

Shrewsbury Road Surgery

practice information



Shrewsbury Road, Forest Gate
London E7 8QP

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Fax: 020 8586 5046

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GENERAL QUERIES PHONE LINES: 9.00am - 6.30pm

0208 586 5111

0208 586 5124

0208 586 5123 (8.00am - 6.30pm)

OUR APPOINTMENT LINES ARE:

0208 586 5123 or 0208 586 5132

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Please note:

For SAME DAY MORNING SURGERY appointments,
please call between 8.00am and 10.00am.

For SAME DAY EVENING SURGERY appointments,
please call between 2.00pm and 4.00pm.

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(PRACTICE INFORMATION BOOKLET IS AVAILABLE ON OUR WEBSITE
www.shrewsburyroadsurgery.co.uk AND IS ACCESSIBLE IN ALL LANGUAGES)

welcome to OUR SURGERY

THE PRACTICE AND ROLE OF THE DOCTORS

We are a six full time equivalent doctors practice working from a health centre in the northern half of Newham. We accept patients who live within our catchment area. For more details contact the practice manager for a map of the catchment area. We provide routine surgeries and a number of specialist clinics to promote better health by giving advice on diet, exercise, immunisation, smoking and alcohol consumption, as well as minor surgery and child health surveillance. We undertake routine screening for cervical cancer. Clinics are also held for patients with long term conditions.

Our surgery is a purpose-built health centre and has wheelchair access and facilities for people with disabilities.

The consulting rooms, treatment rooms and WCs in our premises are accessible to people in wheelchairs. The practice has the facility of a hearing loop. The practice will also be able to arrange for an interpreter for preferred language including British Sign Language.

PRACTICE PARTNERS

Dr M Sri-Ganeshan (Male)

MBBS (1973) MRCOG
Additional languages: Tamil, Singhalese
Lead: Working Age People
Lead: Complaints & Information Governance

Dr Anita Bhasi (Female)

MBBS (1986) MSc (2009) DCH DRCOG GPwSI in Diabetes
Additional language: Malayalam
Lead: Families, children & young people
Lead: Safeguarding Children

Dr Girija Purushothaman (Female)

MBBS (1986) LRCP MRCS MRCOG
Additional languages: Tamil, Telugu
Lead: People with long term conditions
Lead: Gynae

Dr N Navaneetharaja (Male)

MBBS (1981) MRCOG
Additional languages: Tamil, Singhalese
Lead: Vulnerable people & Mental Health People
Lead: Clinical Governance

Dr C Sunanth (Male)

MBBS (1986) FRCS GPwSI in Minor Surgery.
Additional languages: Tamil, Malayalam
Lead: Older People
Lead: CVD

To meet the demand we have also employed long term Locum Doctors

Dr S S Hussain (Male)

BSc MBBS DRCOG MRCP

Dr R Shahid (Male)

BSc MBBS

Dr B Akram (Male)

BSc (Hons) MBBS MRCP PGdip OccMed (Otago)

HOW TO MAKE AN APPOINTMENT

Appointments can be made by online or by phone.

From 1st June 2017, the GP appointment system has changed.

Walk-in appointments are no longer available.

To book same day GP appointments, please use our ONLINE SERVICES, if you have an account with us. Otherwise, please CALL the surgery:

OUR APPOINTMENT LINES ARE: (Monday to Friday)

0208 586 5123 or 0208 586 5132

Please note:

For SAME DAY MORNING SURGERY appointments, please call between 8.00am and 10.00am.

For SAME DAY EVENING SURGERY appointments, please call between 2.00pm and 4.00pm.

To avoid disappointment, please book as soon as possible.

GENERAL QUERIES PHONE LINES: 9.00am - 6.30pm (Monday to Friday)

0208 586 5111

0208 586 5124

0208 586 5123 (8.00am - 6.30pm)

The practice also offers pre-bookable online appointments and telephone appointments which can be booked up to four weeks ahead.

Extended hours (by appointment only) on Thursday between 7.00am and 8.00am and Saturday between 8.00am and 1.30pm.

Appointments for the above sessions can be booked during the week. Please contact the surgery on Monday morning for these appointments, as they get booked up quickly.

These appointments are offered mainly for working patients.

Please arrive 10 to 15 minutes before your given appointment time and inform the receptionist or use the self-check in system so that the doctor/nurse will know that you are here.

Please give 24 hours' notice to cancel an appointment.

Our practice clinicians try to see patients on time. If a doctor, nurse or any other clinician is running more than 30 minutes late, you will be informed. Unfortunately, as a result of late attendances, we have decided that if you are late by more than 10 minutes and you have not informed our receptionist prior to attending, then we may request you to re-book an alternative appointment. Therefore, please inform us if you cannot make your scheduled appointment, as another patient could be seen. If you fail to attend three appointments without notification, an alert is inserted into your medical records. If this persists, you will unfortunately be removed from our Practice's register.

Please note: It is your responsibility to ensure that we have up to date contact details.

CALLING IN AT OUR SURGERY:

Our receptionist at the surgery will be pleased to arrange appointments for you and help you with any queries you may have.

They are here to help you obtain the very best possible service from the practice.

Please help them to help you by giving as much information as possible especially in an emergency.

