

Lee Health Centre

2 Handen Road, London SE12 8NP

Telephone: 020 3049 2150 (Appointments)

Fax: 020 3049 2151

www.drmacdonaghandpartners.co.uk



PARTNER DR IAN R. J. MACDONAGH MB ChB
Qualified in 1972 at St Andrews University

PARTNER DR LEO S. ANTONY Medic
Qualified in 1980 at Bucharest, Romania

PARTNER DR NADINE LAWRENCE MBBS
Qualified in 2002 at St George's Hospital Medical School, London



WELCOME TO THE PRACTICE

This booklet tells you about our practice and who works here. We hope you will find the information useful. The practice is housed within the Lee Health Centre, Handen Road. The surgery is part of the Lewisham Primary Care Trust. The premises are used as a base for many sections of the health and social professions who provide a comprehensive service to the local population. The Lee Health Centre has access for disabled persons.

SURGERY HOURS

By appointment.

Monday - Wednesday	7.00 - 11.30am	2.00 - 5.40pm
Thursday	8.00 - 11.30am	2.30 - 5.00pm
Friday	7.30 - 11.30am	2.00 - 5.40pm
Saturday/Sunday	No surgery - contact SELDOC (020 8693 9066) for emergencies only	

RECEPTION HOURS

Monday, Tuesday, Wednesday	7.00am - 12.30pm	1.00 - 6.30pm
Thursday	8.00am - 12.30pm	1.00 - 6.30pm
Friday	7.30am - 12.30pm	1.00 - 6.30pm
Closed for lunch between	12.30 - 1.00pm	

Please note: telephone lines are currently open between 8.00am - 12.30pm and 2.00 - 6.30pm. The reception staff are here to help you. Their job is very demanding and we expect patients to have responsibility for keeping or notifying cancellations of appointments and medications in order to help the surgery run smoothly for the benefit of all patients.

THE PRACTICE TEAM

Doctors

This is a group practice of two male doctors and one female doctor. Whilst you will be registered with a particular partner you may see the doctor of your choice, except in an emergency when you will be offered an appointment with the first available doctor.

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Practice Manager - Alex Schofield

Our practice manager is concerned with the smooth running of the practice. If you have any suggestions or complaints, please contact the practice manager via reception.

Practice Nurses - Debbie Brown and Leigh Toogood

Our practice nurses are available in the surgery during normal working hours offering treatment and advice on a wide range of health care issues. Please feel free to discuss health problems with them by making an appointment at reception. You may be referred to the nurse by your doctor.

Visit our website on: www.drmacdonaghandpartners.co.uk

Rains Chemist

"...providing professional healthcare services at the heart of the community..."

FREE PRESCRIPTION COLLECTION SERVICE

(Call Raj for further details)

Opening Hours:-

Mon: 9.00am - 7.00pm *

Tues: 9.00am - 7.00pm *

Wed: 9.00am - 7.00pm *

Thurs: 9.00am - 1.00pm

Fri: 9.00am - 7.00pm *

Sat: 9.00am - 2.00pm

* Weekday Lunch Hour (Closed: 1.00pm - 2.00pm)

2 Staplehurst Rd, Hither Green
Lewisham, London SE13 5NB

Tel: 020 8852 2402

Fax: 020 8473 2674

As well as dispensing medicines our Pharmacists offer an increasingly varied range of FREE services aimed at helping you take charge of your health, including:-

- ✓ Prescription collection service
- ✓ Pharmacist advice on medicines
- ✓ Support for people with disabilities
- ✓ Safe disposal of medicines
- ✓ Medicine use review
- ✓ Smoking cessation

We are here ...
(Opp. Hither Green Station) Lee Health Centre



Make the most of your Chemist...

...for dispensed medicines

The pharmacy is where you go for medicines and for the pharmacist's advice on how to take them. Pharmacists are trusted health professionals whose job is to help people to get the best out of their medicines. They know exactly what's in your medicine and will be happy to answer any questions. You can be sure that your pharmacist will see that your medicine is at the right strength, in the right dose and will check that you know how to take or use it properly. They will also cross reference any other drugs you are currently taking. Many chemists now offer a prescription collection and delivery service.

...for minor ailments

If you're feeling off-colour, but don't feel ill enough to go to the doctor, ask your pharmacist for advice. Pharmacists have been trained to offer helpful, easy-to-understand advice on the treatment of everyday minor ailments for yourself and all the family, anything from headaches and coughs and colds, to cold sores or dermatitis.

