

# Dr Curran and Partners

Dr David Curran  
Dr Azeem Majeed  
Dr Dev Verma  
Dr Pippa Oakeshott  
Dr Marc Duffield  
Dr Ha-Neul SEO  
Dr Kate Addada



Plain English Campaign's  
Crystal Mark does not  
apply to the advertising  
pages in the middle of  
this booklet.



## Information for patients

86 Clapham Manor Street, London SW4 6EB

Phone: 020 7411 6866

Fax: 020 7411 6857

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

Email: [LAMCCG.drcurran@nhs.net](mailto:LAMCCG.drcurran@nhs.net)

**REGISTER WITH THE SURGERY TODAY!**

# WELCOME TO DR CURRAN AND PARTNERS

This booklet is designed to help you make the best use of the services that we provide. We aim to work as a team and hope that you find us caring, efficient and friendly.

## WHO ARE WE? •••••

### Doctors

<b>Dr David Curran</b>	MB BCH BAO (Dublin 1976) (Male)
<b>Dr Azeem Majeed</b>	MB BCH (Cardiff 1985) MD FRCGP FFPH (Male)
<b>Dr Dev Verma</b>	MB BS (London 1997) MRCGP (Male)
<b>Dr Pippa Oakeshott</b>	MD FRCP MRCGP (Cambridge 1975)
<b>Dr Marc Duffield</b>	MB BCH BSc(Hons) DRCOG DCH MRCGP (Male)
<b>Dr Ha-Neul SEO</b>	DCP DRCOG BA,MA MBBS MPH MRCGP(Female)
<b>Dr Kate Addada</b>	BSc Clinical Immunology, MBBS, MRCGP

### Practice nurses

Tess Monem	SRN
Carol Dark	RGN
Geraldine kevell	RGN

### Health care assistant

Mandy Downer

### Practice manager

Raj Kumar BA (Hons) AMSPAR (Dip) ILM

### Deputy practice manager

Caroline Rafter

### Receptionists

Jayne (Senior Receptionist), Angela, Michelle, Clare, Mandy, Deepal and Charlene.

## WHAT WE OFFER •••••

### A partnership for good health!

At this practice we are committed to making sure that you enjoy the best possible health.

### This involves us:

- making ourselves as available to you as we can
- providing the best care and medicines within the resources available to us
- keeping you involved and informed at all stages.

We aim to play our part in providing co-ordinated care to meet your unique needs. We ask that you play your own role in this partnership. This involves you taking responsibility for your own health in relation to diet, exercise and other basic steps towards a healthy lifestyle. We will be happy to provide any information or advice to help you with this.

### We also ask that you take account of our needs by:

- listening to our advice
- taking any prescribed medicine as directed
- using our services appropriately.

We will do our best to meet your needs within the resources we have available and we expect you to treat us with courtesy. In cases of extreme rudeness or abuse, we can remove patients from our list.

We support the NHS equal opportunities policy.

### Please help us by:

- asking for home visits only when they are really necessary
- trying to book appointments as far in advance as possible
- arriving on time, or a few minutes early if possible, for your appointment
- letting us know if you cannot attend a booked appointment
- telling us of any changes to your name, address or phone number
- giving as much information as possible about your previous illnesses (if any).

In this way, you are helping us to help you, which makes for a balanced partnership for your good health.

## OUR SERVICES •••••

The health centre is open from 8.00am until 8.00pm, Monday and Tuesday and 8.00am until 7.00pm Wednesday to Friday.

### Doctors' surgeries

Our doctors provide services such as child health monitoring, maternity and contraceptive services. (Please ask regarding coil fitting. )

Appointments are available from:

8.00 to 11.00am Monday to Friday, 3.50 to 7.30pm Monday and Tuesday and 3.50 to 6.30pm Wednesday to Friday. You can make an appointment with any doctor, but we recommend that you see the same doctor whenever possible.

If you want to make an appointment, please phone 020 7411 6866 or call into the health centre.

