

MAKING APPOINTMENTS

Consultation Times:

Mon: 9am–11.30am & 5pm–6.30pm

Tues: 2pm–4.30 pm & 5pm–6.30pm

Wed: 9am–11.30am & 5pm–6.30pm

Thurs: 9am–11.30am

Fri: 2pm–4.30pm & 5pm–6.30pm

ROUTINE APPOINTMENTS

An appointment is required at all times.

An appointment can be made at the reception in person, by telephone or online. You may specify a preference to see a particular doctor when booking. Please note we prefer you to see the same doctor for the same problem, so do plan ahead as your usual doctor may not be immediately available. The evening surgery is primarily for people who work during the day and children attending school.

TELEPHONE APPOINTMENTS

We can offer patients telephone consultations for test results or queries about repeat medication etc. Please book this with the receptionist and you will be allocated a time for you to call the doctor.

EMERGENCY APPOINTMENTS

Emergency appointments are allocated for urgent problems only. If you ask for an urgent appointment you may not have a choice of doctor. You will have to share the reason for wanting to see the doctor as an emergency with the receptionist so that they can allocate an appointment appropriately. Emergency appointments are five minutes long and you may have to wait some time before you are seen. Please telephone within one hour of the surgery opening to be allocated an emergency appointment for the same day.

EXTENDED HOURS SERVICE

The practice offers an Extended Hours service for its patients. Appointments are available for Monday or Tuesday evenings from 1830 to 1900. Please call the surgery during normal opening hours to book an appointment.

HOME VISITS

Home visits are intended for the housebound and those too ill to travel. If you require a home visit, please ring the surgery before 10.00am. Your call will be put through to the doctor, who will discuss your problem and decide on the necessity of the visit. You may well be requested to attend surgery as home visits are restricted to very elderly, disabled, or terminally ill patients. Remember we can see many patients in the surgery in the time an average home visit takes. Please try to come to the surgery whenever possible as we have better facilities for examination and treatment.

EMERGENCY CONSULTATIONS OUT OF HOURS

If you require urgent attention outside opening hours that cannot wait until the surgery re-opens, ring the surgery and the recorded message will tell you where you should ring for the Duty Doctor or call 0207 511 8880. Alternatively visit your local NHS Walk-in Centre at Glen Road, London, E13 8SH Tel: 020 7363 9200. Please call 999 or attend A&E for life-threatening emergencies only.

SUGGESTIONS & COMPLAINTS

We appreciate any feedback or suggestions from our patients to enable us to try to improve our services.

If you feel you have a complaint to make, please let us know. Complaints are dealt with on an "in-house" basis. Please arrange a meeting with Dr A Patel to discuss your problem or alternatively you can put this in writing addressed to Dr A Patel.

LANGUAGES SPOKEN

The doctors are able to speak English, Hindi, Urdu, and Gujarati. We can arrange translation for other languages. Please contact the surgery at least seven working days beforehand to arrange.

EQUAL OPPORTUNITIES

The practice aims not to discriminate on the ground of race, culture, gender, religion or belief, sexual orientation, age or disability.

HOW TO REGISTER

In order to register with the practice you must:

- Live at an address within the practice catchment's area,
- Be UK resident or have the potential to become a UK resident.
- Provide appropriate documentation and fill out the relevant forms.

AREA COVERED BY PRACTICE

The practice catchment area is bordered by the following roads:- Romford Road, Upton Lane, Plashet Road, Plashet Grove and Shrewsbury Road.



CHANGES TO PATIENT INFORMATION

If you change your address, telephone number or surname please inform the reception staff as soon as possible. Please note that the practice has defined practice boundaries and you will not be able to remain on our list if you move beyond them. We also collect smoking and alcohol information for all our patients which should be updated if any change.

DR CM PATEL'S SURGERY

**2 Jephson Road
Forest Gate, London, E7 8LZ**

Telephone: 020 8470 6429

SURGERY OPENING TIMES

MON 9.00am-1.00pm & 5.00pm-6.30pm

TUES 2.00pm - 6.30pm

WED 9.00am-1.00pm & 5.00pm-6.30pm

THURS 9.00am-1.00pm

FRI 2.00pm - 6.30pm

*The surgery is closed on Saturdays, Sundays
and Bank Holidays.*

This booklet is designed to inform you of the medical services available from our practice. Please read the contents and keep it in a safe place for future reference.

WELCOME TO DR CM PATEL'S SURGERY

We moved into our present premises at 2 Jephson Road in 1987 having previously been at 275A Green Street, E7, since 1982. The premises are purpose-built and are wheelchair accessible.

PRACTICE TEAM

The practice team comprises of:

Doctors (partners)

- Dr Chandrakant Patel (male)
MBBS, DCM
- Dr Arpana Patel (female)
BSc, MBBS, DRCOG, MRCGP, DFSRH

Practice nurse

Jennifer Thomas, RGN

She is available during surgery hours for appointments and can help with minor ailments, health and heart checks, travel advice and immunisation, dietary advice and help to stop smoking. In addition she is trained to carry out certain procedures such as cervical smears, ear syringing, wound dressings.

