



## **PRACTICE INFORMATION LEAFLET**

**PRACTICE NAME** Dr Batra's Practice (Waldron Family GP Practice)

**ADDRESS** Suite 4, Waldron Health Centre,  
Stanley Street,  
London SE8 4BG

**Website:** [www.drbatraspractice.co.uk](http://www.drbatraspractice.co.uk)

**FAX Number:** 0203 049 3651

**Email:** [LEWCCG.g85717-general@nhs.net](mailto:LEWCCG.g85717-general@nhs.net)

**Telephone Number:** 0203 049 3650

### **MAKING OUR SERVICES ACCESSIBLE**

Our practice has been designed to accommodate disabled access. If you need assistance or experience difficulties climbing stairs, please inform reception when you book your appointment and arrangements will be made to assist you. The surgery has a ramp for wheelchair access and toilet facilities for disabled people and there is a hearing loop available at reception.

### **INTERPRETING**

If you require an interpreter or wish to receive this information in a different language, in British Sign Language or in an accessible format, please inform reception when booking your appointment. Different formats are available on request such as large print, CD audio and easy English.

## **WELCOME/INTRODUCTION/MISSION STATEMENT**

May we take this opportunity of welcoming you to our practice. We hope that this booklet will make you aware of the services provided by our practice so that you may use them to your best advantage. It also helps if you are familiar with the way our practice runs with regards to appointments, repeat prescriptions etc.

We have tried to ensure the information in this booklet is up to date, but there will inevitably be some changes which our practice will advertise as they happen and incorporate into the next edition of this booklet.

## **HOW TO REGISTER AS A PATIENT**

If you live within our catchment area you can register by confirming your address and completing the registration form available at reception or alternatively you can download a form from our website. After this is returned to the practice you may be offered an appointment to see the Health Care Assistant (HCA)/Practice Nurse for a new patient check. Children 16 and under do not need to complete the registration form. An adult member of the family can register them by providing the required information and signing the form on their behalf.

## **HOW WE CAN CONTACT YOU/KEEPING US UPDATED**

All newly registered patients should provide their NHS number, immunisation details (children under six) and information about smear tests (women). Please make sure you keep us informed of your current address and contact telephone numbers including a mobile number, if you have one. If mail that has been sent to you comes back returned, you may be removed from our practice list and therefore you may be required to re-register.

# PRACTICE STAFF



## **MEMBERS OF THE PRIMARY HEALTH CARE TEAM**

The aim of our practice is to provide a high level of care for our patients by working together with you and your families.

### **DOCTORS**

**Dr B K Batra (Male)**

**Dr Helene Arps (Female)**

**Dr Sarah Corcoran (Female)**

**Dr Tsui-Ta Smith (Female)**

**Dr Sobana Navaratnarasah (Female)**

**Dr Daniel Lin (Male)**

**Dr Humaira Haq (Female)**

### **THE NURSING TEAM**

Our Practice Nurses carry out a wide range of nursing procedures at the practice. They are also specifically trained in conducting a variety of well-person screening (including cervical smears) giving health promotional advice, monitoring some long-term medical conditions and providing some contraceptive advice. Please refer to our website for more information.

**Mrs Grace Francis                      Registered General Nurse**

**Mr Ibrahim Magdi                      Health Care Assistant (HCA)**

**Miss Georgina Goss                      Dietician**

### **MANAGEMENT TEAM**

Our Practice Management team are responsible for the practice administration and overall smooth and efficient running of the practice. If you have any suggestions regarding the practice, please contact the team.

**Mrs. Urmila Batra                      Practice Manager**

**Mr. Jotsan Shrestha                      Assistant Practice Manager**

## **RECEPTION AND ADMINISTRATION TEAM**

We have a dedicated team of receptionists and administrators who work hard to support the smooth running of our practice and helping you with queries, appointments, referrals, prescriptions and other administrative duties. They are also there to help you become familiar with the various clinics and surgeries we offer and also other NHS services that are available. They have a very demanding workload so please be patient if they are busy.

