

Dr D N Char • Dr R P Aggarwal • Dr B Gupta



Plumstead Health Centre
Tewson Road, Plumstead, London SE18 1BB

Telephone No: 020 8317 6322

Fax No: 020 8317 3030

www.plumsteadhealthcentre.co.uk

WELCOME TO PLUMSTEAD HEALTH CENTRE

We have written this booklet to inform you of the services offered by the practice. We aim to provide you with a high standard of service. To enable you to use these services effectively please read this booklet carefully and then keep it in a safe place for future reference.

History Of The Practice ●●●●●

Plumstead Health Centre was founded initially by Dr Boomla about 85 years ago and was passed over to his two sons, Dr Rooin Boomla and Dr Darius Boomla (MBE). Later, Dr Sarin, a very popular and respected lady doctor, joined them and worked in the practice for 35 years.

The practice moved to its present location in 1981 and was gradually joined by four new partners: Dr D N Char, Dr R V Reddy, Dr Rashmi Goel and Dr R P Aggarwal. Dr Reddy and Dr Goel have since moved away to other practices. Dr Doko, a pleasant young lady, joined the practice in June 2000 for a period of three years and has also moved away to a new practice.

Dr Char and Dr Aggarwal remained, and remain partners. Both specialise in their own fields. Dr Char specialises in medicine, gynaecology and obstetrics, homeopathy and acupuncture. Dr Aggarwal specialises in orthopaedic surgery and carries out minor surgery (secondary care) operations. These include vasectomy, lumps and bumps, ingrowing toe nails, ganglions and pile injections.

Dr Bhanu Gupta (female) joined the practice in September 2004 and is employed as a salaried GP working part-time (Mondays and Fridays only). She specialises in general medicine.

Sister Indra Fernando, our practice nurse, has been with the Plumstead Health Centre for over 20 years and is available by appointment.

Surgery Opening Hours ●●●●●

	AM	PM	
Dr Char	Monday	9.00 - 11.30	4.00 - 6.00
	Tuesday	9.00 - 11.30	4.00 - 6.00
	Wednesday	Off	Off
	Thursday	9.00 - 11.30 (specialised clinic)	1.30 - 3.30
	Friday	9.00 - 11.30	4.00 - 6.00
Dr Aggarwal	Monday	9.00 - 11.30	4.00 - 6.00
	Tuesday	Off	4.00 - 6.00
	Wednesday	8.30 - 11.00	4.30 - 6.00
	Thursday	9.00 - 11.30	Off
	Friday	9.00 - 11.30	5.00 - 8.00 (Doctor & Nurse) <small>(8 week baby development check and first immunisations)</small>
Dr Gupta	Monday	9.00 - 11.30	3.00 - 5.00
	Tuesday	9.00 - 11.30	4.00 - 6.00
	Wednesday	9.00 - 11.30	4.00 - 6.00
	Friday	9.00 - 11.30	3.00 - 5.00

The Doctors ●●●●●

Dr Dwarkanath Char	(Male)	MBBS MD Lic.Ac (1970 India)
Dr Ram Paul Aggarwal	(Male)	MBBS MS FRCS (1979 GMC London)
Dr Bhanu Gupta	(Female)	MBBS (1974 India)

Practice Staff ●●●●●

Practice Manager - Mrs Anita Raipal

The role of the practice manager is to oversee the day-to-day administration and smooth running of the practice. She will help you with any administrative problems and is pleased to receive any suggestions you have about improving the service available.

Practice Nurse - Sister Indra Fernando RGN RGM KRN KRN PN

The practice nurse is available for blood pressure checks, well women clinics (including cervical smears, contraceptive injections), dressings, removal of stitches, ear syringing, travel immunisations for adults and infants. She also runs clinics to monitor asthma, diabetes, epilepsy and chronic disease management and is happy to provide counselling relevant to health care issues and to offer professional advice.

Practice Nurse - Cynthia Stow RGN

The nurse joined the practice in December 2003. She is available by appointment for health checks, blood pressure checks, asthma and epilepsy checks. She also runs smoking cessation clinics.

Senior Administrator/Receptionist - Lynda Rose

Reception Staff

Secretary - Penny Marsh

IMTDES Data Input Facilitator - Suman Bahra

The practice team members deal with your enquiries and requests as efficiently as possible whilst respecting your confidentiality.

