

### SMOKING CESSATION

We support and promote smoking cessation. For friendly advice and support to stop smoking, appointments can be made at reception. Please ask for a smoking cessation appointment.

### ANTENATAL CARE

For our pregnant ladies, we do share (if appropriate) their antenatal care with a Secondary Care hospital.

### POSTNATAL CARE

We offer postnatal check-ups at 6 weeks post delivery.

### CHILD HEALTH SURVEILLANCE

Baby checks are done at 8 weeks, 12 weeks and 16 weeks. During this time the appropriate vaccinations will be discussed and completed. Consent will be asked for.

### TEACHING PRACTICE

This is a teaching practice where student doctors are trained. This is done at set times throughout the year and patients will be informed of this in advance.

### DISCLOSURE OF MEDICAL INFORMATION

Disclosure of medical information is managed in the strictest of confidence. Any disclosure of medical information not directly contributing to patient care may require patient authority. Disclosure to third parties is only available upon receipt of the patient's written authority in accordance with the Access to Health Records Act 1990.

### PRACTICE CHARTER

As members of the practice team, we are committed to giving you the best possible service. This will be achieved by working together. You will be treated as an equal in the care and attention you receive.

On weekdays, wherever possible, patients with urgent problems will be able to consult a doctor or nurse within 48 hours. Patients with non-urgent problems will normally be offered an appointment within 7 working days.

Waiting times will be kept to a minimum. On arrival at the surgery you will be informed of any unexpected delays to your booked appointment time.

We are committed to a policy of promoting good health and preventing disease. It is our aim for ALL children to be fully immunised against childhood disease (with parental consent).

### COMPLAINTS

North Croydon Medical Centre aims to give a friendly and professional service to all of our patients. However if you have any concerns about any aspect of our service, please let us know. Speak to whoever you may feel more comfortable with, your GP, our Practice Manager or our receptionist staff who are happy to help. **PLEASE SEE FULL PRACTICES COMPLAINTS PROCEDURE IF YOU WISH TO MAKE A COMPLAINT.**

# North Croydon Medical Centre

518 London Road, Thornton Heath, Croydon. CR7

7HQ

Telephone No: 020 8665 4757

Fax No: 020 8665

8809

## A GUIDE TO OUR SERVICES

Dr. Rotimi O Bakare - (M)B.Tech, B.Sc(Hons) MBChB, M.Sc, DFFF, FRSPH DDM

Dr. Desmond Okpara - MBBS, MRCP, MRCGP, DGM, DFFP, DRCOG, DIPCOUNS

Dr. Georgia Whyte - MBChB, MRCGP, CIDC

Telephone Numbers: 020 8665 4757 Fax Number: 020 8665 8809  
*08444 773 485 Calls to this number will cost 18p per minute*

Website: [www.northcroydonmedicalcentre.co.uk](http://www.northcroydonmedicalcentre.co.uk)

NHS Choices: [www.nhs.uk](http://www.nhs.uk)

ONLINE BOOKING IS AVAILABLE.

**Opening hours: Monday, Tuesday, Wednesday, Thursday, Friday: 8am until 8pm.** Evenings and weekends are covered by Out of Hours Team. **In a non-life threatening emergency please call NHS 111 by dialing 111 Service is free to call from Landlines and Mobile Phones.**

In the case of a real emergency or major injury, go straight to the A&E Department at Croydon University Hospital. They can be contacted on: 020 8401 3000

Patients may also ring NHS Direct on: 0845 46 47. You may also use the NHS Walk-in Centre situated at: Edridge Road Community Health Centre, Impact House 2 Edridge Road, Croydon. CR9

1PJ. Opening times: 8.00am – 8.00pm, seven days a week, 365 days a year

### WELCOME TO NORTH CROYDON MEDICAL CENTRE :- MISSION STATEMENT

North Croydon Medical Centre serves the Thornton Heath area of Croydon. 518 London Road, Thornton Heath has been a doctor's surgery since 1901. We are working in a purpose built surgery where we strive to provide a very high standard of medical care. We endeavor to provide an excellent family based service in safe environment.

We have a Practice Nurse that is able to offer the following services: Family planning, well person checks, smoking cessation, travel advice, asthma reviews, diabetic checks blood pressure checks, cardiovascular disease monitoring, HRT checks and cervical screening tests. We also have a Healthcare Assistant that can also offer health and advice on many other health problems. **It would be helpful if you could tell the receptionist why you wish to see the nurse so that she can allocate the correct duration for the appointment.**

### **SURGERY HOURS**

#### **Dr Okpara**

DAY	AM	PM
Monday	11:00-14:00	17:00-20:00
Tuesday	11:00 -14:00	17:00-20:00
Wednesday	11:00 -14:00	17:00–20:00
Thursday	<b>NOT WORKING</b>	<b>NOT WORKING</b>
Friday	11:00-14:00	17:00-20:00

#### **Dr Whyte**

DAY	AM	PM
Tuesday	08:00-11:00	<b>NOT WORKING</b>
Wednesday	11:00-14:00	<b>NOT WORKING</b>
Thursday	08:00-12:00	<b>NOT WORKING</b>
Friday	08:00-10:00	<b>NOT WORKING</b>

#### **Dr Bakare**

DAY	AM	PM
Monday	<b>NOT WORKING</b>	<b>NOT WORKING</b>
Tuesday	10:00-14:00	<b>NOT WORKING</b>
Wednesday	<b>NOT WORKING</b>	<b>NOT WORKING</b>
Thursday	<b>NOT WORKING</b>	<b>NOT WORKING</b>
Friday	<b>NOT WORKING</b>	<b>NOT WORKING</b>

**EXTENDED HOURS: Monday to Wednesday & Fridays 18:30 -20:00**  
**Late evening surgery is priority for those who finish work late.**

### **OUR PRACTICE NURSES**

### **HOME VISITS**

Home visits are a service for the genuinely housebound or seriously ill. If you think that you require a home visit then please telephone before **10:30 AM**. **PLEASE BEAR IN MIND THAT A DOCTOR CAN SEE FIVE PATIENTS IN THE SURGERY IN THE TIME IT TAKES TO MAKE ONE HOME VISIT.**

### **GENERAL MEDICAL CONSULTATIONS**

We offer a book on the day service that helps our patients to be seen at the onset of their illness. We also offer pre-bookable appointments in the afternoons for patients to see their GP for reviews, antenatal and postnatal check-ups and for 8 week checks and immunisations for newborns. An appointment will always be available for urgent cases and sick children.

The surgery opens at 08:00 and closes at 18:30 during which telephone/face to face access to our receptionists is available. **If you cannot keep your appointment PLEASE call and cancel.**

### **DIABETIC CENTRE**

This practice is a Diabetic Centre, in which Diabetic patients are looked after by our GP Specialist in Diabetes (Dr R Bakare) and our Diabetes Specialist Nurse (Catherine Asare)

### **PRESCRIPTIONS**

We DO NOT accept repeat medication requests over the telephone so please use your repeat request slip when ordering prescriptions and try not to run out of your medication. Please try to submit your prescription request by 13:00 and allow 48 hours or two working days before collection. Please be advised that if you are on regular medication your GP will want to review this with you at regular intervals.

### **RESULTS AND INVESTIGATIONS**

If you have had a blood test, x-ray or any other investigation you can call the surgery between 12:00 and 15:00 for the result. **Remember that results can take up to a week to come back to the surgery.** If treatment is required as a result of a test then we will make every effort to contact you as soon as possible.

#### **HOSPITAL REFERRALS**

A choice of hospital is available under the Choose and Book Service for most referrals. For more information please discuss this with your GP.