Reception staff

Bina Patel (*Practice manager*)
Jigisha Shah

Our reception staffs are your first contact with the practice and will arrange appointments with the doctor or practice nurse. All the information they receive is treated in the strictest confidence. If you are willing to provide them with details of your query then they will be much better placed to help you use our range of services.

SERVICES AND CLINICS PROVIDED

We offer the following services. Our receptionist will advise you on using the services:

- NHS Health Check
- Contraceptive Services – IUDs, Emergency contraception
- Sexual Health Screening
- Ante-Natal and Postnatal care
- Baby Clinics/ Child Health Surveillance
- Diabetes
- Coronary Heart Disease
- Asthma and COPD
- Stop smoking advice

PRIVATE MEDICAL AND NON-NHS FEES

Some services you may require are not covered by the NHS eg medical certificates, vaccination certificates, insurance forms, private letters or taxi/lorry/bus driver licence medical examinations. Please speak to reception for further information regarding the relevant fee and to arrange an appointment if required.

REPEAT PRESCRIPTIONS

Repeat prescriptions are only authorised by doctor if you have consulted, understood and agreed to abide by the rules of the repeat prescription scheme and with regular attendance to the doctor or hospital.

To request a repeat prescription please tick the required items on the prescription slip and then hand the slip in at reception, or drop it into surgery letterbox or post it to the surgery or you can request your medication online (requests will **not** be accepted by telephone or fax or issued in appointment times). Please allow **48 working hours** prior to collection.

If you cannot collect the prescription yourself, or arrange for someone to collect it on your behalf, it can be posted to you if you provide a stamped addressed envelope, please allow extra time for this.

Alternatively your local pharmacist may be willing to request and collect your prescription from the surgery on your behalf, please ask your pharmacist about this service. Please note the surgery will request written consent before giving your prescriptions to any pharmacist.

New patients please note: When you require a "repeat" of the medication given to you by your previous GP, please make an appointment with your new Doctor in the first instance and bring the box which contains your current treatment and your prescription side slip.

MEDICATION REVIEWS

Please bring any medication (over-the-counter and prescribed) you are taking with you to every appointment. The doctors regularly review patients who are on long-term medication to ensure that patients are on the most appropriate treatment and to ensure that any monitoring needed is done for patient's safety. It is important that you come to surgery for monitoring when requested as we may not be able to continue to prescribe your medicines safely.

CONFIDENTIALITY & PATIENT INFORMATION

All patient information is considered to be confidential and we comply fully with the Data Protection Act. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Information may be shared, in confidence, with other NHS organisations in the interests of patient care.

YOUNG PEOPLE

Young people can attend for a health check with the Practice Nurse. This health check is tailored to cover a variety of issues that young people face and our Nurses are trained to give you advice on a broad section of topics relative to young people. All advice is completely confidential between the Practice and the patient.

PATIENT RIGHTS & RESPONSIBILITIES

All members of the surgery Primary Health Care Team are committed to you to provide you with the highest possible standards of medical care and an efficiently run administration service.

- You will be treated as an individual and be given courtesy and respect.
- All information in your medical record is strictly confidential. We do not disclose any information to a third party without your written consent to do so and we abide by the Data Protection Act.
- You will be provided with a full and extensive services including access to emergency care for all medical needs 24 hours a day. To assist us to maintain such a standard of care:
- We ask that you treat the doctor and all staff with the same courtesy and politeness.
- We ask that you respond to letters/phone calls immediately.
- Please inform us of any changes to your name/address/telephone number.
- You should not expect to be given a prescription every time you visit the doctor.
- Please try to keep to appointments. Inform us as soon as you arrive and if you cannot keep appointment. Patients missing appointments frequently are at risk of removal from the practice.
- If you are running late please let us know, if you are more than 15 minutes late for your appointment you will be asked to wait until the end of the surgery or rebook your appointment.
- If you repeatedly miss appointments you are at risk of removal from the practice register.
- If we are running late please bear with us, as on another occasion you may require extra time.
- You are responsible for your own health and that of your children and should take appropriate action and advice.

CHOICE OF PRACTITIONER

- Patients are registered with the practice rather than individual GPs. However, patients may request to be seen by a practitioner of their choice. Where a patient wishes to exercise this right, the patient may have to wait longer to see their preferred practitioner.
- The patient may be asked to accept an alternative if, for example, a service required is delivered by another professional member of the practice.

ABUSE AND AGGRESSION

Abusive, threatening or violent behaviour towards any member of staff will not be tolerated. Any patient behaving in this way will be asked to leave the premises. The incident will be recorded and the police contacted. The patient may be removed from the list.

PATIENT PARTICIPATION GROUP

We have a Patient Group that meets every two to three months to discuss services and developments at the practice. New members are always welcome so please let the reception staff know if you are interested in attending.