



*'Offering Care for Family Health; Sharing Care for the Health of the Nation'*

**Dr Sangarapillai Jeyanathan - Lead Partner**

**Dr Ratnam Kandavel - GP Partner**

Clifton Rise Family Practice  
(Est. 1953)  
Waldron Health Centre (Suite 2)  
Amersham Vale  
London SE14 6LD

**Tel: 020 3049 3080**

**Fax: 020 3049 3081**

# Welcome to Clifton Rise Family Practice (Est. 1953)



*'Offering Care for Family Health; Sharing Care for the Health of the Nation'*

Our mission statement explains how the individual and family units of our community build up to form the nation.

As an established family practice for over 50 years, we provide health care to the local community with emphasis on good quality individual and family health by targeted lifestyle measures, regular health reviews and modern disease management approaches.

Thus we are proud in offering our Contribution to build up a Healthier Nation with Quality of Life and Longevity.

## Practice History

The year 2008 marked another milestone in the practice's history, when we moved into our brand new, purpose-built, ultra-modern premises where our surgery now forms part of a poly-clinic setup.

Clifton Rise Family Practice was founded by Dr B J Pereira in April 1953 with the help of a government grant as a one-room surgery at 11 Clifton Rise. By July 1954, the number of registered patients exceeded over 1000 and over the years continued to rise. As the practice expanded, a partner was taken on in 1959.

In 1960 Dr Pereira built, at his own expense, a new surgery, on the bomb site at 23 - 27 Clifton Rise. The surgery continued to grow successfully meeting the ever-increasing challenges in General Practice.

A branch surgery was established in the newly built Lee Health Centre, in the early 1980s. At that stage the practice had six partners and was serving well over 12,000 patients at both sites. Later the branch surgery patient population increased to the point that it could sustain itself. At the turn of the millennium, this led to the two practices becoming independent of each other.

The Clifton Rise Family Practice is presently run with a team of two doctors in partnership with two associate general practitioners, a practice manager, a practice nurse, a medical secretary, a computer clerk and receptionists. They are supported by district nurses, a health visitor and community psychiatric nurses etc.

We are part of the Health Consortium in Practice-based Commissioning and are happy to be part of the vision of a poly-clinic.

For the latest information click to: [www.cliftonrisefamilypracticeest1953.co.uk](http://www.cliftonrisefamilypracticeest1953.co.uk)

## Practice Team

### THE GENERAL PRACTITIONERS

**Dr Sangarapillai Jeyanathan** MBBS (Ceylon) 1976 LRCP/S FRCGP DGM DFFP (male)  
GMC Registration 1986, Lead Partner

**Dr Ratnam Kandavel** MBBS (Ceylon) 1970 MRCOG (male)  
GMC Registration 1973, GP Partner

### PRACTICE MANAGER - Khaledul Chowdhury

The practice manager looks after the day-to-day smooth running of the practice. He will be pleased to discuss any non-medical problems concerning the practice and to receive any suggestions that you may have towards improving the services.

### PRACTICE NURSE - Nwabisi Barango

The practice nurse runs an appointment system and holds clinics for childhood immunisations and cervical smears, as well as providing travel vaccinations and travel advice. She will be prepared to discuss any of the variety of health promotion matters.

### RECEPTIONISTS

The receptionists will be pleased to arrange your appointments, to answer your queries and to help direct you to the available services.

### OTHER STAFF

District nurses, health visitors and midwives etc are attached to the surgery and work as part of our team.

### OUR PRACTICE CATCHMENT AREA

People within Surgery's catchment area can register. This includes New Cross, Deptford, Telegraph Hill, Brockley and parts of Blackheath and Greenwich. Please speak to the reception desk for details.

## Surgery Opening Hours

The surgery is open from 8.30am - 6.30pm from Monday to Friday.

Our extended evening surgeries are from 6.30 - 8.00pm presently running on Tuesdays and Thursdays. We are not open on Saturdays or Sundays.

### CONSULTATION HOURS

The consultation hours vary from doctor to doctor and are set between 8.30am - 12.00noon and 3.30 - 6.30pm.