### Doctors Availability

	Monday		Tuesday		Wednesday		Thursday		Friday	
	am	pm	am	pm	am	pm	am	pm	am	pm
Dr Curran					✓	✓		✓		
Dr Verma	✓	✓	✓	✓		✓				
Dr Majeed			✓							
Dr Oakeshott	✓	✓					✓			
Dr Seo	✓	✓	✓	✓					✓	✓
Dr Duffield			✓	✓	✓	✓	✓	✓	✓	✓
Dr Addada					✓	✓	✓	✓		

### Telephone advice

You can also request to speak to the doctor on the telephone between the hours of 11.00 to 12.00am each morning.

### Nurses Availability

	Monday		Tuesday		Wednesday		Thursday		Friday	
	am	pm	am	pm	am	pm	am	pm	am	pm
Tess Monem							✓	✓	✓	✓
Carol Dark	✓	✓	✓	✓	✓	✓	✓		✓	✓
Geraldine Kevill	✓	✓	✓	✓	✓	✓	✓	✓	✓	

### Practice nursing

This includes:

- health checks (for new and existing patients)
- health promotion and general health advice
- dressings, vaccinations and immunisations
- cervical smears
- removing stitches
- travel advice
- ear syringing
- advice on asthma, diabetes and stopping smoking
- contraception and sexual health problems

We have to charge for some services such as private prescriptions and certain travel vaccines, so please ask for details.

Our nursing service is normally available from:

8.30am to 12.30pm and 3.00 to 7.00pm Monday and 3.00 to 6.00pm Tuesday to Friday.

This service is provided by routine pre-bookable appointments.

### Reception team

Our experienced receptionists will make appointments, answer enquiries and help you in any way they can. They will treat patient information in the strictest confidence.

### Health visiting

Health visitors work mainly with families and focus on expectant mothers and children under five years old.

Their role includes health promotion, health education, developmental clinics, pre-school immunisations, advice and support.

The health visitors work in your home and in the health centre. You can contact the health visitors on 020 3049 4005 between 9.00am and 5.00pm, Monday to Friday.

We also offer checks on your baby's development, by appointment. There is also a mother and baby group. For details, please contact the health visitors direct.

### District nursing

Our highly trained district nurses carry out various procedures in your own home, and act as an extension of our team at the health centre. Their role includes supporting and advising carers. For more information, phone 020 3049 4020 or 0203 049 4040.

## Counselling

We have an excellent counselling service with a wide range of counsellors from different cultures and backgrounds. Counselling offers you the chance to explore and discuss your current difficulties in a safe and confidential environment. Counselling can also help and support you through emotional changes and help you settle conflicts. Please discuss with your doctor for further information on this service.

## Medication review clinics

Medication reviews are carried out at the surgery at regular intervals. If you are informed that you need a medication review then please speak to the receptionist to make an appointment.

## Midwifery

Midwives (based at St Thomas' Hospital) work from our health centre. Their role is to help expectant mothers with all aspects of health care during and after their pregnancy. We run a shared care scheme between your own GP and a consultant obstetrician from St Thomas' Hospital.

We hold antenatal and postnatal clinics at the health centre and there is an appointment system. Please phone 020 3049 4002.

## Family-planning services

All our doctors provide contraceptive services and advice.

A family-planning clinic is run at the following times by appointment only.

Tuesday	5.00 - 7.30pm
Wednesday	5.30 - 8.00pm
Thursday	5.00 - 7.30pm

The telephone number is 020 3049 5858 and the helpline number is 020 3049 4006.

## Cervical screening

Cervical cancer can be prevented. Routine screening is an effective way of detecting disease at an early stage, so that it is curable.

We carry out a screening programme and we strongly encourage you to come for a cervical smear when you get an invitation letter.

## Melanie Ryan....

I have been practising complementary therapies for 21 years. I first became a qualified Reflexologist in 1988 and worked at the Hale Clinic, London. Then I went to the Shirley Price School to learn Aromatherapy.

I always had a keen interest in Acupuncture so in time I trained at the Renshu College of Chinese Medicine, where I gained the knowledge to practise Acupuncture.