<b>Mrs. Smita Patel</b>	<b>Administrator</b>
<b>Mrs. Shama Batra</b>	<b>Receptionist</b>
<b>Mrs. Manisha Patel</b>	<b>Receptionist</b>
<b>Mrs. Nisha Patel</b>	<b>Receptionist</b>
<b>Mrs. Manu Luthra</b>	<b>Receptionist</b>

## **DOCTOR PREFERENCE**

When registering with our practice you have the right to express a preference for the doctor you would like to see and this information will be kept in your records. We are however unable to guarantee that a particular doctor will be available when required and if not we will endeavour to provide a suitable appointment with another practitioner.

# CONTACTING THE PRACTICE



## PRACTICE OPENING TIMES

Day	Open	Closed	Telephones
Monday	8:00 am	6:30 pm	8:00 am – 6:30 pm
Tuesday	8:00 am	7:40 pm	8:00 am – 6:30 pm
Wednesday	8:00 am	7:40 pm	8:00 am – 6:30 pm
Thursday	8:00 am	6:30 pm	8:00 am – 6:30 pm
Friday	8:00 am	6:30 pm	8:00 am – 6:30 pm
Saturday	Out of Hours – (SELDOC)	Out of Hours - (SELDOC)	-
Sunday	Out of Hours – (SELDOC)	Out of Hours – (SELDOC)	-

Extended hours are offered on [Tuesday and Wednesday \(6:30-7:40\)](#)

Please note that the practice is **CLOSED** at weekends and Bank Holidays.

Please see later sections for what to do when the practice is closed

## WAYS TO BOOK AN APPOINTMENT:

- **Online** — before you can use online appointment booking you must first register to obtain a username and password (see “Patient Online Services”).
- **Telephone** — you can book an appointment by telephoning our practice during opening hours or, if you would like telephone advice/consultation, leave a message with the receptionist and a doctor will call you back
- **Face-to-face** - you can visit our practice in person and book an appointment via reception.

## APPOINTMENT REMINDER TEXTS/ CANCELLATIONS

Appointment reminder SMS texts can be sent to your mobile phone. If you have made an appointment to see any member of the healthcare team and no longer require it, please text back to cancel or contact our reception team as soon as possible so that it can be offered to another patient.

## TYPES OF APPOINTMENTS AVAILABLE:

- **Pre-bookable (in advance)** — 60% appointments may be booked 2 weeks in advance.
- **Urgent**— protected appointments are offered every day *strictly* for medical emergencies.
- **Telephone Consultation Service** — our practice offers telephone consultations if you do not need to be physically examined. Please ask for a phone consultation and you will be given an approximate time to be called back.

## PATIENT ONLINE SERVICES

Our practice has implemented “Patient Online” services which enable you to book appointments, order repeat prescriptions and view your electronic medical records online using your computer, tablet or smart phone rather than have to phone or visit your practice.

Patient Online Services are accessed through **PATIENT ACCESS** which is a



service provided by Egton Medical Information Systems (EMIS) - this is the electronic patient records system used by the practice.

Anyone wishing to register for this **free** service can visit [www.patient.co.uk/access](http://www.patient.co.uk/access) to complete an online registration process or alternatively please see reception. You will be required to bring photographic ID into reception to verify your details before you are able to fully use the service.

You can even download a free app to access this service from your smart phone (available for both Android and iOS).

## **REPEAT PRESCRIPTIONS**

If you are on regular medication you may obtain repeat prescriptions with the doctor's agreement. You can ask your local pharmacist to order repeat prescriptions for you — this is a free service which many patients find convenient. Another easy way is to order repeat medications through Patient Online. You can still order repeat medications via our receptionists and by fax however to avoid errors, repeat requests cannot be taken over the telephone under any circumstances. You need to allow two clear working days (excluding Bank Holidays and weekends) if collecting the prescription from our practice.

## **ELECTRONIC PRESCRIPTION SERVICE (EPS)**

Using the EPS, when collecting repeat prescriptions, you do not have to visit the practice. Instead, the practice will send the prescription electronically to the pharmacy of your choice, saving you time. EPS is reliable, secure, confidential and free and does not require you to use a computer. Ask one of our receptionists or at any pharmacy that offers EPS for more information.

## **HOW TO SEE THE NURSING TEAM**

Appointments with the Nursing Team are made by calling 0203 049 3650. Alternatively, appointments with the Nursing Team can be made at reception.

