

The Upstairs Surgery

Dr Hamilton-Smith,
Oladimeji & Imran



The Chadwell Heath Health Centre
Ashton Gardens, Chadwell Heath
Romford, Essex RM6 6RT

Telephone: 020 8597 1840
Fax: 020 8598 4541

Visit our website on www.upstairs-surgery.co.uk

WELCOME TO THE SURGERY

Doctors

Dr James A Hamilton-Smith (Male) GMC No: 2624345	MB BCh BAO DRCOG Belfast 1982
Dr Francis Oladimeji (known as Dr Francis) (Male) GMC No: 4592695	MD Odessa Medical Institute, Ukraine
Dr Asif Imran (Male) GMC No: 5194629	MB BS Ranchi University, India

Practice Staff

Diane Maskell	Practice Manager
Lorraine Ricketts	Admin Manager
Anne Mantripp	Admin Assistant/Medical Secretary

Practice Nurses

Sharon Ramsaroup	Sally Searle
Louise Maskell (HCA)	

Receptionists

Barbara Quinton	Jan Maggs	Michelle Jackson
Sue Day	Ellie Jacobs	Kim England
Emily McDermott		

All staff at this practice will do their best to assist you in any way they can. They undertake to make emergency, routine and clinical appointments with the doctors and nurses, issue repeat prescriptions, answer numerous queries personally and on the telephone. All receptionists maintain the highest level of confidentiality.

Practice Admin Manager

Mrs Diane Maskell is the practice admin manager and is responsible for the overall running of the practice administration staff. She welcomes your views and suggestions and asks that they be put in writing to her.

If you have any complaints, please also put them in writing to her. She will reply within 14 days of receipt of your letter.

Practice Nurses

Nurses Sharon Ramsaroup and Sally Searle are available by appointment for: family planning, cervical smear clinic, travel immunisation clinic, child immunisation clinic, asthma/diabetic clinic, blood pressure monitoring, ear syringing, wound dressings, removal of stitches, CHD clinic, COPD clinic and lifestyle clinic.

District Nurses

These nurses will visit patients of any age who are too poorly or housebound and cannot get to the surgery. These nurses who are part of the homecare team will assess each patient's need.

Community Nurses

These nurses will visit patients of any age who are too poorly or housebound and cannot get to the surgery. Each patient's needs will be assessed by these nurses who are part of the homecare team and can usually be contacted on 020 8918 0500.

Health Visitor

There is a health visitor who covers the practice. She has special responsibilities to mothers and children under five years old and is based at the community clinic at the Chadwell Heath Health Centre.

Clinics

Child Surveillance and Post Natal Clinic

Tuesday 2.00 - 3.30pm by appointment.

Dr Hamilton-Smith runs this clinic.

Baby Immunisation

Tuesday 2.00 - 4.00pm by appointment.

New babies will be sent for within six to eight weeks of age for their development checks; any further childhood development checks will be done at this surgery by appointment. Nurse Ramsaroup will also carry out childhood immunisations by appointment.

Diabetic Clinics

Monday mornings 10.45am - 12.15pm by appointment.

Monday evenings 5.15 - 5.45pm by appointment.

Tuesday mornings 9.15 - 11.15am by appointment.

Tuesday evenings 4.30 - 7.00pm by appointment.

Friday evenings 2.00 - 5.30pm by appointment.

Did you know that you may no longer need to visit the surgery to collect your repeat prescriptions?

This surgery is now able to supply your prescriptions electronically direct to the pharmacy of your choice under the new electronic prescriptions service (EPS).

Speak to your local pharmacy today to find out more.

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Asthma Clinic/COPD Clinic

Monday evenings 2.00 – 4.40pm by appointment.
Friday mornings 9.15am – 12.15pm by appointment.

This is run by Sharon Ramsaroup.

General clinic appointments.

This check is part of the national scheme to prevent the onset of developing heart disease, stroke, type 2 diabetes and kidney disease.

Influenza And Pneumonia Vaccine

In accordance with the Department of Health guidelines, we recommend an influenza vaccination for all patients over the age of 65, also for patients of any age with diabetes, chronic heart, lung or kidney disease and asthma. The vaccination is available in October and we start taking names for these influenza vaccinations after the August Bank Holiday. We also offer the pneumonia vaccination to any person in the above group, if they have not already had it. If you *have* had the pneumonia vaccination you do not need to have this vaccination again.

Travel Vaccination

For advice, vaccinations and to assess how long before going abroad each vaccination should be done. Please make your initial appointment at least eight weeks before you are due to go abroad. There may be a charge for some of the vaccinations you will need: please ring reception to ascertain what they are.

Practice Area

Our practice area lies between A12/Eastern Avenue, Romford Greyhound Track, Barley Lane (Chadwell Heath side) and Green Lane, Whalebone Lane End.

Disabled Access

Our surgery has wheelchair access.



