

# ST MARK'S MEDICAL CENTRE

**Welcome to the Practice**  
The Practice has two surgeries

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**St Marks Medical Centre**  
**24 Wrotesley Road**  
**Plumstead**  
**London SE18 3EP**

**Tel: 020 8854 6262**

❖  
**Milward Walk Surgery**  
**19 Milward Walk**  
**Woolwich Common**  
**London SE18 4DQ**

**Tel: 020 8854 7685/8236**

**Practice Webpage**  
**[www.stmarksmedicalcentre.co.uk](http://www.stmarksmedicalcentre.co.uk)**

Updated 11.02.2019

**Your doctors are:**

**Dr Nabil Raphael**  
**MB BCH LRCP MRCS FRCOG (Partner)**

**Dr Hany Wahba**  
**MB BCH LRCP MRCS FRCS (Partner)**

**Dr Van Bui**  
**MBBS DRCOG MRCGP**

**Dr Steven Raphael**  
**MBBS MRCP MRCGP**

**Dr V Chai**  
**MBBS, MRCGP**



**Your nurses are:**

**Tracey Wahba, Fola Ayano-Pariola, Magdalena Jannick**



This leaflet tells you about the Practice and the services that it offers



The Practice can be very busy. The receptionists are here to help you and will do their best to do so



Full disabled access is available at both Surgeries



Free street limited parking is available at both surgeries

### **OUT OF HOURS SERVICE**

Please call NHS 111 – calls to 111 are free from landlines and mobiles

**Call this service and they will advise you what to do. Do not go to A&E without**

**speaking to them first unless it is an emergency.**

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### **NHS ENGLAND**

NHS England responsible for the health care services you receive from your doctors Please contact them for information about services.

5<sup>th</sup> Floor Skipton House  
80 London Road SE1 6LH  
**[www.englandnhs.uk](http://www.englandnhs.uk)**

### **NHS Choices Website**

An excellent source of health information including local services

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

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### **PALS**

Patient Advice and Liaison Service

PALS can help you with information about NHS services  
Please ask the receptionist if you need more information

**Tel: 0800 16 99 928**

### **Home Visits**

If you want to talk to the doctor about a home visit please ring the surgery before 10.00 am.



### **Results of Tests**

The doctor will tell you what to do when he refers you for a test



### **Health Promotion and Healthy Living**

The Practice offers regular health checks and health promotion advice.  
Please ask the doctor or nurse for advice about this



### **Confidentiality**

All information kept in your medical record is confidential



### **Safeguarding Adults and Children**

The Practice have a duty to safeguard vulnerable adults and children who present to this practice. This practice will take all reasonable steps to ensure that any evidence of maltreatment in relation to physical abuse, emotional abuse, neglect and sexual abuse is identified and acted on. Any suspected cases of maltreatment will be brought to the attention of the Lead GP and Practice Manager within 24 hours

### **Computers**

The Practice uses a GP computer system, all information is confidential

### **Notice Boards**

Please read our notice boards for more detailed information about the Practice, for health promotion, local community groups and events

### **Carers**

If you are a carer for someone with a disability you are invited to make an appointment to discuss your needs with the nurse or doctor

### **Comments and Complaints**

These can be made either verbally or in writing to the Practice Manager

### **Violent/Aggressive Patients**

We operate a zero tolerance policy. Patients who behave aggressively or inappropriately towards our staff will be removed from the Practice list.

### **Medical Services**

The Practice offers all standard services..

### **New Registration/ Moving house**

See map ( inner boundary) for our registration area – if you are in the blue area you can register with the practice. If you move house but wish to continue to be registered with us, speak to receptionist who can advise you

### **Appointments**

These are available with the doctor and the nurse every day. You can ring to make an appointment or you can make one at reception.

You can choose which doctor or nurse you would like to see but you may have to wait longer for an appointment

### **Cancelling an Appointment**

Please let us know if you have to cancel your appointment, we can give it to someone else. You can cancel by replying to your text message reminder

### **Telephone Advice**

Please ring after 11.00am if it is not urgent. A doctor or nurse will speak to you if they are available

### **Practice Nurse Clinics**

The Practice offers general health checks, clinics for: blood pressure, diabetes, asthma, heart problems, cervical smears, holiday vaccinations, dressings, lifestyle advice

### **Prescriptions**

#### **Please allow 48 hours for a repeat medication ordering**

Hand in the right hand side of your prescription with the box ticked for the medication you need.