We would wish to assure you that the rules of confidentiality apply to all of our practice staff.

ONLINE SERVICES

GP appointments and repeat prescription requests are now available online via the surgery website www.shrewsburyroadsurgery.co.uk. Using this service patients can also access their medical records for information.

If you don't have access for online bookings please see one of our reception staff who can provide you with your unique log in details. Once you have registered to use the online services you will be able to book appointments online, order repeat prescriptions and access your medical records.

RECEPTION HOURS

For general queries and prescription collection, reception will be open as follows:

Monday	8.00am - 7.00pm
Tuesday	8.00am - 7.00pm
Wednesday	8.00am - 7.00pm
Thursday	7.00am - 6.30pm
Friday	8.00am - 7.00pm
Saturday	8.00am - 1.30pm

We are closed for half an hour (12.30 - 1.00pm) Monday, Tuesday, Wednesday and Friday.

GP CONSULTATION HOURS

Monday	9.00am - 12.30pm	3.00 - 6.30pm
Tuesday and Wednesday	9.00am - 12.30pm	3.00 - 6.30pm
Thursday	9.00am - 12.30pm	Closed in the afternoon
Friday	9.00am - 12.30pm	3.00 - 6.30pm

Each doctor's session is booked with 21 patients'; no further appointments will be given out except for emergency after 11.00am and 5.00pm. In case of an emergency if you walk in between the hours of 11.00am and 5.00pm our receptionist will discuss with the doctors of your emergency situation, and with doctor's agreement you will be given an appointment or you will be requested to contact our out of hours service.

Consulting times are allocated a duration of 10 minutes per patient.

PRACTICE EXTENDED HOURS

Extended Hours

Thursday	7.00 - 8.00am	(Pre-booked appointment only)
Saturday	8.00am - 1.30pm	(Pre-booked appointment only)

SUNDAY AND BANK HOLIDAYS Closed all day

Appointments for the above sessions can be booked during the week. Please contact the surgery on Monday morning to get these appointments as they get booked up quickly. These appointments are offered mainly for working patients.

IN CASE OF AN EMERGENCY DURING OUTSIDE SURGERY HOURS

If you have an unexpected medical problem that cannot wait until we reopen please call 111. You will initially speak to a call handler and depending on the nature of your problem a doctor may call you back or you may be directed to another service eg A&E or our out of hours services on 0207 511 8880. General health advice can be found on www.nhs.uk.

NEWHAM URGENT CARE CENTRE

Glen Road, Plaistow, London E13 8SH

Minor illnesses and injuries are treated.

Monday - Friday

Saturday, Sunday and Bank Holidays

Telephone 020 7363 9200

7.00am – 10.00pm

9.00am – 10.00pm

Fax 020 7363 9212

PRACTICE TEAM

Practice staff available to help you:

PRACTICE MANAGER

MIRA RAJAN - CERTIFICATE QUEEN MARY IN PRIMARY HEALTH CARE MANAGEMENT

Our practice manager runs the administration side of the practice. If you are concerned about any aspect of the care you receive in the practice, or have any suggestions, she will be happy to talk to you between 9.30am and 4.30pm. If the practice manager is not available, you can leave a number and she will contact you.

RECEPTIONISTS

Our reception staff are here to help you. It is sometimes necessary for them to ask you for further details when you telephone. This is to ensure that we can assist you as quickly as possible, and that you are directed to the most appropriate person to deal with your problem. Please help them to help you by giving as much information as possible, especially in an emergency.

As you will see, activity in reception is often hectic and your patience is always appreciated.

The reception staff carry out their duties as directed by the management team. If you experience any difficulties, please take them up with the practice manager.

PRACTICE NURSES - ROYAL COLLEGE OF NURSING

HILDA MOYO

(General Nursing Clinic & Minor Surgery)

VERONICA ELLISTON

(General Nursing Clinic)

FATIMA CHAUDHURY

(Community Minor Surgery Clinic)

Our practice nurses can help you with minor illnesses, family planning, immunisations and travel vaccinations, dietary advice, ear syringing and health promotion. The nurses have a special interest in women's health, well person and screening checks. Check with the receptionists if you are unsure whether to make an appointment with a nurse or doctor.

HEALTH CARE ASSISTANT

Kirti Davdra is a level 2 stop smoking advisor who carries out new patient screening, NHS health checks, ECG clinics, flu clinics and chlamydia screening at our practice. She also works with the doctors in the asthma/COPD clinic.

PRACTICE CARE CO-ORDINATOR

Tazeem Ali is trained to identify the patients who fall under our Priority Group of Patients (older patients, frequent hospital attendance/admission). She will be able to organise any community support ie Social Services and/or OT assessment by liaising with the Community Care Navigator.

COMPLAINTS & COMPLAINTS

COMMENTS & SUGGESTIONS

We try to provide a friendly and quality service to our community. If you have any helpful comments or suggestions to make, please put them in writing to the practice manager. A comments and suggestions box is available in the waiting area and it is easily accessible for wheelchair users.

