

STATION ROAD SURGERY

A guide to our services



Address: 69 Station Road, Sidcup, Kent, DA15 7DS

Telephone: 020 8308 4444

Core hours: Monday to Friday 08:00am – 06:30pm

Extended hours: Tuesday 06:30pm – 08:00pm

Wednesday 07:00am – 08:00am

Please note, only patients with appointments booked during extended hours will be allowed into the practice.

E-mail: 69stationroad.reception@nhs.net

Website: www.stationroadsurgery-sidcup.nhs.uk

**This practice within the
Bexley Clinical Commissioning Group**



Partners

Dr Britta Knigge (female)
GMC No: 4232625

MD
University of Cologne 1993

Nurses

Isabel Hodges (female)
Jo Simmons (female)

Assistant practitioner

Linda Gilligan (female)

This partnership is not a limited company

Welcome to Station Road Surgery

Station Road Surgery was for many years a single-handed practice but was taken over and refurbished in 1981 and again in 1988.

Since then the practice has steadily grown to its present size of approximately 10,000 patients.

In 2004 Station Road Surgery became a training practice for new GPs.

This leaflet is for both new and existing patients and for those who are considering registering with us. It tells you about our services, how to access them and general information about how our practice operates.

How to register?

Firstly, to register as a patient at this practice, you need to ensure you live within our practice boundary.

Check your postcode by visiting www.stationroadsurgery-sidcup.nhs.uk/new-patients.aspx?t=4

If you live within our boundary and would like to continue registration with us, you will need to:

- Complete a GMS1 form and new patient questionnaire (available at reception or download from our website).
- Provide ID / residence documentation to verify that you live within our practice boundary.

New patient registrations usually take 3-5 working days to process. You do not need to inform your current GP that you are leaving. Your notes will be transferred over automatically.

Appointments

All appointments with the doctor must first be conducted over the telephone. If the doctor feels that it is necessary to see you in person a face-to-face appointment will be arranged for you.

A standard doctors appointment is 10 minutes. If you require more time or wish to talk about more than one problem, please advise the reception staff at the time of booking so that sufficient time can be allocated.

You may request an appointment with a doctor of your choice, but you may have to wait slightly longer if that doctor is fully booked.

Telephone appointment	The doctor will make two attempts to call you. If we are unable to make contact, you will need to call the practice to re-book. Missed calls most likely will not re-booked on the same day and you may have to call back at a later date to make an appointment if we are fully booked.
Face-to-face appointment	Patients who arrive for a face-to-face appointment more than 10 minutes late may be asked to re-book. The doctor, nurse practitioner or nurse is under no obligation to see patients who arrive late for their appointment and it is at their discretion.

If you require medical help during out-of-house and you're not sure what to do, please visit 111.nhs.uk or call 111 free from your landline or mobile.

For medical emergencies call **999** IMMEDIATELY.

Duty doctor

Please be aware our reception staff may ask you for a brief description of your problem. They have been trained to make these enquiries to signpost patients to the most appropriate service.

If you prefer not to tell the reception staff why you need to see or speak to a doctor, you do not have to. However, this will most likely mean that we are unable to offer you an appointment that suits your needs. All information discussed with reception staff is in strict confidence.

In some instances, based on the symptoms described, patients may meet the criteria for a same-day urgent appointment. The duty doctor will then triage your symptoms based on the information you have provided and you will be contacted by phone. We cannot guarantee what time you will be called back, but please ensure that your telephone or mobile number we have on record is up-to-date.

If the duty doctor would like to see you in person, you will be offered one appointment only. If you cannot attend at the time offered, you will not be offered a further appointment. You will be asked to book a routine appointment or attend the Urgent Care Centre.

Home visits

Home visits are for the housebound or for those whose illness itself prevents them from attending the practice. Home visits will only be carried out if the doctor feels it is absolutely necessary to do so.

We are unable to guarantee a particular doctor will do a home visit.

To request a home visit, please try phone the practice before 10:30am. The doctor will then call you to assess the problem before they visit.

Sick certificate

You should not require a doctors certificate for any illness lasting for seven days or less. However, your employer may request that you complete a 'self-certification (SC2)' when you return to work.

Employees only need a sick certificate from a doctor after being off sick for more than 7 days. It is therefore practice policy not to provide patients with a certificate for any period of less than 8 days. We are also unable to issue an extension before the end date of current certificate.

Please complete an eConsult to request a sick certificate or for an extension.

There is no longer a requirement for doctors to provide notes stating that their patient is fully fit for work. It is up to the employer to decide whether you are fit to carry out your role.

Repeat medication

Request for repeat medication are not taken over the phone for medico-legal reasons as errors can occur during verbal communication.

You can order your repeat medication in a number of ways:

- Using Online Services (NHS App, Patient Access etc..)
- Email prescriptionsdrnichols@nhs.net
- Via your nominated pharmacy.
- Or in person by filling out a repeat medication request slip at reception.

Please allow two full working days for prescriptions to be processed and remember to take weekends and bank holidays into account.

Friends and Family Test (FFT)

The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. Listening to the views of patients and staff helps identify what is working well, what can be improved and how.

