

**ONLINE BOOKING**  
**Appointments and Repeat Prescriptions**

[www.lakesidemedics.co.uk](http://www.lakesidemedics.co.uk)

We are pleased to inform you, that you are able to book an appointment to see your GP, or request a repeat prescription via the internet.

To access this service, you will need to complete an application form which is available either from reception or is downloadable from this website. Once completed, you need to take the form to reception, along with some form of identification such as a bank statement or utility bill. You will then be issued with a letter containing all the information you need to register with the service.

If you do not return the forms in person, your representative must bring along proof of your signature in addition to the above requirements. Your log-in information will then be sent to you in the post.

To register, you need to follow the link from our website and follow the on-screen instructions. You will be asked to enter information, exactly as it is in your letter of registration. In addition, you will be required to enter a password. You will also have to choose a question from the list provided and give an answer.

Once registered, you will be able to make one appointment at a time from the list of available appointments on display. Please note the appointments available on-line are 10 minute routine appointments only. For more urgent matters, you will still have to telephone the surgery.

You will also be able to request repeat prescriptions. A list of your repeat medication will be displayed, and you simply have to select the item you require and submit the request. Please allow 48 hours, in the usual way, before coming to collect your prescription.

If you are a parent or guardian of a child under the age of 14, you may register on their behalf to use the service. However access will be stopped upon the child reaching the age of 14. Any child aged between 14 and 16 will have to give their consent to allow their parent or guardian to have access on their behalf.

Upon reaching the age of 16, children will be asked to register again to enable them to access the site themselves.

We hope this service will provide easier access for everyone. For those of you who do not have access to a computer, we hope there will be less demand on our telephone service, allowing you to get through to the Practice quickly.

If you have any queries about the system, please speak to one of our receptionists.

**LAKESIDE MEDICAL PRACTICE**



Lakeside Health Centre  
Yarnton Way  
Thamesmead South  
London  
SE2 9LH

**Tel: 08444 778966**

## THE PARTNERS



Dr Prem Anand **BSc, MB BS, MRCGP (London)**



Dr Virginia Todd MBE, **MB BS, DCH, D'ObstRCOG, FRCP(C)**



Dr Anne Milstein **MB BS, DCH, DRCOG, MRCGP**



Dr Frances Gregory **MB BCh, EAO, DTM, FRCS(I)**



Dr Maryam Tahmassebi **MB BS, DCh, MRCP (London)**



Dr Thomas Koelmel **Medical State Exam, DRCOG, MRCGP**

The Lakeside Medical Practice has a policy of **EFFICIENCY** and **QUALITY** and **EQUALITY** of care for all patients

## ADDITIONAL SALARIED GPs



Dr Olive N Emeka-Onah **MB BS, MRCPCH**



Dr Birgees Chaudhry **MB BS, DRCOG, MRCGP**



Dr Yemi Oyabayo **MB BS, MRCGP**

## ATTACHED STAFF

A Team of Practice Nurses - with **RGN** Qualifications

Nurse Practitioner - with **RGN** Qualifications

Health Care Assistant

A Team of Health Visitors - with **RGN** Qualifications

and Community Staff Nurse - with **RGN** Qualifications

Registered Midwives

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A Team of District Nurses with **RGN** Qualifications

Health Care Assistants

Community Staff Nurse **RGN**

## INTRODUCING THE RECEPTION TEAM

Each doctor has a receptionist attached to him/her and appointments should be made through your own doctor's receptionist. This also applies if you have to see the Practice Nurse or other services affecting your care such as blood tests etc.

*All our reception staff have a high standard of training in customer care.*

## WELCOME TO THE LAKESIDE MEDICAL PRACTICE

Dear Patients

We are very pleased to welcome you to our Practice.