COMPLAINTS POLICY

We endeavour to give you the best service possible at all times; but there may be occasions when you feel you wish to express your dissatisfaction. If you have any comments or suggestions please let us know. We offer an in-house procedure to deal with your concerns. This procedure does not deal with matters of legal liability or compensation, but we hope you will use it to give us an opportunity for looking into, and if necessary correcting, any problems that may have arisen or mistakes that have been made. Please note that we respect our duty of confidentiality to patients, and patient's consent will be necessary if a complaint is not made by the patient directly.

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets nationally agreed criteria. Most problems can be sorted out quickly and easily, often at the time they arise, with the person concerned and this may be the approach you try first.

HOW TO COMPLAIN

If you wish to make a formal complaint, please do so as soon as possible, ideally within a matter of a few days. This will enable us to establish what happened more easily. If you are unable to do this, your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. Complaints will be considered outside this time limit if the complainant has good reason for the delay and where it is still possible to investigate the complaint fairly.

If you wish to make a complaint, please contact the practice manager either directly by telephone or by letter if you prefer. The practice manager will take full details of your complaint and inform the outcome of the complaint after the investigation. We hope to address your concerns fully, provide you with an explanation and discuss any action that may be taken. We trust that you will feel satisfied the matter has been resolved.

Making a complaint will not adversely affect the care you receive from the practice.

Please send your written complaint to:

**The Practice Manager
Shrewsbury Road Surgery
Shrewsbury Road
Forest Gate
London E7 8QP**

Alternatively, via email at: shrewsburyroadsurgery@nhs.net

Please ensure it is clearly marked for the attention of the practice manager.

COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this.

WHAT WE WILL DO

We will usually acknowledge your complaint within three working days and aim to have fully investigated within 10 working days of the date it was received. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances and/or make it possible for you to discuss the problem with those concerned; make sure you receive an apology where appropriate, and take steps to make sure any identified problem does not arise again.

You will receive a final response letter that will include details of the result of the investigation into your complaint and also your right to take matters further if you remain dissatisfied with the response.

We hope that if you have a problem, you will use our Practice Complaints Procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve the services provided by our practice.

If you remain dissatisfied with the responses to your complaint, you have the right to ask the Parliamentary and Health Service Ombudsman to review your case. The Ombudsman is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide the service.

For further information or if you need any help from an independent body you may wish to contact the following regarding complaints:

Parliamentary and Health Service Ombudsman

Millbank Tower
Millbank
London SW1P 4QP

Tel: 0345 015 4033

Fax: 0300 061 4000

Email: phso.enquiries@ombudsman.org.uk

NHS Newham Clinical Commissioning Group

4th Floor
Unex Tower
5 Station Street
London. E15 1DA

Tel: 020 3688 2300

Email: nelcsu.complaints@nhs.net

Website: www.newhamccg@nhs.uk

Independent Complaints Advocacy Service

Tel: 0203 598 6414

Email: info@healthwatchnewham.co.uk

You have the right to approach NHS England if you feel you cannot raise your complaint directly with us. In the first instance you should contact them for further advice on how to go about this.

They can be contacted at:

NHS England

PO Box 16738

Redditch B97 9PT

Tel: 0300 311 2233

Email: england.contactus@nhs.net

If using email ensure that you state: 'For the attention of the complaints manager' in the subject line.

Lead partner for complaints: Dr M Sri Ganeshan

Complaints Manager: Mira Rajan (Practice Manager)

TEACHING

This is a teaching practice linked with Queen Mary of University of London (Medical Students) and Newham Work Experience Team (School Students). On occasions you may be asked if a student can be present at your consultation. You can refuse this request if you so wish.

FEES FOR PRIVATE SERVICES

The practice provides some non NHS services which are chargeable. A list of fees for these services is displayed in the waiting area. A copy of this list can also be obtained at the reception. This includes items such as private medicals, taxi medicals, any forms/letters completed and some travel vaccinations. PLEASE NOTE THAT WE DO NOT COUNTERSIGN ANY PASSPORT OR NATURALISATION APPLICATIONS.

SECONDARY CARE TREATMENT

Patients who are not entitled to NHS treatment may be charged at secondary care.

CHAPERONING

For intimate examinations the doctor or patient may prefer that a chaperone is present. All our staff are trained for chaperoning and if you wish to have a chaperone during your consultation with the doctor or nurse please ask at the reception prior to your appointment. Should a chaperone not be available an alternative appointment will be offered.

PMS SERVICES

Shrewsbury Road Surgery is a PMS (Personal Medical Services) practice and provides the following:

Cytology	Travel Vaccinations/Immunisations (Children and Adults)
Contraceptive Advice	Maternity Services
Child Health Surveillance	ECG Clinic
Diabetic Clinics	Minor Surgery Procedures
Mental Health Services	Influenza Clinics (October - January)
NHS Health Check	Learning Difficulties Health Check

For advice on how to access the services, please ask at reception.

