WINNER OF HEALTH TECH AWARDS
BEST USE OF DIGITAL IN PRIMARY CARE 2021

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MODALITY LEWISHAM

NEW PATIENT INFORMATION PACK

JULY 2023

“ With the NHS App I can order repeat prescriptions to help manage my condition.”

Arun, surgeon

Your NHS, your way

Download the NHS App 😀

NHS App

Download on the App Store

GET IT ON Google Play

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MODALITY LEWISHAM

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WELCOME TO MODALITY LEWISHAM

THE MODALITY PARTNERSHIP IS AN AWARD-WINNING NHS GP SUPER-PARTNERSHIP THAT OPERATES PRIMARY HEALTH CARE AND COMMUNITY SERVICES NATIONALLY.

A SUPER-PARTNERSHIP IS MADE UP OF PRACTICES WHO COME TOGETHER TO FORM ONE SINGLE BUSINESS TO DELIVER MORE EFFICIENTLY AND EFFECTIVELY AT SCALE.

MODALITY IS AN INTERNATIONALLY RECOGNISED INNOVATOR AND LEADER IN TRANSFORMING PRIMARY CARE. WE SERVE IN THE REGION OF 450K PATIENTS ACROSS 8 REGIONS IN THE UK .

LEWISHAM IS ONE OF THESE REGIONS, WHERE MODALITY LEWISHAM PROVIDES GENERAL MEDICAL SERVICES FOR PRIMARY CARE OPERATING UNDER A TRADITIONAL PARTNERSHIP MODEL AND SERVING AROUND 38K PATIENTS.

WE ARE PROUD TO HAVE A HIGHLY SKILLED MULTI-DISCIPLINARY TEAM PROVIDING CARE FOR OUR PATIENTS. AS A TEACHING AND TRAINING PRACTICE OUR HEALTH PROFESSIONALS ARE INVOLVED IN THE EDUCATION OF MEDICAL STUDENTS, GP REGISTRARS, ADMINISTRATIVE PRACTICE STAFF AND OTHER HEALTHCARE PROFESSIONALS.

MODALITY LEWISHAM IS ALSO A SELF-CONTAINED PRIMARY CARE NETWORK. THIS IS A REQUIREMENT OF THE CONTRACT UNDER WHICH WE WORK TO IMPROVE AND BUILD PRIMARY CARE SERVICES AND TO MEET THE CHANGING NEEDS OF THE COMMUNITY.

THE PRACTICE IS IN THE REGION OF SOUTH EAST LONDON INTEGRATED CARE BOARD (ICB). THIS IS THE STATUTORY NHS ORGANISATION RESPONSIBLE FOR DEVELOPING A PLAN FOR MEETING THE HEALTH NEEDS OF THE LOCAL POPULATION, MANAGING THE NHS BUDGET AND ARRANGING FOR THE PROVISION OF HEALTH SERVICES IN THE INTEGRATED CARE SYSTEM (ICS) AREA. MORE DETAILS CAN BE FOUND AT HTTPS://WWW.SELONDONICS.ORG/ICB/

WE BELIEVE MODALITY IS A CLEAR SHOWCASE OF HOW THE FUTURE OF GENERAL PRACTICE CAN BE WHEN SUPPORTED TO EMBRACE AT-SCALE WORKING AND INNOVATATION. WE CONTINUE TO PLAY A LEADING ROLE WITHIN THE HEALTH SYSTEM.

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BELLINGHAM GREEN

ADDRESS: 24 BELLINGHAM GREEN, LONDON, SE6 3JB

TELEPHONE: 020 8697 7285

SOUTH LEWISHAM

ADDRESS: 50 CONINSBOROUGH CRESCENT, LONDON, SE6 2SP

TELEPHONE: 020 3474 5959

THE JENNER

ADDRESS: 201 STANSTEAD ROAD, LONDON, SE23 1HU

TELEPHONE: 020 3474 6111

WEBSITE: WWW.MODALITYPARTNERSHIP.NHS.UK

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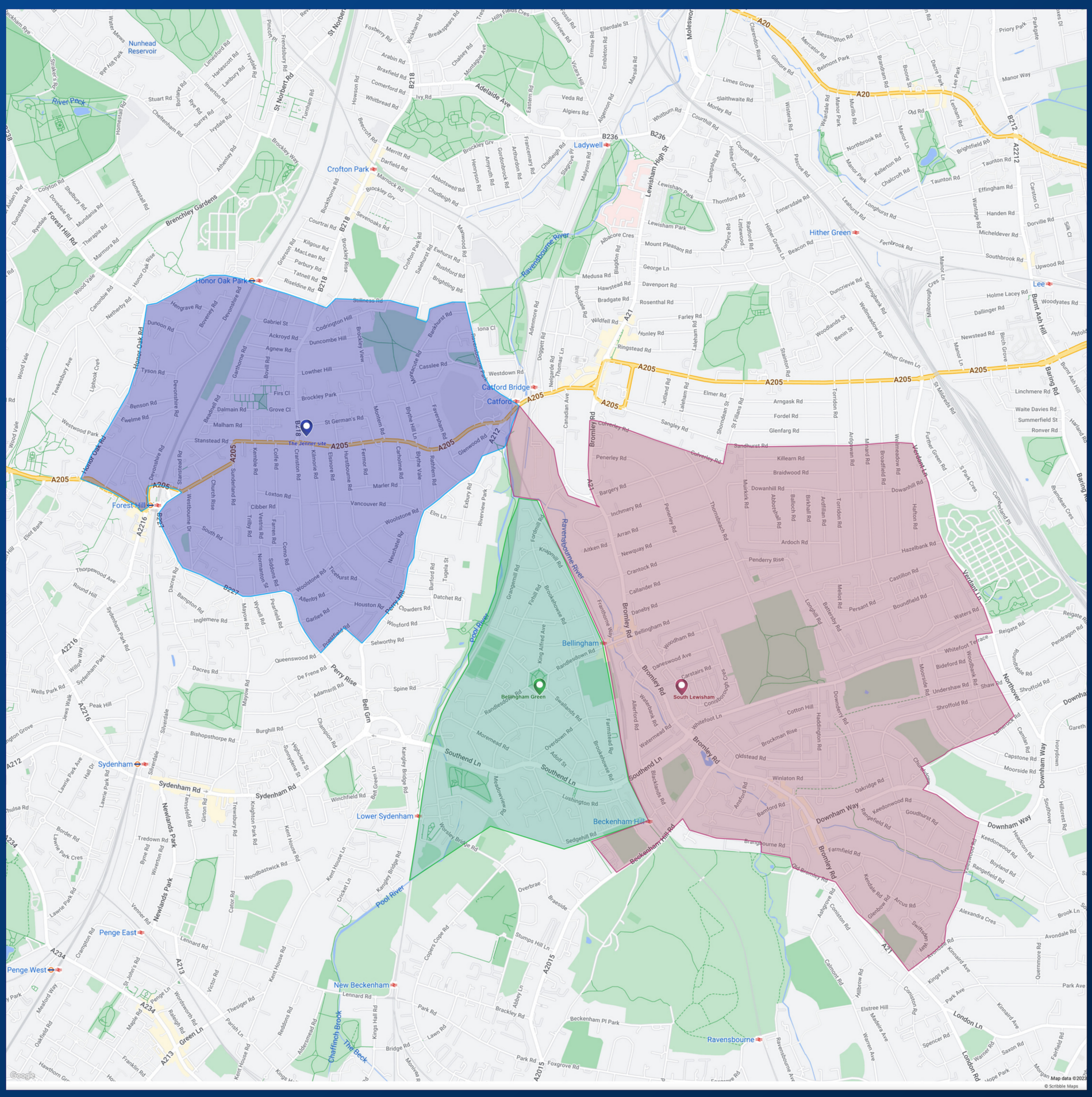

WE WILL ACCEPT ALL PATIENTS LIVING WITHIN THE SHADED AREA

GREEN = BELLINGHAM GREEN IS YOUR LOCAL SITE
RED = SOUTH LEWISHAM IS YOUR LOCAL SITE
BLUE = THE JENNER IS YOUR LOCAL SITE

AN INTERACTIVE VERISON OF THE MAP CAN BE FOUND AT

HTTPS://WWW.SCRIBBLEMAPS.COM/MAPS/VIEW/MODALITY-LEWISHAM-BOUNDARY-MAP/MODALITYLEWISHAM

06 PRACTICE BOUNDARY AREA

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CORE OPENING HOURS

MONDAY.....	08:00 - 18:30
TUESDAY.....	08:00 - 18:30
WEDNESDAY..	08:00 - 18:30
THURSDAY.....	08:00 - 18:30
FRIDAY.....	08:00 - 18:30

ALL MODALITY LEWISHAM SITES ARE OPEN DURING THE HOURS LISTED ABOVE, WITH THE EXCEPTION OF **BANK HOLIDAYS** WHEN WE ARE CLOSED.