The Nursing Team carries out a wide range of nursing procedures at our practice. They are trained to provide a wide variety of well-person screenings, (including cervical smears), giving health promotional advice, managing long term health conditions and providing contraceptive advice. They are also trained to do blood pressure monitoring, general health checks and support with long term conditions. The Team offer health advice, deal with dressings, urine tests, injections, ear syringing, blood pressure checks, removal of sutures, cervical smear tests, weight control, over 75 health checks, travel advice, COPD, Asthmas and Diabetic checks. Unfortunately, as our nurse's expertise is in different fields, it is not possible to book online for nurse appointments. On some occasions our nurses will have medical students or student nurses with them. We will always ask your consent beforehand.

## **HOME VISITS**

Home visits are usually reserved for the housebound, disabled and terminally ill patients that are unable to attend the practice. Please telephone to request a home visit before 12:30 A doctor or nurse will call you back to discuss the urgency of your visit. Should you require a doctor as a matter of urgency, please contact the Reception team. As home visits take considerably longer than surgery appointments, we ask you to come to the practice if you are mobile, as this will allow us to reserve visits for genuinely housebound and seriously ill patients. Please call us as early in the day as possible.

## **CHAPERONE POLICY**

All patients are entitled to have a chaperone present for any consultation, examination or procedure. If you would like a chaperone, however have not been offered please ask your GP, nurse or enquire at reception.

# PRACTICE SERVICES



## THE SERVICES WE PROVIDE

The following medical services are available at the practice:

- **Asthma**
- **Cervical smears**
- **Dietician**
- **Immunisations**
- **NHS Health Check—heart health risk assessment and advice**
- **New baby 6 week check**
- **New patient health checks**
- **Travel**

We help patients with Long Term Conditions (LTCs) to maintain their health and wellbeing. Examples of such conditions are:

- **Coronary heart disease**—CHD patients, such as those with a history of angina/previous heart attack, will be invited to attend a review clinic.
- **Diabetes**
- **Chronic Obstructive Pulmonary Disease (COPD)**
- **Epilepsy**
- **High blood pressure**
- **Kidney disorders**
- **Thyroid**

## HEALTH AND WELL BEING

We offer male and female health screening to all our patients between the ages of 16-75 for checks that include height and weight measurement, urine testing, blood pressure and general advice.

We also offer annual general health checks for all patients over the age of 75. If you have not been screened in the last three years or in the last year if over 75, please book an appointment to see our nurse.

## **NHS HEALTH CHECK**

If you are aged between 40-74 without a pre-existing condition you will be invited to have a free NHS health check. For further information, please ask at reception.

## **BLOOD PRESSURE MONITORING**

Our practice has a Blood pressure machine situated in the reception area. If you are over 45 and not had a blood pressure reading in the last 3 years or the doctor has asked you to monitor your blood pressure, please feel free to use it at your convenience. A printed slip will be generated, please write your name on the back of the slip and hand it to the receptionist who will record it, then show to your doctor.

## **TRAVEL ADVICE AND IMMUNISATIONS**

Our Nurses provide travel advice and immunisations. Our practice is able to provide general and individual advice on staying healthy whether abroad for business or pleasure. Remember to make sure wherever possible that you allow enough time before travel (at least six weeks) to ensure you have taken a full course.

## **NON NHS SERVICES**

Certain services such as private sick notes, insurance claim forms, medical reports, passport applications, some medical examinations are not covered by the NHS and therefore charges are made in line with the British Medical Association (BMA) guidelines. For non-NHS services, please contact the Administration team to discuss your enquiry. Please allow at least 14 days for completion of the above before collection. A current list of our charges is available at reception.

# WHAT TO DO WHEN THE PRACTICE IS CLOSED



## **URGENT CARE AND EMERGENCY CARE**

Please **DO NOT GO TO A&E** for minor ailments, medication and routine problems for which you would normally see your GP about. Please respect that hospital A&E visits are for Accident and Emergencies ONLY.

## **TRY TO DO SOMETHING YOURSELF—SELF CARE**

Our practice will encourage and support you to share responsibility for your healthcare with health professionals such as doctors, nurses, midwives, pharmacists and dentists.

You can also do things yourselves. For instance, instead of immediately contacting a doctor about a minor illness, we encourage you to first try to do something about it yourself, in other words to practise 'Self-care'. Self-care also means knowing when to speak to or visit a health professional and how quickly to do this.