MINOR SURGERY

Every Wednesday morning - appointment only

COMMUNITY MINOR SURGERY

Every Thursday and two Saturdays in a month - appointments only

DIABETIC CLINIC

Monday afternoon, alternate Tuesday, Wednesday and Friday afternoons - appointment only

CHILD HEALTH CLINIC

Alternate Tuesday afternoon - appointment only

ASTHMA CLINIC

Wednesday afternoon - appointment only

CHILDHOOD VACCINATION

Monday afternoons - appointment only

TRAVEL AND SPECIFIC ADULT VACCINATIONS

Tuesday afternoon - appointment only

NHS HEALTH CHECK

Monday and Tuesday afternoon and Thursday morning - appointment only

ECG CLINIC

Friday morning - appointment only

NEW PATIENT SCREENING

Tuesday, Wednesday and Thursday morning - appointment only

CARERS

Do you look after a relative, friend or child who is unable to manage due to physical or mental disability, long term illness, mental illness or old age? Please let us know as we can provide additional support and an annual carers review. Carers Leeds also offers a wide range of support services for carers please call 0113 246 8338.

HEALTH VISITOR

The health visitor is available for advice on a variety of issues including weaning, breast feeding, immunisation, child care, family concerns. The health visitor can be contacted on 020 8586 5161 or 020 8565 5048.

MIDWIVES

The midwives are actively involved in antenatal and postnatal care. They can be contacted on 020 3182 1000 at St Stephen's Midwifery Group Practice.

OVER 75s

If you would like an annual check please contact the surgery for an appointment.

SPECIMENS

If you have been requested to bring a specimen for testing please ensure that you drop it off at the practice by 10.00am in the designated area. You may alternatively take it to Newham General Hospital.

TO REGISTER AS A PATIENT

Our list is open. We are now taking new patient registrations who live within our catchment area (for the practice area please contact the practice manager). You may apply to reception from Monday to Saturday during surgery opening hours.

In order to register with our practice we require two forms of ID (passport/driving license) utility bill or bank statement for proof of address. You will be required to book for a health check as part of the acceptance procedure.

PATIENT PARTICIPATION GROUP

We have an established Patient Participation Group (members are listed below) which enables our patients to become more involved with the services we provide. Meetings are held quarterly and if you would like to become involved please contact the practice manager.

Patient Participation Group Members

- P Rowe
- K Phul
- I K Chohan
- B Tippet
- E Danso
- J Chakravarty
- J Karir
- T Prabhudas
- S Patel
- E Bekoa
- S Sajjan
- B Barclay

TELEPHONE CALLS TO DOCTORS AND NURSES

We are happy to deal with brief enquiries over the telephone.

Also if you would like to discuss a non-urgent issue with the doctor or nurse over the telephone. Telephone answering times are as follows:

020 8586 5111 9.00am - 6.30pm Monday - Friday (General Queries)

020 8586 5124 9.00am - 6.30pm Monday - Friday (General Queries)

020 586 5123 10.00am - 2.00pm and 4.00pm - 6.30pm Monday - Friday (General Queries)

For non-urgent enquiries you can call between 12 noon and 1.00pm as the phone lines are a lot easier to get through. Your details will be taken and either the doctor or nurse will return the call. There is a rota for doctors dealing with patient calls and please note that non-urgent matters will not be dealt with on Monday.

TO MAKE AN APPOINTMENT WITH THE NURSE

Please telephone our receptionists or drop in to make an appointment with the nurse. Please make a separate appointment for each member of the family needing to be seen.

CHANGE OF DETAILS

PLEASE INFORM US PROMPTLY IF YOU HAVE CHANGED YOUR NAME, ADDRESS OR TELEPHONE NUMBER.

MINOR AILMENT SCHEME

Our Practice is taking part in a new scheme working in conjunction with the local pharmacies. This will help you with minor illnesses. For more details ask at your local pharmacy or your receptionist at the surgery.

HOME VISITS

Home visits are for those patients who are too unwell or who are elderly and too frail to leave the house. Home visits should be notified to the surgery before 11.00am. Patients requesting a home visit may first be telephoned for an initial assessment.

The doctor will then make a clinical judgement on whether the home visit is necessary.

Please bear in mind that the doctor can see several patients in the surgery in the time it takes to make a home visit.

OUT-OF-HOURS AND WEEKEND COVER

The practice commissions an out-of-hours service to be delivered on their behalf by Newham GP Co-op. If you need to contact a doctor urgently when the surgery is not open, phone 020 7511 8880. A doctor will ring back to discuss your illness and advise whether a visit is necessary.

REPEAT PRESCRIPTIONS

If you are on regular medication a repeat prescription maybe authorised by your doctor. Please use the repeat prescription slip available at reception. You may also order online.

- You may put your request slip into our designated Repeat Prescription Post box in Reception, or
- Send it by post with a stamped addressed envelope providing 48 hours notice or
- Send in a request via our Online Services
- The computer generated repeated prescription would have a tear off portion listing your repeat medications. Please use this portion to request a repeat prescription if you so wish.
- Please order the medications you require and do not order them automatically. These savings can be invested into more care and services.

Please order your medication before you run out and ensure you have enough medication as up to 48 hours is required for the request to be processed. Regrettfully, we cannot take telephone requests for repeat prescription due to possibility of error.

Pre-payment Certificates - for information on help with costs of medicine charges please visit <http://www.nhsbsa.nhs.uk/1127.aspx>

Medicines waste is a serious and growing problem within the NHS. Sometimes Patients and Carers continue to request more repeat medicines than they need and stockpile at home.