Your pharmacist will know when medical help is needed, and will not hesitate to refer you to your doctor if your symptoms demand it. Often, however, an over-the-counter remedy will be all you need, and it's worth remembering that pharmacies offer far more medicines than any other outlets. That's because many of today's effective non-prescription medicines can only be supplied under the supervision of a pharmacist, which means they are only available at a pharmacy. Remember, too, that you can talk to your pharmacist in confidence, even about the most personal symptoms. Like doctors, pharmacists have a professional code which means all personal information you give them will be treated in the strictest confidence. All the more reason to make the most of your local chemist!

To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.

Reception And Clerical Staff

We employ reception and clerical staff who will deal with requests and enquiries as efficiently as possible, whilst respecting your confidentiality.

Liaison Officer For The Elderly: Mrs Jenny Sullivan

Our liaison officer visits the housebound patients within the practice offering them help and support. She can assist with hospital visits, contacts for other agencies and contact back to the doctors and primary care health team.

Counsellor: Mrs Barbara Ash

Our counsellor works seven hours a week and sees patients for short-term counselling. Please see the doctor first who will refer you to her.

PRACTICE SYSTEMS

Registration

Please check with the receptionists if your address falls within our catchment area. Registration forms are available at the reception and you can collect between 8.00am and 6.30pm.

Appointments

If a patient aged between 16 and 75 requests an appointment and has not been seen within 3 years, they would be entitled to that appointment. If they are 75+ and have not been seen within 1 year they would be entitled to an appointment.

- All consultations are by appointment.
- Telephone lines open at 8.00am for appointments.
- Appointments may be made in person or by telephone (020 3049 2150).
- Please make a separate appointment for each person seeing the doctor.
- Please make a separate appointment for each illness or complaint.
- Please make your appointment in good time. If you cannot make your appointment please cancel - we can offer it to someone else.
- Please arrive on time. If you are going to be delayed, please inform us - otherwise your time may be given to someone else and we may not be able fit you in.
- Urgent cases will be seen as soon as possible. Please be considerate if someone else needs to be given priority.
- We do offer pre-booked early morning appointments: 7.00 - 7.50am Monday, Tuesday, Wednesday and Friday.
- You can pre book up to two weeks in advance with a GP of your choice (depends on availability).

Home Visits

If you are too ill or infirm to get to the surgery and need an emergency visit at home, please ring the surgery before 11.00am (020 3049 2150). Alternatively you can leave a message for the GP or nurse to call you back if you require general medical advice.

Out-Of-Hours Calls

When the surgery is closed there is an answer phone message which will direct you to NHS Direct 0845 46 47 or www.nhsdirect.nhs.uk or SELDOC 020 8693 9066.

Please remember that SELDOC is run by doctors from surgeries in Lewisham and they may have been working all day and may be working the following day as well.

Repeat Prescriptions

It is practice policy that receptionists do not take prescription requests over the telephone. This is because of the risk of mistakes occurring. To help your doctor please:

- Order your repeat prescription in writing, in person or by fax.
- Use the tear-off slip you receive with your prescription. This lists all the items you have been prescribed, so indicate with a tick which items you require.
- Order all the items you will need in the next month at the same time.
- Allow two working days before collection. If you enclose a stamped, addressed envelope, we will post your prescription back to you.

Visit our website on: www.drmacdonaghandpartners.co.uk

Fees Payable

Some items are not covered by the health service and you may be asked to pay a fee. These include medicals for insurance or employment purposes, fitness to drive a vehicle, certificates and passports for travel. Private sick notes and private prescriptions are also chargeable.

Passport and reference forms can usually only be signed by the doctor if he has known you personally for at least two years and not just because he is "your" doctor. Please ask reception for details. There is an information sheet in reception which sets out the various fees for items which are chargeable. It should be remembered that the doctor is extremely busy and reports which need completing cannot be done without adequate notice being given. Reports are completed in order of request.

COMPLAINTS PROCEDURE AND SUGGESTIONS

If you have any comments to make about the service we provide or wish to make a complaint, please contact the practice manager. Full details will be taken and a decision made on how best to undertake the investigation. Please note that we have a duty of confidentiality to our patients and consent will be necessary if the patient concerned does not make the complaint. A leaflet about the complaints procedure is available from reception. Or alternatively you can write to Patient Advice and Liaison Service (PALS) and Complaints Officer, NHS South East London, Lewisham Business Support Unit, Cantilever House, Eltham Road, London SE12 8RN. Telephone 020 7206 3320.

