



# Brigstock Family Practice



## Patient Information

Welcome to Brigstock Family Practice.

The surgery contract for the provision of personal medical service is held by Dr. N. Vajpeyi and Mr. C. Lyons. We are committed to providing our patients a high standard of care in a friendly and supportive environment. This guide contains info on how to get the most from the surgery.

**Guaranteed access to a clinician  
within 24 hours Monday to Friday**

[www.brigstockfamilypractice.com](http://www.brigstockfamilypractice.com)

## Practice Team

|  |   |
|--|---|
| Dr. Nilu Vajpeyi BSc, MBBS, MRCP(1), MRCPGP, DPD | GP Principle  |
| Dr. Eelyn Tay                                    | Salaried GP   |
| Dr. Natalie Soobadoo                             | Salaried GP   |
| Dr. Laura Bottwood                               | Salaried GP (from April 2019)   |
| Rozina Hassan-Kabani                             | Senior Practice Nurse   |
| Felicia Appiah                                   | Practice Nurse (from April 2019)  |
| Mohammed Swaleh                                  | Practice Pharmacist   |
| Amy Ralph  | HCA   |
| Christian Lyons                                  | Managing Partner  |
| Alicija Denius                                   | Practice Assistant Manager Designate<br>& Enhanced Access Service Manager |
| Natasha Deacon                                   | Assistant Practice Manager  |
| Nerissa Mclean                                   | Quality Assurance Officer   |
| Adeeb Feeroz                                     | Senior Receptionist   |
| Socayna Moudiab                                  | Senior Receptionist   |
| Israh Habib                                      | Receptionist  |
| Marjorie Miller                                  | Receptionist  |
| Safeera Faizal                                   | Receptionist  |
| Laura Porcel Lema                                | Receptionist  |
| Christina March                                  | Receptionist  |
| Loyala Eleanor Young                             | Medical Receptionist  |

## Opening Hours

|           |                |
|-----------|----------------|
| Monday    | 08:00 to 20:00 |
| Tuesday   | 08:00 to 20:00 |
| Wednesday | 08:00 to 20:00 |
| Thursday  | 08:00 to 20:00 |
| Friday    | 08:00 to 20:00 |
| Saturday  | 09:00 to 17:00 |

## How to see a Doctor or a Nurse

Appointments can only be provided for patients registered with the surgery. Registration is very simple and just requires patients to come in to the surgery with a piece of photographic ID like a passport and some proof of your address like a utility bill.

If you require an appointment in advance, please let the doctor know and this can be booked for you. If your problem is urgent, please call us at 08:30. Your problem will be assessed by the doctor and a same day appointment made if necessary. The surgery will endeavour to comply with any reasonable preference of practitioner expressed by patients. The surgery offers telephone appointments to patients who do not need to be seen in the surgery. An appointment with the nurse can be booked up to one week in advance. Please make sure you arrive on time as you will be asked to re-book if you are more than 15 minutes late.

Please call **020 8689 7800** for appointments. Online appointments can also be booked through the patient.co.uk website for those patients registered. Details on how to register and download the telephone appointment apps can be obtained from our receptionists. If you cannot make an appointment, PLEASE PHONE AND CANCEL IT. Someone else may need it urgently.

## Online appointments and prescription requests

All registered patients can register for our online appointment service. The service allows registered patients to book appointments over the internet and even through phone apps, and also allows patients to order repeat prescriptions. To register either speak to one of the receptionists or visit [www.patient.co.uk](http://www.patient.co.uk)

## Services

- Flu Jabs and travel vaccinations
- Emergency contraception, family planning, ante-natal and postnatal, cervical smears
- Childhood Immunisations and baby checks
- Blood tests, well person checks, weight reduction service and diet management
- Chronic disease management for heart disease, diabetes, hypertension, epilepsy and asthma
- Wound management and minor surgery
- Private medical examination and insurance reports
- Smoking cessation

## Languages Spoken

Hindi, Urdu, Gujarati, Punjabi, Nepalese, Swahili, Igbo, French, Spanish.

## Access

Access for patients with wheelchairs is via a ramp to the front door. There is also an internal lift giving access to the upper and lower floors. A hearing loop is in operation on the reception desk for those patients who are hard of hearing.