Lakeside is a modern Practice, situated in a purpose-built new building, and was one of the very few with its own website. Here at Lakeside we have retained some of the popular parts of good old-fashioned doctoring. When you become a new patient, the staff will tell you the name of your new GP and we will try and help you stick to that GP so he or she can get to know you. Each GP has their own receptionist who is there to help you with any problems that might arise.

We have a team of people working for patients registered with us. They, with us, form what is called a Primary Care Team: Health Visitors, District Nurses, Nurse Practitioners and Practice Nurses, Dentists, Dieticians, Counsellors and Occupational Therapist(s). All these services work towards caring for young and old alike.

We prefer people to attend the Health Centre in the morning if they become ill overnight and need to have medical advice from a GP or Nurse. Please ring first for a time. We may ask you to come to the Health Centre rather than have a home visit. Most people these days have access to a car or taxi for transport. This policy means that you have quicker access to medical help. Your GP will discuss your problem with you and make a decision about this. It is certainly safer and quicker for children to come to us.

If you have any questions about the service we offer at Lakeside, our receptionists are always willing to help.

It is very important that we gather as much information as possible about your past health. You will be given an appointment for a new patient check with our Nurse. This means testing your blood pressure and a simple urine test to exclude diabetes. A condition of your registration is that **you attend this very important appointment**. We hope you will be happy here.

Yours sincerely  
**The Doctors**

**WE SUGGEST IT MIGHT BE HELPFUL  
TO KEEP THIS BOOKLET BY THE TELEPHONE**

## NEW PATIENT REGISTRATION

### THE REGISTRATION PROCEDURE

When arriving at the Health Centre, please collect a Registration Pack from Reception for ALL members of the household. You will need to complete the Registration Forms and return them to the Health Centre together with the required documents.

When you have supplied your details you will be asked to make an appointment with one of the Practice Nurses to have a New Patient Check. We are required by the National Health Service Regulations to carry out this health check on all patients requesting registration.

**Please note:** Your request for registration will not be accepted until your New Patient Health Check has been carried out.

**MEDICAL CARD:** Your new Medical Card will take between 2 and 3 weeks to arrive from the Health Authority.

### TEST RESULTS



Our test results clerk is available between **9:00am and 12:30pm**

You may telephone 08444 778966 or call in person.

## SURGERY INFORMATION

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### RECEPTION



**8:00am to 6:30pm** for telephone calls and appointments.

### SURGERIES

Monday to Friday **7:00am to 12 noon**

### AFTERNOON SURGERIES

**1:00pm to 6:30pm**

**When the Health Centre is closed, please contact NHS Direct on 0845 4647 or GRABADOC on 020 8319 3030 or visit the Lakeside website at [www.lakesidemedics.co.uk](http://www.lakesidemedics.co.uk) for advice on treating minor illnesses.**



### OUT OF HOURS SERVICE

For a doctor in an emergency when the Health Centre is closed, please ring the main Health Centre number and follow the instructions given.

### CHAPERONE SERVICE

If you would like a chaperone present during your consultation, please tell a receptionist when you arrive at the Health Centre or tell the doctor or nurse when you see them.

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## YOUR APPOINTMENT

When you arrive at the Health Centre, please go to the self check-in screen or your receptionist to book in, take a seat and wait for your name to appear on the electronic sign. This will bleep and notify you that the doctor is ready to see you. Some patients may have difficulty hearing, seeing or understanding the sign. Please let the receptionist know if you are having difficulties.

Appointments are usually for a consultation of 10 minutes for one medical condition. If you feel your health problem will take longer, please let the receptionist know when you book your appointment.

### Booking an Appointment

You are able to book an appointment by telephoning the practice, coming to the surgery or by using our on-line booking service. Please ask at reception if you would like to register for the On-line service.

### Keeping Your Appointment

It is important to arrive in good time for the appointment with your GP to enable surgeries to run smoothly. Patients who arrive more than 10 minutes late will be asked to wait until the end of surgery to be seen, or be asked to make a further appointment for another day and time.