I have been practising Acupuncture in the NHS for the past 16 years and I am a member of the British Medical Acupuncture Society.

I specialise in treating people with all types of pain conditions both acute and chronic.

I am experienced in treating men and women with infertility problems which can be both challenging and rewarding.

All treatments are done in the comfort of your own home so for more information call or email me.

## Choosing a Nursery School

One of the results of our rapidly changing society is that the need for good quality nursery education has never been greater. As the number of nurseries has increased so has the range of services on offer.

Opening hours normally cover regular working hours. So compare the facilities available. In a good nursery parents normally see their children become more independent and notice a great improvement in speech, eating, and co-ordination skills, thus making the transition into school a whole lot smoother.

Security may be a consideration. Nursery staff should undergo regular police checks. All nurseries are registered and regularly inspected by Ofsted.

Establishments also need to meet certain stringent criteria which cover the likes of care, learning, play, safety, health, food and drink, behaviour and special needs, to name a few.

The early years are the most formative of a child's life, so choosing a nursery carefully will go a long way towards their future development. So check out the facilities offered by your local nursery schools.

## Vaccinations and immunisations

Many childhood illnesses (such as mumps, measles and polio) are easily prevented through vaccinations. We have a full range of vaccinations available at this surgery, and we will be inviting you to bring your child along.

You should make sure that your child completes the full course of immunisations to protect them from unnecessary illness.

We offer most of our travel vaccines free to our patients unless you have been registered less than one month. However, there is a charge for yellow fever and meningitis ACWY vaccinations. We do not offer rabies and Japanese encephalitis vaccinations at this surgery. You can buy anti-malarial medication over the counter, or we will give you a private prescription.

## Private patients

We will treat patients on a private basis. However, the following charges will apply.

Private consultation - from £35  
Medication - from £35

The doctors, practice nurses or health visitors will be happy to answer any questions you may have.

## Fees for non-NHS services

### Certificates

Private sick note .....£15.00  
Passport form/photograph .....£25.00

### Reports

Provident Association claim form (eg BUPA/PPP) ..... £20.00  
Sickness/Accident insurance benefit claim form..... £20.00  
Employers' report and opinion with/without examination .....£66.00  
Copies of reports for patients under access to Health Records Act 1990  
.....up to a maximum of £50  
Access to records under Data Protection Act .....up to £10.00

### Medical examinations

Fee for medical consultation – private patient per hour ..... £132.00  
LGV, PSV, taxi driver examination with/without full medical ..... £80.00 to £100

## Relax, Refresh, Energise!

### Agyana Myers

Fully qualified and insured with 13 years experience in various massage therapies and a member of the Federation of Holistic Therapists

Workplace Acupressure Massage helps to release tension, relieve aches and pains and refresh and energise in just 15 - 30 minutes.

The massage takes place in a special chair and is without oil, so no clothing is removed. It is easy to fit into your day - 15, 20 or 30 minute appointments are available and is ideal for the workplace.

The treatment is beneficial for:

- Relieving stress
- Releasing tension
- Easing aches and pains
- Boosting energy and well-being
- Preventing R.S.I.



£25pp for 30 minute appt (min 3 people)

£20pp for 30 minute appt (8 people or more)

Please enquire for costs of shorter treatments or home visits may be possible by arrangement (min 3 people)

Tel: 07782 207789 Email: agyana@gmail.com

## What is Massage Therapy?

Massage originated in China and is one of the oldest and simplest forms of therapy. It is a system of stroking, pressing and kneading different areas of the body, which can relieve pain, relax, stimulate, and tone the body.

Massage works on the soft tissues which can improve muscle tone. Although it normally affects those muscles just under the skin, the benefits may also reach the deeper layers of muscle and possibly even the organs. Of course, there is the added bonus that it also creates a pleasant sensation on the skin.

Massage also stimulates blood circulation and assists the lymphatic system, so improving the elimination of waste throughout the body.

