

BIRDHURST MEDICAL PRACTICE

Dr James W GILLGRASS MBBS MRCP
Dr Camilla CHAMBERS BMBS DRCOG MRCGP
Dr Doyin OKUBOYEJO MBBS
Associate
Dr Vaishali SHETTY MBBS DFFP MRCGP
Website: www.birdhurstmedicalpractice.co.uk

1 Birdhurst Avenue
South Croydon
Surrey
CR2 7DX
Tel: 020 8686 2070
Fax: 020 8686 0824

OFFICE HOURS

Monday – Friday 8.30 – 12.30 1.30 – 6.30 : Saturday 8.00 – 11.00 (pre-booked appts only)
Sunday & Bank Holidays CLOSED

SURGERY HOURS

	Mon	Tues	Wed	Thurs	Fri
Dr Gillgrass	am 9.00 – 11.00 pm 4.30 – 6.00	9.30 – 11.30 4.30 – 6.00	8.30 – 11.30 3.30 – 5.00		8.30 – 10.30
Dr Chambers	am 9.00 – 11.00 pm 3.30 – 5.00		9.00 – 11.00 4.30 – 6.00	9.00 – 11.00 3.30 – 5.00	9.00 – 11.00
Dr Okuboyejo	am		9.00 – 11.00	9.00 – 11.00 4.30 – 6.00	9.00 – 11.00 3.30 – 5.00
Dr Shetty	am 9.00 – 11.00 pm 3.00 – 5.00	9.00 – 11.00 4.30 – 6.00			9.00 – 11.00 4.30 – 6.00
Practice Nurse	am 9.00 – 11.00 pm 2.00 – 6.00	9.00 – 11.00 2.00 – 6.00	9.00 – 11.00 2.00 – 6.00	9.00 – 11.00 2.00 – 6.00	9.00 – 11.00 2.00 – 6.00
Health Care Assistant	am	9.30 – 11.30 4.00 – 6.00	8.30 – 11.30	8.30 – 11.30 3.00 – 5.00	

Telephone consultations are available daily between 11.30 – 12.30 with the Duty Doctor

ALL CONSULTATIONS ARE BY APPOINTMENT ONLY

REGISTERING - Anyone living within our practice area is eligible to register. You are required to complete either your NHS card or a registration form, which is available from reception. We also require sight of your passport or photo ID card (birth certificate for children) and a utility bill, bank statement or tenancy agreement showing your current address. You will be given a patient questionnaire to complete requesting details of your lifestyle and previous medical history and medication. A new patient health check by our Health Care Assistant will also be offered to all new patients over the age of 16 years. You have a right to express your preference to see any member of the practice team, providing they are available at the time of your choice.

APPOINTMENTS - may be made by telephoning, or attending the surgery in person, during office hours. You may make an appointment to see any of the doctors but for continuing illness, it is preferred that you see the same doctor.

URGENT APPOINTMENTS - may be made by advising the receptionist that you need to be seen urgently (i.e. for something that cannot wait until the next routine appointment). She will make arrangements for you to be seen as soon as possible.

As a courtesy to other patients please ensure mobile phones are turned off whilst inside the premises.

PATIENTS RESPONSIBILITIES

Patients are reminded that with the right to make an appointment comes the responsibility to arrive at the surgery in time for every appointment or to give the surgery adequate notice if unable to attend. The practice operates a Zero Tolerance Policy and physical or verbal aggression to the staff, doctors or other patients will not be tolerated. Any patient behaving in such a manner will be removed from the practice list and will be written to accordingly.

OUT OF HOURS

Our "out of hours" provider is **Patient Care24** and should be used **ONLY** in the case of a genuine emergency. If you wish to contact a doctor, **in an emergency** when the surgery is closed, you should telephone **0845 6038517**. Alternatively if you phone the surgery a recorded message will tell you how to contact the duty doctor. This emergency number is also displayed on the surgery door. **This number should not be used out of hours, for general enquiries, prescriptions etc.**

You can also phone **NHS Direct**, a 24 hour, nurse-led, advice line, available on **0845 46 47**.

The NHS WALK-IN CENTRE at Impact House, 2 Edridge Road, Croydon CR9 1PJ is also open from 8.00am – 8.00pm 7 days a week. No appointment is necessary. Their telephone no is **020-3040-0800**.