WE ALSO CLOSE FOR SIX AFTERNOONS A YEAR TO ALLOW STAFF TO ATTEND TRAINING AND **PROTECTED LEARNING TIME**. THESE CLOSURE DATES ARE PUBLISHED IN ADVANCE ON OUR WEBSITE AND AT SITES.

EXTENDED OPENING HOURS

MONDAY.....	18:30 - 20:00
TUESDAY.....	18:30 - 20:00
WEDNESDAY..	18:30 - 20:00
THURSDAY.....	18:30 - 20:00
FRIDAY.....	18:30 - 20:00
SATURDAY.....	09:00 - 17:00

APPOINTMENTS ARE AVAILABLE DURING THE ABOVE TIMES BUT CARE MAY BE DELIVERED AT A MODALITY LEWISHAM SITE WHICH IS DIFFERENT TO YOUR LOCAL SITE. DO **CHECK THE LOCATION** IF YOU ARE OFFERED AN APPOINTMENT OUTSIDE OUR CORE HOURS.

WHEN WE ARE CLOSED

IF YOU NEED MEDICAL HELP, BUT IT IS NOT A 999 EMERGENCY, **NHS 111** IS AVAILABLE **24 HOURS A DAY, 365 DAYS** A YEAR. CALLS TO 111 ARE FREE FROM LANDLINES AND MOBILE PHONES. YOU CAN ALSO FIND HELP ON THE NHS WEBSITE WWW.NHS.UK

FOR A LIFE-THREATENING MEDICAL EMERGENCY AT ANY TIME
PLEASE DIAL 999 IMMEDIATELY

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GP PARTNERS

THE GP PARTNERS ARE THE OWNERS OF THE PRACTICE AND ARE RESPONSIBLE FOR HOLDING THE CONTRACT TO SUPPLY PRIMARY CARE SERVICES TO THE NHS. THEY ALSO PROVIDE COMPLEX MEDICAL CARE TO PATIENTS

DR ESTHER APPLEBY (MBBS BSC MRCS DLO MRCGP DFFP)
DR ANTOINETTE AUGUSTINE (MBBS BSC MRCGP)
DR KHALID ISMAIL (MBCHB MRCGP DRCOG DCH DFMS DFFP)
DR AKNEESWARAN JEGANATHAPILLAI (MBBS BSC)
DR RICHARD JOHNSTON (MBBS MRCGP)
DR RISHI KANAPATHI (MBBS MRCGP MSC)
DR SIAN KNIGHT (BMBS BMEDSCI MRCGP DRCOG)
DR SIMON PARTON (MBBS BSC MRCP MRCGP DRCOG DCH)
DR DAVID SHARPE (MBBS FRCGP)
DR KATE TEBBS (MBBS DRCOG DFSRH)
DR SARAH VAN COOTEN (MBBS MRCGP)
DR ANDREW WARSOP (MBCHB BSC MRCGP)
DR PHIL WHEELER (MBBS BSC MRCGP)

SALARIED GPS

SALARIED GPS ARE DOCTORS EMPLOYED BY THE PRACTICE TO PROVIDE COMPLEX MEDICAL CARE TO PATIENTS. WE ARE VERY PROUD OF OUR TEAM OF SALARIED GPS, MANY OF WHOM TRAINED AT THE PRACTICE.

THE MEDICINES SUPPORT TEAM

OUR HARDWORKING AND SKILLED MEDICINES SUPPORT TEAM CONSISTS OF PHARMACISTS, PHARMACY TECHNICIANS AND PHARMACY ADMINISTRATORS. LED BY OUR LEAD PHARMACIST, JULIA PARASCANDOLO, THE TEAM WILL BE YOUR FIRST POINT OF CONTACT FOR MEDICATION REVIEWS, PRESCRIPTION REQUESTS AND DRUGS ADVICE.

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NURSING TEAM

THE NURSING TEAM CONSISTS OF ADVANCED NURSE PRACTITIONERS, PRACTICE NURSES AND HEALTH CARE ASSISTANTS. THEY WILL HELP WITH PHYSICAL HEALTH CHECKS INCLUDING SCREENING AND SMEARS, IMMUNISATIONS AND MANAGEMENT OF CHRONIC DISEASES. YOU MAY SEE THE ADVANCED NURSE PRACTITIONER IF YOU ARE UNWELL WITH A VARIETY OF COMMON MEDICAL CONDITIONS.

PARAMEDICS

OUR PARAMEDIC TEAM DEALS WITH URGENT HEALTH CARE NEEDS AND MAY VISIT YOU AT HOME IF YOU ARE HOUSEBOUND AND REQUIRE ASSESSMENT.

SOCIAL PRESCRIBERS

OUR SOCIAL PRESCRIBERS CAN SIGNPOST YOU TO A VARIETY OF LOCAL RESOURCES IF YOU ARE EXPERIENCING COMPLEX SOCIAL ISSUES WHICH MAY BE AFFECTING YOUR HEALTH. THIS INCLUDES LONELINESS, FINANCIAL CONCERNS, SUPPORT FOR CARERS AMONGST OTHER ISSUES.

PHYSIOTHERAPISTS

OUR PHYSIOS WILL BE YOUR FIRST POINT OF CONTACTS FOR MOST MUSCULOSKELETAL PROBLEMS AND CAN DIAGNOSE AND ADVISE ON A VARIETY OF MUSCLE AND JOINT PROBLEMS

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MENTAL HEALTH PRACTITIONERS

OUR MENTAL HEALTH PRACTITIONER TEAM ARE EMPLOYED JOINTLY WITH SOUTH LONDON & MAUDESLEY NHS TRUST AND CAN HELP WITH MANY OF THE MENTAL HEALTH ISSUES WHICH ARE COMMON IN PRIMARY CARE.

YOU CAN ALSO SELF-REFER TO LEWISHAM IMPROVING ACCESS TO PSYCHOLOGICAL THERAPIES (IAPTS) TO ACCESS TALKING THERAPIES FROM A COUNSELLOR.

HEALTH & WELLBEING COACHES

WE HAVE PARTNERED WITH GOQII UK TO OFFER ALL OUR PATIENTS FREE ACCESS TO DIGITAL HEALTH & WELLBEING COACHES, WHO CAN HELP WITH LIFESTYLE ADVICE AROUND DIET, EXERCISE, AND WEIGHT LOSS. YOU MAY BE PROACTIVELY OFFERED AN APPOINTMENT, BUT YOU CAN ALSO REQUEST AN APPOINTMENT THROUGH ANY OF OUR BOOKING ROUTES.

SMOKING CESSATION

OUR SMOKING CESSATION COUNSELLOR CAN OFFER BOTH SUPPORT AND MEDICATION TO HELP YOU QUIT SMOKING.

MEET THE TEAM

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MANAGEMENT TEAM

DR SIMON PARTON IS CURRENTLY THE EXECUTIVE PARTNER OF MODALITY LEWISHAM AND CLINICAL DIRECTOR OF MODALITY LEWISHAM PRIMARY CARE NETWORK.

JOANNE DANIELS IS OUR OPERATIONS MANAGER FOR THE PRACTICE, AND IS ALSO RESPONSIBLE FOR DIGITAL TRANSFORMATION.

EACH MODALITY LEWISHAM SITE HAS A PATIENT SERVICES MANAGER, LISTED BELOW:
BELLINGHAM GREEN: LAWRENCE GRACE
SOUTH LEWISHAM: PAT MEDFORD
THE JENNER: DAWN LEONIDA

PATIENT SERVICES TEAMS

WE HAVE A VARIETY OF NON-CLINICAL SUPPORT STAFF INCLUDING THE FOLLOWING TEAMS:

PATIENT SERVICES ASSISTANTS: HELPING PATIENTS WHO ACCESS US BY COMING INTO SITES OR CONTACTING US BY PHONE
DIGITAL TRIAGE CALL HANDLERS: RESPONSIBLE FOR TAKING CLINICAL INFORMATION RELATING TO AN APPOINTMENT REQUESTS IF PATIENTS ARE UNABLE TO ACCESS OUR ONLINE KLINIK TRIAGE PORTAL
REFERRAL MANAGEMENT TEAM: SUPPORTING ALL REFERRALS TO HOSPITAL
DOCUMENT MANAGEMENT TEAM: PROCESSING LETTERS AND CORRESPONDENCE FROM HOSPITALS AND OTHER HEALTHCARE PROVIDERS
CALL/RECALL TEAM: ENSURING PATIENTS WHO REQUIRE ANNUAL REVIEWS AND HEALTH SCREENING ARE SEEN AT THE APPROPRIATE TIME
PATIENT EXPERIENCE TEAM: SUPPORTING PATIENTS WITH FEEDBACK & COMPLAINTS

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WANT TO REGISTER?