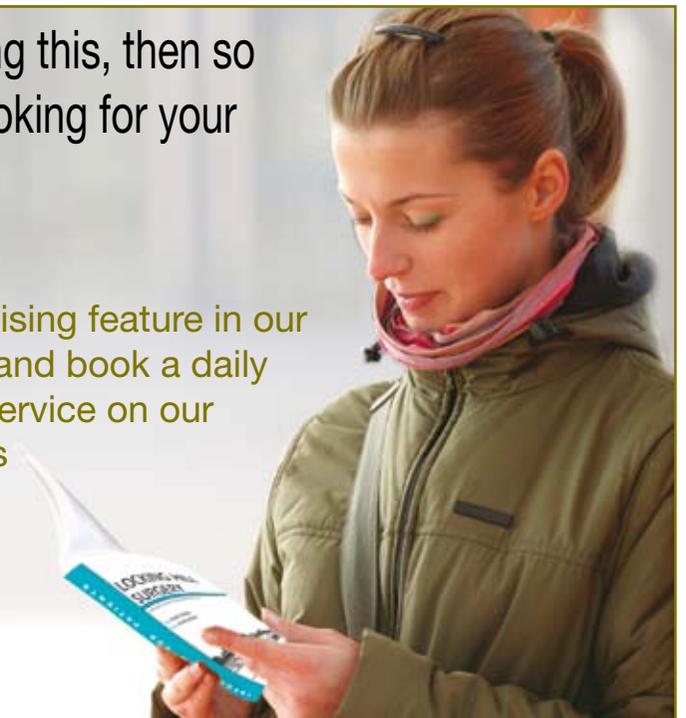
A single massage will be enjoyable, but the effects of massage are cumulative and a course of massage treatments will bring the most benefits.

Whilst massage therapy is not a regulated profession, therapists can affiliate to one of several professional bodies, all of which serve to protect the public by delivering best practice.

ADVERTISING FEATURE

If **YOU** are reading this, then so could patients looking for your kind of service.

To place an advertising feature in our practice booklets and book a daily reminder of your service on our appointment cards simply phone Jenny Mellenchip now on 0800 612 1516.



## Other available services

- Minor surgery
- School nursing
- Dietetics
- Chiropody
- Speech and language therapy
- Medication review
- 24 Hour Blood pressure check
- Enuresis (bed-wetting) clinic
- Physiotherapy
- ECG (heart monitoring)
- Smoking cessation clinic

We also carry out medical examinations for life insurance and HGV (heavy goods vehicles) licences. For information on charges, contact reception on 020 7411 6866, or ask at the reception desk for details.

## DISABLED ACCESS

Our premises (including the toilets) are accessible to disabled people, including those in wheelchairs.

## COMPLAINTS

We hope that you will be happy with the quality of service you receive from Dr Curran and partners. However, if you are unhappy for any reason, please put your complaint in writing and send it to the practice manager Mr Raj Kumar either by letter or email. We acknowledge all written complaints within two working days of receiving them. You can also discuss any concerns with our Practice Manager, Raj Kumar.

## CONFIDENTIALITY

You can be sure that anything you discuss with anyone here at the Manor Health Centre will stay confidential. This means that we will not pass on any information about you unless you agree that we can do so. This includes anything from details about your health to whether you are even one of our patients.

This policy applies to all our patients, including those under 16 years old.

If you have agreed with one of our practice team to have treatment or further care, we will share confidential information only with those who may be involved with this care. This will include people within the practice and people outside the practice such as hospital staff and other specialist teams.

The only other reason why we might consider passing on confidential information without your permission would be to protect you or someone else from serious harm. We would always try to discuss this with you first.

We have a practice policy about confidentiality that all our staff have read and agreed with. We think that confidentiality is a very important part of our service and we will treat any confidentiality problems very seriously.

The information we hold on our computer system will be kept in strict medical confidence.

## VIOLENCE AGAINST STAFF

It is our policy to be helpful and polite to all patients whatever their race, age, sex or sexuality. We expect the same courtesy from our patients.