ELECTRONIC PRESCRIBING

Shrewsbury Road Surgery is pleased to inform you that we provide Electronic Prescribing Services (EPS). Electronic Prescribing enables the practice to electronically send prescriptions to a pharmacy of a patients choice. This makes prescribing and dispensing medication efficient and convenient for patients and staff.

The benefits:

- If you collect repeat prescriptions you will not need to visit the practice to pick up your prescription, the practice would have sent it electronically to your nominated pharmacy and you can go straight there.
- The prescription is generated electronically, so there is no paper prescription to lose.
- You may not have to wait as long at the pharmacy as your repeat prescriptions can be made ready before you arrive.

+ Plashet Pharmacy +

FREE delivery service for patients unable to collect their prescriptions

Emergency Contraception -

available via current NHS Prescription; may also be available over the counter to patients, following consultation with the pharmacist and for a recommended retail price

Incontinence Supplies

Pregnancy Testing - performed on our premises

Stoma - appliances and associated products supplied

Truss Fittings - measurement and fitting available on site

Opening hours

Monday to Friday 09.00 to 19.00

Saturday 09.00 to 16.00

Sunday Closed

169 Plashet Grove, London E6 1BX

Tel: 020 8472 4560

Fax: 020 8472 5823

Make The Most Of Your Pharmacy...

The pharmacy is where you go for medicines and for the pharmacist's advice on how to take them. Pharmacists are trusted health professionals whose job is to help people to get the best out of their medicines. They know exactly what's in your medicine and will be happy to answer any questions. You can be sure that your pharmacist will see that your medicine is at the right strength, in the right dose and will check that you know how to take or use it properly. They will also cross reference any other drugs you are currently taking. Many chemists now offer a prescription collection and delivery service.

If you're feeling off-colour, but don't feel ill enough to go to the doctor, ask your pharmacist for advice. Pharmacists have been trained to offer helpful, easy-to-understand advice on the treatment of everyday minor ailments, anything from headaches and coughs and colds, to cold sores or dermatitis.

Your pharmacist will know when medical help is needed, and will not hesitate to refer you to your doctor if your symptoms demand it. Often, however, an over-the-counter remedy will be all you need, and it's worth remembering that pharmacies offer far more medicines than any other outlets. That's because many of today's effective non-prescription medicines can only be supplied under the supervision of a pharmacist, which means they are only available at a pharmacy. Remember, too, that you can talk to your pharmacist in confidence, even about the most personal symptoms. All the more reason to make the most of your local pharmacist!

Advertising Feature

المدرسة العربية الميسرة
AL-ARABEAH AL-MOYASSARAH
SCHOOL
87-91 East Ham Market Hall E6 1HY

- ✓ Arabic Classes designed for native english speakers
- ✓ Qura'an Tajweed & Hifz Classes
- ✓ Friday Prayer Khutbah in Arabic & English
- ✓ Youth club every Saturday
- ✓ Classes for everyone; for all ages & for every level
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From £10 per week

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Enrol now and call free: 0333 577 0980 / 0208 586 7272
Visit: www.learningarabic.co.uk Email: aboyusuf@learningarabic.co.uk

PRESCRIPTIONS REQUIRED NEAR BANK HOLIDAYS

To reduce risk of running out of medication when the Practice is closed due to a Bank/Public Holiday, please ensure you order your medication early to allow for this busy period.

NORTH EAST LONDON AND THE CITY

Our practice comes under Newham CCG. They are based at:
4th Floor, Unex Tower, 5 Station Street, London E15 1DA. Switchboard 020 3688 2300.

VIOLENT AND ABUSIVE BEHAVIOUR

The practice takes seriously any threatening, abusive or violent behaviour against any of our staff or patients. In line with the rest of the **NHS**, and to ensure this is fully observed we have a **Zero Tolerance Policy**, whereby aggressive or violent behaviour towards our staff will not be tolerated under any circumstances.

Any such incident will result in the perpetrator being removed from our practice list.

ACCESS TO RECORDS

We comply with the Data Protection Act 1998. Patients may apply for access to their own medical records with a written request and there is a charge for this service. In the case of a minor, access may be gained by the child's parent or guardian.

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. 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 practice team.

FRIENDS AND FAMILY TEST

WHAT IS THE NHS FRIENDS AND FAMILY TEST?

Our practice wants you to have the best possible experience of care. The NHS Friends and Family Test is a way of gathering your feedback, so we can continually review our services. It is based on one simple question:

"How likely are you to recommend our service to friends and family if they needed similar care or treatment?"

Your feedback will help us learn more about what you think of your experience – what you like and what you think we could improve. Ultimately, you're helping us to make changes that will ensure we can offer the best possible care. Please visit our website for further details. Your feedback can be given to us in paper form or following your appointment with the clinicians you will be sent a text reminder on your phone to feedback your experience. We also encourage all our patients to do a GP survey.

IMMUNISATIONS

Many potentially fatal childhood diseases have been virtually eradicated in the UK due to the availability of vaccination. It is very important that babies and children are fully immunised. Reminders are sent out by the practice.