IF YOU ARE RESIDENT WITHIN OUR PRACTICE BOUNDARY AREA YOU CAN REGISTER AS A MODALITY LEWISHAM PATIENT.

YOU CAN REGISTER ONLINE AT

WWW.MODALITYPARTNERSHIP.NHS.UK

OR IN PERSON AT YOUR NEAREST MODALITY LEWISHAM SITE.

PLEASE BRING PROOF OF IDENTITY INCLUDING PHOTOGRAPHIC ID AND PROOF OF ADDRESS. WE CAN STILL REGISTER YOU IF YOU ARE UNABLE TO BRING THIS DOCUMENTATION.

IF YOU ARE REGISTERING A CHILD, PLEASE REGISTER IN PERSON AND BRING YOUR CHILD'S RED BOOK.

WHEN REGISTERING IT IS EXTREMELY HELPFUL IF YOU PROVIDE YOUR MOBILE NUMBER & CONSENT FOR US TO CONTACT YOU VIA TEXT MESSAGE. THIS IS THE EASIEST WAY FOR THE PRACTICE TO CONTACT YOU & ALLOWS US TO SEND YOU LINKS TO BOOK APPOINTMENTS & REMINDERS WHEN HEALTH SCREENING OR REVIEWS ARE DUE.

FOR MORE INFORMATION ON HOW TO REGISTER PLEASE CONTACT US AND WE WILL BE HAPPY TO ASSIST YOU FURTHER.

12 REGISTER AS A PATIENT

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ACCESS

IF YOU NEED ANY HELP WITH ACCESS OUR TEAM WILL BE PLEASED TO ASSIST YOU.

WE HAVE THE FOLLOWING ACCESS FOR OUR DISABLED PATIENTS AND VISITORS:

- AUTOMATIC FRONT DOOR ACCESS SUITABLE FOR WHEELCHAIRS
- DISABLED CAR PARKING BAYS
- WHEELCHAIR ACCESSIBLE TOILETS IN THE WAITING AREA
- HEARING LOOP

PLEASE LET OUR STAFF KNOW IF YOU HAVE ANY FURTHER ACCESS REQUIREMENTS WE CAN ASSIST WITH OR IF YOUR ACCESS NEEDS ARE NOT BEING MET.

INTERPRETING SERVICES

IF ENGLISH ISN'T YOUR FIRST LANGUAGE, DON'T WORRY WE CAN HELP YOU BY ARRANGING AN INTERPRETER.

IF YOU NEED AN INTERPRETER, PLEASE LET US KNOW WHEN BOOKING YOUR APPOINTMENT. WE WILL ADVISE HOW LONG IT WILL TAKE FOR AN INTERPRETER TO BE ARRANGED.

IF YOU ARE UNABLE TO KEEP YOUR APPOINTMENT, PLEASE LET US KNOW AS SOON AS POSSIBLE SO THAT THE INTERPRETER CAN BE CANCELLED.

WE ARE ALSO ABLE TO ARRANGE BRITISH SIGN LANGUAGE INTERPRETING ON REQUEST.

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CARERS

IF YOU ARE A CARER, PLEASE LET US KNOW SO WE CAN OFFER YOU THE SUPPORT YOU NEED.

A CARER IS ANYONE, INCLUDING CHILDREN AND ADULTS, WHO LOOKS AFTER A FAMILY MEMBER, PARTNER OR FRIEND WHO NEEDS HELP BECAUSE OF THEIR ILLNESS, FRAILTY, DISABILITY, A MENTAL HEALTH PROBLEM OR AN ADDICTION AND CANNOT COPE WITHOUT THEIR SUPPORT. THE CARE THEY GIVE IS UNPAID.

IF YOU ARE LOOKED AFTER BY A CARER, PLEASE ALSO LET US KNOW SO WE CAN PROVIDE YOU WITH THE APPROPRIATE CARE AND SUPPORT

HOUSEBOUND PATIENTS

A PATIENT WHO IS DEEMED TO BE HOUSEBOUND WHEN THEY ARE UNABLE TO LEAVE THEIR HOME ENVIRONMENT THROUGH A PHYSICAL OR PSYCHOLOGICAL ILLNESS.

A PATIENT IS NOT CONSIDERED HOUSEBOUND IF HE OR SHE IS ABLE TO LEAVE THEIR HOUSE WITH MINIMAL ASSISTANCE OR SUPPORT. FOR EXAMPLE: UNASSISTED/ASSISTED VISIT TO THE DOCTOR, DENTIST, HAIRDRESSER, SUPERMARKET, SOCIAL EVENTS OR HOSPITAL OUTPATIENTS.

TO AVOID CONFUSION A PERSON WILL NOT BE REGARDED AS HOUSEBOUND BECAUSE THEY DO NOT PERSONALLY HAVE A COMPANION TO ESCORT THEM TO A CLINICAL APPOINTMENT.

IF YOU HAVING READ THE ABOVE INFORMATION YOU BELIEVE YOU ARE HOUSEBOUND, PLEASE CONTACT US SO WE CAN PROVIDE YOU WITH THE APPROPRIATE CARE AND SUPPORT.

IF YOU ARE HOUSEBOUND AND NEED A HOME VISIT PLEASE REQUEST AN APPOINTMENT BEFORE 10.30AM IF POSSIBLE. A CLINICIAN WILL TRIAGE YOUR REQUEST AND MAY CONTACT YOU BEFORE VISITING TO ENSURE THAT A VISIT IS APPROPRIATE OR WHETHER THE PROBLEM CAN BE MANAGED IN A DIFFERENT WAY.

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NAMED GP SYSTEM

AT MODALITY LEWISHAM WE OPERATE A SYSTEM WHERE YOU ARE ALLOCATED A NAMED & ACCOUNTABLE GP WHEN YOU REGISTER.

YOUR NAMED GP HAS OVERALL RESPONSIBILITY FOR YOUR CARE WHILST YOU ARE REGISTERED WITH THE PRACTICE, WHICH WILL INCLUDE DEALING WITH ANY HOSPITAL CORRESPONDANCE AND REVIEWING ANY CHRONIC DISEASE CARE WHERE INPUT FRPM A GP IS NECESSARY.

IF YOU WITH TO KNOW THE NAME OF THE GP WHO HAS BEEN ALLOCATED TI YOU PLEASE ASK AT RECEPTION.

WE WILL ENCOURAGE YOU TO BOOK WITH YOUR NAMED GP FOR ANY ROUTINE HEALTH CARE WHICH REQUIRES A GP INPUT. THIS HELPS WITH CONTINUITY OF CARE FOR BOTH PATIENTS AND GPS. HOWEVER, IF YOU CHOOSE TO BOOK WITH ANOTHER GP AT YOUR LOCAL SITE YOU ARE WELCOME TO DO SO.

IF YOU REQUIRE URGENT CARE YOU MAY NOT BE OFFERED A CHOICE OF GP AS NOT ALL GPS SEE PATIENTS IN SURGERY EVERY DAY: OTHER GP RESPONSIBILITIES INCLUDE TEACHING, CLINICAL TRIAGE AND SPECIALIST CLINICS SUCH AS NEWBORN BABY CHECKS, ETC.

NAMED & ACCOUNTABLE GP 15

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MODALITY LEWISHAM TOTAL TRIAGE

MODALITY LEWISHAM OPERATES A SYSTEM OF **TOTAL TRIAGE** WHICH MEANS EVERY REQUEST FOR AN APPOINTMENT WILL BE TRIAGED BY AN EXPERIENCED GP TO ENSURE YOU ARE SEEN BY THE **RIGHT HEALTHCARE PROFESSIONAL AT THE RIGHT TIME.**

THIS MEANS IF AN APPOINTMENT IS NECESSARY YOU MAY BE SEEN BY A MEMBER OF OUR **EXTENDED HEALTHCARE TEAM** RATHER THAN A GP. APPOINTMENTS ARE ALSO TRIAGED AS **URGENT OR ROUTINE**, SO WE CAN ENSURE PATIENTS WITH THE GREATEST CLINICAL NEED ARE SEEN AS A PRIORITY.

THE TRIAGING GP WILL ALSO DECIDE WHETHER YOU ARE SUITABLE FOR A **TELEPHONE** CONSULTATION, **TEXT** CONSULTATION, **VIDEO** CONSULTATION OR **FACE-TO-FACE** CONSULTATION. IF YOU HAVE A PREFERENCE FOR CONSULTATION TYPE, OR HAVE A PREFERRED GP, YOU CAN MAKE THIS KNOWN DURING THE REQUEST PROCESS. YOU CAN ADVISE ON TIMES YOU ARE UNAVAILABLE FOR A CONSULTATION.