We will not put up with discriminatory, unsociable, threatening or violent behaviour. If any of our patients behave in such a way, we will take one or more of the following steps:

- removing the patient from the premises
- calling the police
- taking the patient off our list.

## EDUCATIONAL REMIT

This practice has an educational remit. As a result of this, London Deanery Tutors (GPs themselves) will visit the practice from time to time and inspect patient records. Any patient who does not want their records to be inspected should tell the practice manager for future reference.

## FREEDOM OF INFORMATION – PUBLICATION SCHEME

Under the Freedom of Information Act 2000, we have to produce a publication scheme. A publication scheme is a guide to the 'classes' of information that we intend to routinely make available. You can get a copy of this scheme from reception or by downloading it from our website.

## WHAT YOU SHOULD DO IF:

### You want to register with the practice

Please ask for an application form from reception. We will ask you to fill in a data sheet outlining your medical history and to provide proof of your address. You will then need to see a nurse for a 'new patient' check.

To see whether you are eligible to register with the practice, please check the map on the back cover of this booklet to see our catchment area.

### You need an appointment

Surgeries are run on an appointment system and you can see any of the doctors who work in the practice. However, we recommend that you see the same doctor whenever possible as they are more familiar with your case. Children under 16 years old should be accompanied by an adult. If more than one member of your family wants to see the doctor, please make a separate appointment for each of them. Please remember to keep your appointment. If you cannot do so, please let us know as soon as possible so that we can offer your appointment to someone else. If you arrive over 10 minutes late for your appointment, we may ask you to make another appointment.

## You need a home visit

Whenever possible we will encourage you to come to the surgery as we can offer you a greater level of care here. If you do need a home visit, call 020 7411 6866. Please be prepared to give some details about the reason for the home visit so that we can deal with your enquiry more efficiently. Please call before 10.00am.

## The surgery is closed

If you need urgent advice, we always have a doctor 'on call'. You can call our number 24 hours a day, seven days a week.

When the surgery is closed, you will hear a recorded message telling you to call Seldoc on 020 8693 9066. The doctors at Seldoc are all experienced GPs.

There is also the 111 service (Dial 111) when you need medical help fast but its not a 999 emergency.

## You have a general enquiry

Please ring between 11.00am – 1.00pm; telephone lines close between 1.00 – 3.00pm. Staff are still available for enquiries at the desk from 8.30am – 7.00pm.

## You would like to see your medical records

Please ask at reception and we will give you details of the procedure (under the Access to Medical Records Act) and any charges involved.

## You need a repeat prescription

You should ask for repeat prescriptions in writing (by letter or fax), by e-mail LAMCCG.drcurran@nhs.net or in person, but not by phone. Please allow at least 24 hours before collecting your prescription or enclose a stamped addressed envelope with your request. Repeat prescriptions are available after 2.00pm each day.

If you have recently joined the practice and you need a repeat prescription for regular medication, please make an appointment to see the doctor so that they can review your medication if necessary.

## You need emergency contraception

We deal with requests for emergency contraception in strictest confidence, including requests from patients aged under 16. We hold family-planning clinics at the times given earlier in this booklet, but you can see the doctor or nurse on an emergency basis. We will offer you a choice of contraceptive methods where possible. You can also go to the casualty department of St Thomas' Hospital to be treated if you prefer. The sooner you get treatment, the better the chance of success.

## You are a carer

Please tell us if you are looking after someone who is ill or disabled, so that we can support you when necessary. We run a carers' support group - ask the district nurse for details.

## You change address

Please let us know as soon as possible. We may ask you to fill in a form.

## You need an interpreter

Please ask one of our receptionists to book an interpreter who speaks your language. Your choice of appointment times may be limited by the availability of this service.

## You are waiting for test results

You will normally be told when to phone the surgery for the results of blood and urine tests. If your results have been checked by one of the practice nurses or doctors, the receptionists can give them to you by phone or in person. Please ring for results between 11.30am and 1.00pm and 3.00 - 4.00pm.

Depending on the results, you may need to make an appointment to see a doctor or we will contact you by phone or letter.