### Cancelling appointments

Please cancel appointments you no longer need. Give as much notice as possible to your receptionist so we can offer your appointment to someone else.

### Extra Appointments

We have a routine morning and afternoon appointment system.

We also have, in the **MORNINGS ONLY**, 5 minute **EXTRA APPOINTMENTS**.

### ALL THE ABOVE APPOINTMENTS MUST BE PRE-BOOKED



Requests for Extra Appointments must be made between 8:00am and 10:00am on the same day. Extra Appointments are for one patient and one complaint only.

When you are seen as an Extra Patient the doctor will only be able to discuss your **IMMEDIATE EMERGENCY NEEDS**. We work as a team to meet your needs as efficiently as possible.

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## TELEPHONE CONSULTATIONS AND ADVICE

### TELEPHONE CONSULTATIONS



From 8:00am patients may book a telephone consultation with a doctor, practice nurse or the nurse practitioners for advice on an immediate medical problem. Ring reception and leave your name and telephone number (at home or at work) where you will be for the following 2 or 3 hours and your consultation request will be answered. You may also book a telephone consultation with your own GP for the afternoon, if you book in advance as you would a routine appointment.

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### Telephone Advice and 'call barring'

If you need advice about a medical problem, please ring reception and leave your name and number. A doctor will call you back to offer advice. Please remember, if you have 'call barring' on your own telephone we will be unable to ring you back as our calls go through a switchboard.



**PLEASE RING the Health Centre before 12noon if you wish to speak to your own GP.**

**Telephone Advice** is often an effective way of solving a problem other than actually seeing a doctor. Please avail yourself of this service if you think it useful.

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### HOME VISITS



Please telephone before 10:00am if a home visit is essential. Home visits are usually in the afternoon after morning surgery. Remember, the doctor is best able to assess your condition at the surgery where we have the equipment and facilities.

## IN-HOUSE CLINICS AND OTHER SERVICES

### IN-HOUSE CLINICS

- Well Baby Clinics
- Ante Natal Clinics
- Maternity Care
- Parent Craft Classes

### A full range of Women's Health Clinics

- Family Planning
- Post Natal Care
- Smears (by female medical staff if preferred)

- Minor Surgical Procedures
- Asthma Clinics
- Diabetic Clinics (for all ages)
- Travel Clinics
- Dietician
- Anticoagulation
- Weight Management
- High Blood Pressure and
- Heart Disease Clinics
- Smoking Cessation

### OTHER SERVICES

- Phlebotomy
- Mental Health Services (including Counselling & Occupational Health)
- Chiropody
- Speech Therapist
- Audiology
- Physiotherapy
- Consultant Clinics

## REPEAT PRESCRIPTIONS

All requests for Repeat Prescriptions must be made either in writing or by using our online repeat prescription request service. To apply in writing, please tick the box or boxes for the medication you need on the tear-off slip that was attached to your previous prescription. Hand it to the receptionist or post it to us marking your envelope 'PRESCRIPTION' and enclosing a stamped self addressed envelope for its return. You will need to allow **AT LEAST 48 HOURS** before collecting your prescription. i.e. if you need your medication for Monday morning you will need to request it by the previous Wednesday pm. Weekends and Bank Holidays do not count within the 48 hours. If you need to collect your medication early because you are going away, please make a note on the tear off slip or tell the receptionist. If you wish to register for our online request service, please ask at reception. For your own safety, requests for repeat prescriptions cannot be taken over the phone.

## SUGGESTIONS AND COMPLAINTS

We monitor our services to ensure the best possible standards of care are maintained. We welcome your suggestions as users of the Health Centre.

We offer an efficient service, however, if there is a problem, please tell us and we will do our best to put it right.

If possible, please write to the Senior Partner with details, this will ensure the correct understanding of the details, and will receive a prompt acknowledgement and response.

