

ALL SAINTS MEDICAL CENTRE

Doctors

R Sri-Krishna & C M Raju Chinduluri

13a Ripon Road
Plumstead, London SE18 3PS

Telephone: 020 8854 3964
Appointments: 020 8316 8110

Fax: 020 8317 8512

www.allsaints-medicalcentre.co.uk



Welcome to the Practice

GENERAL PRACTITIONERS

Dr R Sri-Krishna	(F)	MBBS DGO (Hyderabad, India) 1961
Dr C M Raju Chinduluri	(M)	MBBS MD MRCP (Banaras, India) 1972
Dr P Vutukuri	(M)	MBBS (Karnatak, India) 1999
Dr D Hutchinson	(M)	MBBS DRCOG DTM&H (London) 1961

PRACTICE STAFF

Practice Manager

Mr Suresh Aravamuthan

He is responsible for the overall smooth running of the practice and is available Monday to Friday.

Receptionists

The practice employs the following receptionists:

Chris **Sue** **Carole** **Steph**
Mal **Pauline** **Michelle**

Their important role is the focal point of our friendly practice.

Practice Nurses

Judy Walsh RN
Vinita Li-Ting-Wai RN
Stella Amanerimi RN

Other Staff

The practice also employs a data input clerk, **Wendy A** and a data co-ordinator, **Wendy C**. Both these members of staff play an important role in maintaining up-to-date records and information for the practice.

Visit our website: www.allsaints-medicalcentre.co.uk

WESTONS PHARMACY

60 Herbert Road, Plumstead SE18 3SH

Tel/Fax: 020 8854 1064

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our practice booklets and book a
daily reminder of your service on our
appointment cards and website
simply phone Jenny Mellenchip
now on 0800 612 1516

To advertise your business in our booklet call 0800 612 1516

CONSULTATION TIMES

Surgery Reception Times

Monday to Friday 8.00am - 6.30pm without any lunch break

Doctors' Appointments

Monday to Friday 9.00 – 11.30am and 3.00 - 5.30pm

Saturday 9.00 – 11.30am

Nurses' Appointments

Monday to Friday 8.30am – 12 noon and 1.30 – 5.30pm

Saturday 9.00 – 11.30am

Please note we do **NOT** open on Bank Holidays or Sundays.

APPOINTMENTS

Appointments can be made by telephoning 020 8854 3964/020 8316 8110 or by calling at the surgery. As part of our practice policy, we will endeavour to see all patients within 48 hours.

If you cannot make your appointment, it is your responsibility to inform the practice. To cancel, you can call 020 8854 3964/020 8316 8110. If appointments are continually not attended, the practice reserves the right to remove the patient from our practice list.

When making an appointment, you may request a certain doctor; this may mean waiting a little longer for an appointment.

Routine Appointments

Routine appointments may be made up to three months in advance, which will enable us to offer you an appointment more suitable to your requirements. If you cannot keep an appointment please inform us as soon as possible.

Urgent Appointments

If you have a problem that will not wait for a routine appointment, please tell the receptionist.

Emergencies

If you are confronted by a serious problem such as severe chest pain or severe bleeding, call an ambulance (tel: 999) before calling the surgery.

HOME VISITS

Patients are requested to telephone before 10.00am if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the surgery in the time it takes to do a home visit.

For the latest information click to: www.allsaints-medicalcentre.co.uk

WEEKEND AND NIGHT COVER

There is always a doctor on call when the surgery is closed. We use the deputising service GRABADOC, available on 020 8319 3030. You should call this number from 6.30pm Monday to Friday, weekends and bank holidays. You may be asked to see a doctor at another location.

NHS DIRECT

NHS Direct is a 24-hour nurse-led information and advice service. Tel: 0845 4647 or visit online at www.nhsdirect.nhs.uk

HOW TO REGISTER

All patients must be registered before seeing a doctor. You must live in the practice area and prove your identification by supplying two forms of address. You will be given an appointment for a new registration medical check. Please ask at reception for details.

