

· REGISTERING WITH THE PRACTICE ·

If you live within our catchment area you may register with the practice. Please bring along your medical card if available and complete the necessary forms. You will be allocated a named GP (your usual doctor) when registering. This GP will be responsible for your overall care and take responsibility for all coordination of services.

If you express a preference for a named GP we will make every effort to accommodate this request, although this may not always be possible.

We do not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition

· GENERAL CONSULTING TIMES ·

	Morning	Afternoon
Monday	8.50 am - 11.45 am	2.40 pm - 6.05 pm
Tuesday	8.50 am - 11.45 am	2.40 pm - 6.05 pm
Wednesday	7.00 am - 11.45 am	2.40 pm - 6.05 pm
Thursday	9.10 am - 11.45 am	2.40 pm - 6.05 pm
Friday	8.50 am - 11.45 am	3.40 pm - 6.05 pm

We offer 10 minute routine appointments

· CLINIC TIMES ·

Antenatal Clinics

Midwife: Tuesday 2 - 4 pm and alternate Fridays 2 - 4 pm.

Doctors: Routine appointments

Child Surveillance Clinics

Dr. De Cothi	Monday	2 - 3 pm
Dr. Rakowicz	Monday	2 - 3 pm
Dr. Hoare	Monday	2 - 3 pm
Dr Criddle	Tuesday	2 - 3 pm
Dr Godfrey	Monday	2 - 3 pm

Extended Hours

We offer a limited number of prebooked appointments:

Wednesdays	07.00 - 08.00
Saturdays	08.50 - 11.50

· USEFUL TELEPHONE NUMBERS ·

The nearest A&E:

Princess Royal University Hospital, Farnborough Common, BR6 8ND
01689 863000

Walk in Centre: Beckenham Beacon, 379 Croydon Rd, BR3 3QL
01689 866037

Bromley Social Services 020 8464 3333
Patient Advice & Liaison Service 01689 853339
NHS Direct 111
Bromley Clinical Commissioning Group: 01689 866 544
(Beckenham Beacon, 379 Croydon Road, Beckenham, Kent BR3 3QL)

· THE PARTNERS ·

Dr. Elizabeth De Cothi qualified 1987 *Birmingham University* · Female
Dr. Stefan Rakowicz qualified 1990 *Kings College Hospital* · Male
Dr. Penelope Ryba qualified 1987 *Oxford University* · Female
Dr. Arun Sellappah qualified 2000 *Kings College Hospital* · Female
Dr. Natasha Hoare qualified 2001 *Sheffield University* · Female
Dr. Amy Criddle qualified 2009 *Kings College Hospital* · Female

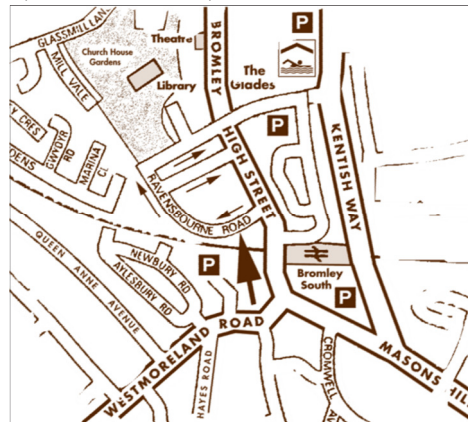
Through Partnership succession and moved from the High Street in 1952 to its present situation. The premises were rebuilt in 1985 with wheelchair access and disabled facilities. Please inform reception if you experience any difficulties.

Dysart Surgery is a training practice, Drs. Rakowicz & Hoare being trainers in the London Deanery. You may be offered an appointment to see the current GP Registrar (a fully qualified doctor who is gaining experience in general practice). You may also be asked whether you are happy for your consultation to be recorded. These recordings are *solely* for training purposes, to help improve consultation skills and may be reviewed by GP trainers or examiners. Please let the receptionist know if you do not wish to be videoed.

· PRACTICE AREA ·

The boundaries of our practice area are defined by:

South side of Tweedy, Widmore & Bickley Roads; Southborough Road, Crown Lane, Bromley Common; Hayes Road, Mead Way, Pickhurst Lane, Elwill Way; Scotts Lane, Bromley Road towards Beckenham Lane.



