

## Appointments

### Attending Appointments

Please arrive on time for your appointment. If you are running late for the appointment please call ahead and let us know. If you are more than 10 minutes late for the appointment you may need to rebook; this will be at the discretion of the clinician.

### Cancelling Appointments

Please let reception know as soon as possible if you will not be able to attend so that we can free up the appointment for another person.

#### *Patients who do not attend their appointment*

If you fail to attend an appointment, we will send you a letter or call you notifying you of this.

If this happens on a regular basis, we may ask you to attend the surgery to discuss how we can help you resolve any difficulties in attending your appointments.

## Behaviour Policy

The staff at Lambeth Walk are all here to help. We have a **zero tolerance policy** with regards to abuse or violence towards other patients and staff. We strive to show the utmost respect to every patient regardless of race, gender, age or social status and expect the same level of polite treatment in return. Any aggressive or abusive behaviour will be attended to by the Practice Manager and the Police will be called if necessary.

## Confidentiality

We have a strict protocol with regard to Information Governance. We adhere to the NHS and GMC guidelines with regard to disclosure of patient information to third parties.

## Suggestions & Complaints

Suggestions are always welcome at Lambeth Walk. Feel free to send us a letter or email or call us so that all suggestions can be taken into consideration. We also have an established **Patient Participation Group** which is a great forum for ensuring your thoughts are heard.

If you find that you need to make a complaint about anything relating to the practice you are most welcome to do so in writing to the Practice Manager **Sarah Cross**

**5 Lambeth walk London SE11 6SP**

## Prescriptions

Will be ready in 48 hours (please note this is Monday to Friday as we are not open at the weekends or bank holidays).

We provide the NHS Electronic Prescriptions Service which allows us to send prescriptions electronically to a pharmacy of the patient's choice. This makes the prescribing and dispensing process more efficient and convenient. All of our local pharmacies are signed up to this service.

**Repeat medication:** Requests can be emailed in. Send your request with your full name, Date of Birth list of medication to [lambethwalkgp@nhs.net](mailto:lambethwalkgp@nhs.net) **OR**

**Patient online Access** is a service supporting you to have access to your health records.

Currently patients can:

- Book a contact slot with a GP or Nursing appointment.
- View their medications & request repeat prescriptions.
- View a summary list of their health problems including allergies.
- View their recent blood tests (and GP comments).
- View coded health information in your record e.g. Blood Pressure.

### Registering for this service

You will need to have already registered at Lambeth Walk Group Practice as a patient.

We want you to be fully informed of the benefits and also risks of online access to your records.

Please contact the practice for an application form.

Further information re access is available via the link below:

[patient.emisaccess.co.uk](http://patient.emisaccess.co.uk)

## Our Services

- Antenatal Clinics
- Asthma Assessment & Follow up
- Baby immunisations
- BP Checks – these can also be done on our machine in reception
- Cervical Cytology (Smear Test)
- COPD Assessment & Follow up
- Contraceptive Advice
- Counselling
- Diabetes Assessment & Follow up
- Dietary Advice
- District Nurses
- Dressings & wound care
- Ear syringing
- General Health information & advice
- Nurse Clinic & Services
- Phlebotomy (Blood tests)
- Private Medical Reports & Examinations; HGV & Taxi Medicals
- Sexual Health
- Stop Smoking Clinic



**5 LAMBETH WALK  
LONDON SE11 6SP**

**Tel: 020 7735 4412 Fax: 020 7840 9489**

[lambethwalkgp@nhs.net](mailto:lambethwalkgp@nhs.net)

[lambethwalkgp.co.uk](http://lambethwalkgp.co.uk)

<b>MON</b>	<b>8.00am</b>	<b>-</b>	<b>6.30pm</b>
<b>TUES</b>	<b>8.00am</b>	<b>-</b>	<b>6.30pm</b>
<b>WED</b>	<b>8.00am</b>	<b>-</b>	<b>6.30pm</b>
<b>THURS</b>	<b>8.00am</b>	<b>-</b>	<b>6.30pm</b>
<b>FRI</b>	<b>8.00am</b>	<b>-</b>	<b>6.30pm</b>
<b>MON to FRI</b>	<b>Practice Telephone lines CLOSE at 6:30pm</b>		
<b>After 6.30pm on weekdays, weekends &amp; Bank Holiday call SELDOC (Out of Hours Service) - 020 8693 9066 or call the NHS 111 service.</b>			
<b>Online advice via NHS choices.<a href="http://www.nhs.uk">www.nhs.uk</a></b>			
<b>Early pre-booked clinics run from 7am-8am for those unable to attend the surgery at other times.</b>			
<b><i>We are closed every 2 months on an afternoon for training.</i></b>			

