PATIENT INFORMATION

Newbury Group Practice
Newbury Park Health Centre
40 Perrymans Farm Road
Newbury Park IG2 7LE

Tel: 020 8554 3944/1094
or 020 8518 2414

Website: www.newburygrouppractice.co.uk
Welcome To Newbury Group Practice

We are a group practice working from a purpose-built health centre which has easy access for the disabled and ample parking.
The building also houses other Primary Care Trust services such as district nursing, health visiting, midwifery, physiotherapy, speech therapy and podiatry. This provides an ideal basis for a primary health care team approach to problems.
The practice is dedicated to providing a high level of medical care for our patients. We continuously strive to improve our services by encouraging staff attendance on update courses, organising in-house teaching sessions and audits for all our staff.

Doctors & Staff

The Doctors
Dr F Clarke (Male)  MBBS DFFP Adv Dip Occ Med, MRCGP 1996
Dr (Mrs) J Sood (Female) MBBS DOWH DFFP MRCGP 2001
Dr G Shah (Male) MRCGP 2012
Dr F Dharmakeerthi (Female) MBBS, BMedSci, MRCGP (2014)

The Practice Staff
Practice Manager  Karen Wilson
Reception Supervisor  Kuldip Loyal
Receptionists  Dragana Miskovic  Kiran Sharma
              Asha Patel  Amrita Raju
              Majeda Begum  Jannatul Fardusymem
Secretaries  Sue Lodge and Ganga Weerawardena
Administration  Christine Thorne  Jacqueline Kearney
               Shirley Murphy  Frances Marks
               Joyce Molen  Ranjana Patel
               Hazel Cook  Shuhel Kabir
Nurse Practitioners  Pam Dhillon RGN
Practice Nurse  Gurjit Cholia RGN  Sherry Escala RGN
Health Care Assistant  Swati Das

General Practitioner Registrar And Students

Our practice is a training/teaching practice. Our registrars are fully qualified and have a great deal of hospital experience. They are attached to our practice for up to 18 months to gain experience in becoming general practitioners. They are at all times encouraged to seek advice when required from the practice partners.
When booking an appointment you may be asked if you would consult with one of the registrars who are excellent doctors, appointed by the practice.
We are also fortunate to have medical students attached to our practice for short periods. If you do not wish to have the student present during your consultation please inform the reception staff prior to seeing the doctor.

Surgery Times

Emergencies
If you are confronted by a serious problem such as severe chest pain or severe bleeding call an ambulance (Tel: 999) before calling the surgery.

Doctor Consultation Times

Morning Surgeries

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<th>MONDAY</th>
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<th>WEDNESDAY</th>
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<td>Dr Clarke</td>
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<td>Dr Shah</td>
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Afternoon/Evening Surgeries

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<tr>
<td>Dr Clarke</td>
<td>15.00 - 17.20</td>
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<td>Dr Sood</td>
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<tr>
<td>Dr Shah</td>
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Out Of Hours Emergency Cover

When the surgery is closed please ring 111. The doctors provide an emergency service through PELC. This service is based at King George Hospital and is for patients who need to be seen during the hours when the practice is closed. Emergency appointments are available as well as home visits if they are necessary. This is an appointment only service. It is important to access this service if emergency contraception (morning after pill) is required over the weekend. Many of our doctors work regular sessions at the weekend at PELC.
WHAT TO DO IN TIME OF BEREA VEMENT

Death is an inevitable fact of life. But many of us never think about what we need to do until we are faced with the situation. It is at this time you need all the help and support possible to help you through the grieving process. The doctors and staff at the surgery are available to give you advice and guidance. However, there are certain practical steps you need to know about.

If someone dies at home
- Telephone the doctor who will visit to confirm that death has taken place and advise you how to obtain the death certificate.
- Contact a funeral director who will be able to advise you on registration procedures and funeral arrangements.

If someone dies in hospital
- Contact your local funeral director to engage their services.
- Collect the doctor’s death certificate from the hospital.

In all cases of death
- Contact the registrar’s office for the area in which the death took place and make an appointment to take in the death certificate. You should also take to this meeting the deceased’s medical card (if available) and birth certificate. The registrar will then issue you with a document which will allow the funeral to take place.
- Take this form to your chosen funeral director who, after discussion with you, will take over many of the arrangements for the funeral.