District Nurses

Community Nurses

Community nurses are employed by the Primary Care Trust and are attached to our practice to provide nursing care and advice to patients who are housebound and those recently discharged from hospital.

Health Visitors

The health visitors are attached to the practice and visit all families of children under five. They can give advice and information on many aspects of health care to people of all ages, particularly at times of physical and emotional stress.

Community Midwives

The midwives run a clinic on Monday afternoons from 1.30 - 3.30pm. Please telephone 020 8317 6300 for an appointment.

How To See The Doctor • • • • •

Appointments

Ring 020 8317 6322

All surgeries are by appointment, including medical emergency appointments. Please ring the surgery and you will be given a convenient time to attend.

Sick children will always be seen as soon as possible if brought to the surgery (often quicker than a home visit). Parents/guardians are encouraged to bring their children in the mornings if possible.

If you are unable to attend, please cancel your appointment, so that it can be offered to another patient.

Home Visits

Telephone before 10.30am if possible; this will help the doctors plan their rounds and avoid unnecessary delay. Visits are for those who are housebound or too ill to attend surgery. If you are unsure about the urgency of the problem, please ask to speak to a doctor. A GP can see four patients at the surgery in the time it takes to do one home visit, so please try to attend the surgery if possible.

Telephone Advice

If you need advice from a doctor or nurse, the best time to ring is 11.30am - 12 noon or 5.30 - 6.00pm.

Emergencies

Greenwich Teaching Primary Care is responsible for out-of-hours services.

This is provided by Grabadoc - the out-of-hours emergency number is 020 8319 3030.

All calls will be dealt with as soon as possible at all times.

NHS Direct/PALS

If you require any medical advice and do not necessarily need to speak to a doctor, you can ring NHS Direct on 0845 4647 or visit their website at www.nhs.direct.nhs.uk

Alternatively, ring PALS (Patient Advice & Liaison Service) on 0800 16 99 928 or visit their website at www.greenwichpct.nhs.uk

In life-threatening emergencies such as severe bleeding, collapse, unconsciousness and severe chest pains, telephone 999.

Clinics And Other Services • • • • •

Antenatal Clinics

Monday 1.30 - 3.30pm with the community midwives. Please ring 020 8854 9426 for further information and appointment.

Asthma Management Clinic

Clinics are run by the practice nurse and health care assistant. They will give you advice on inhaling techniques, self-management and all other aspects of asthma treatment. We strongly advise you to attend the asthma clinic at least once a year. Please ring the surgery number to make an appointment.

Cervical Smears

This is a check to detect changes of the neck of the womb which, left untreated, may develop into cancer in future years. Ideally, the smear should be taken seven to ten days after you finish bleeding (mid-cycle). We strongly advise that all women between the ages of 25 and 64 attend regularly. The practice implements a recall system in accordance with national guidelines. Please ring the surgery to book an appointment.

We encourage patients to telephone after six to eight weeks for the results of their test, but we will inform you by post if the result is unsatisfactory.

Child Health Surveillance and Immunisations

Baby Immunisations

Appointments should be booked with the doctor, which will present an opportunity to discuss other problems eg sleeping, feeding and child health worries.

Diabetic Appointments

Please ring to make an appointment with our practice nurse for a diabetic check. Please ring to make an appointment. An initial diabetic assessment is carried out. Follow-up appointments to monitor control, treatment, support and education are offered according to the individual needs of the patient.

Ear Syringing

The practice nurse runs ear syringing clinics every Tuesday between 12 noon - 1.00pm. Please ring to make an appointment with the doctor before ear syringing is done. You will need to put olive oil in the ear/s for 10 days prior to ear syringing. Please bring a small towel with you when you attend your appointment. A patient information leaflet giving full details will be given to you by the reception staff.

Flu and Pneumonia Vaccine

Clinics run every autumn in accordance with Department of Health guidelines. We recommend an influenza vaccine to all patients with diabetes, chronic heart, lung or kidney disease and residents of nursing and rest homes. Pneumonia vaccine is also recommended for patients sharing the above criteria who have never had the vaccine before. The vaccination is available in October; please contact the surgery for further details and an appointment.