## You are unhappy with your medication

Please discuss the matter with your doctor or pharmacist before you stop taking any medication.

## You have a comment (either positive or negative) about our services

You can make your comment to any member of the practice. If you prefer, you can ask to speak to the practice manager and he will discuss the matter with you as soon as possible. You can contact the practice manager by e-mail LAMCCG.drcurran@nhs.net. Please also use the comment and suggestion form on our website.

[www.claphamhealth.nhs.uk/your-surgery/](http://www.claphamhealth.nhs.uk/your-surgery/)

PALS (Patient Advice and Liaison Service) is a new service provided by the NHS to help you if:

- you need advice
- you want information about local services
- you have any concerns, suggestions or questions
- you don't know where to turn for help.

Please contact PALS on 0800 587 8078 between 9.30am and 4.30pm, Monday to Friday.

## SELF TREATMENT

### OF COMMON ILLNESSES • • • • •

Some limited information is available below. Please see the NHS patient websites for more detailed information. NHS Direct <http://www.nhs.uk> NHS Choices <http://www.nhsdirect.nhs.uk>

### Back pain

Back pain causes 13 million lost working days in Britain each year. Usually too much or inappropriate lifting or gardening is the cause. Be sensible, take things easy, prevention is better than cure. Rest and painkillers will relieve most cases within a few days. Your doctor will not mind if you approach a qualified physiotherapist, chiropractor or osteopath directly.

### Burns and scalds

Apply large quantities of cold water to the burn as soon as possible and maintain this for several minutes. A loose dressing is suitable for unbroken or mildly blistered skin. Larger burns and burns in children should be seen by a nurse or doctor.

### Coughs, colds and sore throats

No magic cure has been found for these common ailments. Viruses cannot be treated with antibiotics. Aspirin or paracetamol, soothing drinks and other remedies help relieve the symptoms until they pass naturally in a few days or so.

## Diarrhoea and vomiting

Again normally caused by viruses. Even holiday diarrhoea can be treated with small amounts of clear fluids, not milk, taken frequently to rest the stomach and prevent dehydration. In children, mixtures of glucose and salts (Rehidrat/ Dioralyte) can be used. If the patient appears very ill, or in babies who can become dehydrated more quickly, consult the doctor if symptoms persist.

## Earache

Usually earache accompanies coughs and colds. Paracetamol will relieve the pain. If symptoms persist, and with children, consult the doctor at the next surgery session.

## Head lice

Very common in children, head lice prefer clean hair and are not a sign of poor hygiene. Lotions are available from the chemist for all the family.

## Threadworms

All children will get these at some stage. An itching bottom, especially at night, is the most common complaint. Threadworms resemble small pieces of white cotton. Your chemist can advise you about treatment, again for all of the family.

## Head injuries/concussion

Most bumps on the head cause no damage. A slight headache can be helped with paracetamol. If the patient is knocked out for more than a few seconds, consult your doctor. He may advise that the patient is taken to hospital if a more serious injury is suspected even though the patient can at first appear well.

## Spots

Most childhood spotty illnesses are minor and often cause little upset. Measles is more serious, but is rare now that all children are immunised. Your doctor will not mind you attending the surgery with a spotty child to confirm diagnosis. All of these illnesses are contagious before the spots appear.

## Insect bites/stings

Antihistamine tablets from the chemist relieve itches as can calamine lotion. Antihistamine creams are not recommended.

## Nosebleeds

Pinch the nose between thumb and forefinger gently for five to ten minutes below the nasal bone. Persistent bleeding or a clot of blood down the throat may need further medical intervention. If heavy bleeding continues for more than 20 minutes you should go to A & E.

## Sprains

R.I.C.E. - Rest, ice, compression, elevation. A cold compress with ice (a bag of frozen peas) applied over the strain for 30 minutes reduces and prevents swelling. A crepe bandage can be used and elevation continued until all swelling subsides. Gradual resumption of movements and exercise over a few days is recommended.