Disabled Access

At the surgery reserved car parking spaces for the disabled are available near the front door. Wheelchair access to the building is via a ramp near the front entrance. Patient services are provided at ground floor level. A disabled patients’ WC is also available. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement.

Clinics

Antenatal Clinic
This is pre-bookable with the midwife.

Baby Clinic
The six week checks are booked with Dr Clarke and Dr Sood. The baby clinics are run for child developmental checks and allow an opportunity to discuss other problems, eg sleeping, feeding and child health worries.

Childhood Immunisations
Immunisations are booked with a Practice Nurse.

Schedule:
- 2 months - DTaP/IPV/Hib (Pediacel), PCV (Prevenar)
- 3 months - DTaP/IPV/Hib (Pediacel), MenC (Menjugate, Meningitec or Neisvac C
- 4 months - DTaP/IPV/Hib (Pediacel), MenC (Menjugate, Meningitec or Neisvac C, PCV (Prevenar)
- Around 12 months old - Hib/ MenC (Menitorix)
- Around 13 months old - MMR, PCV (Prevenar)
- 3 years 4 months - dTaP/IPV(Reoevax) or DTaP/IPV (Infanrix-IPV), MMR
to 5 years old
- 13 to 18 years old - Td/IPV

Immunisation is a way of protecting your child against serious diseases. Once they have been immunised, their bodies are better able to fight these diseases if they come into contact with them.

Asthma Clinic
This is run by the nurse in conjunction with the doctors, by appointment only.

Diabetic Clinic
This is run by the nurse in conjunction with the doctors, by appointment only.

Family Planning
Contraceptive care is provided by all the doctors and our nurse practitioner during surgery hours. The service includes intra-uterine coils and implants, for which an appointment is necessary (inform the receptionist what it is for when you book).
To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.

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Well Woman Clinic
This clinic is run by our practice nurses for smears and discussion of women’s health issues.

Minor Surgery
Dr Parmar and Dr Sood carry out minor surgical procedures at the surgery by appointment
and the doctors will be happy to advise you on this.

Non-NHS Examinations
The doctors are happy to carry our medicals, eg insurance and driving licence, by
appointment outside surgery hours. Please telephone the surgery for an appointment.
Do ask at reception for the charges for these services.

Senior Patients
If you are aged 75 years or over, you should be seen annually either by your doctor, the
practice nurse, district nurse or health visitor. This can be arranged at the surgery or, if
that is not possible, a home visit will be arranged.

Travel Immunisations/Vaccinations
Please make an appointment at least six to eight weeks in advance of your holiday to
ensure adequate cover. A charge will be made for certain immunisations and vaccinations
which are not covered by the NHS. A list of these charges is held at reception.

Flu Vaccination
An influenza vaccination is particularly recommended for patients with heart, lung or
kidney disease, diabetes, and residents of nursing and rest homes.
Please contact the reception staff in early October for details of the vaccination dates
and to make an appointment. If you are unable to attend the surgery, a home visit will
be arranged to undertake this facility.

Comments And Suggestions
We are happy to accept and consider comments and suggestions from our patients. Please
present your views in writing at reception or use our suggestion box.

Complaints Procedure
We always try to provide the best services possible, but there may be times when you feel this
has not happened. The following information explains our in-house complaints procedure,
drawn up to respond to patient grievances. Our practice procedure is not able to deal with
questions of legal liability or compensation. We hope you will use it to allow us to look into
and, if necessary, correct any problems that you have identified, or mistakes that have been
made. If you use this procedure it will not affect your right to complain to the Health Services
Authority. Please note that we have to respect our duty of confidentiality to patients and a
patient’s consent will be necessary if a complaint is not made by the patient in person. If you
wish to make a complaint, please telephone or write to our practice manager. Full details
will be taken and a decision made on how best to undertake the investigation.

For the latest information click to: www.newburygrouppractice.co.uk
With over 30 years experience, if you are facing the anxiety of a health problem, Holly House Hospital offers everything you would expect from your local private hospital.