Health Checks and Patients Aged 75 and Over

All new patients registering with the practice will need to book for a health check. Details will be given to new patients as they register. Patients aged 75 and over are encouraged to attend for a health check on a yearly basis. Other patients who have never had a health check are encouraged to book an appointment with the practice nurse or health care assistant.

Minor Surgery Clinics

We perform a range of procedures at the Health Centre. Please see your doctor for an assessment first. Clinics are held on Fridays between 1.30 - 4.00pm by Dr Aggarwal for minor skin lesions, ganglions, vasectomy, pile injections, sigmoidoscopy.

Travel Immunisations

We offer a comprehensive service, including travel advice. Please try and let us know in plenty of time before your journey as you will need to complete a travel questionnaire.

Well Women's Clinics

These are held by our practice nurse. Please make an appointment with reception staff.

Practice Information ●●●●●

Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. The information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team.

Change of Personal Details

Please advise reception if you change your name (original documentation is required), address including postcode or telephone number. Please advise us of your e-mail address if you have one.

Comments and Suggestions

We are very happy to receive constructive comments and suggestions of improving our services to patients and would be grateful if you could let us have them in writing.

Complaints

We always try to provide the best care, but there may be times when you feel this has not happened. The practice adheres to a practice-based complaints procedure and you should contact the practice manager, either in person or in writing, if there is any issue you wish to discuss.

Disabled Access

Wheelchair access to the building is available and the practice is on one level and therefore accessible to all.

Freedom of Information Act 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.

Health Promotion

The aim of promoting health is to try to identify risk factors at an early stage and prevent them from causing ill health. For this reason we will ask about drinking and smoking habits and measure your blood pressure and weight from time to time. This is especially wise in people with a family history of heart disease, diabetes or stroke.

How to Contact Your Doctor

Patients who need to be seen urgently will always be seen as soon as possible. Some problems can be resolved over the telephone. If the doctor is unavailable the reception staff will be happy to take a message and request the doctor to call you back.

Laboratory Specimens

The Primary Care Trust runs a phlebotomy service based here between 10.30 - 11.30am Monday to Friday. Only a limited number of patients will be seen. For further information please speak to the receptionists or doctor. If you are asked to bring in a specimen, please ensure that we receive it before 12 noon.

Medical Examinations

Medical examinations for special purposes, such as fitness to travel, pre-employment, insurance, driving medicals etc are undertaken by the doctors at the end of their morning or evening surgery. A fee will be payable; please ask reception staff for further details.

New Patients

It would be helpful if patients wishing to join our practice could attend for registration in the mornings between 11.30am -12.45pm or 6.00 - 6.30pm in the evenings.

Repeat Prescriptions

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. Patients can give their copy request slip into the surgery between 9.00am - 1.00pm and 4.00 - 7.00pm, or post/fax it to us. We are unable to take prescription requests over the telephone, with the exception of housebound patients, who are requested to telephone the surgery between 11.30am - 12 noon. Please allow 48 hours' notice before collecting prescriptions (not including bank holidays and weekends).

Sick Certificates

You do not need a doctor's certificate of absence to show your employer if you are off work for less than seven days. You may collect a self certificate to complete from the reception. If your employer requires a private certificate, the doctor may issue one, but there will be a fee.

Test Results

Patients are requested to obtain their results by ringing the surgery between 11.00am - 12 noon in the morning and 6.00 - 6.30pm in the evenings, 10 days after their test. The receptionist may then inform you of the result, or she may ask you to arrange an appointment with the doctor or practice nurse.

Travel Clinics

Our practice nurse will be pleased to give advice to those patients going abroad. Please allow adequate time in order for the vaccine(s) to become effective. *Certain vaccines are chargeable*. When attending please bring your past vaccination records if available.

Before You Go

Well before travelling abroad, check with your travel agent or the tourist office/embassy of the country you intend to visit on any special precautions you may need to take. At least two months before departure discuss any vaccination requirements with the practice nurse. Pack a small first aid kit containing adhesive dressings, insect repellent, antiseptic cream, water purification tablets etc; all are available from your local pharmacist.

When Abroad

Check on the quality of the drinking water. If in doubt, either drink only bottled water or use water purification tablets. Avoid ice in drinks as this may well have been made from contaminated water. Raw vegetables, salads and fresh fruits should be carefully washed in clean water. If in doubt stick to freshly cooked food.