IF YOU ARE REQUESTING ADVICE ABOUT A MINOR CONDITION, YOU MAY BE DIRECTED TO A **PHARMACY** FOR THE MOST APPROPRIATE SUPPORT OR ADVICE ON HOW TO SELF-CARE.

IF YOU ARE UNSURE OF THE APPROPRIATE PLACE TO SEEK HELP, YOU CAN CHECK YOUR SYMPTOMS ON THE **NHS 111** SITE AT:

HTTPS://111.NHS.UK/TRIAGE/CHECK-YOUR-SYMPTOMS

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REQUESTING AN APPOINTMENT

YOU CAN REQUEST AN APPOINTMENT IN ONE OF THREE WAYS:

- **ONLINE** VIA THE KLINIK DIGITAL PORTAL AT

HTTPS://ACCESS.KLINIK.CO.UK/CONTACT/MODALITY-LEWISHAM

- **BY PHONE**
- **IN PERSON** AT YOUR LOCAL SITE

PLEASE NOTE WHICHEVER WAY YOU REQUEST AN APPOINTMENT, YOU WILL BE ASKED TO PROVIDE THE **SAME INFOMATION** BY OUR TEAM. IF YOU ARE ABLE TO USE THE ONLINE PORTAL WE WOULD REQUEST YOU DO SO, AS THIS **FREES UP THE PHONE LINES** FOR OUR MORE VULNERABLE PATIENTS WHO ARE NOT ABLE TO USE THE INTERNET.

IT IS ALSO NOT UNUSUAL FOR US TO RECEIVE OVER 1000 PHONE CALLS A DAY FROM PATIENTS SO USING THE ONLINE PORTAL WILL **PREVENT A WAIT** TO GET THROUGH TO ON THE PHONE. YOU CAN ALSO SUBMIT ADMINISTRATIVE QUERIES AND REQUESTS VIA THE KLINIK PORTAL.

YOU ARE ABLE TO SUBMIT ONLINE APPOINTMENT REQUESTS ON BEHALF OF A RELATIVE OR CHILD WITH THEIR CONSENT.

WE AIM TO RESPOND TO ALL REQUESTS SUBMITTED BEFORE 4PM ON THE **SAME WORKING DAY**, ALTHOUGH THIS MAY TAKE LONGER AT TIMES OF PEAK DEMAND.

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CANCELLATIONS

APPOINTMENTS ARE THE MOST PRECIOUS RESOURCE THAT PRIMARY CARE HAS. IF YOU ARE NO LONGER ABLE TO MAKE AN APPOINTMENT, PLEASE CALL US, USE THE NHS APP OR SUBMIT AN ADMINISTRATIVE REQUEST VIA THE ONLINE KLINIK PORTAL TO CANCEL. THIS THEN RELEASES THE APPOINTMENT FOR ANOTHER PATIENT.

IF YOU PERSISTENTLY BOOK APPOINTMENTS AND FAIL TO TURN UP (DNA) WITHOUT EXPLANATION, WE WILL CONTACT YOU TO DISCUSS WHY THIS IS HAPPENING AND WHAT SUPPORT WE CAN OFFER.

LATENESS

IF YOU ARRIVE LATE BUT WITHIN 10 MINUTES OF YOUR APPOINTMENT TIME, WE WILL MAKE EVERY ATTEMPT TO SEE YOU BUT YOU MAY NEED TO WAIT UNTIL THE END OF THE SURGERY TO AVOID DELAYING OTHER PATIENTS. IF YOU ARRIVE MORE THAN 10 MINUTES LATE, YOU WILL NEED TO REBOOK YOUR APPOINTMENT.

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NHS APP

IF YOU HAVE A SMARTPHONE, WE STRONGLY ADVISE YOU TO DOWNLOAD THE NHS APP. THE NHS APP WILL ALLOW YOU TO:

- MANAGE APPOINTMENTS
- ORDER REPEAT PRESCRIPTIONS
- CHOOSE YOUR NOMINATED PHARMACY FOR PRESCRIPTIONS
- VIEW YOUR GP RECORDS TO SEE INFORMATION SUCH AS TEST REULTS AND MEDICATIONS
- VIEW YOUR NHS NUMBER
- REGISTER YOUR ORGAN DONATION DECISION
- CHOOSE HOW THE NHS USES YOUR DATA
- USE NHS 111 ONLINE TO ANSWER QUESTIONS & GET INSTANT MEDICAL ADVICE OR MEDICAL HELP NEAR YOU

YOU CAN FIND OUT HOW TO DOWNLOAD THE NHS APP INSIDE THE FRONT COVER OF THIS INFORMATION PACK

KLINIK ONLINE PORTAL

ALL CLINICAL AND NON-CLINICAL MESSAGES AND REQUESTS TO MODALITY LEWISHAM CAN BE SUBMITTED THROUGH THE KLINIK PORTAL AT

HTTPS://ACCESS.KLINIK.CO.UK/CONTACT/MODALITY-LEWISHAM

YOU CAN ALSO LOG IN TO THE KLINIK PORTAL USING YOUR NHS LOG IN DETAILS

Prescribing of over the counter medicines is changing

Your GP, nurse or pharmacist will not generally give you a prescription for over the counter medicines for a range of minor health concerns.

Instead, over the counter medicines are available to buy in a pharmacy or supermarket in your local community.

The team of health professionals at your local pharmacy can offer help and clinical advice to manage minor health concerns and if your symptoms suggest it's more serious, they'll ensure you get the care you need.

Please help the NHS to use resources sensibly.

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ACUTE PRESCRIPTIONS

PRESCRIPTIONS ARE ISSUED AT THE DOCTORS' DISCRETION AND WE NORMALLY WILL NOT BE ABLE TO PRESCRIBE MEDICATIONS WHICH ARE NOT ON YOUR REPEATS WITHOUT AN APPOINTMENT UNLESS IT IS FOR A CONDITION YOU HAVE VERY RECENTLY SEEN US ABOUT.

WE NO LONGER PRESCRIBE MEDICATIONS WHICH ARE AVAILABLE OVER THE COUNTER FOR MINOR AILMENTS OR SELF-LIMITING ILLNESS.

REPEAT PRESCRIPTIONS

PLEASE ENSURE YOU KNOW WHEN YOUR MEDICATIONS RUN OUT AS WE REQUIRE 2 WORKING DAYS NOTICE FOR ALL REPEAT PRESCRIPTION REQUESTS, WHICH YOU CAN ORDER IN THE FOLLOWING WAYS:

- VIA THE NHS APP
- VIA YOUR NOMINATED PHARMACY
- VIA KLINIK, OUR ONLINE DIGITAL PORTAL
- VIA TELEPHONE THROUGH OUR VOICE CONNECT REPEAT ORDERING LINE (OPEN 24 HOURS A DAY, REQUIRES A PIN CODE TO USE WHICH IS AVAILABLE FROM THE PRACTICE)

THE TELEPHONE NUMBER FOR VOICE CONNECT IS 020 8697 7285

SOME REPEAT MEDICATIONS REQUIRE REGULAR MONITORING WITH BLOOD TESTS, BLOOD PRESSURE MONITORING &/OR WEIGHT MONITORING. IF WE HAVE ASKED YOU TO HAVE BLOOD TESTS &/OR A REVIEW DONE, AND YOU FAIL TO COMPLETE THIS, WE MAY NEED TO STOP YOUR MEDICATIONS ON THE GROUNDS OF PATIENT SAFETY.

WE WILL NORMALLY CONTACT YOU FOR REVIEW IN YOUR BIRTHDAY MONTH: PLEASE RESPOND PROMPTLY WHEN CONTACTED.

Can you claim free NHS prescriptions?

Not everyone can claim free NHS prescriptions in England.

Check if you're eligible at
www.nhsbsa.nhs.uk/check

Check before you tick

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FOLLOW UP AFTER TESTS

YOU DO NOT NEED TO CONTACT US FOR RESULTS FOLLOWING A TEST ARRANGED BY THE PRACTICE. IF YOU REQUIRE FOLLOW UP AFTER THE TEST WE WILL CONTACT YOU TO ARRANGE THIS: USUALLY BY TEXT MESSAGE IF YOU HAVE CONSENTED TO CONTACT FROM US VIA SHORT MESSAGING SERVICE.

IF YOU HAVE NOT HEARD FROM US WITHIN A WEEK OF THE TEST BEING DONE, YOU CAN ASSUME THE TEST WAS NORMAL. IF YOUR SYMPTOMS CONTINUE OR YOU HAVE PERSISTANT CONCERNS PLEASE REQUEST A FURTHER APPOINTMENT.

YOU CAN ALSO CHECK YOUR TEST RESULTS VIA THE NHS APP.

