote Avenue	Crescent	Frankfurt Road
Blackwater Street	Court Lane	Donne Court	Frogley Road
Boxall Road	Court Lane	Dorchester Drive	Gallery Road
Brantwood Road	Gardens	Dorchester Court	Gilkes Crescent
Brockwell Park	Courtmead Close	Dovercourt Road	Glazebrook Close
Gardens	Crawthow Grove	Druce Road	Glengarry Road
Burbage Road	Croxted Rd	Dulwich Common	Glycote Close
	Culzean Close	Dulwich Road	Goodrich Rd(to
	Crystal Palace	Dulwich Village	Barry Rd
	Road		Great Spilmans
	Cyrena Road		Grove Vale
			Gubyon Avenue
			Guernsey Grove

H I J K L	M N O P	R S	T U V W Z
Half Moon Lane	Matham Grove	Railton Road(to	Tarbert Road
Hambledon Place	Matlock Close	Effra Parade)	Tell Grove
Hansler Road	Mayall Road	Red Post Hill	Thompson road
Hawarden Grove	Melbourne Grove	Regent Road	Thorncombe
Hawley Gardens	Milkwood Road	Robson road	Road
Heber Road	(to Lowden Rd)	Rodwell Road	Tintagel Crescent
Herne Hill	Milo Road	Rollscourt	Tintagel Gardens
Herne Place	Milo Gdns	Avenue	Townley Road
Hexham Road	Milton Road	Rosendale Rd (to	Trinity Rise
Hillsboro' Road	Mitchell's Place	south circular)	Trossachs Road
Hilversum	Mumford Road	Roseway	Tulsmere Road
Crescent	Nairne Grove	Rouse Gardens	Turney Road
Hindmans Road	Nimegen Way	Ruskin Walk	Ulverscroft Road
Hollingbourne	North Cross Road	Rutland Court	Uplands Mews
Road	Nutfield Road	Ryecotes Mead	Village Way
Holmdene Avenue	Oakbank Grove	Rymer Street	Walkerscroft
Howletts Road	Oborne Close	St. Clements'	Mead
Hurst Street	Oxonian St	Yard	Warmington
Idmiston Road	Park Hall Road	Shakespeare	Road
Ildersly Grove	Pellatt Road	Rd(1-82)	Whateley Road
Isel Way	Perifield	Shardcroft	Winterbrook
Jennings Road	Pickwick Road	Avenue	Road
Kempis Way	Playfield Crescent	Shawbury Road	Woodquest Ave.
Kestrel Avenue	Plough Lane	Silvester Road	Woodwarde
Lacon Road	Pondmead	Spencer Mews	Road
Lancaster Avenue	Poplar Walk	Spencer Road	Woodyard Lane
Lancaster Close	Porchester Close	Spurling Road	Worlingham
Landcroft Road	Pymers Mead	Steen Way	Road
Landells Road	Pynnersmead	Stradella Road	Wyneham Road
Lavengro road		Sunray Avenue	Zenoria St
Lings Coppice		Sunset Road	
Lordship Lane (to			
Townley Rd)			
Lotus Close			
Lowden Road			
Lycott Grove			

We provide primary care services as a contractor to Southwark Clinical Commissioning Group of 160 Tooley Street, London SE1 2TZ 020 7525 0400, from whom details of all primary care services in this borough can be obtained.

THE PRACTICE TEAM

Practice Nurses

Lesley Luce
Linda Drake
Cathy Thomas
Mary Lee
Claire Goldie

Health Care Assistant

Rachel Abrams

Nurse Practitioner

Anne Dickson

Reception & Administrative

Rosalind van Berckel
Muhammad Bhuyian
Massah Bomah
Emma Dickson
Sabrina Madigan
Melinda Marchant
Radha Raghubeer

Practice Secretary

Adebanke Haastrup

Practice Manager

Edward Drake

Osteopath

Graham Yates