



Welcome to Brigstock Family Practice



Patient Information

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 48 hours Monday to
Friday***

www.brigstockfamilypractice.com

***all cases are assessed on clinical urgency**

Practice Team

The surgery contract for the provision of personal medical service is held by Dr. N. Vajpeyi and Mr. C. Lyons.

Dr. Nilu Vajpeyi	GP principle
Dr Desmond Okpara	Clinical Lead
Dr. Aparna Kakarla	Lead GP
Dr. Eelyn Tay	Salaried GP (Sabbatical Leave)
Dr. Jeffrey Sackey	Salaried GP
Mr Mohammed Swaleh	Practice Lead Pharmacist
Mrs. Crystal Jones	Lead Pharmacist PCN
Mrs. Shaili Patel	PCN Pharmacist
Miss Sharonna Callum	PCN Pharmacist
Mr. Mohammed Ahmed Miss	PCN Practice Pharmacist
Teenu Sumalal	PCN Pharmacy Technician
Mrs. Christina Kannan	Practice Pharmacy Assistant
Mr. Martins Yussufu	PCN Physician Associate
Mrs. Keren Addison	PCN Physician Associate
Mrs. Rozina Hassan-Kabani	FPG Lead Nurse Practice Assistant
Mrs. Felicia Appiah	Practice Assistant Practice Nurse
Mrs. Jahmena Pospisilova	HCA (Mat leave)
Mrs. Amy Ralph	HCA
Miss Lydia Deschanel	Practice Assistant
Miss Israh Habib	Practice Assistant
Miss Hiba Phansopkar	Practice Assistant
Miss Marjorie Miller	Practice Assistant
Miss Rima Patel	Practice Assistant
Mrs. Iryna Petrova	Practice Assistant
Mrs. Elaxi Patel	Practice Assistant
Miss Prathikah Sivam	Practice Assistant
Mrs. Jelisha Barracks-Brown	Practice Assistant
Miss Halima Khanam	Senior Practice Assistant
Mrs. Eleanor Young	Medical Secretary
Miss Dalila Varinda	Medical Secretary
Mrs. Hemaliben Patel	Medical Secretary (Mat Leave)
Miss Mahima Patel	Practice Care Co-ordinator
Miss Kemera Green	HR Support Officer
Ms Anna Modrzejewska	AM Reception Manager
Mrs. Natasha Deacon	PM Reception Manager
Mr. Adeeb Feeroz	Practice Manager
Mr. Christian Lyons	Managing Partner

How to see a Doctor or a Nurse

Appointments can only be provided to patients registered with the surgery. Registration is a simple and easy process and can be done online, at this address: <https://www.brigstockfamilypractice.nhs.uk/register/> or in person at the surgery. Just ensure you have a piece of photographic ID like a passport and some proof of your address like a Utility Bill.

Appointment & Triage

The online triage service is available Monday – Friday for booking appointments. If your problem is urgent please call or make a submission via the websites. Online Consultation Button before 10am.

Unless there are significant issues, all requests are dealt with within 48 hours or less by our specialist team. Based on the nature of the request, those with the greatest needs are prioritised as quickly as possible. Whilst you can call the practice, the triage process has been developed to save you time and ensures you can make your appointments as quickly and easily as possible. It also frees up the phone lines for when you have an emergency and urgently need to speak with the practice. The method of appointment will be determined by a member of the specialist team i.e. telephone consultation, video consults, or a face-to-face appointment. Appointments with a nurse can be made up to one week in advance by calling the surgery

Please arrive on time as you will be asked to rebook if you are more than 15 minutes late.

Services

- Flu Jabs and travel vaccinations
- Emergency contraception, family planning, ante-natal and postnatal, cervical smears
- Childhood Immunisations and baby checks
- 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

Repeat Prescriptions

The repeat prescription service is used for medication that you need to take on a regular basis. They can be requested in person, by post, online, via a phone app or through your local pharmacy. The quickest and easiest way to order a repeat prescription is through two online services, NHS online services or Patient Access allows you to access your prescription service anywhere, anytime, wherever you can connect to the internet. To register visit www.nhsapp.service.nhs.uk or speak to one of our receptionists about registering for www.patientaccess.com.

Due to human error which may occur whilst recording medication details, prescription requests are not accepted over the phone. This is unless you have a disability, long-term chronic illness or are unable to use online services.

Please note: all repeat prescription requests take up to 48 working hours to be processed.

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. He can only assist with complaints about your personal information. All other complaints should be directed to the Practice.

Complaints/comments

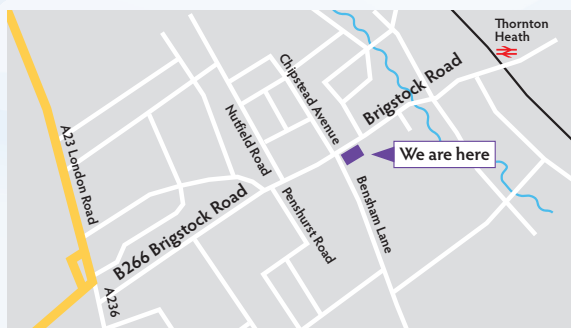
There are two ways a person can make a complaint: You can put in a complaint by writing or emailing the Practice Manager of the healthcare provider, Email: **swlicb.brigstockfamilypractice@nhs.net**, marking it FAO Practice Manager.

Alternatively, they can complain to the commissioner of the service: which is the organisation that paid for the service or care they received.

As of 1st July 2023, if you would like to make a complaint about primary care services to the commissioner, you should contact South West London Integrated Care Board. This can be done by:
Telephone: **0800 026 6082**
E-mail: **contactus@swlondon.nhs.uk**
In writing: **NHS South West London ICB, 120 The Broadway, Wimbledon London SW19 1RH**

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

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

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



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