

ST GILES SURGERY

40 St Giles Road
Camberwell
London
SE5 7RF
Tel: 020 7740 4736
Website: www.stgilessurgery.co.uk

Dr M Pandey
Dr J Mortimer
Dr I Okpara

Practice Manager: Michael Bode

St Giles Surgery Statement of Purpose

St Giles Surgery (Drs Pandey, Mortimer & Okpara) is a General Practice Partnership open to all patients living within our Practice boundary in Southwark.

We are a Personal Medical Services (PMS) Practice offering Primary care services for the diagnosis and prevention of disease. We help patients to manage their health and prevent illness. Our clinicians assess, diagnose, treat and manage illness. We carry out screening for some diseases and promote general health and wellbeing. Our Clinicians and non-clinical staff act as a patient advocate; supporting and representing a patient's best interests to ensure they receive the best and most appropriate health and/or social care. Our clinicians also provide the link to further health services and work closely with other healthcare colleagues. We arrange hospital admissions and referrals to other services and specialists and liaise with secondary care and community services; taking advice and sharing information where needed. We also collect and record important information from other healthcare professionals involved in the treatment of our patients.

Location:

The Practice main address is:

St Giles Surgery 40 St Giles Road Camberwell SE5 7RF
Tel: 0207 740 4737 website: www.stgilessurgery.co.uk
Email: souccg.stgiles85042@nhs.net (use for general and non-medical queries only)
Registered Manager: Dr M Pandey
Practice Manager: Michael Bode

Our GP Partners Team:

Dr Mitu Pandey

MB BM MRCGP DRCOG RCGP Southampton 1993 GMC no: 4021528

Dr Jonathan Mortimer

BA (Cantab) 1982 MBBS (London) 1986 DMJ (Part 1) 1996 GMC no: 3188567

Dr Ikenna Okpara

VRACH, CIDC & MRCGP GMC no: 6099863

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Nursing Staff:

Practice Nurse

Leads asthma, diabetes and COPD reviews; she runs the baby and childhood immunisation clinic. She conducts travel advice appointments, smears, wound care and undertakes dressings, injections and ear syringing. She is our Infection Control Lead.

Jackie Kavanagh - Health Care Assistant

Jackie is trained in a variety of roles including phlebotomy, ear irrigation, wound dressing, flu and shingles immunisations and Holistic Health assessment. She has been trained to conduct NHS Health Checks and smoking cessation clinics.

Practice Staff:

Practice Manager - Michael Bode
Reception team: Brenda Elliott, Monica Collins
Admin and secretary Team: Anne Sycamore

Aims and Objectives

We believe that good quality care is a partnership between the patient, and our Primary Health Care Team and that the success of that partnership depends on an understanding of each other's needs and co-operation between all involved in your health care.

We aim to provide the best possible service to our patients to improve the health, well-being and lives of those we care for by:

- Providing high quality, safe, professional Primary Health Care General Practice services to our patients
- Focusing on prevention of disease by promoting health and wellbeing and offering care and advice to our patients
- Working in partnership with our patients, their families and carers towards a positive experience and involving them in decision making about their treatment and care.
- Treating patients as individuals and with the same respect we would want for ourselves or a family member; listening and supporting people to express their needs and wants and enabling people to maintain the maximum possible level of independence, choice and control
- Working in partnership with other agencies to tackle the causes of, as well as providing treatment for ill health and where appropriate involving other professionals in the care of our patients
- Encouraging our patients to communicate with us by joining our Patient Participation Group, talking to us, participating in Friends and Family surveys, and feeding back and on the services that we offer
- Ensuring all staff have the competency and motivation to deliver the required standards of care and ensuring that all members of the team have the right skills and training to carry out their duties competently
- Taking care of our staff by providing them with support to perform their respective roles and to protect them against abuse
- Having a zero tolerance of all forms of abuse

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- Providing our patients and staff with an environment which is safe and friendly
- Operating on a financially sound basis

Our Services

The PMS services provided by our practice are defined under the Standard Personal Medical Services Contract. These services are mainly split into three groups:

- Essential
- Additional
- Enhanced

Essential Services

We provide essential services for people who have health conditions from which they are expected to recover, chronic disease management and general management of terminally ill patients.