You can also order on line or by email. Please ask reception staff for details or visit our website

You may wish to ask a Pharmacy to help with your repeat medication ordering, please speak to them and then us to organise this

### **NEW ONLINE SERVICE**

**You can book appointments online by using the MyGP app or by Patient Services. Please visit our website for more information**

**Childhood Immunisations & 8 week and 2 year checks**  
**St Marks Medical Centre** Monday 2.30 – 3.30 (Walk in Clinic)  
Appointments can be made if you cannot make this clinic



### Health Visitors Clinics

#### Baby feeding advice and weighing

#### Brookhill Childrens Centre

130 Brookhill Road, Woolwich

Mon 9.30 – 11am

#### Barnfield Project

Barnfield Estate

Thursday 9.30 – 11am

You can phone the Health Visitor for advice about your child or new baby

**020 8319 5348**

Need more information

**oxleas.nhs.uk/services**



### Midwives Clinics

If you are pregnant you can self refer by phone or on-line to a hospital of your choice. Emergency contact for midwives 020 8836 4522



### District Nurses and Community Clinics

Your GP will need to refer you for District Nurse Care. To contact the team once you have been referred

**020 8320 3550 4205** ( 8.30am -6 pm) Mon – Friday

Weekend and Bank holidays 8am – 5pm

**020 8320 3550** ( 5pm – 11pm)

**After 11pm 111** and ask for District Nurse

Need more information

**oxleas.nhs.uk/services**



### WEEKEND GP HUBS

**Patients who cannot attend the GP within normal hours can be given appointments at the local GP hub which is open**

**Monday – Friday 4 – 8pm**

**Saturday & Sunday 8am – 8pm**

**The receptionists can book you an appointment**

## St Marks Medical Centre

### Opening Hours

Monday **8.00 – 8.30**

Tuesday **8.00 - 6.30**

Wednesday **8.00 - 6.30**

Thursday **8.00 – 6.30**

Friday **8.00 - 6.30**



## Nightingale Surgery

### Opening Hours

Monday **9.30 – 2.30**

Tuesday **9.30 – 2.30**

Wednesday **9.30 – 2.30**

Thursday **9.00 – 1.30**

Friday **9.30 – 1.30**



The Practice would strongly encourage and expect patients to attend St Mark's or Nightingale surgeries for GP care

**St Marks Medical Centre, Wrotesley Road  
Consultation Clinics**

Day		Doctor	Nurse
Monday	am	9.00 - 11.00	9.30 - 12.30
	pm	4.30 - 8.00	2.30 - 8.00
Tuesday	am	8.00 - 10.00	8.00 - 11.30
	pm	2.30 - 6.30	---
Wednesday	am	9.00 - 11.00	9.30 - 10.30
	pm	2.30 - 6.30	2.00 - 6.30
Thursday	am	9.00 - 10.30	8.00 - 11.00
	pm	2.00 - 6.30	2.00 - 2.30
Friday	am	8.00 - 1.00	8.00 - 11.00
	pm	4.00 - 6.30	2.00 - 2.30



**Nightingale Surgery, Woolwich Common  
Consultation Clinics**

Day		Doctor	Nurse
Monday	am	12.00 - 1.30	---
Tuesday	am	9.30 - 1.30	---
Wednesday	am	12.00 - 1.30---	11.30-1.30
Thursday	am	9.30 - 1.30	11.30 - 1.30
Friday	am	11.00 - 12.30	11.30 - 1.00

**Registration Notes**

Each GP practice has an area map to show which patients it takes on

Inner boundary Map

If you live within the blue area you can register with the practice.

If live outside the area and have particular reasons why you wish to register with us please discuss this with the reception team.

Outer boundary

Post codes in our outer boundary are SE18,SE28,SE2,SE3,SE7,SE9,SE10, SE12 (Greenwich Borough) DA5,DA6,DA7,DA8, DA14, DA15, DA16,DA17,DA18

If you are currently registered with the practice and you move to house you can continue to be registered if you move to a new home with one of the above postcodes. You will become an out of area registration which will mean that you can attend the surgery to see the GP but will not be able to request home visits.

If your new postcode is not included above you will need to find another GP practice. Visit [www.nhs.uk](http://www.nhs.uk) to find out the list of practices in your new area.



# Catchment Area