IF YOU HAVE HAD TESTS DONE AT THE HOSPITAL, IT IS THE HOSPITAL'S RESPONSIBILITY TO COMMUNICATE THE RESULTS TO YOU. PLEASE CONTACT YOUR HOSPITAL TEAM IF YOU ARE AWAITING TEST RESULTS OR HAVE ANY CONCERNS FOLLOWING HOSPITAL TESTS.

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REQUESTING A SICK NOTE

YOU DO NOT NEED A SICK NOTE FROM THE GP FOR THE FIRST WEEK OF ABSENCE FROM WORK DUE TO ILLNESS. ASK YOUR EMPLOYER FOR AN EMPLOYEE'S STATEMENT OF SICKNESS TO CLAIM STATUTORY SICK PAY (SC2). ALTERNATIVELY IT CAN BE COMPLETED AND DOWNLOADED HERE:

HTTPS://WWW.TAX.SERVICE.GOV.UK/FILL-ONLINE/STATUTORY-SICK-PAY-EMPLOYER-NOTIFICATION

AFTER 7 DAYS YOU REQUIRE A SICK NOTE FROM THE HEALTH PROFESSIONAL TREATING YOU, WHICH CAN BE A DOCTOR, NURSE, PHARMACIST, PHYSIOTHERAPIST OR OCCUPATIONAL THERAPIST.

IF YOU ARE UNABLE TO WORK DUE TO TREATMENT AT HOSPITAL, YOUR HOSPITAL DOCTOR SHOULD PROVIDE YOUR MEDICAL CERTIFICATE.

YOU NO LONGER REQUIRE A FIT NOTE TO RETURN TO WORK; YOU CAN RETURN WHEN YOUR SICK NOTE EXPIRES OR BEFORE IF YOU FEEL WELL ENOUGH AND WITH YOUR EMPLOYER'S AGREEMENT.

YOUR SICK NOTE MAY STATE YOU MAY BE FIT FOR WORK UNDER CERTAIN CONDITIONS, FOR INSTANCE, AMENDED DUTIES OR ALTERED HOURS. IF YOUR EMPLOYER CANNOT MAKE ANY CHANGES, THEY DO NOT HAVE TO. IN THESE CIRCUMSTANCES, YOU SHOULD TREAT YOUR FIT NOTE AS IF IT SAID THAT YOU ARE NOT FIT FOR WORK

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TRAVEL ADVICE

THE NHS NO LONGER PROVIDES ANTI-MALARIAL TABLETS OR TRAVEL VACCINATIONS FOR TRAVEL ABROAD. PLEASE CHECK THE FOLLOWING WEBSITE FOR ADVICE ON SAFE TRAVEL AND RECOMMENDED VACCINATIONS:

HTTPS://TRAVELHEALTHPRO.ORG.UK/COUNTRIES

THE FOLLOWING VACCINES ARE AVAILABLE FREE OF CHARGE ON THE NHS IF YOUR IMMUNISATION COURSE IS NOT UP TO DATE:

- COVID-19 VACCINATION
- POLIO (GIVEN AS A COMBINED POLIO/DIPTHERIA/TETANUS/POLIO JAB)
- TYPHOID
- HEPATITIS A
- CHOLERA

YOU CAN FIND OUT WHICH VACCINES YOU HAVE HAD BY ACCESSING YOUR HEALTH RECORDS THROUGH THE NHS APP OR CONTACTING THE PRACTICE VIA THE ONLINE KLINIK PORTAL.

TO OBTAIN ANTI-MALARIALS OR ANY OTHER VACCINES YOU WILL NEED TO SEEK CARE FROM A PRIVATE TRAVEL CLINIC.

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REQUESTING NON-NHS SERVICES

THERE ARE A VARIETY OF **NON-NHS SERVICES** WHICH ARE NOT FUNDED BY THE NHS AND WHICH THE PRACTICE CANNOT PROVIDE IN NORMAL CLINICAL TIME.

THESE INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING SERVICES:

- **PRIVATE LETTERS & CERTIFICATES** INCLUDING PRIVATE SICK NOTE, FIT TO TRAVEL LETTER, FITNESS TO UNDERTAKE ACTIVITIES INCLUDING FOR SCHOOL & UNIVERSITY, LETTERS IN SUPPORT OF HOUSING, DLA, DRIVING, ETC.
- **CLAIM FORMS** FOR HOLIDAY CANCELLATION, SCHOOL FEES, ETC.
- **OCCUPATIONAL DRIVING REPORTS AND EXAMINATIONS**, INCLUDING HGV/LGV/PCO LICENSES
- **INSURANCE REPORTS & REPORTS PROVIDED AT PATIENT'S REQUEST** FOR ANY NON-NHS SERVICE
- **POWER OF ATTORNEY & MENTAL CAPACITY ASSESSMENTS**
- **ADOPTION & FOSTERING CARE MEDICALS**
- **DNA MOUTH SWABS** FOR ANY REASON

IF YOU REQUIRE ANY OF THE ABOVE **PLEASE CONTACT US**. WE WILL NEED SIGHT OF ANY FORMS IN ADVANCE TO ENABLE US TO ADVISE ON FEES AND ASSESS ANY SPECIFIC REQUIREMENTS.

PAYMENT WILL BE **REQUESTED IN ADVANCE** AND AN APPROXIMATE WAITING TIME FOR THE COMPLETION FOR THESE TYPES OF FORMS WILL BE GIVEN. PLEASE NOTE THAT SOMETIMES DEPENDING ON CAPACITY WE MAY NOT BE ABLE COMPLETE A FORM OR PROVIDE A SERVICE AND **MAY ADVISE YOU ACCORDINGLY**.

ALTERNATIVELY THERE ARE A NUMBER OF **PRIVATE OCCUPATIONAL HEALTH PROVIDERS** WHO CAN DELIVER THESE NON-NHS SERVICES, WITH THE EXCEPTION OF PRIVATE ADOPTION & FOSTERING MEDICALS WHICH MUST BE DONE BY YOUR GP.

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REFERRAL PROCESS

IF YOU ARE SEEN BY A HEALTH CARE PROFESSIONAL WHO BELIEVES A HOSPITAL REFERRAL IS NECESSARY, THEY WILL COMPLETE THE REFERRAL LETTER ON THE SAME DAY. THIS WILL THEN BE PASSED TO THE REFERRALS MANAGEMENT TEAM, WHO MAY CONTACT YOU TO ASK YOUR CHOICE OF HOSPITAL AND WHO WILL COMPLETE THE REFERRAL PROCESS.

ONCE THE REFERRAL HAS BEEN COMPLETED, WE CANNOT SPEED UP THE TIME TAKEN BY THE HOSPITAL TO SEE YOU. CURRENT HOSPITAL WAITING TIMES CAN BE FOUND HERE:

HTTPS://WWW.MYPLANNEDCARE.NHS.UK/

IF YOU ARE UNHAPPY WITH THE WAITING TIME OR CARE RECEIVED AT THE HOSPITAL, PLEASE CONTACT THEIR PATIENT ADVICE & LIASON SERVICE (PALS), WHICH WILL BE ABLE TO HELP. CONTACT DETAILS CAN BE FOUND BELOW:

UNIVERSITY HOSPITAL LEWISHAM PALS: 020 8333 3355
KINGS COLLEGE HOSPITAL PALS: 020 3299 3601
GUYS & ST THOMAS' PALS: 020 7188 8801
QUEEN ELIZABETH HOSPITAL PALS: 020 8836 4592

IF YOUR SYMPTOMS WORSEN WHILST WAITING FOR A HOSPITAL APPOINTMENT, PLEASE REQUEST A GP APPOINTMENT TO DISCUSS IF THERE IS FURTHER CARE WE CAN PROVIDE.

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BOOKING PATIENT TRANSPORT TO HOSPITAL

IF YOU HAVE BEEN REFERRED FOR A HOSPITAL APPOINTMENT AND CANNOT TRAVEL TO OR FROM HOSPITAL USING ANY OTHER METHOD OF TRANSPORT:

- BECAUSE OF YOUR MEDICAL OR MOBILITY CONDITION; OR
- BECAUSE YOUR MEDICAL CONDITION WOULD OTHERWISE WORSEN.

YOU CAN REQUEST HOSPITAL PATIENT TRANSPORT.

ALL REQUESTS FOR TRANSPORT ARE ASSESSED ON MEDICAL NEED BY THE PATIENT TRANSPORT ASSESSMENT TEAM, AND TRANSPORT MUST BE PREBOOKED.

FACILITIES VARY FROM HOSPITAL TO HOSPITAL BUT MOST SERVICES OPERATE WITH APPROPRIATE STAFF, EQUIPMENT AND VEHICLES INCLUDING MINIBUSES, SALOON CARS, AMBULANCES WITH WHEELCHAIR FACILITIES, STRETCHER VEHICLES AND HIGH-DEPENDENCY UNITS.