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**If you have a query over appointments, prescriptions, length of waiting time, please mention this to one of our senior receptionists. All other queries or complaints should be addressed to the Senior Partner in writing.**

## KEEPING PATIENTS WELL

The Lakeside Medical Practice likes to keep its patients well. If you are over the age of 16 and under 75 and have not seen your GP for a period of three years or more it will be wise to see the Practice Nurse for a quick medical check. For instance, a person could have had diabetes or high blood pressure for many years before it is detected. Make your appointment in the usual way.

### OVER THE AGE OF 75

Patients over the age of 75 will be invited for a quick medical check on an annual basis. This may take place in the home of the patient where, in reasonable opinion of the doctor, it would be inappropriate for the patient to attend the Health Centre premises.

## BEING A RESPONSIBLE PATIENT

### Aggressive and Abusive Behaviour

The Lakeside Medical Practice has a zero tolerance policy regarding aggressive, violent or abusive behaviour towards staff and other patients within the Health Centre. Those patients considered to be offending against this policy will be escorted from the premises and may be removed from the patient list. It is in the best interests of all to maintain a calm composure at all times while waiting for medical attention.

### Mobile Phones

Please turn off your mobile phone before entering the Health Centre so as not to disturb staff and other patients. In some circumstances, mobile phones will interfere with medical equipment.

## PRACTICE TRAINING AND OTHER ADVICE

### PRACTICE TRAINING

Lakeside Medical Practice has a training programme for medical students and GP Registrars. To assist in their training you may be asked to see a student or be asked to take part in a video. Consent forms (for video invitations) are available, but if you wish to decline this will not affect your consultation with your doctor in any way.

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### ACCIDENT and EMERGENCY

The Practice is not equipped as a casualty unit. If you think your injury may require stitches or if you think you have broken something, please go to the Accident & Emergency Department of your nearest hospital. If the incident is more urgent, please dial 999 for an ambulance.

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### CONTAGIOUS RASHES

If you are attending the Health Centre and you or your child has a high temperature with a rash or spots, please let the receptionist know before you arrive. We can then seat you away from other patients to stop the possible spread of infection.

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### REFERRAL LETTERS

**This practice is happy to send to you copies of letters, such as hospital referral letters, that we write. If you wish to receive these, please let either a receptionist or your Doctor know. However, they will be sent to you by post and we cannot be held responsible if they are opened by anyone other than the addressee.**

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## DATA PROTECTION

Data held about patients is protected against loss, damage and inappropriate processing in line with the rights of the individual, which includes the right to be informed of the information held about you.

If you require access to any of this information you should ask for a Subject Access Request Form which will guide you through the procedure.

No information will be supplied without your proof of identity and payment of any charges that may be incurred.

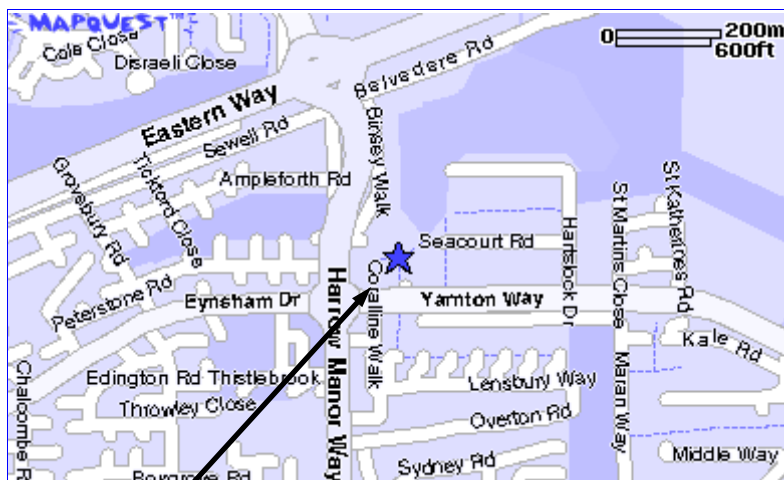
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**“The Lakeside Medical Practice aims to follow National Institute for Clinical Excellence and National Service Framework Guidelines.”**