For the latest information click to: [www.cliftonrisefamilypracticeest1953.co.uk](http://www.cliftonrisefamilypracticeest1953.co.uk)

---

## Appointments

---

Our appointment system offers face-to-face consultation with a GP within 48 hours or a nurse within 24 hours. Slots are allocated to either same day appointments or advance appointments, which can be booked up to three weeks in advance.

Every day doctors are conducting a walk-in surgery to meet the immediate urgent minor problems, for which an appointment does not need to be made.

Please note that one appointment is for one person only. Patients with more than one issue to discuss should book a double appointment to ensure that an appropriate consultation can take place. Otherwise patients may be asked to book another appointment at a later stage. If you are unable to attend your appointment, please let the surgery know so that this will allow us to offer the slot to another person.

---

## Telephone Consultations

---

If you wish to speak to a doctor on the telephone for advice, the receptionists will let you know of a suitable time to ring.

---

## Home Visits

---

Home visits are for those patients who are housebound, or who are genuinely too ill to attend the surgery. Lack of transport is not a reason to request a home visit.

Please bear in mind that in the time it takes a doctor to visit a patient at home, several patients could have been seen at the practice. There are also better facilities for examining and treating patients at the surgery. Please telephone the surgery for your home visit request before 10.30am, unless it is an emergency.

---

## Repeat Prescriptions

---

All repeat prescription requests should be made in writing (including full details of patient and medication) using the computer-generated list. Requests for repeat prescriptions cannot be taken by telephone. Repeat prescriptions usually take 48 hours (two working days) to process from the time that we receive the request. The prescription cycle is normally 56 days. We advise you to take the repeat prescription slip with you when you go to hospital, either as an inpatient or as an outpatient so that the information is available to the hospital doctors. Some local chemists can arrange prescriptions for housebound patients or patients who have problems getting to the surgery.

---

## Blood test and test results

---

For regular blood tests, patients can take the form from the reception. Tests are booked at the main reception on ground floor. This test is done on the 2nd floor.

Please contact the practice for the results of any tests after 11.00am. Most blood test results come back within three days, X-rays within seven days. Some results take longer.

---

## Interpreting Service

---

We do provide interpreting service at the consultation for our non-English speaking patients. A patient who wants to access the service, please contact our reception staff.

---

## Out-of-Hours Cover

---

If you need to see a doctor urgently or need medical advice outside of the normal surgery hours, you should:

- **Telephone NHS Direct: 0845 4647/www.nhsdirect.nhs.uk**
- **Telephone SELDOC: 020 8693 9066**
- In case of emergency, dial 999 and ask for an ambulance or attend the Accident & Emergency (A&E) department at your local hospital.
- **GP Led Walk-in Centre:** Services are now offered at the Waldron Centre as part of the GP Led Walk-in Centre. Any patients can use this service 8.00am to 8.00pm, everyday including weekends and bank holidays.

Waldron Health Centre, Suite 3, Amersham Vale, London SE14 6LD. Tel: 020 03049 2370.

---

## Clinics And Services

---

- General medical and nursing care for illness
- Maternity services: antenatal and postnatal care
- Well-baby and child health checks
- Sexual health and contraception advice
- Cervical cytology screening (smear tests)
- Family planning clinics
- Travel health advice and immunisations
- The practice is a registered yellow fever vaccination centre
- Asthma and diabetic clinics
- Well person checkups
- Hypertension and coronary heart disease (CHD) care
- Minor surgery
- Flu clinics
- Medical examinations for HGV or other employment needs (fees are chargeable)

---

## Patients' Rights

---

You will be treated with respect and as a partner in your care. Being a partner means you have responsibilities too. Working in partnership with you we will strive to achieve the best possible medical care and endeavour to ensure the prevention of disease, illness and injury. The medical staff will advise and inform you of the steps that you can take to promote good health and a healthy lifestyle.

## Child Protection

---

We are legally obliged to protect children, in co-operation with social services, where the child may be at risk. And we strictly follow the guidelines provided by Lewisham PCT.

## Chaperone Policy

---

It is the policy of the practice to provide patients with a chaperone during certain examinations and procedures.