TO BOOK, CONTACT YOUR HOSPITAL TRANSPORT SERVICE BELOW:

UNIVERSITY HOSPITAL LEWISHAM: 020 3929 4088
KINGS COLLEGE HOSPITAL: 020 3299 8000
GUYS AND ST THOMAS' HOSPITAL: 020 7188 2888
QUEEN ELIZABETH HOSPITAL: 020 3929 4088

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CHANGING OF PERSONAL DETAILS

TO PROVIDE THE BEST SERVICES TO YOU, WE NEED TO ENSURE WE HAVE YOUR CORRECT CONTACT DETAILS.

IF YOU HAVE RECENTLY CHANGED YOUR ADDRESS, PHONE NUMBER, EMAIL ADDRESS OR NAME PLEASE LET US KNOW:

ONLINE – VISIT OUR WEBSITE AT

HTTPS://WWW.MODALITYPARTNERSHIP.NHS.UK/

WHERE YOU CAN SELECT YOUR LOCAL SITE FROM THE DROP DOWN LIST AND CLICK ON THE UPDATE PERSONAL DETAILS ICON TO PROVIDE YOUR NEW DETAILS AND ANY SUPPORTING DOCUMENTATION.

IN PERSON - IF YOU ARE UNABLE TO UPDATE YOUR DETAILS ONLINE YOU CAN VISIT THE SURGERY WITH ANY SUPPORTING DOCUMENTATION AND OUR PATIENT SERVICES ASSISTANTS WILL BE PLEASED TO HELP.

PLEASE NOTE THAT IF YOU CHANGE ADDRESS AND NO LONGER LIVE WITHIN THE PRACTICE BOUNDARY AREA, YOU WILL BE ASKED TO REGISTER WITH A GP SURGERY CLOSER TO YOUR HOME.

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FEEDBACK, CONCERNS & COMPLAINTS

WE AIM TO PROVIDE OUR PATIENTS WITH A CARING, FRIENDLY, AND PROFESSIONAL SERVICE. WE WELCOME ALL FEEDBACK SO IF YOU ARE NOT HAPPY, PLEASE TELL US.

WE HOPE THAT WE CAN SORT OUT MOST PROBLEMS EASILY AND QUICKLY. OFTEN THIS WILL BE AT THE TIME THEY ARISE AND WITH THE PERSON CONCERNED.

PLEASE TELL THEM WHAT IS WORRYING YOU AND THEY WILL DO THEIR BEST TO RESOLVE YOUR CONCERNS QUICKLY AND INFORMALLY. HOWEVER, IF THEY CAN'T OR YOU WISH TO MAKE A FORMAL COMPLAINT, PLEASE LET US KNOW AS SOON AS POSSIBLE, AND YOUR COMPLAINT WILL BE MANAGED IN LINE WITH OUR FORMAL COMPLAINTS PROCESS.

YOU CAN PROVIDE FEEDBACK OUR SERVICES OR TELL US ABOUT YOUR CONCERNS:

- IN PERSON
- BY TELEPHONE
- IN WRITING TO THE PRACTICE MANAGE BY LETTER OR COMPLETING A FORM AVAILABLE FROM RECEPTION
- ONLINE THOUGH OUR WEBSITE

YOU WILL ALSO BE SENT A SURVEY VIA TEXT AFTER MOST APPOINTMENTS ASKING WHETHER YOU WOULD RECOMMEND US TO FRIENDS & FAMILY. IN ADDITION, EVERY YEAR A SMALL SAMPLE OF PATIENTS ARE SENT A GP SURVEY THROUGH THE POST BY THE NHS.

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CONFIDENTIALITY

WE TAKE CONFIDENTIALITY VERY SERIOUSLY. THE PRACTICE IS REGISTERED WITH THE INFORMATION COMMISSIONERS OFFICE (ICO). WE COMPLY WITH THE DATA PROTECTION ACT (2018) AND GDPR. ALL STAFF RECOGNISE THE IMPORTANCE OF THIS & RECEIVE REGULAR TRAINING ON CONFIDENTIALITY.

WE ASK YOU FOR PERSONAL INFORMATION SO THAT YOU CAN RECEIVE APPROPRIATE CARE AND TREATMENT. THIS INFORMATION IS RECORDED ELECTRONICALLY AND/OR VIA MANUAL MEDICAL RECORDS. FOR THE EFFECTIVE FUNCTIONING OF A MULTI-DISCIPLINARY TEAM THIS REQUIRES THAT MEDICAL INFORMATION ABOUT YOU IS SHARED BETWEEN MEMBERS OF THIS PRACTICE AND, ON OCCASION, WITH OTHER HEALTH CARE PROFESSIONALS. WE WILL NOT RELEASE ANY INFORMATION ABOUT YOU TO OTHER THIRD PARTIES UNLESS WE HAVE YOUR CONSENT TO DO SO.

OUR PRIVACY NOTICE DESCRIBES HOW WE COLLECT, USE, AND PROCESS YOUR PERSONAL DATA, AND HOW, IN DOING SO, WE COMPLY WITH OUR LEGAL OBLIGATIONS TO YOU. YOU CAN VIEW A COPY OF OUR PRIVACY NOTICE ON OUR WEBSITE OR BY VISITING THE SURGERY.

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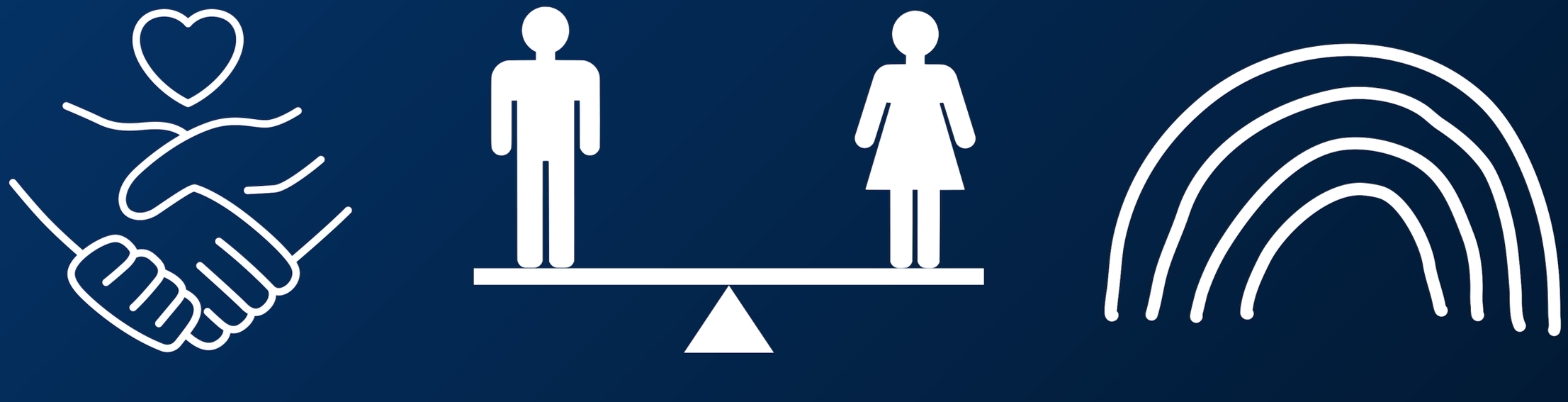
CHAPERONE POLICY

WE RESPECT THE PRIVACY, DIGNITY, AND CULTURAL AND RELIGIOUS BELIEFS OF OUR PATIENTS. IF YOU WOULD LIKE A CHAPERONE DURING YOUR CONSULTATION, PLEASE ASK AT RECEPTION OR SPEAK TO YOUR CLINICIAN EITHER BEFORE OR AT ANY POINT DURING YOUR CONSULTATION.

EQUALITY & DIVERSITY

MODALITY PARTNERSHIP IS COMMITTED TO ELIMINATING INDIVIDUAL AND INSTITUTIONAL DISCRIMINATION, HARASSMENT AND VICTIMISATION ACROSS ALL PROTECTED CHARACTERISTICS SET OUT IN THE EQUALITY ACT 2010 RELATING TO PATIENTS AND EMPLOYEES WHICH ARE: RACE, SEX, DISABILITY, SEXUAL ORIENTATION, RELIGION OR BELIEF, GENDER, GENDER IDENTITY, AGE, MARRIAGE & CIVIL PARTNERSHIP, AND PREGNANCY & MATERNITY.

ALL MODALITY PARTNERSHIP STAFF COMPLETE EQUALITY AND DIVERSITY TRAINING.