## **OUT-OF-HOURS DOCTOR**

If you require medical attention when we are closed, please still telephone the practice number and a recorded message will tell you how to contact the 'GP out of hours service'. On contacting this service you may be given advice, asked to attend at an emergency centre or be visited at home.

In Lewisham, the GP out of hours service is called the South East London Doctors on Call (SELDOC) which is an out-of-hours co-operative for local GPs - our practice is a member of SELDOC.

Alternatively, you can telephone the NHS 111 service.

## **NHS 111**

111 is the NHS non-emergency number. It is the fast and easy way to get the right help, whatever the time and is available 24 hours a day, 365 days a year. You can call 111 and speak to a highly trained adviser, supported by healthcare professionals, who will ask you a series of questions to

assess your symptoms and immediately direct you to the best medical care for you.

Calls are free from landlines and mobile phones. Call 111 if:

- you need medical help fast but it's not a 999 emergency;
- you think you need to go to Accident & Emergency (A&E) or need another
- NHS urgent care service;
- you don't know who to call or you don't have a GP to call;
- you need health information or reassurance about what to do next.

For less urgent health needs, contact your GP or local pharmacist in the usual way.

For immediate, life-threatening emergencies, call 999.

You can get more information on the NHS 111 service by visiting [www.nhs.uk/111](http://www.nhs.uk/111) or by telephoning 111.

## **WALK-IN CENTRE**

An alternative to SELDOC and 111 is the GP Walk-in Centre at the Waldron Health Centre, Amersham Vale London SE14 6LD, Tel: 0203 049 2370 which provides advice and treatment for minor ailments and injuries when you are unable to see your GP. Both registered and unregistered patients can use this service.

The GP Walk-in Centre is open from 8.00am to 8.00pm, 365 days a year including weekends and Bank Holidays.

## **SPEAK TO YOUR LOCAL PHARMACIST—PHARMACY FIRST**

The pharmacy is an accessible health resource for you and your family. Everyone can get advice from a pharmacist and buy medicine for minor ailments or illness.



Many pharmacies are open when your GP surgery is shut (evenings, weekends and on public holidays). You don't even need to make an appointment to speak to a pharmacist.

There is also a specific scheme in Lewisham called Pharmacy First where patients who are registered with a Lewisham GP (except those who are pregnant) and suffering with one of the conditions listed below can get advice, treatment and also medicines (which are free of charge for patients that do not usually pay prescription charges).

#### Pharmacy First Conditions:

- Constipation
- Heartburn
- Diarrhoea
- Piles
- hay fever
- sore throat
- cold and flu
- headache
- sprains and strains
- athlete's foot
- cold sore
- contact dermatitis
- head lice
- insect bites and stings
- mouth ulcer
- nappy rash
- vaginal thrush
- minor burns and scalds
- conjunctivitis
- earwax
- teething
- fever
- threadworm
- itching due to chicken pox

Most pharmacies in Lewisham are participating in the scheme with an up to date list available at:

[www.lewishamccg.nhs.uk/your-health/Pages/Pharmacy-First](http://www.lewishamccg.nhs.uk/your-health/Pages/Pharmacy-First)

# HOW WE WORK



## **PRACTICE TRAINING**

Occasionally, the practice will close for half a day to ensure all staff receive the appropriate training to perform their jobs well. When these sessions are planned, we will notify patients well in advance. Notice of the closure will be advertised in the practice and emergency cover will be provided during these times.

## **EQUALITY & DIVERSITY**

Our practice is committed to eliminating discrimination and encouraging diversity amongst our workforce and in relation to our patients and service users.

We believe in fairness, equity and above all value diversity in all dealings in a way that respects the needs of each individual and does not exclude anyone.

By demonstrating three benefits, the practice ensures that it develops a healthcare workforce that is diverse, non-discriminatory and appropriate to deliver high quality healthcare.

The practice and its staff will not discriminate on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. For more information on our Equality and Diversity Policy, please contact a member of our Administration team.

## **PATIENTS' RIGHTS AND RESPONSIBILITIES**

Being a patient attending a busy GP practice can be anxious and worrying time for you. We aim to make your time here as short and as simple as possible. The following should help to explain what you, as a patient can expect from our staff and what we, the staff can expect from you.

