

## Clinics

Adult Immunisation  
 Arthritis Care  
 Asthma Care  
 Blood pressure monitoring  
 Childhood Immunisation  
 Cervical smear  
 Chronic Disease Management  
 Coil Fitting/ Removal  
 Diabetic care  
 Diet and smoking advice  
 Hepatitis B For Occupational Health ( Fee payable).  
 Phlebotomy (Bloods)  
 Travel immunisation (Including yellow fever which a fee is payable)  
 Stress management  
 Insurance medicals  
 Minor Surgery  
 NHS Health Check

## Some Useful Telephone Numbers

|  |                       |
|--|-----------------------|
| Kings Healthcare                                 | 020 3299 4000         |
| Dulwich Hospital                                 | 020 3299 6257         |
| Maudsley Hospital                                | 020 7703 6333         |
| Guys & St Thomas                                 | 020 7188 7188         |
| <b>Patient Advice and Liaison Service (PALS)</b> | <b>0800 58 77 170</b> |

**GP online services**  
**Quick, easy and secure**

- Book GP appointments
- Order repeat prescriptions
- Access your GP records

**Dr Mitu Pandey**  
**Dr Jonathan Mortimer**  
**Dr Monika Kalesinskaite**  
**Dr Portia Wuche**



## Practice Boundary



**St Giles Surgery,**  
**40 St Giles Rd,**  
**London SE5 7RF**

<http://www.stgilessurgery.co.uk>

For Appointment Booking &  
 Repeat prescription ordering

**Daytime Telephone Number:** 020 7740 4737  
 Email: [souccg.stgilessg85042@nhs.net](mailto:souccg.stgilessg85042@nhs.net)

- Appointments telephone line available from 8am to 6:30pm
- Urgent Advice
- Test Results (11am—2pm)
- General Queries

**When we are closed – out of hours support**

**Please call NHS 111 or visit <https://111.nhs.uk/>.**

The NHS 111 service is available 24 hours a day and can provide patient information, issue prescriptions to a pharmacy of your choice, book a GP appointment, and, if necessary, refer people to emergency services.

## Confidentiality & Access to Records

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care. Dr M Pandey is the nominated lead responsible for agreeing and reviewing internal protocols governing the protection and use of patients-identifiable information. When a patient leaves our practice full records are forwarded to the new doctor via the health authority

This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care. You have the right to know what information we hold about you. If you would like to see your records, please call our practice manager.

## Rights and Responsibilities

We believe that the doctor patient relationship is a two way affair and needs to be carefully fostered so that we can work as partners.

We aim to treat you with courtesy, respect your cultural and religious beliefs, ensure that patients who don't speak English have access to an interpreter for consultations, maintain your right to confidentiality. We expect you to treat the practice team with the same courtesy you would expect to receive from us and let us have any comments, suggestions in a constructive manner. The practice will take appropriate action on patients who are violent.

## The Doctors

Dr Mitu Pandey MB BM Southampton 1993  
MRCGP 2000  
DRCOG 2000  
Teaching the Teachers  
Diploma: 2008  
RCGP Diploma 2011  
Faculty of Sexual and Re  
productive Health Diploma

Dr Jonathan Mortimer

Dr Monika Kalesinskaite MMED

Dr Portia Wuche MBBS MRCGP

**Managing Partner** Michael Bode

**Practice Nurse** Allison Otchere

## Advanced Healthcare Assistant

Jacqueline Kavanagh

Our nurse & HCA are skilled in Smoking Cessation, Diabetes, Hypertension, Heart Disease and Asthma care. They can also help with Travel Vaccination, Ear Syringing, Dressings, Blood tests etc.

## PCN Team

Natalie Williams PCN Paramedic  
Dihan Kheder PCN Pharmacist  
Catherine Osibanjo PCN Pharmacist  
Camille Campbell PCN Social Prescriber  
Rachid Choabi PCN Health and Wellbeing Coach

## Named GP

Your named accountable GP will be the same as your USUAL GP however this **does not affect your ability to see any GP of your choice as you currently do.**

## Registering with the practice

St Giles Surgery building hosts two separate practices operating in the same building. The surgery operates an open list. We accept all patients on our list regardless of their race, culture, religion or sexuality. To register please complete a registration form, and health & ethnicity questionnaire which is available at the desk. Once you are accepted onto the list, we will invite you for a health check with one of the nurses in order to complete basic medical history and carry out any appropriate screening tests. The practice had wheelchair access and disabled toilet facilities

## Making appointments

|                              |  |
|------------------------------|--|
| Reception                    | 08:00am- 6:30pm                        |
| Online at anytime            |  |
| Surgery appointment hours    |  |
| Monday to Friday             | 09:00am - 11:30am<br>03:40pm - 06:00pm |
| Wednesdays                   | 06:40am - 07:00pm                      |
| Thursday                     | 04:00pm—07:00pm                        |
| Other clinics and activities | Times vary                             |

You may express a preference of practitioner of your choice. If you become unwell and need to see a doctor urgently please telephone the surgery on 020 7740 4737. Appointments can also be made in person. Please note that reception is open all day, but the doctors and nurses may not be in the building all the time. On some Thursday afternoons surgery remains closed from 1-4 pm for staff training.

When making appointments, please remember that nurses can help with many medical problems.

## Online Access for Appointments and Prescriptions

You can now register for online access to enable you to book or cancel appointments, requesting your repeat medication as well as viewing your medical records online. All your patient information remains safe and secure. Please ask at Reception for a registration form.

## Home Visits

Home visits are mainly for elderly/housebound patients. When requesting a visit you will be asked to speak to the doctor on duty. All requests for home visits should be made before 10.30am if at all possible to facilitate planning.

## Repeat Prescriptions

We do not take repeat prescriptions over the telephone for reasons of safety and accuracy at the discretion of the GP and you may be required to attend for review. . If you require a repeat prescription:

1. Please tick counter half of the prescription for medications required and hand it in to reception Please allow 48 hours to process.
2. You may ask the receptionist in person.
3. You may also write in for your medicines. Please remember to enclose a SAE.
4. We accept repeat prescription requests online, Provided prior arrangements are made with Anne.

In keeping with national guidelines, we are in the process of replacing many branded medicines with un-branded drugs. In most cases you will notice no difference except that the tablets will look different.

## Results

Where you have had a test carried out, e.g. Bloods, X-rays etc., please allow at least 5 working days after you have taken the test for the result to be received. You can check the result by telephone with our Reception Team between 11am & 2pm.

## Suggestions & Concerns

If you have a suggestion to improve our service, please speak to a member of staff. If you have any concerns, our Practice Manager will be pleased to speak with you in person, or you may ask for a copy of the Surgery

## Specialist and hospital care

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will ask you where and when you would like to go. They can then book your appointment electronically while you wait.