HIB (Haemophilus influenzae type B) can cause:

- a type of meningitis
- blood poisoning (septicaemia)
- pneumonia
- a severe form of croup (epiglottitis)
- joint and bone infections

Each year about 1,300 children in the UK are infected by HIB and over half of these children develop HIB meningitis. HIB immunisation is now offered to all babies and children up to four years old. We strongly recommend that all children under four receive this immunisation.

ALCOHOL - A GUIDE TO SENSIBLE DRINKING

A LITTLE OF WHAT YOU FANCY...

Alcohol is a depressant which has the effect of dulling the brain and nervous system.

In small quantities, alcohol can actually be beneficial to health. In large quantities, on a regular basis, it can have a very serious negative effect on health. At one extreme it can kill. Cirrhosis of the liver, for instance, is killing an increasing number of people, as are drivers who are over the limit.

At the other end of the scale, excess consumption of alcohol can lead to poor co-ordination, impaired vision, a weakening of the immune system, impotence and obesity.

WHAT IS A SAFE LIMIT?

An accepted safe limit is 14 units a week for men and 14 units for women, a unit being approximately a glass of wine, half a pint of beer or a single measure of spirit. This recommended maximum presumes that the consumption is spread throughout the week and not consumed all at once in a 'binge'.

A man's liver can process only eight units of alcohol within a 24 hour period and can take 72 hours to recover fully. It is easy to see how easy it is to damage this vital organ.

HOW TO CUT DOWN

How about a bottle of mineral water instead of wine with your lunch? Always drink water alongside wine with a meal and try a spritzer (wine mixed with mineral water) instead of a straight glass of wine.

HOW TO AVOID A HANGOVER

The most effective way to avoid a hangover is not to drink too much! Failing that, if you have overindulged, drinking large quantities of water before going to bed is very effective in warding off the worst effects.

The routine immunisation schedule

from Autumn 2017

Age due	Diseases protected against	Vaccine given and trade name		Usual site
Eight weeks old	Diphtheria, tetanus, pertussis (whooping cough), polio, <i>Haemophilus influenzae</i> type b (Hib) and hepatitis B	DTaP/PPV/Hib/HepB	Infanrix hexa	Thigh
	Pneumococcal (13 serotypes)	Pneumococcal conjugate vaccine (PCV)	Prevenar 13	Thigh
	Meningococcal group B (MenB)	MenB	Bexsero	Left thigh
	Rotavirus gastroenteritis	Rotavirus	Rotarix	By mouth
Twelve weeks old	Diphtheria, tetanus, pertussis, polio, Hib and hepatitis B	DTaP/PPV/Hib/HepB	Infanrix hexa	Thigh
	Rotavirus	Rotavirus	Rotarix	By mouth
Sixteen weeks old	Diphtheria, tetanus, pertussis, polio, Hib and hepatitis B	DTaP/PPV/Hib/HepB	Infanrix hexa	Thigh
	Pneumococcal (13 serotypes)	PCV	Prevenar 13	Thigh
	MenB	MenB	Bexsero	Left thigh
One year old (on or after the child's first birthday)	Hib and MenC	Hib/MenC	Menitorix	Upper arm/thigh
	Pneumococcal	PCV	Prevenar 13	Upper arm/thigh
	Measles, mumps and rubella (German measles)	MMR	MMR VaxPRO ² or Priorix	Upper arm/thigh
	MenB	MenB booster	Bexsero	Left thigh
Two to eight years old ¹ (including children in reception class and school years 1-4)	Influenza (each year from September)	Live attenuated influenza vaccine LAIV ³	Fluenz Tetra ²	Both nostrils
	Diphtheria, tetanus, pertussis and polio	DTaP/PPV	Infanrix IPV or Repevax	Upper arm
Three years four months old or soon after	Measles, mumps and rubella	MMR (check first dose given)	MMR VaxPRO ² or Priorix	Upper arm
	Cervical cancer caused by human papillomavirus (HPV) types 16 and 18 (and genital warts caused by types 6 and 11)	HPV (two doses 6-24 months apart)	Gardasil	Upper arm
Fourteen years old (school year 9)	Tetanus, diphtheria and polio	Td/IPV (check MMR status)	Revaxis	Upper arm
	Meningococcal groups A, C, W and Y disease	MenACWY	Nimenrix or Menveo	Upper arm
65 years old	Pneumococcal (23 serotypes)	Pneumococcal Polysaccharide Vaccine (PPV)	Pneumococcal Polysaccharide Vaccine	Upper arm
65 years of age and older	Influenza (each year from September)	Inactivated influenza vaccine	Multiple	Upper arm
70 years old	Shingles	Shingles	Zostavax ²	Upper arm

1. Age on 31 August 2017.
2. Contains porcine gelatine.

3. If LAIV (live attenuated influenza vaccine) is contraindicated and child is in a clinical risk group, use inactivated flu vaccine.

All vaccines can be ordered from www.immform.dh.gov.uk free of charge except influenza for adults and pneumococcal polysaccharide vaccine.