- Child-friendly hospital with full inpatient and outpatient services covering most treatments and specialities, as well as fertility, physiotherapy, screening, cosmetic and weight-loss surgery.
- Superb facilities and continuous investment in technology including a fully-equipped Diagnostic Centre with CT, MRI, ultrasound, x-ray and mammography.
- Leading local consultants supported by high standards of nursing care and a friendly atmosphere.
- Choose your own appointment time with little or no waiting times for treatment.
- Your own private ensuite room with friends and family able to visit whenever you wish and delicious menu choices.
- First-class independent healthcare for the local community - whether insured, paying for your own treatment or as part of the NHS Patient Choice Scheme.

We believe it is important to deal with complaints swiftly, so you may be offered an appointment for a meeting to discuss the details within 10 days. Occasionally it may take longer, but we will keep you informed throughout. You may bring a friend or relative with you to the meeting. We will try to address your concerns, provide you with an explanation and discuss any action that may be needed.

**Patient Participation Group**

We have an active patient participation group who help us shape the services we provide, if you are interested in joining please give your details to the receptionist and a member of the group will contact you.

**Confidentiality**

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. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.

**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.

**Practice Charter**

These are the local standards set within this practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

**Our Responsibility To You**

We are committed to giving you the best possible service.

**Names:**

People involved in your care will give you their names and ensure that you know how to contact them. The surgery should be well signposted and the doctors’ or nurses’ names are indicated on their surgery doors.

**Waiting time:**

We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. You should not wait more than 20 minutes in the waiting room without receiving an explanation for the delay.

**Access:**

You will have access to a doctor rapidly in case of emergency, 24 hours in cases of urgency, and otherwise within two working days. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery.
Telephone:
We will try to answer the phone promptly and to ensure that there are sufficient staff available to do this. You should be able to speak to a doctor by telephone.

Test results:
If you have undergone tests or x-rays ordered by the practice, we will inform you of the results at your next appointment. If no further appointment needs to be arranged, we will advise you when and how to obtain the results.

Respect:
Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs.

Information:
We will give you full information about the services we offer. Every effort will be made to ensure that you receive the information which directly affects your health and the care being offered.

Health promotion:
The practice will offer patients advice and information on:
- Steps they can take to promote good health and avoid illness.
- Self-help which can be undertaken without reference to a doctor in the case of minor ailments.

Health records:
You have the right to see your health records, subject to limitations in the law. These will be kept confidential at all times.

Your Responsibility To Us

Help us to help you.

Please let us know if you change your name, address or telephone number.

Please do everything you can to keep appointments. Tell us as soon as possible if you cannot. Otherwise, other patients may have to wait longer.

We need help too. Please ask for home visits by the doctor only when the person is too ill to visit the surgery.

Please keep your phone call brief and avoid calling during the peak morning time for non-urgent matters.

Test results: take time to reach us, so please do not ring before you have been asked to do so. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.

We ask that you treat the doctors and practice staff with courtesy and respect.

Please read our practice booklet. This will help you to get the best out of the services we offer. It is important that you understand the information given to you. Please ask us questions if you are unsure of anything.

Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice.

Please act upon it.

Zero Tolerance
The practice operates a zero tolerance policy to physical or verbal abuse against its staff. Anyone found to be in breach of this will be removed from the practice list with immediate effect.

Primary Care Trust
Redbridge Primary Care Trust
Becketts House
2 - 14 Ilford Hill, Ilford, Essex IG1 2QX
Tel: 020 8478 5151

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Useful Telephone Numbers

King George Hospital .................................................................020 8983 8000
Queens Hospital........................................................................0845 130 204
Royal London Hospital ...............................................................020 7377 7000
Whipps Cross Hospital ..............................................................020 8539 5522
Minor Injuries ...........................................................................020 8924 6262
Redbridge Primary Care Trust ...................................................020 8478 5151
Drug and Alcohol Service ..........................................................020 8924 6510
Samaritans ................................................................................. 08457 90 90 90
District Nurse ............................................................................020 8491 1550
Health Visitor ............................................................................020 8491 1550
Chiropody Service .....................................................................020 8924 6191
Physiotherapy Service ..............................................................020 8924 6241
Bereavement Counselling ........................................................08451 232304

Practice Area