

## DOCTORS

### Partners:

**Surjit Kailey** MB BS DA DCh - Qualified - London 1985

**Mohan Ghosh** MB ChB JCPTGP- Qualified - Dundee 1986

**Daniel Aderinto** MB BS MRCP DCH DGM -

Qualified - Nigeria 1986

### Salaried GP's:

**Chris Bennett-Britton** MB ChB - Qualified - Sheffield 2010

**Anish Gurung** – MB BS – Qualified – Tianjin 2009

**Priyanka Rajeswaren** – MBBS, BSc(Hons) – Qualified – London 2018

**Latisha Oozageer** – MB BCH BAO – Qualified – Belfast 2019

**Heba Ragheb** – MB ChB – Qualified – Egypt 2003

## Management

**Helen Hatfield, Practice Manager.**

**Sue Flanagan, Strategic & Business Manager.**

**Beverly Russell, Operations & Finance Manager.**

## Advanced Nurse Practitioner

**Regina Boyle** RGN, RM is fully qualified to diagnose and treat patients.

## Advanced Clinical Practitioner

**Florence Arewa** MSc, BSc qualified to assess, diagnose and treat patients.

## Practice Nurses

**Veronica Stocker** RGN, **Harriet Vuvor** RGN, **Reimmer Naa** RGN, can give advice on many matters including; health promotion, child immunisations, travel medicine, family planning, cervical smears, weight, chronic disease management and blood pressure.

## Nurse Associate - Emma Pickard

Perform new-patient medicals and nursing procedures including, ECG, diabetic checks, cervical smears, Learning Disability checks and wound care.

## Health Care Assistant - Maria Veronica Warren

Perform new-patient medicals and basic nursing procedures like blood pressure checks and weight loss advice.

## Clinical Pharmacists

**Ramat Popoola, Phillipa Chimbo, Gurjit Gondal**

They are qualified experts in medicines. They can help manage long term conditions, give advice for those on multiple medicines and provide structured medication reviews. Their role is pivotal to improving quality of care and ensuring patient safety.

## Receptionists and Administration

**Reception: Gina, Mary, Julie, Caroline,**

**Teresa, Pat, Laura, Belinda, Hannah, Madeline, Emily, Katie, Danielle and Gerry**

Have a difficult job to do with phone calls and enquiries from every direction. When telephoning for medical attention they have been trained to ask you for some details, so that they can help in the most appropriate way.

**Administration: Sarah, Jessica, Molly, Elaine, Sue, Kerrie, Gurjeevan, Stacey, Nikki, Kate & Carrie.**

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## PATIENTS WITH PARTICULAR NEEDS

The Practice has disabled access, parking and disabled toilet facilities, baby changing facilities are also available. We can arrange interpretation for patients who do not speak English. Please let us know if you need this service when booking an appointment.

## PATIENT CONFIDENTIALITY

The Practice is committed to respecting and protecting all patient records and all patient identifiable data held by the Practice. We have practices and policies in place to safeguard your personal information. We comply with the Data Protection Act and the Access to Records Act. We will ensure that all medical records are kept confidential and secure. All staff are bound by the same strict code of confidentiality.

Patients requiring access to their medical records may do so by putting the request in writing to the Practice Manager.

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We run a Patient Participation Group. If you would you like to become more involved with the Practice, help improve services, support Practice development or help communicate to other patients, please email us at:

[northumberlandheath.medicalcentre@nhs.net](mailto:northumberlandheath.medicalcentre@nhs.net)

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**We are an NHS PMS Practice in contract with:**

**NHS South East London ICB (Bexley)**

**2<sup>nd</sup> Floor West, 2 Watling Street**

**Bexleyheath,  
Kent**

**DA6 7AT**

**0208 176 5330**

**NOV 2024**

# NORTHUMBERLAND HEATH MEDICAL CENTRE



**Hind Crescent, Erith, Kent DA8 3DB**

**01322 336556**



**Dr Surjit Kailey, Dr Mohan Ghosh  
Dr Daniel Aderinto, Dr Chris Bennett-Britton,  
Dr Anish Gurung, Dr Latisha Oozageer,  
Dr Heba Ragheb, Dr Priyan Rajeswaren**

**Visit our Website at:**

**[www.northumberlandheathmedicalcentre.co.uk](http://www.northumberlandheathmedicalcentre.co.uk)**

## Practice Opening Hours

The reception staff are available Monday to Friday between 8.00am and 6.30pm to make your appointments by telephone or in person. You can request an appointment with the GP of your choice, but you may have to wait longer if that GP is already booked.