Selective immunisation programmes

Target group	Age and schedule	Disease	Vaccines required
Babies born to hepatitis B infected mothers	At birth, four weeks and 12 months old ^{1,2}	Hepatitis B	Hepatitis B (Engerix B/HBvaxPRO)
Infants in areas of the country with TB incidence $\geq 40/100,000$	At birth	Tuberculosis	BCG
Infants with a parent or grandparent born in a high incidence country ¹	At birth	Tuberculosis	BCG
Pregnant women	During flu season At any stage of pregnancy	Influenza	Inactivated flu vaccine
Pregnant women	From 16 weeks gestation	Pertussis	dTaP/PPV (Boostrix-IPV or Repevax)

1. Take blood for HBSAg at 12 months to exclude infection.
2. In addition hexavalent vaccine (Infanrix hexa) is given at 8, 12 and 16 weeks.

3. Where the annual incidence of TB is $\geq 40/100,000$ – see www.gov.uk/government/publications/tuberculosis-tb-by-country-rates-per-100000-people

Additional vaccines for individuals with underlying medical conditions

Medical condition	Diseases protected against	Vaccines required ¹
Asplenia or splenic dysfunction (including due to sickle cell and coeliac disease)	Meningococcal groups A, B, C, W and Y Pneumococcal <i>Haemophilus influenzae</i> type b (Hib) Influenza	Hib/MenC MenACWY MenB PCV13 (up to two years of age) PPV (from two years of age) Annual flu vaccine
Cochlear implants	Pneumococcal	PCV13 (up to two years of age) PPV (from two years of age)
Chronic respiratory and heart conditions (such as severe asthma, chronic pulmonary disease, and heart failure)	Pneumococcal Influenza	PCV13 (up to two years of age) PPV (from two years of age) Annual flu vaccine
Chronic neurological conditions (such as Parkinson's or motor neurone disease, or learning disability)	Pneumococcal Influenza	PCV13 (up to two years of age) PPV (from two years of age) Annual flu vaccine
Diabetes	Pneumococcal Influenza	PCV13 (up to two years of age) PPV (from two years of age) Annual flu vaccine
Chronic kidney disease (CKD) (including haemodialysis)	Pneumococcal (stage 4 and 5 CKD) Influenza (stage 3, 4 and 5 CKD) Hepatitis B (stage 4 and 5 CKD)	PCV13 (up to two years of age) PPV (from two years of age) Annual flu vaccine Hepatitis B
Chronic liver conditions	Pneumococcal Influenza Hepatitis A Hepatitis B	PCV13 (up to two years of age) PPV (from two years of age) Annual flu vaccine Hepatitis A Hepatitis B
Haemophilia	Hepatitis A Hepatitis B	Hepatitis A Hepatitis B
Immunosuppression due to disease or treatment ²	Pneumococcal Influenza	PCV13 (up to two years of age) ² PPV (from two years of age) Annual flu vaccine
Complement disorders (including those receiving complement inhibitor therapy)	Meningococcal groups A, B, C, W and Y Pneumococcal <i>Haemophilus influenzae</i> type b (Hib) Influenza	Hib/MenC MenACWY MenB PCV13 (to any age) PPV (from two years of age) Annual flu vaccine

1. Check relevant chapter of green book for specific schedule.
2. To any age in severe immunosuppression.
3. Consider annual influenza vaccination for household members and those who care for people with these conditions.

SMOKING - REASONS FOR GIVING UP

WHY GIVE UP?

Over 100,000 people die each year in the UK from smoking-related disease. Every cigarette you smoke can shorten your life by an average of five and a half minutes. Babies of smokers are, on average, 200 grams lighter than those of non smokers. Smokers smell!

HOW TO GIVE UP

Stopping smoking is all about motivation. Without the real desire to give up you'll be unable to succeed. You must want to give up rather than feel you should give up. Set a date a week or so in the future when you intend to stop. Tell all your friends, relations and work colleagues that you're giving up on that day and ask for their support and encouragement. If at all possible, find someone to give up with you. When the big day comes, plan it carefully with plenty to keep you occupied. Avoid situations where the desire to smoke will be strongest, such as while drinking. Finally, carefully put the money you would have spent on cigarettes on one side each day to save up for some special treat as a reward. If you've tried everything and failed but are still keen to give up, seek help from your doctor.

PREVENTING A RELAPSE

Whenever you feel the need for a cigarette, go back to the procedure which helped you give up in the first place. Avoid complacency and remember that you're a non smoker! Think how unpleasant smokers smell now that you've given up. Do you want to smell like them?

TREATING MINOR ILLNESSES

Many common aches and pains can be simply treated at home without the need to consult a doctor.

BACK PAIN

Back pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong. Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse ie lifting too heavy weights etc be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back. Take aspirin or paracetamol which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

BED SORES

Bed sores are far easier to prevent than cure. They are caused by prolonged pressure to certain parts of the body when lying in bed for long periods. They can be prevented by encouraging the patient to shift position as often as possible. Take care to smooth out creases in the bottom sheet to avoid irritation. If red marks appear at the pressure points such as heels, elbows, buttocks and hips, inform the doctor before they get worse.

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 four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

COLDS

Even in this day and age there is still no cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take antibiotics as these will have no effect!

DIARRHOEA

In adults, diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional kaolin and morphine mixture or by medicines containing codeine. Holiday diarrhoea is often due to bacteria. Again kaolin and morphine can be taken. Consult your doctor if the symptoms persist for more than a few days. Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during the first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding them a solution of cooled boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

GASTROENTERITIS

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomachache. Because the lining of the stomach is likely to be inflamed, medicines are often immediately vomited up. Large quantities of water, orange juice, or thin soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies or young children, six hours.