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ADVERTISING FEATURE

Surgery Times

Dr Hamilton-Smith, Dr Oladimeji & Dr Imran

Monday	9.30 - 11.30am	4.30 - 8.00pm
Tuesday	9.30 - 11.30am	4.30 - 8.00pm
Wednesday	9.30 - 11.30am	4.30 - 8.00pm
Thursday	9.30 - 11.30am	4.30 - 6.30pm
Friday	9.30 - 11.30am	4.30 - 7.30pm

On certain days telephone consultations can be accessed.

Dr Hamilton-Smith

Tuesday	2.00 - 4.00pm	Baby Clinic/Postnatal Clinic
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Dr Oladimeji

Wednesday	2.00 - 3.30pm	Counselling Clinic
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Dr Imran

Monday	2.45 - 3.30pm	Chronic Disease
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Appointments may be obtained by either telephoning 020 8597 1840, or by calling at reception. Routine appointments may be made up to one month in advance. If you cannot keep an appointment you have made, please let the surgery know as soon as possible, so that your cancelled slot may be given to somebody else who needs it. Patients who continually fail to attend for their appointments may be asked to find another practice which is more suitable for their needs.

THE BUILDING'S MAIN DOOR CLOSSES AT 8.00PM. PLEASE MAKE SURE YOU ARE ON TIME FOR YOUR APPOINTMENT.

Repeat Prescriptions

48 hours or two working days' notice must be given for repeat prescriptions. No repeat prescription requests are taken over the telephone unless the patient is housebound or has an arrangement with the practice, ie elderly patients or those who are very poorly.

For the latest information click to: www.upstairs-surgery.co.uk

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Out of Hours Emergencies

To contact a doctor in an emergency when the surgery is closed, after 8.00pm weekday evenings and after 1.30pm Thursday afternoons, all weekend and bank holidays, follow this procedure:

- Phone the surgery.
- You will be put straight through to the PELC Call Centre at Becketts House, Ilford.
- If your call does not warrant a visit to a Primary Care Centre you will be given advice over the telephone by a doctor.
- Follow this advice.
- If the doctor feels that your condition should be seen by a doctor, he/she will advise you to attend your nearest Primary Care Centre.
- If the doctor feels that your condition is urgent and that a home visit is necessary he/she will visit you at home.
- If you feel that your need for medical attention is very urgent or life threatening, you should call an ambulance immediately (999).

Please give your name, address and telephone number in as clear a voice as possible and also give the name of your doctor. Try to stay calm as this makes it easier for the person on the other end of the phone to get the emergency service to you as quickly as they can.

How To Register With This Practice

If this is the first time you have registered with a doctor in this country you should bring with you when you come to register your PASSPORT, two forms of identification with your present address and your name on them.

If you have had a doctor in another area and you have moved into this area you should be able to bring your medical card with you when you register. If you have not got your medical card it would be helpful if you could obtain your NHS NUMBER (THIS IS NOT YOUR NATIONAL INSURANCE NUMBER) from your previous doctor and two pieces of identification (a utility bill from your old address and passport).

Due to the availability of space, this surgery does not register new patients before 10.00am in the morning. Registration times are 2.00 to 3.30pm Monday, Tuesday and Wednesday. The times may vary according to circumstance. There may be occasions when you cannot be registered under the National Health Service and you will have to pay for your medical treatment; this will be discussed with you.

When you register you may be asked to fill in a questionnaire on your health and ethnic origin. This is to find out if services offered in this area meet the needs of the population of the area and is in no way a deciding factor as to whether you can register at this practice.

It would also help if you could bring with you any medication that you are taking and that you may need quite soon after registering.

For the latest information click to: www.upstairs-surgery.co.uk

Part of registering at any practice is a registration medical which is very simple and is nearly always carried out by the practice nurse. This covers your medical history, your family medical history, medication you are taking and for what medical condition, and enables the practice to compile a temporary medical record for you until your own medical records arrive at this surgery. You will also be asked to bring a urine sample with you. If you have any questions about this medical and the reason for it, please ask to speak to the practice manager or ask the nurse when you attend.

A patient will not be fully registered until they have attended for their registration medical appointment.

House Calls

House calls must be requested before 10.30am. Emergency visits only will be arranged after that time. Telephone consultations may be carried out before a house call is made.

Test Results

Test results cannot be given out at reception. It is our policy to contact patients if any tests are abnormal. If you need to ring for results please book a telephone consultation to discuss them with the doctor that sent you for the test from 8.30am.

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.

Zero Tolerance

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

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.

For the latest information click to: www.upstairs-surgery.co.uk

What To Do In Time Of Bereavement

When someone dies it is a legal requirement for a doctor to confirm that someone has passed away. There is no need to move the patient. If the doctor has recently seen the patient, a death certificate can normally be issued. However, in the event of unexpected death, the doctor will need to notify the coroner.

If Death Occurs At Home

- Telephone the doctor. They will visit to confirm death has taken place.
- Contact the funeral director to inform them that their services will be required.
- Collect the doctor's certificate from the surgery. You will be told to collect this when the doctor has completed it.

On-line Access

As from August 2013 we can now offer the facility to book appointments and request repeat prescriptions online. You will need to register online at www.patient.co.uk/access

Notes

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY **Neighbourhood Direct Ltd**

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Practice Area