Beware of the sun! Use a high factor sunscreen particularly in the first few days of exposure.

On Your Return

If you have sustained an injury and received treatment whilst abroad, please inform your doctor when you return.

Donating Blood

When donating blood, please tell the transfusion staff which countries you visited.

Staff Protection

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the National Health Service.

The staff in this practice have the right to do their work in an environment free from violence, threatening and abusive behaviour and everything will be done to protect that right.

At no time will any violent, threatening or abusive behaviour be tolerated in this practice. If you do not respect the rights of our staff we may choose to inform the police and make arrangements for you to be removed from our medical list.

Our Website

This surgery website is the most effective way of giving our patients access to help with the latest information 24 hours a day, seven days a week. It contains complete information about all the services we offer.

Primary Care Trust ● ● ● ● ●

The practice has been included in the new governing arrangements for the NHS and is now part of the Greenwich Teaching Primary Care Trust (PCT).

Practice Charter Standards ● ● ● ● ●

These are the local standards set within this practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

Our Responsibility To You

We are committed to giving you the best possible service.

Names: People involved in your care will give you their names and ensure that you know how to contact them. The surgery should be well signposted and the doctors' or nurses' names are indicated on their surgery doors.

Waiting time: We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you.

Access: You will have access to the doctor rapidly in case of emergency during surgery hours. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery. Patients have the right to see a doctor of their choice, but it may not be within 48 hours, you may have to wait for the next available appointment.

Telephone: We will try to answer the phone promptly and to ensure that there are sufficient staff available to do this. You should be able to speak to a doctor by telephone.

Test Results: If you have undergone tests or x-rays ordered by the practice, we will inform you of the results at your next appointment. If no further appointment needs to be arranged, we will advise you when and how to obtain the results.

Respect: Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs.

Information: We will give you full information about the services we offer. Every effort will be made to ensure that you receive that information which directly affects your health and the care being offered.

Health Promotion: The practice will offer patients advice and information on: steps they can take to promote good health and avoid illness; self-help which can be undertaken without reference to a doctor in the case of minor ailments.

Your Responsibility To Us

Help us to help you.

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

Please do everything you can to keep appointments. Tell us as soon as possible if you cannot. Otherwise, other patients may have to wait longer.

We need help too. Please ask for home visits by the doctor only when the person is too ill to visit the surgery.

Please keep your phone call brief and avoid calling during peak morning time for non-urgent matters.

Test results take time to reach us, so please do not ring before you have been asked to do so. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.

We ask that you treat the doctors and practice staff with courtesy and respect.

Please read our practice booklet. This will help you to get the best out of the services we offer. It is important that you understand the information given to you. Please ask us questions if you are unsure of anything.

Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.

Please ask if you wish to see your doctor.

If you are a carer or you care for someone, please could you let us have your name and contact details.

Protection And Use Of Patient Information

The Data Protection Act 1998 requires that patients be informed, in general terms, how their information may be used, who will have access to it and the organisations it may be disclosed to. Plumstead Health Centre is committed to the delivery of a first class confidential service. This means ensuring that all patient information is protected and processed correctly. Patient information is held under legal and ethical obligations of confidentiality. Patient information is stored in GP records, and it is also stored electronically on our computer system.

Staff are under strict guidance's of:

- Caldicott Principles
This outlines the conditions of how and when confidential patient information should be stored, used, and passed on to another person, department, or organisation.
- Confidentiality: NHS Code of Practice
This document is used concerning confidentiality and patients' consent to the use of their health records.

Treatment Of Two Common Illnesses • • • • •

Colds

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take antibiotics 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.

Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding them a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

Notes

Tem

PHARMACY

Care from your local pharmacy

Services provided are:

- Home Delivery Service
- Incontinence Supplies
- Disabled Living Products
- Pregnancy Testing
- Blood Sugar Monitoring Equipment
- Large Range of Discounted Designer Fragrances
- Community Medication Trays
- Minor Ailments Service
- Sun Care and Holiday Needs
- Neck Collars and Limb Supports
- Photographic Processing



33 Lakedale Road
Plumstead, SE18 1PP

Tel: 020 8854 9902



6 The Slade,
Plumstead, SE18 2NB

Tel: 020 8854 2168

www.templepharmacy.biz

For your personalised feature call 0800 612 1516



FREE PRESCRIPTION COLLECTION SERVICE

I am authorising the pharmacist at TEMPLE PHARMACY to pick up my repeat prescriptions from the surgery and have them ready for me to collect.