## Consulting Times

Services are commissioned by Lambeth CCG, 1 Lower Marsh, London SE1 7NT

## Practice Team

**Dr Raj Mitra (Partner)** MBChB, MRCP  
Qualified 1988, Dundee—Languages – Hindi, English  
Days – Mon, Tues, Wed, Thurs

**Dr James May (Partner)** MBChB, MRCP, MA Bioethics  
Qualified 1997, Sheffield—Languages – German, English  
Days – Wed to Fri

**Dr Rebecca Quinn** BA (Cantab) MBBS, DFFP, MRCP  
Qualified 2003, University of London Languages – English  
Days – Mon, Tues and Wed

**Dr Connie Kerali** MRCP, BMBS, University of Leeds  
Qualified 2007, Languages – English  
Days – Mon, Tues, Thurs

**Dr Maria Lee** MRCP, BMBS, University of London  
Qualified 2005, Languages – English  
Days – Mon, Tues, Wed, Fri

**Dr Sandip Bhogal** MBBS BSC(HONS) DRGOG DCH  
MRCP. Kings college London University of London  
Days – Wed, Fri

**Viktoria Steinhoff** Nurse Practitioner  
Languages - German English Days – Mon to Fri

Healthcare Assistant **Tina Ebohon** – Mon to Fri

Phlebotomist **Natrica Green** – Mon to Fri

Management Team **Sarah Cross** – Practice Manager

## Publication of GP Net Earnings

From 1 April 2015, it is a contractual requirement for practices to publish on their practice website by the end of the financial year (i.e. 31 March 2016), the mean earnings for all GPs in their practice relating to the previous financial year (i.e. 2014/15).

## Named Accountable GP

All of our patients have been allocated a named GP who is responsible for your overall care at the practice.

## Primary Health Care Team

### Primary Health Care Team

#### District Nurses

We have links with a very strong team of District Nurses. Please ask at reception for further information.

#### Midwives

#### Drug & Alcohol Worker

#### Counsellors- Lambeth Psychology Services

## Practice Mission Statement



### Welcome to the Lambeth Walk Group Practice

Lambeth Walk Group Practice is a team that provides high quality healthcare to our patients. Striving for excellence, we will continue to develop and improve our service through teaching, training, research and by listening to patients. Through encouraging and supporting one another we aim to create a friendly and cohesive work environment. We will aim to be cost efficient and to continually invest in the development of the practice in order to

## GPs in training and Medical Students

We are very proud to be a recognised training practice. We have strong links with King's College London University. This means that we often have Doctors working with us as part of their training. They are qualified Doctors and are supervised by a GP in the team.

We also train medical students, so you may be seen by a GP with a medical student sitting in the consulting room, or you may be seen by a medical student first, and then reviewed by one of the GPs. We always give you the option of not seeing a student if you feel this would not be appropriate.

## Access

We offer full wheelchair access to the premises.



## Appointments

**Walk In Clinic :** Every morning from 8.30am to 10.30am all the doctors and nurse practitioner see patients in the walk in clinic. For this reason there are not always booked appointments for the doctor/nurse practitioner in the morning. This runs on a first come first served basis. There is no need to book an appointment – just turn up on the day and as long as you arrive before 10.30am, you will be seen. You can request to see the doctor of your choice on arrival, but this may mean the wait is longer.

### Booked appointments

We run early morning (7am - 8am) and afternoon (1.30pm - 5.30pm) surgeries with appointments you may pre-book by speaking to a receptionist on the phone or by visiting the Practice booking at reception or online. Each doctors appointment is 10 minutes long. Nurses appointments are 15 minutes. To provide continuity of care we advise you to see your usual doctor to ensure you receive your care from someone who knows you and your health. If there are no convenient appointments with the doctor of your choice, you can come to the walk in on a day that is convenient to you and see your doctor there. It is always best to come prepared when you come for an appointment. Try and ensure you have thought through the symptoms you are experiencing. This way we can best help in offering a solution in the 10 minute appointment.

**Telephone Consultations:** If you think your problem can be dealt with on the phone, or your problem develops after 10.30am and you cannot wait to be seen in the Walk in Clinic the next day, please phone the reception give them your number and they will get a doctor to call you back to give you advice regarding your condition. The doctor can either give you advice over the phone, arrange for you to be seen at the surgery that afternoon or if you are normally housebound, arrange for a home visit.

### Home Visits

Please call reception before 12pm if you need to arrange a home visit. These are reserved for the housebound those unwell to attend the surgery. In this case a doctor will ring you back to arrange the details of the visit. Please be prepared to let reception know the nature of the problem.

## Practice Boundaries

We register patients within **SE1** & **SE11**, there may be exceptions. Please ensure that you check the map in reception if you have moved or are registering with us newly.