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ZERO TOLERANCE POLICY

WE ARE COMMITTED TO TAKING ALL REASONABLE PRECAUTIONS NECESSARY TO ENSURE THE HEALTH, SAFETY, WELFARE AND WELL-BEING OF OUR EMPLOYEES, PATIENTS, AND VISITORS. WE ENDEAVOUR TO ENSURE THAT ALL EMPLOYEES ARE PROTECTED FROM PHYSICAL AND VERBAL ABUSE WHILE THEY ARE WORKING AND WE FOLLOW NHS GUIDELINES REGARDING ZERO TOLERANCE.

WE OPERATE A ZERO TOLERANCE POLICY FOR PATIENTS. ANYONE ATTENDING THE SURGERY WHO IS ABUSIVE, VIOLENT, AGGRESSIVE BE IT VERBALLY, PHYSICALLY OR BY ACTING IN ANY THREATENING MANNER WHATSOEVER TO MEMBERS OF STAFF OR OTHER PERSONS PRESENT ON THE PRACTICE PREMISES, WILL RISK REMOVAL FROM THE PRACTICE LIST. IN EXTREME CASES WE MAY CONTACT THE POLICE TO REMOVE OFFENDERS FROM THE PRACTICE PREMISES. OUR STAFF WORK EXTREMELY HARD: PLEASE TREAT THEM WITH RESPECT.

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YOUR RIGHTS

PATIENTS HAVE THE RIGHT TO:

- BE SEEN BY A HEALTHCARE PROFESSIONAL FOR DIAGNOSIS AND TREATMENT OF YOUR MEDICAL CONDITION BY MAKING AN APPOINTMENT FROM THE RANGE OFFERED BY THE PRACTICE.
- PARTICIPATE IN IMPORTANT PUBLIC HEALTH PROGRAMMES SUCH AS VACCINATIONS.
- NOT TO BE UNLAWFULLY DISCRIMINATED AGAINST IN THE PROVISION OF NHS SERVICES INCLUDING ON GROUNDS OF GENDER, RACE, RELIGION OR BELIEF, SEXUAL ORIENTATION, DISABILITY (INCLUDING LEARNING DISABILITY) OR MENTAL ILLNESS OR AGE.
- BE TREATED WITH DIGNITY AND RESPECT, IN ACCORDANCE WITH YOUR HUMAN RIGHTS
- ACCEPT OR REFUSE TREATMENT THAT IS OFFERED, AND NOT TO BE GIVEN ANY PHYSICAL EXAMINATION OR TREATMENT UNLESS VALID CONSENT HAS BEEN GIVEN.
- PRIVACY AND CONFIDENTIALITY AND TO EXPECT THE PRACTICE TO KEEP YOUR CONFIDENTIAL INFORMATION SAFE AND SECURE.
- ACCESS TO YOUR OWN HEALTH RECORDS.
- CHOOSE YOUR GP PRACTICE, AND TO BE ACCEPTED BY THAT PRACTICE UNLESS THERE ARE REASONABLE GROUNDS TO REFUSE, IN WHICH CASE YOU WILL BE INFORMED OF THOSE REASONS.
- EXPRESS A PREFERENCE FOR CONSULTING WITH A PARTICULAR DOCTOR WITHIN YOUR GP PRACTICE.
- HAVE ANY COMPLAINT YOU MAKE ABOUT NHS SERVICES DEALT WITH EFFICIENTLY, TO HAVE IT PROPERLY INVESTIGATED, KNOW THE OUTCOME AND ESCALATE THE COMPLAINT TO THE INDEPENDENT HEALTH SERVICE OMBUDSMAN.

YOUR RESPONSIBILITIES

PATIENTS HAVE A RESPONSIBILITY TO:

- INFORM THE SURGERY IF YOU ARE UNABLE TO KEEP YOUR APPOINTMENT, THUS MAKING AN APPOINTMENT AVAILABLE FOR ANOTHER PATIENT.
- TREAT STAFF AND OTHER PATIENTS OR VISITORS AT THE PRACTICE WITH RESPECT
- BEHAVE IN A MANNER WHICH DOES NOT CAUSE A NUISANCE OR DISTURBANCE ON THE PRACTICE PREMISES

If you need medical help fast, but it is not life threatening – call 111

What is 111?

If you need medical help fast but it's not a life-threatening situation, you can now call the new NHS 111 number. When you call 111, a trained adviser will ask you questions to find out what's wrong, give you medical advice and direct you to someone who can help you, like an out-of-hour doctor or a community nurse.

If the adviser thinks your condition is more serious, they will direct you to hospital or send an ambulance. If you don't speak English, tell the adviser what language you want to speak and they will get you an interpreter. You can call 111 any time of the day. The call is free, from landlines and mobiles.

When do I use it?

You should only call 999 in an emergency – for example, when someone's life is at risk or someone is seriously injured or critically ill.

Call 111 if you need medical help fast, but it's not life-threatening – for example, if you:

- think you need to go to hospital
- don't know who to call for medical help
- don't have a GP to call
- need medical advice or reassurance about what to do next

For health needs that are not urgent, you should call your GP.

If a health professional has given you a number to call for a particular condition, you should continue to use that number.

CALL 111 when it's less urgent than 999

www.nhs.uk/111

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NHS HEALTH SCREENING

THE NHS OFFERS A VARIETY OF SCREENING PROGRAMMES TO PICK UP EARLY DISEASE. IF YOU ARE ELIGIBLE & HAVE NOT HAD SCREENING, PLEASE CONTACT US TO ARRANGE.

NHS HEALTH CHECK

OFFERED EVERY 5 YEARS TO PATIENTS BETWEEN THE AGES OF 40 - 75. THE PURPOSE IS TO PICK UP EARLY SIGNS OF HEART DISEASE SO YOUR RISK OF A HEART ATTACK OR STROKE CAN BE REDUCED.

CERVICAL SCREENING

A SMEAR IS OFFERED EVERY 3 YEARS TO WOMEN & PEOPLE WITH A CERVIX AGED 25 - 49 & EVERY 5 YEARS TO WOMEN & PEOPLE WITH A CERVIX AGED 50-64. THE PURPOSE IS TO DETECT THE HUMAN PAPILLOMA VIRUS, WHICH CAUSES CERVICAL CANCER, AND IF PRESENT, LOOK FOR ABNORMAL CERVICAL CELLS WHICH CAN THEN BE REMOVED BEFORE THEY PROGRESS TO CANCER.

BREAST SCREENING

EVERYONE REGISTERED WITH A GP AS FEMALE WILL BE INVITED FOR A MAMMOGRAM EVERY 3 YEARS BETWEEN THE AGES OF 50 AND 71. THE PURPOSE IS TO DETECT EARLY BREAST CANCER WHICH IS TOO SMALL TO BE SEEN OR FELT. DETECTING A CANCER EARLY MEANS IT CAN BE MORE EASILY TREATED. YOU WILL BE INVITED IN BY LETTER WHEN YOUR MAMMOGRAM IS DUE. YOU CAN ALSO REQUEST THAT MAMMOGRAMS CONTINUES AFTER THE AGE OF 71 BY CONTACTING YOUR USUAL BREAST SCREENING UNIT.

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BOWEL CANCER SCREENING

EVERYONE BETWEEN THE AGES OF 60-74 IS OFFERED AN AT-HOME BOWEL SCREENING TEST EVERY 2 YEARS. THE TEST LOOKS FOR EARLY SIGNS OF BOWEL CANCER WHICH CAN THEN BE MORE EASILY TREATED. YOU CAN REQUEST BOWEL SCREENING CONTINUES AFTER THE AGE OF 74.

AORTIC ANEURYSM SCREENING

OFFERED TO MEN AROUND THE TIME THEY TURN 65 TO DETECT AORTIC ANEURYSMS (A DANGEROUS SWELLING IN THE LARGE BLOOD VESSEL IN THE ABDOMEN). IF DETECTED, THE ANEURYSM CAN BE MONITORED AND REPAIRED IF NEEDED: IF ANEURYSMS RUPTURE, THIS CAN LEAD TO FATAL BLEEDING.

HIV TESTING

LEWISHAM HAS ONE OF THE HIGHEST RATES OF HIV IN THE COUNTRY. WHILST THERE IS NO FORMAL SCREENING PROGRAMME IN PLACE, YOU MAY BE TESTED FOR HIV AS A NEW PATIENT HEALTH CHECK OR AS PART OF BLOODS ORDERED ROUTINELY AS PART OF YOUR HEALTH CARE.

SEXUAL HEALTH SCREENING

IF YOU HAVE MILD OR NO SYMPTOMS, YOU CAN REQUEST A FREE AT HOME TESTING STI KIT VIA HTTPS://WWW.SHL.UK/ THIS SERVICE CAN ALSO PROVIDE ROUTINE & EMERGENCY CONTRACPETION.
ALTERNATIVELY, REQUEST AN APPOINTMENT TO SPEAK TO US.