STOMACH ACHES

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help. If the pain lasts longer than eight hours or increases in intensity you should consult your doctor.

SPRAINS

Treat with a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Then firmly apply a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to a longer recovery period.

NOSEBLEEDS

Sit in a chair, lean forward with your mouth open and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

MINOR CUTS AND GRAZES

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

SUNBURN

Treat as for other burns with cold water to remove the heat.

Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

INSECT BITES AND STINGS

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Note: bee stings should be scraped rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

HEAD LICE

These creatures, contrary to popular belief, prefer clean hair and are therefore not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription.

CHICKENPOX

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next few three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off. Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

GERMAN MEASLES (RUBELLA)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints. It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date. The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

Immunisation can prevent this disease.

MEASLES

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight or ten days after that date.

Immunisation can prevent this disease.

MUMPS

Symptoms are swelling of the gland in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight or ten days after that date. If the pain is severe you should consult your doctor.

Immunisation can prevent this disease.

EXERCISE

Exercise is very important for your health, and most people probably do not take enough! Some regular exercise sessions several times a week help to keep your heart and lungs in good shape and your general health improved. You need to be realistic - suit the exercise to your age and stage of life and preferably do something you enjoy. If you are not used to taking any regular exercise, start gradually and work up to approximately 20 minutes three times a week. If you are unsure of what you can safely undertake, you could discuss this with one of the practice nurses who will be very pleased to advise you.

PATIENTS' RESPONSIBILITIES

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

The first hour of the morning can be extremely busy. Please keep telephone calls brief. If possible, leave routine calls until later in the day.

You are responsible for your own health and that of your children. Please take the advice given to you at the practice. Let us know immediately if you change your address or name and remember to give your phone number and postcode.

Please speak to a member of the practice staff if you wish to see your medical records. This can then be arranged with your doctor. There may be a fee payable. If you have signed up for online access you can also view your records this way.

Please use the out-of-hours service in a responsible manner.

If tests are ordered for you, please ask your doctor or a member of staff about receiving the results.

Please refer to the rest of this website to get the best out of the services available including details of our repeat prescription procedure.

You can discuss any medical matter with the doctor, including asking for a second opinion.

Text reminders are sent for your appointments. Please let us know if you are unable to keep an appointment. You can text to cancel your appointment. We can then offer that appointment to someone else.

Where an appointment or acknowledgement of a routine referral for a hospital appointment is not received within six weeks, contact the hospital concerned.

GPs' RESPONSIBILITIES

You will be treated as an individual and will be given courtesy and respect at all times. You have the right to be treated confidentially.

Respect for religious and cultural beliefs will be honoured.

You have the right to information about your own health (illness and treatment, possible side effects, prevention of recurring illness etc). We will offer medical advice and information for promotion of good health. You have the right to see your own medical records subject to the limitations of the law. Home visits will be made when requested. These visits are then triaged by the doctor who will make a decision on whether a visit is appropriate or not.

We may give you test results when you telephone the surgery for them, or you may be asked to make an appointment with the doctor to discuss them.

On registering as a new patient, you will be offered a health check with the Healthcare Assistant or Nurse. If your doctor believes that you need a second opinion, then they will arrange this.

You will be given a time to see the doctor in accordance with the system used in the practice. If there is a substantial delay for any reason, you will be given an explanation.

Repeat prescriptions will normally be ready within 48 working hours from the surgery or for collection from a local pharmacy, following your written request arriving at the surgery.

Routine referral letters for hospital appointments will normally be dispatched from the surgery. Urgent referrals for hospital appointments may be faxed, telephoned or provided as a handwritten note for the patient to take to the hospital.

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 the practice manager.

NOTES

NOTES

Suffering from depression, obesity, type 2 diabetes or heart disease?
Have you been advised to take regular exercise but need some help and encouragement?
Then take action and contact a local personal trainer today.

BIO LUMINUEX HEALTH CARE  **0203 291 3005** 
Flexible home support services
24 hours a day, 365 days a year
24/7 Contact No. 07411 388640

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Do it for you and I will do it with you.
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Need medical help but it's not an emergency?
Call 111 for fast access to the right care for you
www.nhs.uk/111 

USEFUL TELEPHONE NUMBERS

POLICE - Forest Gate.....	101
AMBULANCE.....	999
Newham General Hospital.....	020 7476 4000
Eastham Day Care Centre.....	020 8475 2001
Queens Hospital - Romford.....	0330 400 4333
King George Hospital.....	01708 435000
Royal London Hospital and Bart's.....	020 7377 7000
(Accident and Emergency services only at Newham General, King George's and Royal London)	
Citizens Advice Bureau.....	020 8525 6377
Age Concern.....	020 8503 4800
Relate.....	0300 100 1234
Samaritans.....	020 8520 9191
Newham Drugs & Alcohol Advisory Service.....	0800 652 3879
Newham Social Services/Council.....	020 8430 2000
Asian Women's Domestic Violence Project.....	0845 451 2547
Victim Support.....	020 8555 8254

MAP OF OUR PRACTICE AREA