If you wish to give feedback about your experience with our practice please go to our website www.stationroadsurgery-sidcup.nhs.uk

Access to patient information

At Station Road Surgery we aim to provide you with the highest quality of healthcare. To do this we must keep a record about you, your health and the care we have provided or plan to provide. You have the right to request a copy of the records we hold about you. This is called a 'subject access request'. We are required to respond to this request within one month. Your data is used in compliance with GDPR (General Data Protection Regulation) and you are protected under the Data Protection Act 2018.

Practice complaints procedure

If you have a complaint or concern about the service you have received from a clinician or any other member of staff working at this practice, please let us know.

Complaints are dealt with directly by the practice manager. You can complain verbally, sending an email or in writing. The complaint will then be investigated and you will be contacted with a response as soon as possible.

Violent or abusive patients

We aim to treat our patients courteously at all times and expect our patients to treat our staff and other patients in a similar respectful manner. We take seriously any threatening, abusive or violent behaviour against any of our staff or other persons on the practice premises.

Any patients whose behaviour is considered to be abusive or discourteous will receive a written warning from the practice and if this behaviour is repeated we will exercise our right to have them removed from our patient list.

If a patients behaviour is deemed to be threatening or violent, we will call the police and remove them from our patient list immediately.

Clinics & services

The following clinics are held at the practice by doctors, nurse practitioners, practice nurses and assistant practitioner.

- Chronic disease management
- Childhood immunisations
- Minor surgery
- Family planning
- Postnatal
- Cervical smears
- NHS health checks

Sources of advice and support

Citizens Advice

We can all face problems that seem complicated or intimidating. At Citizens Advice we believe no one should have to face these problems without having good quality independent advice.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem. **[Tel: 0800 144 8848]**

Samaritans

If you need someone to talk to, we listen. We won't judge or tell you what to do. **[Tel: 116 123]**

Smoke Free Bexley

When you're ready to quit, we're ready to help. **[Tel: 0800 783 2514]**

Carers' Support (Bexley)

We are a registered charity whose purpose is to provide information, support and breaks for carers. **[Tel: 020 8302 8011]**

Local pharmacies

Roadnights (213 ft)	020 8300 2632
Boots (0.5 miles)	020 8300 3249
Aspire (0.5 miles)	020 8300 2008
St Johns (0.5miles)	020 8309 1687
Southcotts (1 mile)	020 8300 1304
Hollytree (1.3 miles)	020 8300 6857

Enhanced access

In addition to our normal opening hours we also offer appointments in the early morning, evenings and on Saturdays. We are working with our neighbouring GP practices to offer these additional appointments. Contact the practice in the usual by phone or complete an eConsult to make an appointment.

You may be offered an appointment at one of the following locations:

- Queen Mary's Hospital
- Northumberland Heath Medical Centre
- Sidcup Medical Centre (Burnt Oak Lane)
- Woodlands Primary Care
- Barnard Medical Group

Routine childhood immunisation schedule

8 Weeks	6-in-1 vaccine Rotavirus vaccine MenB
12 Weeks	6-in-1 vaccine (2nd dose) Pneumococcal (PCV) vaccine Rotavirus vaccine (2nd dose)
16 Weeks	6-in-1 vaccine (3rd dose) MenB (2nd dose)
1 Year	Hib/MenC (1st dose) MMR (1st dose) Pneumococcal (PCV) vaccine (2nd dose) MenB (3rd dose)
3 years and 4 months	MMR (2nd dose) 4-in-1 pre-school booster

Self-care



A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest.

Pharmacy



The pharmacist can give treatment advice on a range of common conditions such as: sore throat, coughs, colds, diarrhoea, conjunctivitis, earache, thrush, verrucae, warts, threadworm and much more.

GP



GPs and nurses provide a wide range of family health services, including: advice on health problems, examinations and treatment, prescriptions for medicines, referrals to other health services, chronic disease management and vaccinations.

Urgent care



You can go to urgent care if you need urgent medical attention, but it's not a life-threatening situation. Conditions that can be treated at an urgent care centre include: sprains, strains, suspected broken limbs, minor head injuries, cuts, grazes, minor scalds and burns, eye problems, high temperature, vomiting, diarrhoea and emergency contraception.

999



For life threatening emergencies: such as severe bleeding that cannot be stopped, collapse or unconsciousness, chest pain, breathing difficulties, heart attack, stroke, anaphylaxis or overdose. Call **999** for an ambulance IMMEDIATELY.

Address	Urgent care	A&E
<p>Queen Mary's Hospital Frogna Avenue Sidcup DA14 6LT Tel: 020 8302 2678</p> <p>1 mile away</p>	<p>Yes 24/7 365</p>	<p>No</p>
<p>Queen Elizabeth's Hospital Stadium Road London SE18 4QH Tel: 020 8836 6000</p> <p>5 miles away</p>	<p>Yes 24/7 365</p>	<p>Yes 24/7 365</p>
<p>Princess Royal University Hospital Farnborough Common Orpington BR6 8ND Tel: 01689 863000</p> <p>6.5 miles away</p>	<p>Yes 24/7 365</p>	<p>Yes 24/7 365</p>
<p>Darent Valley Hospital Darent Wood Road Dartford DA2 8DA Tel: 01322 428100</p> <p>10.5 miles away</p>	<p>No</p>	<p>Yes 24/7 365</p>

Catchment area