ANTE-NATAL CLINICS are held in the mornings Mondays, Tuesdays and Fridays. Appointments for antenatal checks may also be made during normal surgery hours. Post-natal checks and baby's first check are carried out on Tuesday, Thursday & Friday Mornings at 10.50.

CLINICS The practice runs separate clinics for Diabetes, Asthma/COPD, Smoking cessation and Coil fitting.

HOME VISITS should be requested before 10am if possible. Home visits are time consuming; at least 3 patients could be seen in the surgery in the time taken for 1 home visit. Every effort should be made to come to the surgery. Lack of transport is not a reason to request a home visit. If in doubt about coming to surgery, please ask for advice. **Patients are responsible for using the home visit appropriately.**

MINOR SURGERY - is carried out by Dr Okuboyejo in the Minor Surgery Clinics on Wednesday mornings between 11.30 – 12.30am.

REPEAT PRESCRIPTIONS - should only be requested in writing, giving two working days notice. You may order them via our website, by fax, post or in person at reception. The prescription may be collected during office hours. If you supply a SAE it will be posted to you or sent direct to your chemist. All patients on repeat medication should see the doctor at least once a year.

PRIMARY HEALTH CARE TEAM

The Partners

There is one male partner - Dr Gillgrass; two female partners - Dr Chambers and Dr Okuboyejo and a female associate doctor - Dr Shetty.

Dr Gillgrass started the practice in 1992 with another partner, who has since retired and has a particular interest in heart disease and joint disease. Dr Chambers became a partner in 1998 and has a particular interest in mental health, teenage health and paediatrics. Dr Okuboyejo (known as Dr Doyin) became a partner in 2000 and has a particular interest in obstetrics and gynaecology and family planning. Dr Shetty, our associate doctor, joined the practice in 2010 and has an interest in diabetes and family planning.

The Practice Nurses

Mrs Sarah Gray RGN (Nurse Manager) and Mrs Joan Thompson SRN.

They are available for travel advice and vaccinations, blood pressure checks, family planning, dressings, ear syringing, cervical smears, child immunisations and general health advice.

Mrs Caroline Davison is our **Health Care Assistant**. She carries out blood tests and helps the nurses with the running of clinics, administering basic injections and dressings etc.

The Practice Manager is **Mrs Hazel Goodbody**. She is responsible for the running and administration of the practice. She also deals with any complaints.

The Reception Manager is **Mrs Cheryl Twomey**. She is responsible for the day to day running of the reception area.

The Secretary is **Mrs Jan Nicol**.

The Reception Staff are Mrs Christine Debenham, Mrs Rina Doull, Mrs Mo Froude, Mrs Pauline Helliwell, Mrs Maureen Stone, Mrs Mary Mohanan, Mrs Caroline Hurney, Ms Michelle Kerrigan and Ms Caron Cornford.

The District Nurse team is based at Waddon Clinic and may be contacted on **020-8686-3632**.

The Health Visiting Team is based at Sanderstead Clinic and they can be contacted on. **020-8651-5122**. They will be able to advise patients of the local baby clinic arrangements.

The Community Midwife is also based at Waddon Clinic and may be contacted on **020-8401-3171**.

GENERAL INFORMATION

Access

Car parking for patients is available by the main patient entrance or on metered bays in Birdhurst Avenue and Birdhurst Gardens. The main car park is for staff only.

There are bus stops in South Park Hill Road and Park Lane.

There is wheelchair access to the surgery and to all the rooms on the ground floor, including the toilet.

The practice covers the area approximately 1½ miles in radius from the surgery. A detailed map of the practice area may be seen, by request, at the reception desk.

Test results may be obtained by telephoning the surgery preferably between 11.30 and 12 noon, Monday to Friday.

Suggestions or complaints may be made orally or in writing to the Practice Manager or to one of the doctors.

Telephone access to doctors and nurses Due to the high number of telephone calls; patients can no longer be put straight through to a doctor. If a message is left with the receptionist the doctor will decide whether this can be answered via the receptionist or whether they need to speak to the patient in person.

Access to Patient Information From time to time it is necessary for us to share your information with other organisations so that we can work together for your benefit. If you do not want your information to be shared, you should inform the practice manager in writing. If you require access to your medical records, please put your request in writing to the practice manager who will make the necessary arrangements.

A Patient Participation Group is run by the practice and anyone interested in becoming a member can request information at the reception desk.