Please speak to the attending clinicians if you would like a chaperone to be present during the consultations.

## Practice Rules

---

All of the medical and clinical staff in the practice strive to give our patients an excellent service. To achieve this we believe that the patients should understand their own responsibilities. Therefore, before continuing your registration, you must understand the following:

- You may expect our staff to treat you with courtesy and respect at all times. We also expect this from you. Any abuse or threatening behaviour towards our staff, either verbal or physical will result in your immediate removal from the doctors' list and the police will be called.
- You must abide by our practice rules in respect of making appointments, repeat prescriptions, use of mobile telephones etc.
- Inevitably because of the unpredictability of illness and emergencies that may occur, sometimes doctors may be late in seeing their patients. If this happens we will keep you informed of the delay, but expect you to wait patiently. One day it may be you who needs the doctors' time urgently.
- Please keep your children under control at all times. Doctors' waiting rooms can be dangerous places when we are busy.

## Suggestions And Complaints

---

The practice welcomes suggestions about how we may improve our services. We also undertake patient surveys using questionnaires annually. We would like to thank our patients in advance for their co-operation in giving us your suggestions and comments. The practice has an official complaints procedure according to the standard NHS guidelines. If you are not happy with our service, you can make a complaint to the practice manager by filling in a form or directly speak to the practice manager.

You can also contact PALS (Patients Advice & Liaison Service) on 0800 587 7027.

Details are available at the reception.

## Confidentiality

---

At all times patients' privacy and confidentiality is of up most important to us and will be respected. Information to third parties (without your consent) would only be given in extreme circumstances eg: risk to public safety.

## Teaching And Training

---

The practice has a commitment to Medical Education and assists in the teaching of medical students from GKT Medical School. Medical students may observe the doctor or nurse whilst they are consulting with patients. Also final year students may conduct their own consultations with patients under the supervision of a doctor. Patients will be advised about this when they attend for their appointment and asked for their consent. If any patient does not wish to be seen by a medical student, or in the presence of a medical student, they have the right to refuse. They can decide this during the consultation if they feel uncomfortable with the situation, where the medical student will be asked to leave the room. Medical students are committed to patients' confidentiality, but do understand that some patients may consider their presence to be undesirable.

## Travel Information

---

If you require any vaccinations relating to foreign travel, you need to make an appointment with the practice nurse to discuss your travel health needs. This will include which countries and the areas within the countries you are travelling to determine which vaccines are required. It is important to make this initial appointment as early as possible, at least six to eight weeks before your travel. Our centre is a registered centre for Yellow Fever vaccinations.

## Do You Pay For Your Prescriptions?

---

You may find it more cost effective to purchase a 'season ticket' (pre-payment certificate). If you need more than five items during four months or more than 14 prescribed items during the year, you will save money by buying one. Application forms are available at the reception.

## Medical Certificates

---

You do not need a medical certificate for illnesses lasting less than seven days. In such an event ask your employer for a self-certification form (if self-employed contact the DSS for a form). For a doctor to issue a certificate you must have been seen either at the surgery or by the hospital. Some employers insist on a certificate within the first seven days. Please note that a charge will be made for the private certificate.

## Please Help Us To Help You

---

- Mondays are our busiest day, if something can wait try later in the week.
- The phone will be busy at peak periods, especially 8.30 to 9.00am each morning. Please be patient, don't blame the receptionist.
- Request home visits before 10.30am, but please try to attend the surgery whenever possible.
- Remember one appointment is for one person only. If you think that you may need longer than 10 minutes, please ask the receptionist for advice.
- Please keep your appointment and give as much notice as possible if you are unable to attend.
- Inform of any changes in your address or circumstances and make sure that we have an up-to-date telephone number.
- We welcome your views on the services we provide. If you have any queries, comments, constructive suggestions or criticisms, our practice manager would like to hear from you.

## Zero Tolerance

---

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

## Freedom Of Information - 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. This scheme is available from reception.

