

 <p>LISTER MEDICAL CENTRE</p> <p>Lister House Health Centre Abercrombie Way Harlow CM18 6YJ</p> <p>Website: www.ListerMedicalCentre.com</p> <p>Telephone: 01279 639791</p> <p>PATIENT LEAFLET</p>	<p>GP Partners working in a Partnership (not limited) Dr Cyrus Fernandes (Male) MRCP MB BS DCH BSc Psychology 2001 London</p> <p>Dr Faisal Sattar (Male) MRCP MRCPCH MB BS 2000 London</p> <p>Dr Jeyaseelan Selvarajah (Male) DRCOG MB BS 2005 London</p> <p>Dr Anusha Durairatnam (Female) MB BS DRCOG DFTP MRCPG LoC IUD / SD dip-dermatology 2000 London</p> <p>Dr Beata Grabarska-Kreiss (Female) LRCP MRCS MRCPG London – Joined the practice in 2002.</p> <p>Management Team Practice Manager – Karen Cakmak MSc Healthcare Leadership (University of Birmingham) Assistant Practice Manager – Paula Stubbs</p>	<p>Access for wheelchair users/disabled patients The practice is fully accessible to wheelchair users. We have consulting rooms on ground and first floors with two lifts available in the entrance area. If patients require assistance in any way please do not hesitate to ask our reception team who will be happy to help you.</p> <p>Preferences Patients can express a preference to receive services from a particular practitioner either generally or in relation to any particular condition; and the practice will record in writing any such preference expressed by or on behalf of that person. However, practitioners may have reasonable grounds to refuse such preferences which could include the fact that this is not a service they routinely offer at the practice.</p>
<p>Opening Hours Monday to Friday 0800 to 18.30</p> <p>To cancel an appointment please text 07934 252 256 leaving your name, date of birth and date and time of your appointment.</p>	<p>Salaried GPs Dr Imran Parwes (Male) MB BS 2014 Manipal, India MRCPG 2022 UK (East of England)</p> <p>Dr Afrin Sarabadine (Female) MBBS 2014 Chennai, Tamilnadu, India MRCPG 2022 UK (East of England)</p> <p>Dr Fouzia Kidwai (Female) MBBS MRCPG 2023 UK Current Fellow of Integrated Care Development Programme East of England & The Integrated Care Academy, University of Suffolk</p>	<p>Services available Appointments with a General Practitioner, Practice Nurse, Allied Healthcare Professional</p> <p>Long term conditions clinics, such as for asthma, diabetes, COPD</p> <p>Wound dressings Phlebotomy (blood tests) First Contact Practitioner to review MSK issues Minor Surgery / Cryotherapy Child Health Immunisations Cervical Smear taking Stop Smoking (smoking cessation)</p>
<p>Appointments available Monday to Friday within opening hours</p>		
<p>The Practice is now operating a Total Triage model for appointments. Please visit our website and click the link which will take you to the online form. Your request (medical or administrative) will be triaged by one of our GPs and you will be contacted either with an appointment or with further advice.</p> <p>You are still able to call or come into the Practice if you need to. The reception team will be happy to help you.</p> <p>Extended access appointments are also available outside of core hours. These will be offered to patients according to availability.</p>	<p>Clinical Pharmacists Faiz Patel (Male) MPharm UCL School of Pharmacy Independent Prescriber University of Hertfordshire 2009 Suleman Ahmed (Male) MPharm UCL Sch of Pharmacy, BSc 2012 Medicinal Chemistry UCL; Independent Prescriber Anglia Ruskin University 2017 Anita Vora (Female) MPharm 2007 Sunderland</p> <p>Diabetic Nurse Specialist Simona Tuluc (Female) RGN (Adult), BSc (Hons), DSN</p> <p>Advanced Nurse Practitioners Huitong Jiao (Female) MSc Physicians Associate University of East Anglia; Independent Nurse Prescriber Anglia Ruskin University; BSc Adult Nursing University of East Anglia Suzie Bouy (Female) Advanced Nurse Practitioner MSc 2012 Independent Nurse Prescriber (2009)</p>	<p>Named accountable GP All our patients upon registration will be allocated a named accountable GP who will be responsible for the care of the registered patient.</p>
<p>Evenings and weekends: out of hours emergency cover provided by deputy service. Telephone NHS 111 Occasional afternoon closures for training will be broadcast on notice board, front door, and website.</p>	<p>Emergency Care Practitioner Harriet Smith (Female) Paramedic Science BSc Hons University of Hertfordshire 2022</p>	<p>Allied Health Professionals and Support Staff The Practice is part of Harlow South Primary Care Network and there are now additional staff supporting our patients. These include:</p>