Patient's name

Address

.....

.....

Telephone no..... Signature.....

Dr Char, Aggrawal & Partners

Plumstead Health Centre

SE18 1BH

Telephone Number 020 8317 6300



020 7703 4461

020 7701 5555

27 Denmark Hill, London SE5 8RS

Email: camberwellcars@btconnect.com

Fax: 020 7703 3224



FBS

For your personalised feature call 0800 612 1516

Looking after Your Health

Eagle Health Solutions

Are you concerned about any of these lifestyle diseases:

Diabetes, high cholesterol, stroke, cancer, digestive problems or obesity?

Most of these problems are diet related

We show you how to cook your normal meals in a LOW-FAT, HEART-HEALTHY, LOW-CHOLESTEROL WAY. We use NO OILS, NO FATS and NO WATER by cooking food in its natural juices.

Dietary factors play a significant role in cancer risk according to the Cancer Project.



Our healthy cooking system helps you retrain the nutrition, vitamins and minerals in the foods you cook, instead of losing them - this helps greatly reduce the risk of these health problems.

We also help in keeping them under control by helping to build up the immune system through nutrition.



We Change Lives!



Call now to book for a free, no-obligation health demo

07961 164 460

Thames Innovation Centre, Veridion Park, Waldrist Way, Belvedere DA18

Tel: 020 8320 1300 or 07961 164 460

cs@eaglehealthsolutions.com

Welcome to Eagle Health Solutions

At EHS, we change lives for the better by providing our customers with a simple way to eat whatever they want in a healthier and nutritional way, so they and their children can enjoy a healthier lifestyle and strengthen their immune systems.

Diseases such as Diabetes, Cancer, High Cholesterol, Heart Disease, Stroke, Digestive Problems are heavily on the increase in today's society. Most of these diseases are diet-related. Dangerous amounts of fat in the bodies and low immune systems can make these diseases difficult to manage or cause these conditions. According to Diabetes UK, one new person is diagnosed with Diabetes every 3 minutes, and there are currently half a million people in the UK who have the Diabetes condition and do not know. Every 2 minutes, a person is diagnosed with Cancer according to CancerResearchUK. In the UK nearly 2 in 3 men (65%) and 1 in 2 women (56%) are overweight or obese (UK Department of Health). Heart and Circulatory disease is the UK's biggest killer (BHF, 2010).

We work in partnership with the Cancer Project charity, which states that healthy eating habits go a long way in helping to prevent Cancer. The same goes for Stroke, High Blood Pressure, Heart Disease, Digestive Problems and Obesity-related diseases. We support and partner with Change4Life, a nationwide movement designed to help people and their children make changes to their lifestyles, so that they can eat well, move more and live longer.

It is very rare to have an opportunity to make a difference in society. Contact us to hear more about our free cooking evenings, or to book your own free no-obligation health and nutrition dinner with one of our chefs or just simply to have your questions answered.

We also advertise Healthy Cooking Systems and Food Processors.

Advertising Feature

Notes ●●●●●

HEALING FROM WITHIN

As a qualified homeopath, Shelley Bott offers her clients a gentle, holistic system of healing that is suitable for all ages, from young to old.

"Homeopathy is used by more than 30 million people across Europe to help treat everything from acute fevers, sore throats and toothaches to chronic illnesses such as arthritis, eczema, asthma and anxiety," explained Shelley.

Focusing on the individual, homeopathy concentrates on treating specific physical and emotional symptoms. "It works with the body's own healing abilities to promote health and well-being, and treats symptoms of a mental, emotional and physical nature," Shelley said.

With a tradition dating back to ancient Greece, and having been practised in the UK for over 200 years, homeopathy is based on the principle of treating both mind and body to establish good overall health.

"As a holistic therapy it takes into account more than just the presenting symptoms, and during the thorough initial consultation we review the client's medical history and lifestyle to build up a complete picture of their health and fitness."

For more information or to book a consultation please call (020) 8855 8594.

HOMOEOPATH

Shelley L Bott Dip.S.Hom.