CONFIDENTIALITY AND PERSONAL HEALTH INFORMATION

We ask for information about yourself so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up-to-date information. It may also be needed if we see you again. Your personal health information will be held in confidence. Your medical history will be recorded in your notes and/or our practice computer system, which may only be accessed by authorised members of our team. We only use or pass information about you to people who have a genuine need for it, such as hospitals, social services or the health authority. Whenever we can we shall remove details that identify you as an individual. Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. Even if you are under 16 nothing will be said to anyone without your permission. The only reason why we might have to consider passing on confidential information without your permission, would be to protect you or someone else from serious harm. We would always try and discuss this with you first. If, at any time, you would like to know more about how we use your information you can speak to our practice manager.

PATIENTS' RIGHTS AND RESPONSIBILITIES

You Have A Right To:

- Receive treatment regardless of your sex, age or disability.
- Receive emergency care on the day.
- Consult with a GP within 48 hours for medical problems of any kind, though it will not always be possible to offer an appointment with the doctor of your choice.
- Access the deputising service out of hours.
- Be treated as an individual and have your privacy and dignity respected.
- Have your treatment explained to you.

Visit our website on: www.drmacdonaghandpartners.co.uk

- Referral for appropriate investigations, consultant opinions and care at a hospital or clinic when both you and the doctor treating you agree it is necessary and would be of benefit.
- Confidentiality.
- Complain without discrimination if there is a problem.
- See medical records by applying in writing to your GP.

You Are Responsible For:

- Making and keeping appointments. If you are more than 10 minutes late you will need to re-book.
- Notifying the surgery if you are unable to keep your appointment.
- Following the advice and treatment you receive.
- Ordering repeat prescriptions in adequate time.
- Taking any medicine that is prescribed and finishing the course of treatment.
- Doing what you can to look after your own health and following advice on a healthy lifestyle.
- Behaving in an acceptable manner and being polite to all our staff.
- Switching off mobile phones when entering the premises.
- Informing the practice of any change of address, name or telephone number.

ZERO TOLERANCE TOWARDS AGGRESSION

We try at all times to deal with patients in a polite and courteous manner. In return we expect that the same is shown to all staff and doctors at the surgery. Whilst we understand that a visit to the doctors can be at times stressful or worrying, we will not tolerate aggression or abuse to either our reception staff or any of the professional staff at the surgery. Any patient being threatening or abusive to any member of our team will be removed from the practice list without further warning.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

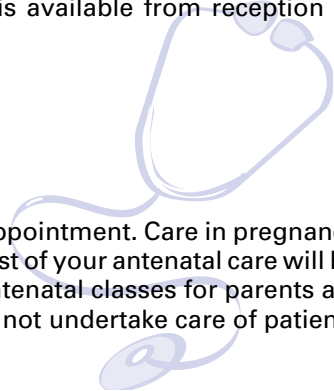
The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception or alternatively by downloading from our website:

www.drmacdonaghandpartners.co.uk

CLINICS WITHIN THE PRACTICE

Maternity Care

Antenatal clinics are on Thursdays and Fridays by appointment. Care in pregnancy is usually shared by the hospital and your doctor. Most of your antenatal care will be done in the practice by the doctors and midwife. Antenatal classes for parents are arranged through the health visitor. Our doctors do not undertake care of patients who wish to have a home delivery.



Children's Development And Immunisation Clinic

Child Health

The surgery offers a full range of child health surveillance and immunisations to your children. Please register your new baby with the surgery shortly after delivery.

Recommended immunisations are:

Diphtheria, Tetanus, Polio, Whooping Cough and HIB (5 in 1)

5-1 PCV 2 months

5 in 1 + Men C 3 months

5 in 1 + PCV + Men C 4 months

HIB Men C booster 12 months

MMR + PCV 13 months

5 in 1 (pre-school booster) + MMR

Child development assessments are carried out at six weeks, eight months and 3 1/2 years by appointment. Your health visitor will discuss these with you.

Well Baby Clinics

Tuesday 8.30 - 11.30am Child assessments, weighing and advice with doctor and health visitor

Wednesday 1.30 - 3.30pm Advice and weighing with health visitor
Immunisation with the practice sister, by appointment:

Tuesday 8.30 - 11.30am

These clinics are for well children only. If your child is sick please arrange for an appointment in ordinary surgery time.

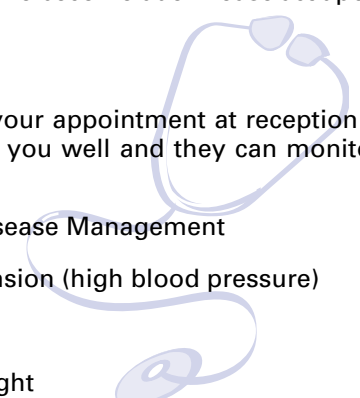
Cervical Smears

Women are advised to have a smear every three years. This is a quick and painless procedure and can help to identify any problems early. Appointments can be made with the practice nurse for well woman checks. There is a recall system within the practice which identifies patients whose smears have become due. Please act upon the requests to ensure your health.