## Family Medicine Chest

---

- Soluble aspirin for adults (and children over 12 years) and paracetamol
- Calpol or Disprol for childhood fevers and pains
- Antiseptic solution and cream
- Calamine lotion for insect bites
- Adhesive dressings/dressing strips for minor cuts
- Crepe bandage to support sprained or bruised joints
- Dioralyte or similar re-hydration fluid for children with diarrhoea and vomiting

## Self Treatment Of Common Illnesses And Accidents

---

### *CHILDHOOD FEVER*

Young children with a high temperature should be treated quickly to bring down the temperature. Remove the outer clothing. Do not wrap them in blankets. Give Calpol syrup or Disprol tablets at the correct dosage for the child's age. Fan the child or sponge the forehead with warm water and if necessary place the child in a bath of lukewarm water. Contrary to popular belief, it does no harm to bring a feverish child to the surgery.

### *BACK PAIN*

Back pain is a very common problem and is normally due to a combination of twisting and lifting. The main treatment for back pain is to take either aspirin or paracetamol, which will not only help to relieve the pain, but will also relieve the inflammation. Take plenty of rest. If the pain is particularly severe or persists for more than a few days you should consult your doctor, who may advise gentle exercise or manipulation. Back pain can usually be avoided by adopting the correct posture to lift, regular exercise and by losing weight.

### *BURNS*

Apply large quantities of cold water to the affected area as soon as possible, and maintain this until the pain subsides. This may take as long as 15 minutes. If the skin is unbroken but blistered, apply a loose dry dressing. If the burn is larger than 4-5 inches in diameter or the skin is broken, consult your doctor as soon as possible.

## *COLDS*

Despite considerable research and advancement in science, the cold virus has not yet been defeated. A runny nose, fever, headache and aches and pains, is a self-limiting illness. Go to bed and take plenty of fluids. If you have a headache or fever, take aspirin or paracetamol. Do not bother to take any antibiotics as they do not have any effect. Sometimes inhaling menthol crystals is beneficial.

## *DIARRHOEA IN CHILDREN*

Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel movements due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and giving Dioralyte or electrolade powder mixed in water. This is usually self-limiting and caused by a virus and does not require antibiotic treatment. If the symptoms persist for more than 24 hours or are accompanied by vomiting or weakness then consult your doctor. Children can dehydrate rapidly. If you are concerned about your child, telephone the surgery and speak to one of the doctors.

## *DIARRHOEA AND SICKNESS IN ADULTS*

Diarrhoea in adults is usually caused by a viral infection and is therefore self-limiting. Symptoms can usually be eased by remedies containing codeine. Holiday diarrhoea is often caused by bacteria. If diarrhoea goes on for more than two to three days or if dehydration is imminent, you should see your doctor immediately.

## *NOSE BLEEDS*

Bleeding from the nose can occur for a number of reasons but usually is due to a spontaneous rupture of one of the little capillaries in the nose. The most appropriate treatment is to sit down, bend forwards, squeeze the soft part of the nose together for a good three to five minutes and breathe through the mouth. If bleeding continues then it would be wise to attend the Accident and Emergency department who may be able to cauterise the bleeding point. Once the bleeding has stopped, try not to blow your nose for at least 24 hours. Consider a tetanus vaccination.

## *INSECT BITES AND STINGS*

Cool the bitten part as soon as possible, with ice if you can, to reduce the inflammation and repeat this as often as you wish. Bee stings should be scraped away rather than plucked in order to avoid squeezing the contents of the venom sac into the wound. Antihistamine tablets are available from the chemist cheaply without prescription and will relieve itching and local swelling. Take them regularly for two to three days observing your chemist's instructions for their use.

## *HEAD LICE*

These creatures, contrary to popular belief, prefer clean hair and are therefore not a sign of poor personal hygiene. Treatment for the whole family is simple with medicated head lotion which can be obtained from the chemist without prescription.

## THREAD WORMS

These look like pieces of moving, white, cotton threads in the motion. They are not important and rarely cause problems. Some children may complain of an itchy bottom, but this is not always due to worms. The best treatment to avoid infecting other members of the family is very careful hand washing after using the lavatory and keeping fingernails short and well scrubbed. This will also avoid the risk of re-infection. Further treatment involves the whole family taking medication available from the chemist to kill the worms and to purge the bowel. This often causes diarrhoea in those who have no problems with the worms. The best advice is to pay careful attention to hygiene at all times and only treat with medicines if the worms actually cause symptoms. Most cases will clear up in 7-14 days with careful hygiene only.