A safe and effective treatment for the whole family

- ASTHMA•ECZEMA•PSORIASIS
- STRESS•ANXIETY•DEPRESSION
- MIGRAINES•IBS•ARTHRITIS
- PERIOD & MENOPAUSAL PROBLEMS
- CHILDHOOD DISEASES
- SLEEP PROBLEMS•and much more



**The Welling Clinic
45a Upper Wickham Lane
Welling DA16 3AD**

For appointments or more information

**Tel: 020 8298 0897
or 020 8855 8594**

Advertising Feature

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY
Neighbourhood Direct Ltd A MEMBER OF THE OLDROYD PUBLISHING GROUP LTD
 Keenans Mill, Lord Street, St Annes-on-Sea, Lancs FY8 2ER Tel: 01253 722142 Fax: 01253 714020
 Website: <http://www.opg.co.uk> Email: info@opg.co.uk

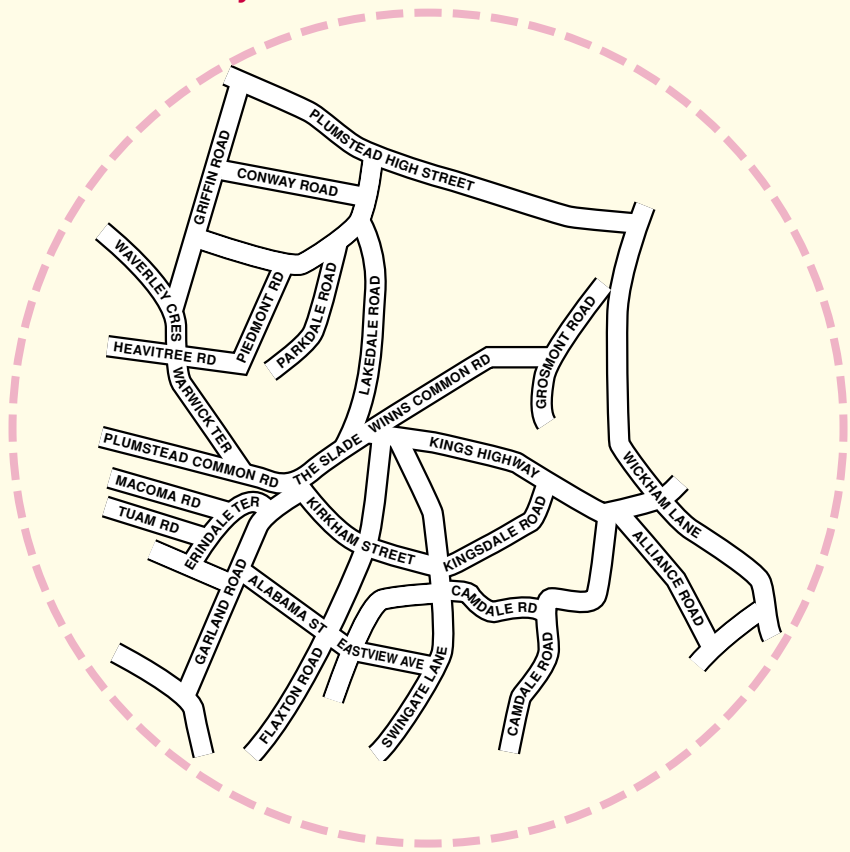
for Drs Char, Aggarwal & Gupta of Plumstead

COPYRIGHT WARNING: All rights reserved. No part of this publication may be copied or reproduced, stored in a retrieval system or transmitted in any form or by any means electronic, mechanical, photocopy, recording or otherwise without the prior written permission of the publisher.

The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.




Practice Boundary •••••



Useful Telephone Numbers •••••

Queen Elizabeth Hospital 020 8836-6000

Queen Mary's Hospital, Sidcup..... 020 8302-2678

Health Services Authority (Kent Primary Agency)01622 655000

Social Services..... 020 8854-8888

Local Chemists

Temple Pharmacy..... 020 8854-9902

Alliance Chemist..... 020 8854-4913

Qureshi Pharmacy..... 020 8311-0636

Greenwich Teaching Primary Care Trust

31-37 Greenwich Park Street, London SE10 9LR..... 020 8293-6700

Websitewww.greenwichpct.nhs.uk