## Home visits

Visits are for patients who are too ill to come to the surgery. Please make requests for home visits before 10.00am if possible. Please be prepared to give full details of the problem to the receptionist answering your call so that the doctor can be fully informed of the situation. The doctor may telephone you first before visiting.

## Out of hours emergency

If you need to speak to a doctor on an important matter outside surgery hours, please telephone 111. Calls are recorded.

Also consider seeking advice from your local Pharmacist. They are able to help with treatment with many minor ailments – see the PHARMACY FIRST page.

## You do not always need to see your GP

If you are suffering from any of the ailments listed here, you can visit your PHARMACY FIRST for NHS treatment. They will give you the appropriate advice and medication if required. There is no need to make an appointment.

Your medicines are free if you don't normally pay for prescriptions – please take proof of your exemption. Otherwise, you will pay the usual prescription charge.

- Acne
- Earache
- Mouth ulcers
- Athlete's foot
- Earwax
- Nappy rash
- Back pain
- Fever sprains and strains
- Cold sores
- Haemorrhoids (piles)
- Teething
- Conjunctivitis
- Hayfever and allergies
- Threadworm
- Constipation
- Head lice
- Toothache
- Contact dermatitis
- Headache
- Thrush
- Coughs and colds
- Indigestion
- Sore throat
- Cystitis
- Insect bites and stings
- Warts and verrucas

## Freedom of Information

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

## Access to Health Records

The Access to Health Records Act 1990 and Data Protection Act give patients or their representatives a right of access, subject to certain exemptions, to their health records. Brigstock Family Practice respects the rights of individuals to have copies of their information wherever possible. If you require access to your records please download, complete and return a Subject Access Request Form which can be downloaded from the Practice website.

## Primary Care Support Service

Further information on other primary medical services in the area can be obtained from the Primary Care Support Service. You can contact them on Tel: 020 8335 1400 or visit [www.pcass.nhs.uk](http://www.pcass.nhs.uk)

## Repeat Prescriptions

Our receptionists have been instructed not to take requests for repeat prescriptions over the phone. You may request a repeat prescription in person at the surgery, by fax, by post, online or at our local pharmacy. If you require your prescription to be posted back to you please enclose a stamped addressed envelope.

Your repeat request must arrive in reception **48 hours** before needed.

## The Rights and Responsibilities of Patients

You have the right to:

- Receive health care on the basis of clinical need, regardless of your income.
- Equal treatment, regardless of race, gender, age or disability or nature of your health problems as long as you reside within the practice boundaries and qualify for NHS treatment (details of the practice boundary can be obtained from the reception staff).
- Have reasonable access to high quality service and facilities.
- Receive information on what is wrong with you and the treatment options available.
- Ask questions and be given truthful and clear answers.
- Ask for a second opinion on your diagnosis or treatment.
- Ask to have someone with you (friend, relative or interpreter) at any time. You may find this beneficial, particularly if you are asking questions or need moral support.
- Registering with a Medical Practice. If a Practice is unwilling to take you onto their list you should be given a written reason for this decision. NHS Croydon can arrange for you to be registered with a Practice, please phone **020 8335 1400** for this service. You are entitled to change your Practice at any time. You do not have to give a reason for your decision.

- Refuse treatment as you see fit. This includes examinations, tests, diagnostic procedures, medications, operations etc.
- Refuse to be examined or treated in the presence of medical students.
- Refuse to be involved in research trials.
- Information on GP Practices in your area and the services they provide. All practices must provide an information leaflet.
- Confidentiality – personal information about your health is confidential and should only be disclosed to those who need that information to provide you with effective treatment.
- Access all records stored on computer. You are entitled to copies of your records however a charge may be levied. If you wish to see your records you should apply in writing to the Office Manager.

