

**Blackfriars Medical Practice**  
**45 Colombo Street, London, SE1 8EE**  
**Tel: 020 7928 6216**

Email: [souccq.blackfriars@nhs.net](mailto:souccq.blackfriars@nhs.net)

Website: [www.blackfriarsmedicalpractice.nhs.uk](http://www.blackfriarsmedicalpractice.nhs.uk)

## **Information Leaflet**

### **Opening hours**

<b>Monday</b>	8:00 – 18:30
<b>Tuesday</b>	8:00 – 18:30
<b>Wednesday</b>	8:00 – 18:30
<b>Thursday</b>	8:00 – 18:30
<b>Friday</b>	8:00 – 18:30
<b>Weekend</b>	CLOSED

Appointments can be made by telephone, online or in person during the above opening hours and up to two weeks in advance unless specified by the Doctor or Nurse. Online appointment booking is available via our practice website.

Surgery Consultation times are generally between 8.30am-12:30pm in the morning and 2.30pm – 6:30pm in the evening. We treat all of our registered patients, irrespective of the duration between consultations.

If you wish to see a specific clinician, then please make this clear at the time of booking your appointment.

### **The Services**

Ante & Post-natal checks	Well women/smear tests
Osteopathy	Baby clinic
Well man	Smoking Advice
Family Planning	Child health & Immunisations
Contraceptive Implant	Coil fitting / removal
Travel Vaccines	Asthma & COPD clinics
NHS Health Checks	Diabetes & Heart Disease clinics
Structured Medication reviews	Learning Disabilities health checks

## The Doctors

Dr Ami Kanabar (F) - MBChB, DFSRH, MRCP, MRCGP  
Dr Sharleet Mahal (F) - *MBBS, BSc, MRCGP, DRCOG, DFSRH*  
Dr Alex Warwick-Smith (M) – BA, MSc, MBBS, MRCGP  
Dr Nolwenn Robin (F) - MD  
Dr Lily Topham (F) - *MBBS, BSc, MRCGP*  
Dr Joanna Brilliant (F) - MBBS, BSc, MRCGP, DTMH, DRCOG  
Dr Elena Fadini (F) – MD  
Dr Jasmine Nagpal (F) – MBBS, iBSc Psychology, DFSRH, DRCOG, MRCGP

## The Staff

**Practice Managers:** René Mehta, Gill Wright

**Practice Nurses:** Sithra Krishnamoorthi RGN,

**Health Care Assistant:** Sophia Chhetri

**Clinical Pharmacist:** Alicia Piwko

**Receptionists:** Meriem, Karen, Beverley, Janet, Katie & Aaliyah

**Administration:** Sherral, Zahra, Sue, Sarj & Resiga

**Osteopath:** Neil Lunt

- The practice is accessible to wheelchair users and those with other disabilities.

- To register: You can register online, download the registration form from our website or come into the surgery and fill out the forms (please bring proof of ID e.g.; passport or driving licence)

[www.blackfriarsmedicalpractice.nhs.uk/](http://www.blackfriarsmedicalpractice.nhs.uk/)

### Practice Area:

The practice has an inner and outer boundary. If you should move to a new address that falls within our outer boundary then you will remain registered with the practice.

**Inner boundary:** SE1 addresses within Waterloo Road, Borough Road and Borough High Street to the river.

**Outer boundary:** SE1 addresses within Waterloo, down St George's road along the Elephant & Castle and back up Swan Street towards Guy's Hospital.

Please ask if you are unsure.

### **Home Visits:**

Home visits are primarily for people who are old and disabled. Always attend the surgery, if you can. It takes much longer to see you at home than in the surgery. If you want a home visit, please try to phone before 10:30am.

### **Confidentiality:**

Your personal health information is confidential and will only be disclosed to other NHS staff with your consent. All personal medical details, written or otherwise are always kept in the strictest confidence and safety within the practice and all advice to our patients including teenagers remains completely confidential.

### **Repeat Prescriptions:**

Repeat prescriptions will normally take 48 hours.

If you have not been seen by the doctor for some time, you may be asked to attend the surgery for a review of your medication.

The practice now uses the Electronic Prescription Service. You can nominate your preferred participating primary pharmacy and have your prescriptions sent electronically to them. The patient then goes directly to the dispenser to collect the medication. For more information and to sign up for this service please contact your local participating pharmacy.

You can request your repeat prescriptions online via our practice website.

### **Out of hours:**

When our practice is closed you can still get support. You can get expert medical advice and useful information by calling NHS 111 or through [111 online](#). All calls to NHS 111 are free. 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.

- You can also visit a local pharmacist (chemist) and ask for advice.
- In a serious or life threatening emergency you should call 999 or go to the nearest **Accident & Emergency** Department. Chest pains and/or shortness of breath constitute an emergency.

### **Rights and Responsibilities:**

You have the right to a high standard of care, and our staff have the right to work without abuse. Please recognise your responsibility in this matter.

Violence/abuse will result in removal from the practice list as we operate a zero tolerance policy in this regard.

We follow a strict confidentiality policy and require your consent to release records / personal information to third parties. You may look at your records after giving 1 week's written notice. If copies are required charges will no longer apply - as of 25/05/2018 (General Data Protection Regulation). Your personal health information is only used to help improve your quality of care.

Please note if you or you and your family move you **must** inform the surgery of your new address. If you do not inform us, then your new address may not be accepted and you may be informed by the Health Authority of your need to be registered with another doctor.

If you change your contact telephone numbers it is your responsibility to inform the surgery as soon as possible.

We welcome patient's comments about our service. Please address these to the Practice Manager. Complaints should be made in writing and addressed to the Practice Manager. More information is available on the practice website including details contact details for POhWER who offer independent support to assist with the complaints process;

<https://www.pohwer.net/>

If a complaint cannot be resolved locally you can contact **NHS England on: 0300 311 22 33**

NHS England, PO Box 16738, Redditch B97 9PT

Email address: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

We work with Southeast London ICS, contactable at:  
160 Tooley Street, London, SE1 2TZ. Tel: 0207 525 0400

(Details correct as at July 2022)