REPEAT PRESCRIPTIONS

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. Request prescriptions can be made in writing or by calling at the surgery from 8.00am to 6.00pm Monday to Friday. We are unable to take orders or issue prescriptions at weekends, public holidays or out of normal surgery hours. Please allow two working days before collection and make allowances for weekends and public holidays. Where possible give exact drug names when ordering.

TO AVOID ERRORS WE DO NOT ACCEPT REPEAT PRESCRIPTION REQUESTS BY TELEPHONE.

You may ask the chemist to bring your repeat prescription to the surgery for you; you will be asked to sign a card to use this service. If you are housebound you may also ask the chemist to deliver your prescription.

CLINICS

The following clinics are held within normal surgery hours:

Antenatal Clinic

Tuesday 1.30 – 3.30pm

Patients are seen by the midwife by appointment.

Baby Clinic

This is run by Dr Sri-Krishna for child development checks and immunisations and allows an opportunity to discuss other problems such as sleeping, feeding and child health worries.

Asthma Clinic

This is run by practice nurse Vinita in conjunction with the doctors, by appointment only.

Diabetic Clinic

This is run by practice nurse Judy in conjunction with Dr Chinduluri, by appointment only.

Insulin Clinic

Alternate Mondays 1.30 – 3.30pm

Appointments for this clinic are sent out by post.

Family Planning

Contraception care is provided by all the doctors during surgery hours.

Well Person Clinic

This clinic is run by Dr Sri-Krishna.

Minor Surgery

Dr Chinduluri carries out minor surgical procedures at the surgery by appointment. The doctors will be happy to advise you on this.

Counselling

Tuesdays, Wednesdays and Thursdays am

To see a counsellor you must be referred by your doctor.

Patients Over 75

If you are aged 75 or over, you will be seen regularly by the practice nurse for a routine health check.

Travel Immunisations/Vaccinations

Please make an appointment at least eight weeks in advance of your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS.

Flu Vaccination

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing and rest homes. Please contact the reception staff in October for details of vaccination dates and to make an appointment

Other Clinics

Hypertension Stress Obesity Smoking Cessation

The following clinic is held out of normal surgery hours:

Non-NHS Examinations

The doctors are happy to carry out medicals, eg insurance and driving licence by appointment outside surgery hours. Please telephone the surgery for an appointment. Ask at reception for the charges for these services.

DISABLED ACCESS

At the All Saints Medical Centre a reserved car parking space for the disabled is marked near the front door. Wheelchair access to the building is via a ramp near the front entrance. Patient services are provided at ground floor level, however a lift is provided to access the first floor. A disabled patient's WC is also provided. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement.

COMPLAINTS

We always try to provide the best service possible, but there may be times when you feel this has not happened. The following information explains our in-house complaints procedure, drawn up to respond to patient grievances. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure it will not affect your right to complain to the Health Service Authority. Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person. If you wish to make a complaint, please write to our practice manager. Full details will be taken and a decision made on how best to undertake the investigation.

We believe it is important to deal with complaints swiftly, so you will be offered an appointment for a meeting to discuss the details. You may bring a friend or relative with you to the meeting. We will try to address your concerns, provide you with an explanation and discuss any action that may be needed.

CONFIDENTIALITY

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.

PRACTICE CHARTER STANDARDS

Our Responsibility To You

We are committed to giving you the best possible care.

Names: People involved in your care will give you their names and ensure that you know how to contact them. The surgery should be well signposted and the doctor's and nurses' names are indicated on their surgery doors.

Waiting Time: We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. You should not have to wait more than 30 minutes in the waiting room without receiving an explanation for the delay.

Access: You will have access to a doctor on the same day in cases of urgency and otherwise in two working days. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery.