Our core services include:

- GP consultations
- Asthma clinics
- COPD clinics
- Diabetes clinics

Additional Services

- Cervical cytology screening
- Childhood vaccinations and immunisations
- Child health surveillance
- Contraceptive services
- Vaccinations and immunisations

Enhanced services

- Alcohol Consumption Screening
- Flu Vaccinations, including children aged 2-5 years
- Extended hour Access
- Long Acting Reversible Contraception
- Learning Disability Health Checks
- MMR Catch-up Programme Vaccinations
- NHS Health Checks
- Pertussis Vaccinations
- Pneumococcal Vaccinations
- Rotavirus Vaccinations
- Shingles Vaccinations
- Diagnosis & support for people with dementia

Other Services

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- Ear syringing
- Well Women and Men health checks
- Pregnancy testing and contraceptive advice
- Smoking cessation support
- Travel advice
- Minor surgery

Non-NHS Services

Our Practice also provides non-NHS services which are privately funded. These services include:

- Completion of insurance reports and claims forms
- Private medical reports
- Non-NHS vaccinations
- Private prescriptions and medical certificates
- Pre-employment and Driving medicals (HGV, PSV, Taxi, Elderly, Racing Driver, etc)
- Vaccination certificates

The practice catchment area:

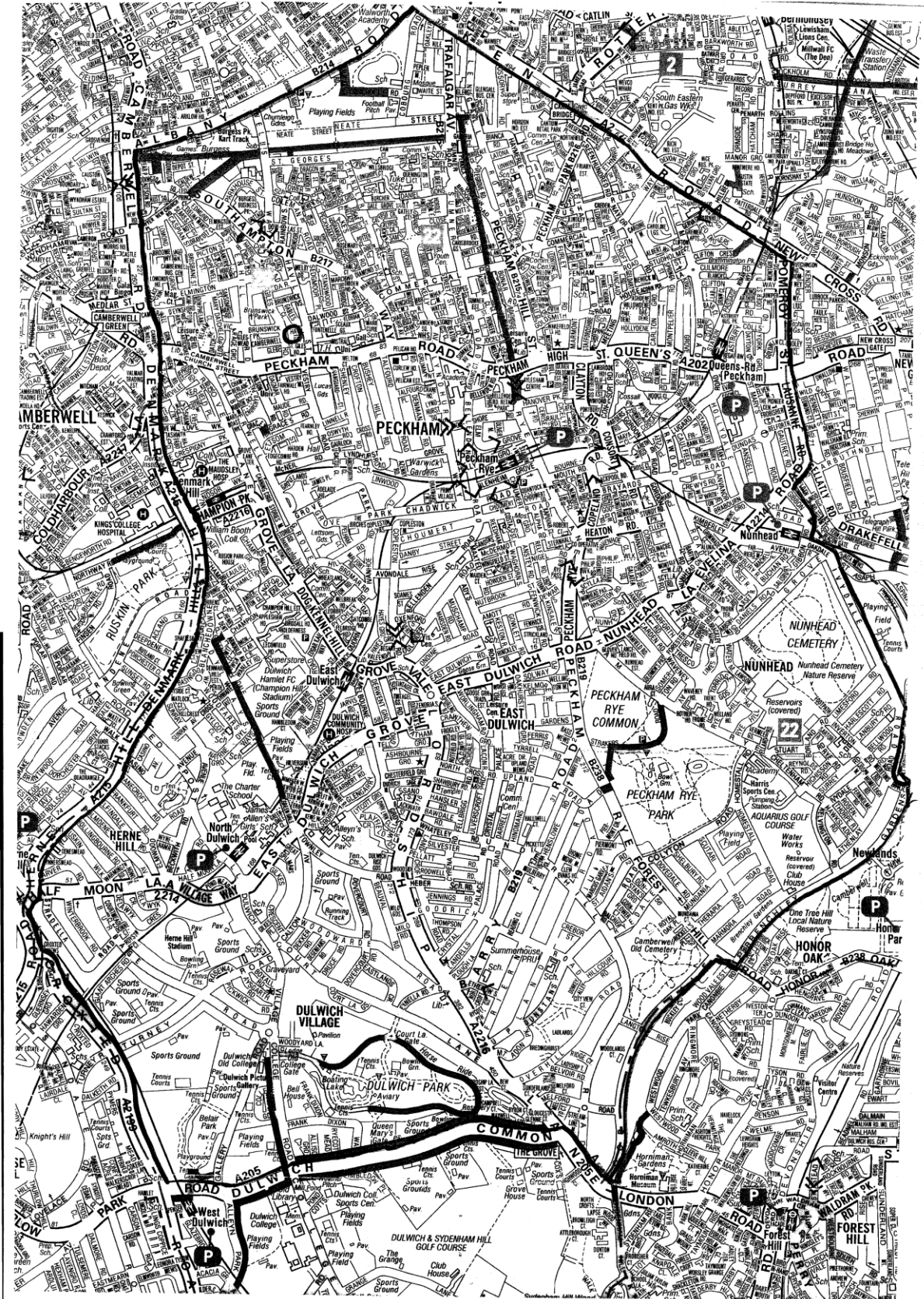
St Giles Surgery provides registered services to the whole local population regardless of age or medical need. The practice catchment area includes the following:

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St Giles Surgery Home Visit Policy

Home Visits are for situations where it has been determined that a face to face consultation is necessary and:

- The Patient is too ill or physically incapable of travelling to the surgery. (Housebound)
- The patient is in the later stages of a terminal illness

Decisions as to whether or not a home visit is warranted rest with the GPs.