Adult Clinics

Our practice nurses run clinics every day. Make your appointment at reception if you would like to see them. Their aim is to keep you well and they can monitor your progress and give advice on:

- Anti-smoking
- Asthma
- Cervical Smears
- Travel Advice and Immunisation
- Heart Disease Management
- Hypertension (high blood pressure)
- Diabetes
- Diet/Weight



SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Many common aches and pains can be simply treated at home without the need to consult a doctor.

Accidental Poisoning

If you think that a child (or adult) has swallowed tablets or liquid, seeds or plant material which may be poisonous, take them directly to your nearest Hospital Accident Department without delay.

Back Pain

Back pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong. Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back. Take aspirin or paracetamol which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

Colds

Even in this day and age there is still no magic cure for the common cold. Stay in the warm; take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take antibiotics you may have in the house as these will have no effect!

Diarrhoea

In adults, diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional kaolin and morphine mixture or by medicines containing codeine. Holiday diarrhoea is often due to bacteria. Again, kaolin and morphine can be taken. Consult your doctor if the symptoms persist for more than a few days.

Children: Symptoms often settle within a week or so as the immune system usually clears the infection. However, the following measures are commonly advised until symptoms ease.

- **Give the child lots to drink.** The aim is to avoid dehydration (low body fluid). Even if the child vomits or feels sick, you should give frequent sips as some fluids will still be absorbed. Ideally, give water as the main drink, but also give some fruit juice as this contains some sugar. However, any drink is better than none. If the child will only drink their favourite drink then that is fine. (Ice lollies are a useful extra source of fluid.)

- **Rehydration drinks** may be advised by a doctor or nurse if they are concerned that the child is at risk of dehydration. You can give these instead of, or in addition to normal drinks. Rehydration drinks are made from sachets which you can buy from pharmacies. You add the contents of the sachet to water. Rehydration drinks provide a perfect balance of water, salt, and sugar. They are better than just drinking water alone. The small amount of sugar and salt helps the water to be absorbed better from the gut into the body. They do not stop or reduce diarrhoea, but are the best drinks to prevent dehydration. (Do not use home made salt drinks as the quantity of salt has to be exact.)
- **The child should eat as normally as possible.** Do not 'starve' a child with gastroenteritis. This used to be advised but is now known to be wrong. However, if he or she does not want to eat, then that's fine. Drinks are the most important and food can wait until their appetite returns. Offer some food every now and then. Soups and food high in carbohydrate such as bread, pasta, rice and potatoes are best to start with.
- **Breast-fed babies should be breast fed if they will take it.** This is in addition to extra rehydration drinks which may be advised. Bottlefed babies should be fed with their normal full strength feeds if they will take it. Again, this is in addition to extra rehydration drinks which may be advised.
- **You should not give medicines to stop diarrhoea** to young children. They sound attractive remedies, but are unsafe to give to children due to possible complications.

Contact the surgery or health visitor.

Nosebleeds

Sit in a chair, lean forward with your mouth open, and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

Minor Cuts And Grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

Insect Bites And Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

If **YOU** are reading this,
then so could patients
looking for your kind
of service.



**To place an advertising feature
in our practice booklets
and book a daily reminder
of your service on our
website
simply phone Jenny Mellenchip
now on 0800 612 1516.**

USEFUL TELEPHONE NUMBERS

Lee Health Centre

Appointments	020 3049 2150
Fax	020 3049 2151
SELDOC	020 8693 9066
Community Services	020 3049 2070
South East London Shared Service Partnership	020 7716 7000
Lewisham Hospital	020 8333 3000
Citizens Advice Bureau	08701 264037
CRUSE (Bereavement Counselling)	08701 671677
RELATE (Marriage Guidance)	08451 304010
Samaritans	0845 90 90 90
Southbrook Community Mental Health Team	020 3228 9000
National AIDS Helpline	0800 567 123
NHS Direct	0845 46 47 or www.nhsdirect.nhs.uk
Lewisham NHS Patient Advice & Liaison Services (PALS)	0800 587 7027
NHS South East London Lewisham Business Support Unit.....	020 7206 3200
GP Led Health Centre, Waldron Health Centre, Amersham Vale SE14 6LD.....	020 3049 2370

Opening times: 8.00am – 8.00pm every day including weekends.

NOTES



Map Of The Practice Area