<p>Registrations To register at the Practice please go to our website and click 'Register'. This will take you through the online registrations process. If you prefer, please come into reception to pick up a registrations pack.</p>	<p>Nursing staff Abi Miles (Female) Nursing (Adult) BSc Hons 2021 Rizwana Patel MSN RN North Park University (USA) 2022 A team of 4 Healthcare Assistants Administrative Staff The practice has a range of administrative staff to support clinicians and patients including receptionists, secretaries, and clerks and administrators.</p>	<p>Social Prescribers Care Co-ordinators Mental Health Nurses First Contact Practitioners</p> <p>You may be booked to see some of these new roles which have been put in place to support you. If you have any questions, please do not hesitate to ask a receptionist.</p>
<p>Training Practice Lister Medical Centre is a training practice which means that we take medical students from Cambridge University. We also train doctors who wish to become GPs and also take foundation year doctors on rotational placements. We have a range of other learners such as trainee Physicians Associates from time to time. If you are due to see a student you will always be informed and have the right to request not to see a student.</p>	<p>Private letters and forms – non-NHS work For any non-NHS based work e.g. insurance forms, private medicals etc.) please contact the practice for the relevant paperwork to be completed. Any fee payable for this work is required to be paid in advance and will not be refunded where the work has been done but is no longer needed. Please speak to a receptionist who will advise further.</p>	<p>Home Visits Whenever possible we prefer to see patients at the Practice as we have better facilities for examining our patients and are available for more consultations. However, should you wish to request a home visit please telephone the surgery before 11am. Our receptionist will be pleased to advise and take relevant details.</p>
<p>Repeat Prescriptions Repeat prescriptions can be requested via our generic email address (contact.lister@nhs.net). They can also be requested via your SystmOnline account. To request an online account please speak to a receptionist who can advise you of what is needed (e.g. patient ID).</p> <p>Requests for repeat prescriptions will be processed in line with guidelines. Please submit requests in a timely manner to assist the Practice by giving us sufficient time to process these for you. Repeat prescriptions cannot be issued on the same day, save for a list of urgent medications in exceptional circumstances. Otherwise, repeats will be processed in 48 hours but please bear in mind your pharmacist may take longer to dispense any medication/items for you. Please allow sufficient time especially if you are travelling.</p>		
<p>Patients' rights and responsibilities Patients have the right to be treated with dignity and respect and the Practice staff make a commitment to do this, to listen to any concerns from patients and respond appropriately. Patients also have a responsibility to attend appointments booked to ensure that appointments are not missed or wasted and that NHS resources are used appropriately. If patients cannot attend an appointment, we would ask that you contact the practice (as mentioned above) so that the appointment can be used by another patient.</p> <p>Thank you for your understanding.</p>	<p>Violent or abusive patients – zero tolerance We operate a zero-tolerance approach at the Practice. Staff are here to help you and do their best to provide a service.</p> <p>We expect staff to be able to come to work without threats of abuse or actual abuse, either verbal or physical. Unfortunately, if this does happen the Practice may request that the patient is removed from their list. In extreme cases we reserve the right to call for Police attendance.</p>	<p>How to make a complaint We take all complaints seriously and we want to hear if you are unhappy with the Practice. We ask patients either to complete a complaints form which can be picked up at reception, a copy downloaded from our website or to send an email to contact.lister@nhs.net. Your email will be acknowledged, and the complaint will be looked into on your behalf. The management team or appropriate person will contact you once the investigation has been completed. A copy of our complaints policy is also available on our website. We will work with you to resolve any issues in as timely a manner as possible.</p>

Commissioners

Herts & West Essex Integrated Care System
Charter House Parkway Welwyn Garden City AL8 6JL

Complaints

Delegated responsibility from NHS England to deal with complaints
Patient Experience Team
Hertfordshire and West Essex ICB
Patient Experience Team phone number: 01992 566122
ICB switchboard: 01707 685000

Practice catchment area