### **Your Doctor's Responsibilities:**

- To treat you with respect and courtesy at all times.
- To treat you as an individual, and to discuss with you the care and treatment we can provide.
- To give you full information on the services we offer.
- To give you the most appropriate care by suitably qualified staff.
- To provide you with emergency care when you need it.
- To refer you to a suitable consultant when necessary.
- To give you access to your health records, subject to any limitations in the law.

### **Your Responsibilities as a Patient:**

- To treat all staff with respect and courtesy at all times
- To tell us if you are unsure about the treatment we are offering you.
- To ask for a home visit, only when you are unable to attend the practice through illness or infirmity.
- To request such a visit if at all possible before 10.00 am.
- To ask for an out-of-hours visit only when necessary.
- To keep your appointments and contact the practice in advance if you cannot attend.

## **ZERO TOLERANCE**

It is our policy to be helpful and polite to all our patients regardless of age, ethnic origin, disability, gender or sexual orientation. We expect the same courtesy from our patients. Discriminatory, unsocial, threatening, violent or abusive behaviour towards staff, other patients or the premises will not be tolerated. This may involve the Police and result in the removal of the patient from our practice list.

## **PATIENT CONFIDENTIALITY AND DATA PROTECTION**

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. Your personal and medical details together with a record of all consultations are held within the practice's electronic records. The practice takes the privacy of your personal information very seriously and works to the highest standards to maintain confidentiality. We respect our patients' privacy and confidentiality at all times.

Your medical data and personal information are used, stored and disposed of under strict regulations set out in the Data Protection 2003. As part of providing quality health care your medical information may need to be shared with allied health professionals (i.e. hospitals or district nurses). Information is never shared with third parties i.e. external organisations or insurance companies without your full written consent.

### **FAIR PROCESSING NOTICE (Health Records)**

The purpose of this notice is to inform you of the type of information (including personal information) that your practice holds, how that information is used, who we may share that information with, and how we keep it secure and confidential. The Fair Processing Notice reminds you of your rights under the Data Protection Act 1998.

### **ACCESS TO MEDICAL RECORDS**

Under the Data Protection Act 1998 people have the right to see any files about them, including their health records. Access can only be denied if there is a compelling reason, the Data Protection Act replaced the access to Health Records Act 1990 on 1st March 2000, except applications to see records of someone who has died. If there is anything you do not understand, or find upsetting please speak to a receptionist who will pass your concern onto a doctor as appropriate.

Access to your medical records is available online through Patient Access.

# GETTING INVOLVED



## **NHS FRIENDS AND FAMILY TEST (FFT)**

The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether their patients are happy with the service provided, or where improvements are needed.

It is a quick and anonymous way to give your views after receiving care or treatment across the NHS. The FFT has been rolled out across most NHS services, including community care, hospitals, mental health services, maternity services, GP and dental practices, emergency care, patient transport and more. If you have any queries about the FFT, [contact NHS England via email: \[england.contactus@nhs.net\]\(mailto:england.contactus@nhs.net\)](mailto:england.contactus@nhs.net)

There are various ways for you to take the Family and Friends Test.

- You can pick up a questionnaire from reception desk or from the doctor or nurse you visit
- You can download a questionnaire from our website.
- We will send you a text message with the questionnaire after you have seen a doctor or nurse, which you can reply to - it will not cost you to do so. The text message will only be sent to you once a month. However if you have more than one appointment or visit the practice for anything other than an appointment then please feel free to pick up a questionnaire from the reception desk

All data collected will be anonymous, the data will be submitted to NHS England every month and this will give the practice a rating which will be published on NHS Choices.

We hope that you will be happy with the service that we provide and therefore welcome your feedback through FFT, however if you do have cause to complain please contact the Practice Manager.

## **PATIENT PARTICIPATION GROUP (PPG)**

### **What is the Patient Participation Group?**

The PPG is a group of patients who meet regularly with the practice management and clinical staff to enhance the practice by representing the patients' views of the services and by suggesting possible improvements.

### **What does it involve?**

PPG meetings are held at the practice approximately every six months. The purpose of these meetings is to discuss issues affecting your practice and the NHS as a whole, and also to help the practice deliver the best service it possibly can. We also have a "virtual" PPG which allows patients to be involved using email.