## HISTORY OF THE PRACTICE AND LOCATION

The Practice was established almost 35 years ago to serve the medical needs of the new population moving to the newly built town of Thamesmead and its surrounding areas. Early residents came mainly from inner London in an attempt to address the housing shortage which was prevalent in the mid to late 1960s. At that time the Practice was served by one doctor. Since then the Practice has grown to a patient list of nearly 14,000 and now has 9 GPs. Seven female doctors and two male doctors. The Practice serves an area with a diverse cultural and ethnic minority population requiring varied clinical care.

With the rising patient list and to overcome lack of space, the Practice moved to a new building in December 2007. This will enable us to provide a wide range of community-based services.



### LAKESIDE MEDICAL PRACTICE

#### ACCESS

The Lakeside Health Centre is fully accessible to people with disabilities. All the GP facilities are located on the ground floor. There are two lifts available to access facilities on the 1st floor. Toilets and parking for the disabled are available.

## SELF-HELP AND MINOR ILLNESS

### VOMITING

Vomiting may be caused by a virus infection of the stomach, food poisoning or by eating and drinking too much. It normally stops within 24 hours and may be followed by diarrhoea. Some children will vomit when they have a temperature.

**TREATMENT:** Rest. Eat nothing for 24 hours. Drink small sips of water regularly. As the stomach settles, try boiled rice or clear soup before gradually returning to a normal diet.

Children and Infants: Try water, juice or Dioralyte sachets made up with boiled water to replace body fluids

**Make an appointment to see your doctor** if vomiting is accompanied by continuous stomach pain, if vomiting lasts for longer than 24 hours, or if the child is vomiting clear fluid or has a high temperature. Ask your doctor for advice.

### SORE THROATS

Most sore throats are caused by a virus infection which antibiotics cannot cure. With simple treatment the patient normally gets better in 4 to 5 days. Tonsillitis usually starts with a sore throat, which causes pain on swallowing. There may be a fever, it might be possible to see white spots on the tonsils, and glands in the neck may be swollen and painful. A hoarse voice, dry cough and sore throat indicates a viral laryngitis.

**TREATMENT: Adults:** Soluble Aspirin—2x300mg, gargle and swallow four times a day. Drink plenty and take steam inhalations.

Children: Paracetamol liquid (Calpol or Disprol) and plenty of drinks.

**Make an appointment to see your doctor** if the sore throat is getting worse after 2 days, or if the patient complains of earache.

### COUGHS

If dust or food enters the air passages, coughing acts as a protector. It also prevents mucus from causing infection in the chest. To suppress this action with cough mixtures can cause more harm than good.

**TREATMENT:** The best treatment is steam inhalation and avoiding cigarette smoke.

**Make an appointment to see your doctor** if coughing continues for more than a week or two after a common cold has cleared up, if coughing produces a yellow or green sputum—it may mean the lower air passages are infected, if breathing is accompanied by a pain in the chest or shortness of breath, or if coughing produces blood.

## SELF-HELP AND MINOR ILLNESS

### DIARRHOEA

Diarrhoea is unpleasant but rarely dangerous. It may be due to change in diet, food poisoning or travel abroad. It is often accompanied by colicky (cramp-like) pains and usually begins to get better in 48 hours.

**TREATMENT:** Rest. Eat nothing for 24 hours. Drink small sips of water regularly. As the stomach settles, try boiled rice, plain mashed potato or clear soup before gradually returning to a normal diet.

**Children and Infants:** Try water or juice or Dioralyte sachets made up with boiled water to replace body fluids.

**Make an appointment to see your doctor** if it does not start to settle after 48 hours, if an attack comes shortly after a visit abroad, or if there is continuous pain.