Patients are asked to telephone to request visits as early as possible. The majority of requests should therefore be received in the morning.

If requests are received after 12 am and the patient advises that the visit cannot wait until the next day, the request should be passed to the duty doctor.

All requests for visits must be booked via the computer appointments screen.

The visits that are confirmed by the GPs are recorded in the home visit book.

We check the following details with the patient/caller:

- Patient's name and date of birth
- Registered GP
- Address (if not home address, check current address is in catchment area for visits and clearly highlight that the patient is not at home). If patient is at an address outside of the practice catchment area, advise them to contact a local GP to be seen as a temporary resident
- Contact telephone number (and caller's name/relationship to patient) - double check this by reading the number back to the patient/caller
- Nature of problem and length of time since symptoms started
- Record the time of the request
- Advise the caller that the GP may telephone them before visiting

The computer will log your details as the person taking the call.

Requests for URGENT or IMMEDIATE visits are referred immediately to the duty doctor for his/her advice.

For patients experiencing CHEST PAIN - we refer to the Heart Attack Action Protocol

Out of Hours

For medical attention after 6.30pm, at weekends and on Bank Holidays patients must call the practice and they are redirected to the Out Of Hours service on

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0208 693 9066

If the condition is potentially life-threatening (e.g. suspected heart attack) telephone 999 immediately.

Appointment System

Appointments can be booked for same day urgent problems or up to four weeks in advance. We have increased the number of available daily telephone consultations appointments and these can be booked on the day or in advance.

You book an appointment with the doctors or nurses:

Monday, Tuesday, Thursday and Friday 09:00am - 12:00pm and 15:30pm - 18:00pm

Wednesday 07:00am to 12:00pm and 15:30pm to 19.30pm. Our extended hours are on Wednesdays starting at 7.00am in the morning. The evening extended access clinic runs from 18:30pm until 19.30pm. The general surgery telephone is not open during these extended hours.

Telephone consultations are available Monday to Friday and also bookable up to 4 weeks in advance.

To Make an Appointment

- Appointments can also be made in person
- You can phone the reception any time between 08:00 and 18:30
- Online

Prescriptions

We require a minimum of 48 hours (2 working days) to enable us to receive, process, review, sign and arrange for a pharmacy to collect a patient's prescription (if applicable).

When a request is made the patient computer medical records are consulted to see if the patient is due for a review and to check the items they have requested are still on the repeat medication list. If a review is due the doctor is asked if the repeat can safely be given before the patient needs to be seen. If items requested are not on the repeat medication list the doctor will need to review this request and the patient may be contacted.

The prescription also has to be checked and signed by the doctor.

The table below is a guide to when a prescription should be ready for collection.

PRESCRIPTION HANDED IN ST GILES SURGERY	COLLECTION BY PATIENT
MONDAY	WEDNESDAY
TUESDAY	THURSDAY
WEDNESDAY	FRIDAY
THURSDAY	MONDAY

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FRIDAY	TUESDAY
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Patient Information and Confidentiality

Access to Patient Information

All patient information is considered to be confidential and we comply fully with the Data Protection Act. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Information may be shared, in confidence, with other NHS organisations in the interests of patient care.

Confidential patient data will be shared within the health care team at the practice and with other health care professionals to whom a patient is referred. Those individuals have a professional and contractual duty of confidentiality.

Confidential and identifiable information relating to patients will not be disclosed to other individuals without their explicit consent, unless it is a matter of life and death, there is a serious risk to the health and safety of the patient or it is overwhelmingly in the public interest to do so.

In these circumstances the minimal identifiable information that is essential to serve a legal purpose may be revealed to another individual who has a legal requirement to access the data for the given purpose.

That individual will also have a professional and /or contractual duty of confidentiality. Data will otherwise be anonymised if possible before disclosure if this would serve the purpose for which data is required.

Data Protection Policy (New GDPR)

The practice is committed to security of patient and staff records.

The practice will take steps to ensure that individual patient information is not deliberately or accidentally released or (by default) made available or accessible to a third party without the patient's consent, unless otherwise legally compliant. This will include training on confidentiality issues, DPA principles, working security procedures, and the application of Best Practice in the workplace.

The practice will undertake prudence in the use of, and testing of, arrangements for the backup and recovery of data in the event of an adverse event.

The practice will maintain a system of "Significant Event Reporting" through a no-blame culture to capture and address incidents which threaten compliance.

DPA issues will form part of the practice general procedures for the management of risk.

Specific instructions will be documented within confidentiality and security instructions will be promoted to all staff.

Access to Health Records (SAR)

The Data Protection Act allows a patient to find out what information is held on computer and in their paper medical notes concerning their health records. If a patient wishes to see them, a patient should make a written request to the practice and the practice will respond within a month. Patient is entitled to receive a copy, but will only be charged for them under exceptional circumstances.