13 Ravensbourne Road, Bromley, Kent BR1 1HN



DR. ELIZABETH DE COTHI MB, ChB, DRCOG, MRCGP, DFSRH
DR. STEFAN RAKOWICZ MB, BS, BSC, MRCGP, DFSRH, AKC
DR. PENELOPE RYBA BA, BM, BCh, DRCOG, MRCGP, DFSRH
DR. ARUNDATHIE SELLAPPAH MB, BS, DRCOG, MRCGP
DR. NATASHA HOARE MB, ChB, DRCOG, MRCGP, DFSRH
DR. AMY CRIDDLE, MBBS
DR. MIRANDA GODFREY (Salaried GP), MBBS, MRCGP

Practice Manager: Ghislaine la Grange

Reception Manager: Jacqui Fruin

Telephone: 020 8464 4138
ANSWERED AT ALL TIMES

Telephone: 020 8464 0718
RECEPTION HOURS ONLY

Fax: 020 8466 9248
Website: www.dysartsurgery.co.uk
Email: broccg.DysartReception@nhs.net

· RECEPTION HOURS ·

Monday to Friday 08.00am - 18.30

· APPOINTMENTS & INTERNET ACCESS ·

Tel: 020 8464 0718 / www.patient.co.uk

Please let reception know if you wish to apply for internet access (which allows you to book appointments, order repeat prescriptions and have online access to view your medical record) A full appointment system is in operation to see either your usual Doctor or the Practice Nurse. We encourage patients to see their usual doctor to provide continuity of care.

How you can help us:

- Be on time for your appointment
- Contact us if you wish to cancel an appointment
- Ring for results after 2pm

· EMERGENCIES ·

Tel: 020 8464 4138

You can contact a Doctor at any time in an emergency. Please telephone **111** when the surgery is closed (Monday - Friday 6.30pm - 8.00am).

It is more appropriate in extreme emergencies (e.g. severe chest pain, collapse) to dial 999 for an ambulance, or accidents to go to the Accident & Emergency Department at the Princess Royal Hospital.

· VISITS FOR HOUSEBOUND ·

If you are housebound and require a home visit please telephone the surgery between 8.30 - 10.30am on:

020 8464 4138 or 020 8464 0718.

Please try and come to the surgery whenever possible.

· PRESCRIPTIONS ·

Repeat prescriptions are issued after personal consultation with your Doctor who will advise you about regular follow-up. Please allow two working days for collection of written, posted, faxed or emailed requests from the surgery. Some chemists offer a collection service, but this may take a further 48hr. *No telephone requests.*

· OTHER SERVICES OFFERED ·

FAMILY PLANNING & SEXUAL HEALTH
All Partners are Family Planning trained. Advice can be obtained from your Doctor or Practice Nurse. A full range is available including coil & cap fittings and sexual health tests.

MATERNITY SERVICES

Shared antenatal care is available throughout your pregnancy and the post-natal period. This is provided by your GP and Bromley Group Practice Midwives who run antenatal clinics every Tuesday and Friday from 2-4pm.

The Partners do not attend home confinements.

CHILD HEALTH & IMMUNISATION
Childhood immunisations are strongly advised and available from the Practice Nurse or Doctor. Baby checks and advice regarding the healthcare and development of your baby are available from your Doctor & our Health Visitor.

WELL WOMEN SCREENING
All women aged 25 - 65 are encouraged to have a health check every three years, including a cervical smear. All the Partners and Practice Nurses offer advice regarding the menopause and hormone replacement therapy.

HEALTH PROMOTION
Advice regarding diet, weight, alcohol, smoking and lifestyle is offered by the Practice Nurses.
Registered patients (between the ages of 16-75) who have not attended a consultation within 3 years will be offered a health check. All patients over 75 can request an annual review.

INFLUENZA & PNEUMONIA VACCINATION
Influenza & pneumonia vaccinations are offered to anyone over the age of 65 or who has asthma, diabetes, chronic heart disease, chronic lung disease.

TRAVEL CLINIC

The Practice Nurses give advice for foreign travel and administer most vaccinations for patients registered with the practice. The Practice does not issue NHS prescriptions for drugs for use when travelling abroad. Where necessary a private prescription will be issued.

CONFIDENTIALITY & HEALTH RECORDS
All personal information about your health is held in confidence. Medical records are held on computer and on paper. You have the right to access them under the *Access to Records & Freedom of Information Acts* and you will have to give your signed consent to disclose information to third parties. From time to time your records may be inspected by doctors from the London Deanery to check for accuracy. Please let us know if you are unhappy with this.

COMPLAINTS PROCEDURE
Please contact reception for a leaflet explaining the complaints procedure.

VIOLENT OR ABUSIVE PATIENTS
Like the rest of the NHS, we operate a 'zero tolerance' policy and will remove any patient who is physically or verbally abusive from the surgery list.

· CLINICAL STAFF ·

Sr. Alison Balding RGN (St Bartholomew's Hospital)
Sr. Michelle Edmonds RGN (Princess Royal Hospital)

In addition to the usual nursing skills the Practice Nurses see patients by appointment for vaccinations and ear syringing (adults only). The Practice Nurses run special clinics to monitor maintenance treatment for asthma, diabetes, hypertension & coronary heart disease.

Healthcare Assistant: Mrs Angie Parsons

· CHANGING ADDRESS OR TELEPHONE ·

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