## Notes

## Your Health In Your Hands

**KEEP ACTIVE  
DON'T SMOKE**



**Dr Bertram John Pereira**

(DoB 10/06/1915 and DoD 10/06/1993)  
Founder of Clifton Rise

**WATCH YOUR WEIGHT  
DRINK IN MODERATION**



**Dr Vettivelu Rajeswaren**

(DoB 18/10/1936 and DoD 28/06/2006)  
Time with Clifton Rise from 1972 to 2002

*Who live no more still echo  
Within our thoughts and words,  
And what they did has become  
Woven into what we are*

**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](mailto:info@opg.co.uk)

**for Drs Pereira & Rajeswaren of London**

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.

*It must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.*

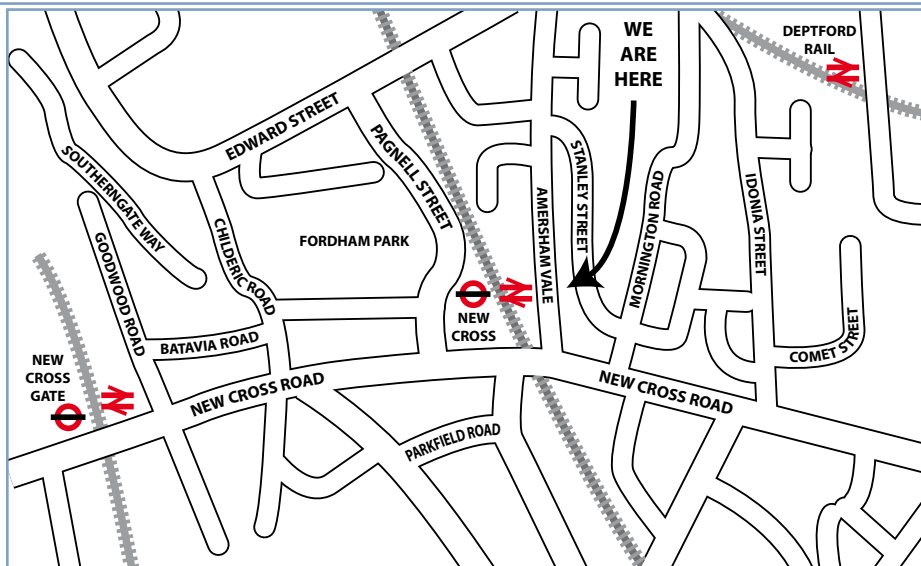


**For the latest information click to: [www.cliftonrisefamilypracticeest1953.co.uk](http://www.cliftonrisefamilypracticeest1953.co.uk)**

## Useful Telephone Numbers

Lewisham PCT.....	Tel: 020 3049 3232
Cantilever House, 2nd Floor, Eltham Road, SE12 8RN	
Fax.....	020 3049 3358
Waldron Health Centre Main Reception.....	020 3049 3400
University Hospital Lewisham.....	020 8333 3000
King's College Hospital.....	020 3299 9000
Guy's and St Thomas' Hospital.....	020 7188 7188
Queen Elizabeth Hospital.....	020 8836 6000
Kaleidoscope (Children & Young People's Centre) Catford.....	020 7138 1100
District Nursing Team.....	020 3049 3400
Fax.....	020 3049 3401
Health Visitor Lead - Lavern Taylor.....	020 3049 3439
PALS (Patient Advice & Liaison Service).....	0800 587 7027
NHS Direct.....	0845 4647
SELDOC Patients Line.....	020 8693 9066
Speedwell Mental Health Centre.....	020 3228 1200
Fax.....	020 3228 1201
Citizen Advice Bureau.....	0870 126 4037

## Our Practice Area



The main entrance to the Waldron Health Centre is located on Amersham Vale.

Parking is available on roads around the Health Centre as off street parking.

The nearest British Rail/Underground Station is New Cross, which is across the road.

Practice Booklets are published by Neighbourhood Direct Ltd. 01253 722142