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SELF-REFERRAL CONTACTS

YOU CAN REFER YOURSELF FOR A VARIETY OF HEALTH ISSUES WITHOUT SEEING A GP IN LEWISHAM: A LIST CAN BE FOUND BELOW OF CONTACT DETAILS.

NAME	SERVICE	CONTACT DETAILS
LEWISHAM TALKING THERAPIES	A FREE AND CONFIDENTIAL NHS SERVICE THAT IS PART OF THE IMPROVING ACCESS TO PSYCHOLOGICAL THERAPIES (IAPT) PROGRAM. OFFERED TO PATIENTS AGED 18 AND OVER REGISTERED WITH A LEWISHAM GP. OFFERS A RANGE OF SHORT-TERM PSYCHOLOGICAL THERAPIES.	HTTPS://LEWISHAMTALKINGTHERAPIES.NHS.UK EMAIL: SLM-TR.IAPTLEWISHAM@NHS.NET TELEPHONE: 020 3228 1350
MIDWIVES	IF YOU ARE PREGNANT, YOU CAN REFER YOURSELF DIRECTLY TO MIDWIVES AT UNIVERSITY HOSPITAL LEWISHAM OR KINGS COLLEGE HOSPITAL WITHOUT SEEING A GP	HTTPS://WWW.LEWISHAMANDGREENWICH.NHS.UK/ONLINE-SELF-REFERRAL-FORM-FOR-MATERNITY-SERVICES/ HTTPS://WWW.KCH.NHS.UK/DOCUMENT/KINGS-COLLEGE-HOSPITAL-ANTENATAL-SELF-REFERRAL-FORM/
PREGNANCY TERMINATION SERVICES	IF YOU ARE PREGNANT AND DO NOT WISH TO CONTINUE WITH THE PREGNANCY, YOU CAN SELF-REFER TO A PREGNANCY TERMINATION SERVICE WITHOUT SEEING A GP. THERE IS A CHOICE OF THREE PROVIDERS IN LEWISHAM	HTTPS://SELONDONCCG.NHS.UK/WHAT-WE-DO/WHAT-ABORTIONS-SERVICES-ARE-AVAILABLE-TO-SOUTH-EAST-LONDON-PATIENTS/
SEXUAL HEALTH SERVICES	FREE & CONFIDENTIAL SEXUAL HEALTH SERVICES ARE OFFERED AT TWO SITES IN LEWISHAM PLUS ONLINE THROUGH SEXUAL HEALTH LONDON	HTTPS://WWW.LEWISHAMANDGREENWICH.NHS.UK/SEXUAL-HEALTH HTTPS://WWW.SHL.UK/
CONTRACEPTION	ORAL CONTRACEPTION, CONDOMS, AND EMERGENCY CONTRACEPTION IS OFFERED BY LOCAL PHARMACIES AND SEXUAL HEALTH LONDON THERE IS ALSO A SELF-REFERRAL LONG-ACTING REVERSIBLE CONTRACEPTION HUB WHO CAN FIT HORMONAL AND NON-HORMONAL COILS AND THE CONTRACEPTIVE IMPLANT	HTTPS://LEWISHAM.GOV.UK/MYSERVICES/SOCIALCARE/HEALTH/SEXUAL-HEALTH HTTPS://WWW.SHL.UK/
MINOR EYE CONDITION SERVICE	MINORS EYE CONDITIONS SUCH AS REDNESS, PAIN/DISCOMFORT, DISCHARGE, WATERING, DOUBLE VISION, REDUCTION IN VISION, FLASHES & FLOATERS, FOREIGN BODY & MILD TRAUMA CAN BE TREATED BY THE MINOR EYE CONDITION SERVICE WITHOOUT A GP REFERRAL.	HTTPS://SEL-MECS.COM/PATIENT-INFORMATION-MECS/
HEARING TESTS	THERE ARE A RANGE OF FREE HEARING TESTS AVAILABLE ONLINE & AT LOCAL PHARMACIES AND OPTICIANS. IF THE HEARING TEST SHOWS YOU REQUIRE A HEARING AID, YOU CAN THEN SEND YOUR RESULTS INTO THE PRACTICE FOR REFERRAL TO AUDIOLOGY FOR A FREE NHS HEARING AID	HTTPS://WWW.NHS.UK/CONDITIONS/HEARING-TESTS/

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HOW TO USE OUR PATIENT ACCESS SYSTEM

You will be able contact the practice at any time during our opening hours by

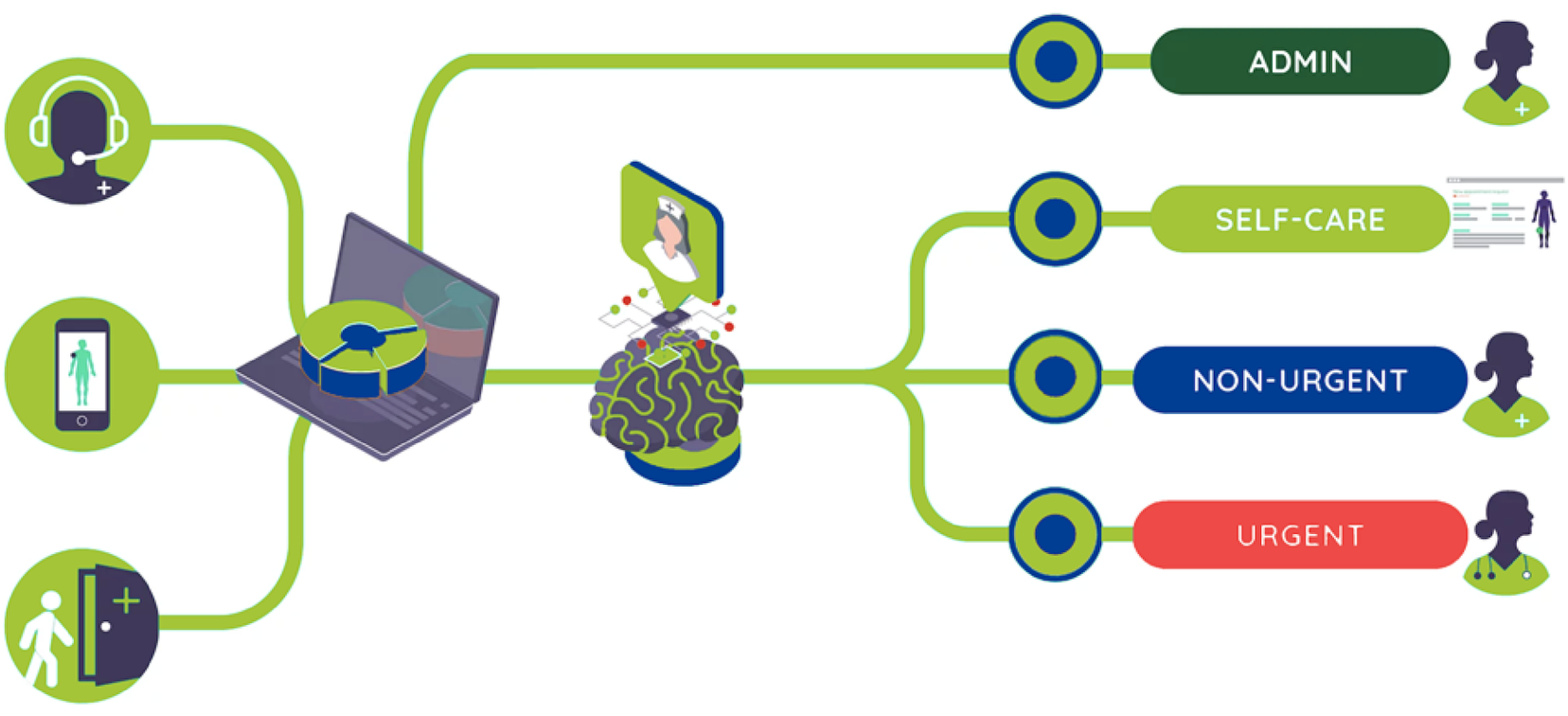
Website
using the link on our website

Phone
by speaking to our Patient Services Team

In Person
by speaking to our Reception Team

Scan the qrcode to for our online form

All contacts will be reviewed by the medical team and you will be contacted with the most appropriate care



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BELLINGHAM GREEN

ADDRESS: 24 BELLINGHAM GREEN, LONDON, SE6 3JB

TELEPHONE: 020 8697 7285

SOUTH LEWISHAM

ADDRESS: 50 CONINSBOROUGH CRESCENT, LONDON, SE6 2SP

TELEPHONE: 020 3474 5959

THE JENNER

ADDRESS: 201 STANSTEAD ROAD, LONDON, SE23 1HU

TELEPHONE: 020 3474 6111

WEBSITE: WWW.MODALITYPARTNERSHIP.NHS.UK

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