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### STUFFY or RUNNY NOSE

The common cold usually starts with a hot feeling in the back of the throat. The patient feels unwell and aches, and the nose starts running with a clear liquid which becomes a thick and yellow discharge after 3 to 4 days. **ANTIBIOTICS DO NOT HELP.**

**TREATMENT: Adults:** Add menthol or Friar's Balsam to the steam inhalations. Inhale for 10 minutes three times a day.

**Babies and Children** often have repeated colds. This helps them build up their resistance to infection on the chest. They cough because of the discharge running from the nose down the back of the throat. Do not give linctuses. Try normal saline nose drops from the chemist, two drops in each nostril before bed.

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### FEVERISH CHILD

Children often develop feverish illness which settle spontaneously in 24-48 hours. Give liquid paracetamol (Calpol or Disprol). Remove the child's clothing and offer sips of cool water. Sponging with tepid water may also help to reduce the temperature. Do not give aspirin to children under 12.

**Make an appointment to see your doctor** if the temperature does not fall after the paracetamol (although it may rise again later) or if the child becomes drowsy or obviously unwell. Seek your doctor's advice.

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**IF YOU ARE UNSURE ABOUT THESE OR ANY OTHER MEDICAL MATTERS DO NOT HESITATE TO CONTACT YOUR DOCTOR FOR ADVICE**

## SELF-HELP AND THE MEDICINE CHEST

### BURNS and SCALDS

1. **Immediately** put the burn or scald under running cold water to reduce the heat in the skin. Do this for at least 10 minutes. If running water is not possible, immerse the burn or scald in cold water.
2. Cover the burn or scald with a clean, non-fluffy cloth, like a linen tea towel. This cuts down the danger of infection.
3. If clothes are stuck to the skin, don't try to take them off.
4. Call an ambulance or take the patient to hospital. You should take a child to hospital for anything other than a small burn or scald.

**Don't put butter, oil or ointment on a burn or scald. It only has to be cleaned off again before treatment can begin.**

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## RECOMMENDED HOME FIRST AID KIT

- Soluble Aspirin 300mg tablets (not for those with a history of stomach ulcers or asthma).
- Paracetamol mixture (Calpol or Disprol) good for pain and reduces fever.
- Menthol crystals or Friar's Balsam for steam inhalations
- Antiseptic solution for cleaning cuts and grazes.
- Calamine lotion for dabbing on insect bites, sunburn or chicken pox.
- Thermometer—FeverScan forehead thermometers are very quick and easy for children.
- Cotton wool for cleaning cuts and grazes.
- An assortment of dressings.
- Tweezers for removing splinters.

### REMEMBER

The Pharmacist can give on-the-spot advice on your medication and possible side effects.

If you are buying over-the-counter remedies for self-help in minor illness, always tell the pharmacist what prescribed medication you are taking.

## **Hospitals**

Queen Elizabeth - with A&E Dept.	<b>020 8836 6000</b>
Queen Mary's (Sidcup) - with A&E Dept	<b>020 8302 2678</b>
St Thomas'	<b>020 7188 7188</b>
Guy's	“ “
King's College	<b>020 7737 4000</b>
Darenth Valley	<b>01322 428100</b>
Maudsley	<b>020 7703 6333</b>

## **Mental Health Services**

The Bexleyheath Centre (Emerton Close)	<b>020 8301 9400</b>
Samaritans (see your local telephone directory)	

## **Social Services**

Bexley	<a href="http://www.bexley.gov.uk">www.bexley.gov.uk</a>	<b>020 8303 7777</b>
Greenwich	<a href="http://www.greenwich.gov.uk">www.greenwich.gov.uk</a>	<b>020 8854 8888</b>

## **Bexley Care Trust**

website [www.Bexley.nhs.uk](http://www.Bexley.nhs.uk)

## **NHS Direct**

website [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## **The Lakeside Dental Practice**

**020 8310 3045**