

Blackfriars Medical Practice
45 Colombo Street, London, SE1 8EE
Tel: 020 7928 6216 / Fax: 020 7928 7958
Email: souccq.blackfriars@nhs.net
Website: www.blackfriarsmedicalpractice.nhs.uk

Information Leaflet

Opening hours

Monday	8:00 – 18:30
Tuesday	8:00 – 18:30
Wednesday	8:00 – 18:30
Thursday	8:00 – 18:30
Friday	8:00 – 18:30
Weekend	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 between 9am-12:30pm in the morning and 4pm – 6:30pm in the evening. On Tuesdays we operate extended hours so that the surgery offers pre-booked appointments between 6:30PM – 8:00PM.

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
Minor Surgery	Counsellor
Osteopathy	Baby clinic
Well man	Smoking Advice
Family Planning	Child health surveillance
Travel Vaccines	COPD
Cardiac health promotion	Asthma & Diabetes health promotion
Dermatology	

The Doctors

Dr Ami Kanabar (F) MBChB, DFSRH, MRCP, MRCGP
Dr Sharleet Mahal (F) *MBBS, BSc, MRCGP, DRCOG, DFSRH*
Dr Anita Banerjee (F) MBBS, DRCOG, MRCGP
Dr Nolwenn Robin (F) MD
Dr Lily Topham *MBBS, BSc, MRCGP (Female)*
Dr Robin Barber (M) MBChB, DFSRH, MRCGP
Dr Joanna Brilliant (F) MBBS, BSc, MRCGP, DTMH, DRCOG
Dr Elena Fadini (F) MD

The Staff

Practice Managers: Rene Mehta, Gill Wright

Administration: Sherral Nevers, Zahra Hussein, Sadia Odiete, Angelika Kesicka

Practice Nurses: Sithra Krishnamoorthi RGN,
John Baker RGN

Health Care Assistant: Sophia Chhetri

Receptionists: Eileen Day, Meriem Bensalem, Resiga Appavoo, Manisha Sengupta, Karen Pallen

Osteopath: Neil Lunt

- Blackfriars Medical Practice is a registered teaching practice for undergraduate medical students from Guy's, King's & St Thomas' Medical School.

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

- To register: request a form from reception and bring in proof of address. To save time you can download the registration form from our website.

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

We work with Southwark CCG, contactable at:

160 Tooley Street, London, SE1 2TZ. Tel: 0207 525 0400

(Details correct as at October 2019)