## Human Rights

It is your right to be treated as a human being by another human being as they would wish to be treated themselves, ie with dignity, politeness, respect and consideration. Further information about your rights can be found on the NHS Choices website: <http://www.nhs.uk/choiceintheNHS/Rightsandpledges/Pages/Rightsandpledgeshome.aspx>

## Patient Responsibilities

### Patients have certain responsibilities:

- By keeping your appointment. Please try to arrive on time. If you are unable to attend an appointment, please inform the clinic or surgery in good time.
- Treat all healthcare staff in a reasonable, courteous manner.
- Use emergency services in a responsible manner. Please use the out-of-hours services for emergencies only and not routine care.
- Take care with medicines. Medicines are for one person only and should not be shared.
- Keep them safely away from children and in the original container.
- Take any unwanted medicines to a chemist for safe disposal.
- To keep the practice informed of any change of name, address, telephone number or email.
- Keeping young children in your care under constant supervision and ensuring that they behave appropriately at all times whilst on the surgery premises.
- Not taking mobile telephone calls whilst on the surgery premises.

As patients, you are responsible for your own health and that of any dependents. It is important that you adhere to information and advice given to you by health professionals, and co-operate with the practice in endeavouring to keep you healthy.

### Violent or abusive patients: zero tolerance policy

The practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures.

The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient or who damages property.

All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

## Patient confidentiality and information sharing

The practice complies with Data Protection Act 1998, the Confidentiality NHS Code of Practice and Articles 6 and 9 of the GDPR legislation.

Identifiable information about you will be shared with others in the following circumstances:

- To provide you with further medical treatment for example, from district nurses and hospital services.
- To help you get other services, for example from the social services department. This requires your consent.
- When we have a duty to others, for example for in child/adult protection cases.

Anonymised patient information will also be used at local and national level to help the local health care commissioning team and Government plan services, for example for diabetic care. If you do not wish anonymous information about you to be used in such a way, please let us know.

Further details on how the surgery manages your patient confidentiality and information sharing can be found in our 'Patient Privacy Notice'.

We try to meet the highest standards when processing personal information. You should let us know when we get something wrong.

The Practice employs an independent Data Protection Officer (DPO). The role our DPO is to examine our information handling practices and ensure we operate within the law.

These services are provided by Umar Sabat from IG-Health. He can be contacted on [umar.sabat@ig-health.co.uk](mailto:umar.sabat@ig-health.co.uk). He can only assist with complaints about your personal information. All other complaints should be directed to the Practice.

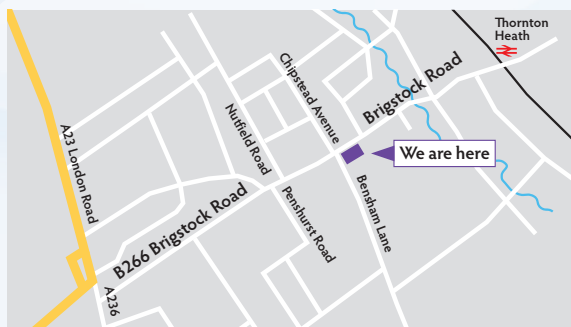
## Complaints/comments

We make every effort to give the best service possible to everyone who attends our practice. However, we're aware that things can go wrong, resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible. Simply contact the Office Manager who will set all the necessary wheels in motion. Further written information is available on the complaints procedure from reception.

However, if you feel we have not dealt with the issues you have raised as you would wish, you can contact the Patient Advice and Liaison Service (PALS), which can often help resolve any problems before they become formal complaints. To speak to a PALS officer, ring **020 8401 3210**. Croydon Health Services, 530 London Road, Croydon, CR7 7YE.

## Patient Participation Group (PPG)

The PPG is a group of patients registered with the surgery who have no medical training but have an interest in the services provided. The aim of the PPG is to represent patients' views and cross barriers, embracing diversity and to work in partnership with the surgery to improve common understanding. Please speak to a member of our reception team if you are interested in joining the group which meets up to six times a year.



## Brigstock Family Practice

83 Brigstock Road  
Thornton Heath  
Surrey CR7 7JH

Tel: 020 8689 7800

Fax: 020 8665 1315

[www.brigstockfamilypractice.com](http://www.brigstockfamilypractice.com)

### How to get here

We are located on the corner of Bensham Lane and Brigstock Road opposite the library.

**Nearest Train:** Thornton Heath

**Buses:** 250, 198, 450 (Buses stop outside the surgery)

**On street parking:** available on Bensham Lane



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