## Sunburn

Treat as other burns. Calamine lotion and paracetamol will help. Avoidance, especially in children is most important. High factor sunblock and hats etc are advisable in all but the mildest of exposure to the harmful effects of the sun.

## USEFUL PHONE NUMBERS . . . . .

The Manor Health Centre .....	020 3049 4002
Emergency services - Police, Fire, Ambulance.....	999
Guy's and St Thomas' Hospital.....	020 7188 7188
Citizens Advice Bureau, .....	0844 243 8430
Samaritans - Soho branch .....	020 7734 2800
-National helpline .....	116 123
Age Concern, Clapham.....	020 7978 2282
NSPCC helpline.....	0808 800 5000
Lambeth Council .....	020 7926 1000
Lambeth Social Services .....	020 7926 5555
Weight Watchers .....	0345 345 1500
Stockwell Drugs Project .....	020 3228 6000
Alcohol Counselling and Prevention Services .....	0203 2281 500

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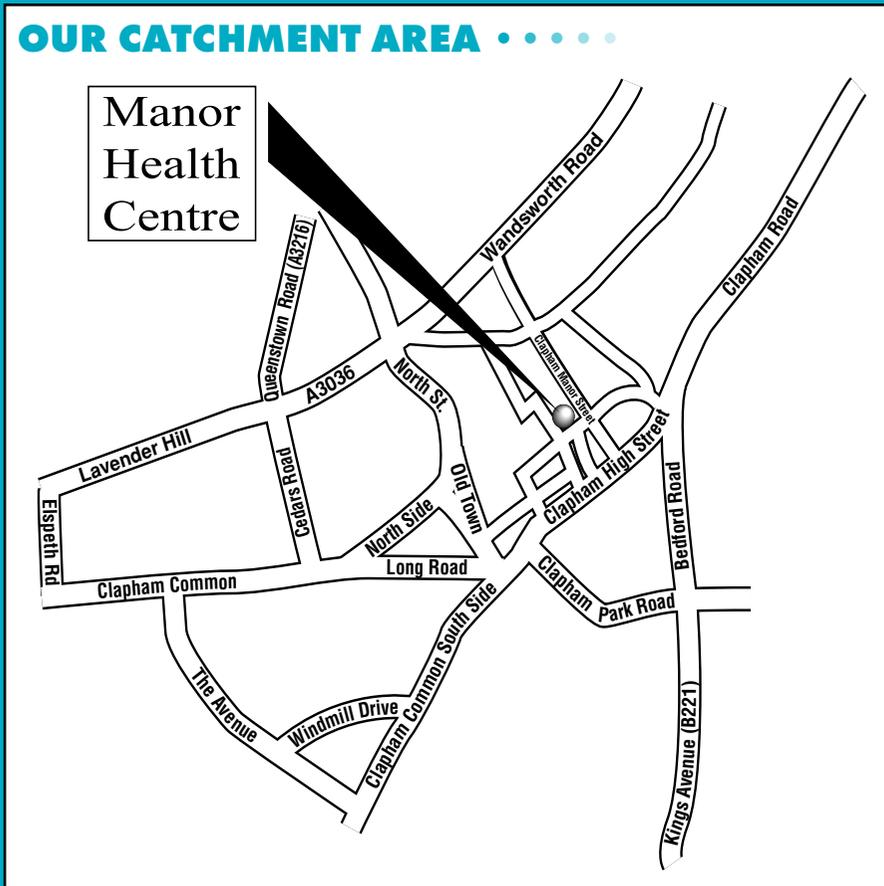
Keenans Mill, Lord Street, St Annes-on-Sea, Lancs FY8 2ER  
Tel: 01253 722142 Fax: 01253 714020  
Website: <http://www.opg.co.uk> Email: [info@opg.co.uk](mailto:info@opg.co.uk)

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## OUR CATCHMENT AREA . . . . .



### For general enquiries:

**Email:** [LAMCCG.dcurran@nhs.net](mailto:LAMCCG.dcurran@nhs.net)

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

Please note you can order your prescriptions and book an appointment via our website.

**REGISTER WITH THE SURGERY TODAY!**