### **What else does the PPG do?**

- Help distribute patient survey forms to patients in the practice (one a year);
- Help with organising patient health events;
- Attend locality PPG events;
- Assist in producing the practice newsletter.

### **Who can become a member?**

Anyone who is a registered patient at the practice can become a member of our PPG. If you are interested, or require further information, please refer to our website or contact our reception team.

## **LEWISHAM HEALTHWATCH**

HealthWatch is the independent consumer champion created to gather and report the views of the public. HealthWatch will play a role at both national and local level and will make sure that the views of the public and people who use services are taken into account. For further information about your local HealthWatch, please contact 0208 315 1916 or go to [www.healthwatchlewisham.co.uk](http://www.healthwatchlewisham.co.uk)



## **COMPLIMENTS, COMMENTS AND FEEDBACK**

We operate a Practice Complaints Procedure as part of the NHS system for dealing with complaints. Our systems meet with national criteria, but we don't only want to hear from you when something goes wrong. If you have any comments or ideas regarding the running of the practice, please speak to one of the practice team or leave a message in our comments box located at the reception.

The doctors and staff always strive to give an excellent service to our patients. We recognise that the service is not always perfect and consequently value the ideas, comments and suggestions we received from our patients.

We feel that very often the problems that arise between the practice and a patient are due to misunderstandings or are issues that can be resolved within the practice, and for this reason patients are encouraged to talk directly to the practice as we are best placed to investigate and remedy your complaint.

If however, you feel that the practice is unable to resolve your issues, you may complain directly to:

NHS England, PO Box 16738, Redditch B97 9PT  
Tel: 0300 311 22 33  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Please note that we have a duty of confidentiality to our patients and consent will be necessary if the patient concerned does not make the complaint themselves.

### **NHS ENGLAND**

NHS England (NHSE) commissions primary care services for local communities for example doctors, dentists, opticians and pharmacy services. For general enquiries and advice about accessing these services, please contact their Customer Contact Centre on 0300 311 22 33 (Monday to Friday 8.00 am to 6.00 pm excluding Bank holidays).

## **NHS LEWISHAM CLINICAL COMMISSIONING GROUP (CCG)**

NHS Lewisham CCG is a membership organisation made up of the 40 local GP practices across Lewisham. It is responsible for planning and buying NHS services aimed at improving health for people in Lewisham to reduce health inequalities and improve health outcomes in a cost effective way that provides good value for money. If you want to keep up to date with what the CCG are doing, you can sign up to receive their quarterly bulletin at [lewccg.enquiry@nhs.net](mailto:lewccg.enquiry@nhs.net), visit the CCG's website at [www.lewishamccg.nhs.uk](http://www.lewishamccg.nhs.uk), follow twitter @NHSlewishamccg or contact via telephone on 020 7206 3200.

### **USEFUL CONTACT NUMBERS**

#### **Urgent Care/Emergency/Out of Hours Services:**

Out-of-hours GP (SELDOC)	020 8693 9066
New Cross GP Led Walk-in Centre	020 3049 2370
NHS 111 Service	111

#### **Local NHS Organisations:**

Lewisham & Greenwich NHS Trust	020 8333 3000
NHS Lewisham Clinical Commissioning Group (CCG)	020 7206 3200
NHS England	0300 311 22 33

#### **Other Local Organisations and Teams:**

Lewisham Social Services, Laurence House	0208 695 6000
Lewisham & Bromley HealthWatch	0208 315 1916
Lewisham Citizens Advice Bureau (CAB)	0844 826 9691
Lewisham Carers	0208 699 8686
Lewisham Stop Smoking	0800 0820 388
District Nursing Team	0208 314 7777
Health Visiting Team	0203 049 2777

#### **Useful websites:**

NHS Choices	<a href="http://www.nhs.uk">www.nhs.uk</a>
Patient.co.uk	<a href="http://www.patient.co.uk">www.patient.co.uk</a>
Patient Access	<a href="https://patient.emisaccess.co.uk">https://patient.emisaccess.co.uk</a>
Lewisham HealthWatch	<a href="http://www.healthwatchlewisham.co.uk">http://www.healthwatchlewisham.co.uk</a>