If you need to be seen that day for a medically urgent problem make this clear to the receptionist, and you will be given an appointment time.

## Patient Triage

Details available on our Website.

## Online Booking

You can now register to make, change or cancel an appointment, advise us of a change of address and request a routine repeat prescription via the internet at a time that is convenient to you. Please ask at reception for a Registration Letter then follow the instructions on the Patient Access website.

## Consulting Times

Monday to Friday; surgeries are held, by appointment only, throughout the day between 8.00am and 6.00pm, we have extended appointments on with a GP, Nurse Practitioner and Practice Nurse from 7.00am on a Monday and Thursday. The surgery times for individual GP's vary each day.

## Emergencies

Medical emergencies will be dealt with as soon as possible. Always use the **01322 336556** number. If you need medical assistance outside of surgery hours please telephone 111.

## Home Visits

Home visits are for the housebound, or for those whose illness itself prevents them from attending the Practice. **Home visits can only be carried out when the GP considers the medical condition of the patient makes this necessary.** Generally this would be when travel to the Practice by car or taxi would endanger the patient's health. Adequate parking and a taxi "drop-off" point are available at the Practice.

If you think you may need a home visit please try to phone between 8.30am and 10.30am where possible.

## Services available

- **Childhood Immunisations**
- **Travel Vaccinations (fee may be payable)**
- **Weight Reduction**
- **Well Person Assessment**
- **Mental Health**
- **Family Planning including implants**
- **Chronic Disease Management;**  
Coronary Heart Disease & Hypertension  
Asthma & Chronic Obstructive Airways Disease  
Diabetes, Thyroid disorders, Epilepsy, Stroke.

## Registration

Patients wishing to register with the Practice will be asked to complete a New Patient Registration Form this can be completed online and will be asked to attend for a New Patient Medical Examination. This will help the Practice to record information about your health and medical history which could be important if you needed to see a GP before your old records become available.

## Violent or Abusive Patients

We subscribe to the NHS Zero-tolerance policy if a patient is violent or abusive to any Practice member, or other persons on the Practice premises. Such patients will be removed from the Practice list and in cases of violence or threatening behaviour the Police will be called. The reasons for removal will be given in writing

## Complaints

Offering the best service is a mutual concept. It is the responsibility of patients to co-operate with the health care professionals by taking offered advice, keeping appointments and generally considering others when using the Practice.

If you have a complaint, concern or comment about any aspect of the services provided by the Practice, please bring it to the attention of the Practice Manager. The Practice follows an accredited complaints procedure.

## Repeat Prescriptions

Patients on regular medication may be offered repeat prescriptions. Repeat prescriptions are computerised and each time a new prescription is written a new repeat prescription request form will be attached.

For medico-legal and safety reasons, prescription requests cannot be taken over the phone.

Please allow two working days for your prescription, tick which items you require on the repeat prescription request form. Please try to order all of your prescription items together. You can collect your prescription from the Practice, or it can be posted to you if you enclose a stamped addressed envelope, or it can go electronically to a chemist of your choice.

Please do not add unauthorised items to your repeat request slip as this causes delays.

## Sickness Certificates

You should not require a doctor's certificate for any illness lasting 7 days or less. Your employer may require you to complete a self-certificate (SC1) which is available from your employer, post office, DSS or the surgery. If you need a certificate for illness lasting more than 7 days, you will need to see a GP and an appointment should be made as soon as possible.

If your employer insists on a note for a work absence during the first 7 days, the GP may agree but a fee will be charged.

## Non NHS Medical Services

If you need a special examination or report for insurance, holiday, driving, employment, sports or other reasons, this can be arranged through reception. This work is not covered by the NHS and a list of these services and fees is available from reception. Some reports can take up to 3 weeks to be completed.

## NHS APP

You can use the NHS App to book appointments, request repeat prescriptions and view your medical record.