

## SURGERY PERSONNEL

**Judy Williams**  
Practice Manager

**Zoe Ferguson**  
Assistant Manager

**Gina Davies**  
Senior Administrator  
**Monique Joseph**  
Supervisor

**Jenny Henderson, Nadia Alleyne, Sidikat  
Balogun , Joy Olorunnisola and Jenifer  
Ingleton**  
Receptionist/Admin Staff

## OPENING TIMES

We are open Monday to Friday from 8.00 am to 6.30 pm

We also have extended hours on Monday up to 8.00 pm and every other Thursday up to 8:00pm

## THE PRACTICE AREA

At present we cover all of SE21 and parts of SE22 and SE27.

**DISABLED ACCESS** - We have full disabled access, a hearing loop and purpose built toilet facilities.

## REGISTERING WITH THE PRACTICE

If you live within our catchment area you may register with the surgery by collecting the registration documents during our opening hours. You will need to provide a recent (no more than 3 months old), form of proof of address i.e. utility bill or Council Tax bill and a form of photo ID, i.e. passport or driving licence.

If you are registering a child you will need to provide details of all immunisations.

## HOW TO SEE YOUR DOCTOR

**Daily Walk-in Clinic** - The Walk-in Clinic is for **acute problems only such as**, chest pains, urine infection, shortness of breath, abdomen pains, chest infections, earache, sore throat, rash, sudden onset of anxiety, depression or mood change, emergency contraception..

**Examples of problems not appropriate for the Walk-in Clinic** include, prescription requests, medication reviews, results, gynaecological conditions, dressings or wound care, new or repeat contraception.

**Telephone Triage** -.These appointments are for routine problems when a patient does not need to be seen in a face-to-face consultation, such as for results, some medication reviews, follow-up consultation.

**Pre-bookable Appointments** – These are usually for those patients who need a follow-up appointment in the future and for those patients who may have a chronic disease and need to be monitored regularly. .

**Same Day Appointments** - There are some appointments that become available for the same day at 2.00 pm.

**Late Evenings and Every Other Thursday** - There are late appointments available on Mondays, and there is a late clinic every other Thursday. These appointments are for our patients who work and cannot attend during the day.

**Online Bookable Appointments** - Patients can now register to book/cancel appointments online, order medication and to see a brief summary of

their records. Registering is simple: ask for registration details from Reception, go to the website and follow the instructions -

<https://patient.emisaccess.co.uk/account/login>

**Emergency Appointments** - If you call and all the appointments have been taken but you feel you need to be seen as a matter of urgency, you may be asked to come at the end of the afternoon surgery and wait to be seen.  
**Please note that this is not a booked appointment.**

**HOME VISITS** - Home visits should only be requested for patients who cannot attend the surgery. The doctor will call prior to attending a home visit.

**CONTRACEPTION** - Contraception advice and services are available from your doctor (first appointment) and the Practice Nurses (follow-up appointments). Dr Leonard and Dr Agarwal carry out coil fittings by appointment. Dr Agarwal also provides implant contraception insertion and removal by appointment.

Emergency Contraception is available to all female patients. **Emergency contraception should be taken within 72 hours of unprotected intercourse.**

**POSTNATAL AND 6 WEEK BABY CHECKS** - We will contact you to book an appointment for your postnatal check and your baby's 6 week check. **Please contact the surgery if you do not hear from us.**

**ASTHMA CLINIC** - Our Practice Nurses offer Asthma checks by appointment.

**CRYOSURGERY** – Dr Leonard and Dr Parihar offer cryosurgery for treatment of warts and verruca by appointment.

**LONG TERM CONDITIONS CLINIC** - Dr Parihar holds a weekly Long Term Conditions Clinic. Appointments are booked by the Practice.

**TRAVEL CLINIC** - Our Practice Nurses give travel vaccinations by appointment. There is a fee for some vaccinations. You will need to complete our Travel Questionnaire at least 4 weeks prior to the date of travel.

**CHILD HEALTH SURVEILLANCE** - The Practice works closely with the Health Visitor to ensure the safety and good health of all children registered with us. We recommend that all children are vaccinated for all childhood immunisations.

**DISTRICT NURSES AND HEALTH VISITORS** - The District Nurses and Health Visitors are attached to the Practice and are based at West Norwood Health and Leisure Centre, 25 Devane Way, West Norwood, London SE27 0DF.

District Nurses tel: 020 3049 4040  
Health Visitors tel: 020 3049 0780

**TEST RESULTS** - Please allow 7-10 working days for blood test results and a minimum of 14 days for x-ray results. **Reception staff are not clinically trained and can only tell you if the result is normal or if you need to see a doctor.**

**REPEAT PRESCRIPTIONS** - Requests can be made via our website, Patient Access, by post with a stamped self-addressed envelope, email and by ticking the boxes on the right-hand side of your prescription. We do not take requests by telephone except for housebound patients. All requests must state name, date of birth, name of drug and dosage. We require a minimum of 48 hours to process requests.

**INTERPRETING SERVICE** - Available by appointment only. Please tell Receptionist staff at

the time you book your appointment if you require this service.

**CONFIDENTIALITY** - All patient information is strictly confidential and will not be given to anyone without your express written permission. Confidentiality applies to every aspect of your care including appointments, repeat prescriptions, test results, attendance at the surgery and access to medical notes.

**FEES FOR PRIVATE WORK** - Please note that all private work is dealt with outside of our contracted hours with the NHS and therefore can take a minimum of 4 weeks to be completed and will depend on our NHS workload. There will be a fee and you will need to agree the cost prior to the work being completed.

**HUBS** - We are able to book doctor and nurse appointments with four specially selected GP Hubs across Lambeth. Our GP Hubs offer appointments seven days a week at the following times:

**12noon-8pm** Monday to Friday

**8am-8pm** weekends and bank holidays

**WHEN WE ARE CLOSED** - We provide 24-hour emergency cover. Please contact: - **SELDOC ON 020 8693 9066**

If you need to be seen you will be invited to attend one of their clinics to see a doctor. **PLEASE DO NOT GO TO A&E UNLESS IT IS AN EMERGENCY.**

**COMMENTS AND COMPLAINTS** - We welcome suggestions and comments on the services we provide. If you wish to make a complaint, please ask at Reception for information on our procedure or ask to book an appointment with the Practice Manager, Judy Williams.



## **The Old Dairy Health Centre**

19B Croxted Road  
West Dulwich  
London SE21 8SZ  
Tel: 020 8761 8070  
Fax: 020 8761 7310

**Website:** <http://www.theodhc.co.uk>

### **YOUR DOCTORS**

**Dr Rosemary Leonard (Female)**

MBE MA MB BChir MRCGP DRCOG

**Dr Shailender Parihar (Male)**

MBBS, BSc, MRCS, DRCOG, MRCGP

**Dr Carine Powell (Female)**

MBBS, MRCGP

**Dr Emma Hough (Female)**

BSc MBChB, MRCGP DRCOG DFFP DTM&H

**Dr Pooja Agarwal (Female)**

MBBS MD MRCOG MRCGP DFRSRH

### **YOUR NURSES AND HCA**

**Norma Young (Female)**

RN

**Bola Adeokun (Female)**

RN

**Carmel Baxter-Wilks (Female)**

RGN, RHV, ANP, INP

**Dominic Williams (Male)** Healthcare Assistant  
Basic Nursing Skills, Phlebotomy, HCA Certificate