Visit our website: www.allsaints-medicalcentre.co.uk

Telephone: We will try to answer the phone promptly and ensure that there are sufficient staff to do this. You should be able to speak to a doctor by telephone for advice between 12 noon – 12.30pm Monday to Friday.

Respect: Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs.

Information: We will give you full information about the services we offer. Every effort will be made to ensure that you receive that information which directly affects your health and the care being offered.

Health Promotion: The practice will offer patients advice and information on: steps they can take to promote good health and avoid illness; self-help which can be undertaken without reference to a doctor in the case of minor ailments.

Health Records: You have the right to see your health records, subject to limitations in the law. These will be kept confidential at all times.

Your Responsibility to Us

Help us to help you!

Please let us know if you change your name, address or telephone number.

Please do everything you can to keep appointments. Tell us as soon as possible if you cannot. Otherwise, other patients may have to wait longer.

We need help too.

Please ask for home visits by the doctor only when the patient is too ill to visit the surgery.

Please keep your phone call brief and avoid calling during the peak morning time for non-urgent matters.

Test results take time to reach us, so please do not ring before you have asked to do so. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.

We ask that you treat the doctors and the practice staff with courtesy and respect.

Please read our practice booklet. This will help you get the best out of the services we offer. **It is important** that you understand the information given to you. Please ask us questions if you are unsure of anything.

Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

For the latest information click to: www.allsaints-medicalcentre.co.uk

FREEDOM OF INFORMATION

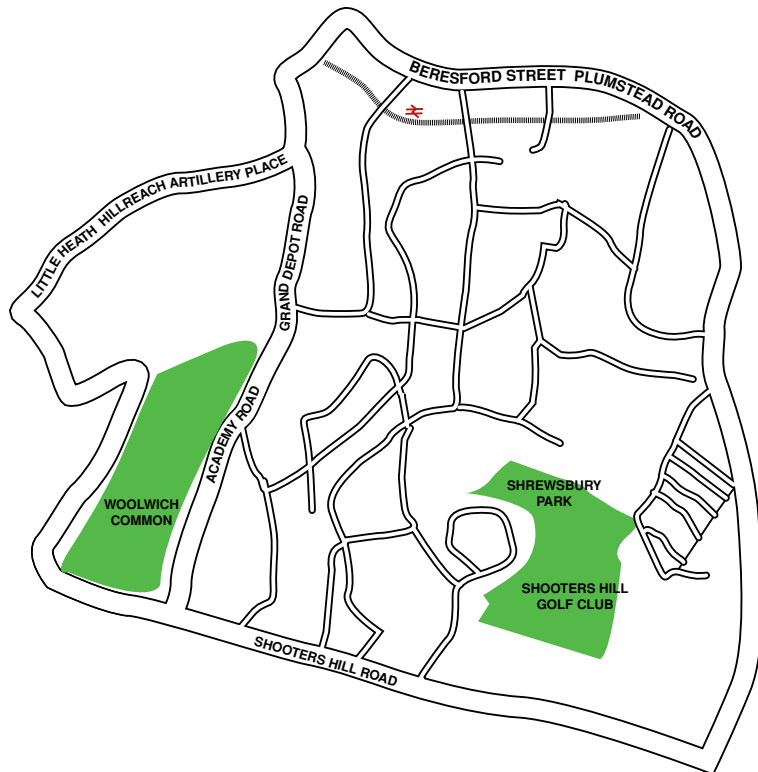
The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

PRIMARY CARE TRUST

Our practice is part of the Greenwich Teaching Primary Care Trust which can be contacted at:
51 – 53 Burney Street, Greenwich SE10 8EX
Telephone: 020 8293 6700

PRACTICE BOUNDARY

Our practice area covers some parts of Plumstead, Woolwich, Thamesmead and Eltham. A change of address may mean that you live outside the practice area. If this is the case you will need to register with a new practice.



Visit our website: www.allsaints-medicalcentre.co.uk

NOTES

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY
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