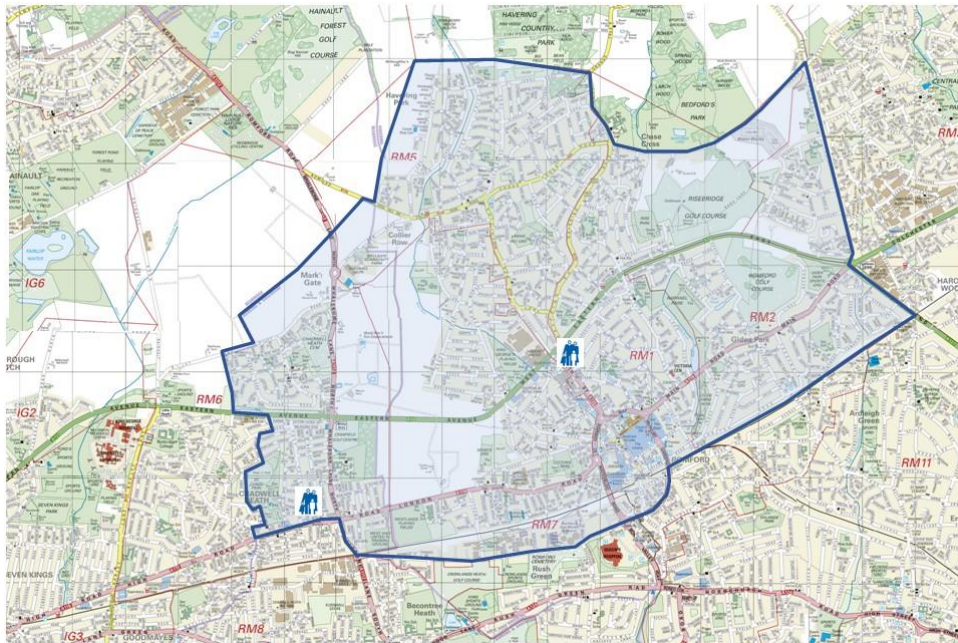


HOW TO REGISTER

The practice welcomes all new patients within our boundary area. If you wish to register with us, please complete registration forms on our website, or see a receptionist at either site. You will need to complete the registration forms and provide one form of ID and a proof of address. You **may** be required to make an appointment for a **new patient interview** with a Health Care Assistant, before you see a Doctor. Everyone can have a new patient interview if they wish and the practice may specifically ask for one if warranted.

Practice Boundary Map



NORTH STREET MEDICAL CARE

North Street Site
274 North Street
Romford
RM1 4QJ

Ashton Gardens Site
Chadwell Heath Health Centre
Ashton Gardens
RM6 6RT

Opening Hours

NORTH STREET

8.00am - 6.30pm Mon - Fri

9.00am - 12.00pm Alternate Saturdays *

(* Pre-booked appointments only)

ASHTON GARDENS

8.00am - 1.00pm, 2.00pm - 6.30pm

Mon Tue Wed & Fri

8.00am - 1 pm Thursday

Contact Numbers

Telephone lines open
Reception

8.00am - 6:30pm weekdays
01708 629733

Website Address

www.northstreetmedicalcare.co.uk

Visit us on Facebook and Twitter by searching for **North Street Medical Care**

Out of Hours GP Services

0330 1004470

(Accepting calls from 12.30-1.30 daily and 12.30-18.30 Wednesday afternoon)

Havering HUB

020 3770 1888

NHS 111

111 Available 24 hours a day, 365 days a year

Havering CCG

3rd Floor, Imperial Offices, 2-4 Eastern Road, Romford, RM1 3PJ

NHS England

Customer Contact Centre

NHS England, PO Box 16738, Redditch, B97 9PT

0300 311 22 33 Email: england.contactus@nhs.net



Website Address www.northstreetmedicalcare.co.uk

Visit us on Facebook, Twitter & Instagram by searching for North Street Medical Care



Staff Members

Partners

Dr Richard Burack MBBS MRCGP, DFSRH
Dr Sarita Symon BSc MBBS MRCGP
Dr Romel Haque MBBS BSc DRCOG MRCGP
Dr Daljit Sura MBBS BSc DRCOG DFSRH MRCGP
Dr Baber Qadir MBBS BSc nMRCGP DFSRH

Salaried GPs

Dr Suzannah Holland MBChB BSc MRCGP
Dr Jaina Joshi MBBS MRCGP
Dr Rochelle Brainerd MBBS MRCGP MRCP
Dr Nnamdi Umeh MBBS BSc MRCGP
Dr Sandra Bonsu MBBS MRCGP

Nursing Team

Judith Coomer R.G.N BSc – Locum Nurse Practitioner
June Gray R.G.N. Lead Nurse
Julianne Flory R.G.N Practice Nurse
Louise Whiteley R.G.N. Locum Practice Nurse
Joanne Shillingford - Health Care Assistant
Kyeiwa Kattah - Health Care Assistant

Pharmacists

Zia-Ul Rehman
Eric Tee

Management Team

Susanne Bauer – Practice Manager
Aaron Fernandes – Deputy Practice Manager
Pardip Rattan – Data Quality Manager
Tina Davis - Reception Manager

PATIENT'S RIGHTS AND RESPONSIBILITIES

You have the right to access the service we provide according to your clinical needs. You have the right to expect a standard of care that would reasonably be provided by one of the Doctors or Practice Nurses. You have the responsibility to attend appointments punctually and cancel appointments that you are unable to attend. You have the right to see and obtain copies of your own medical records, please be aware there will be a charge.

PUNCTUALITY

Please try to arrive on time for your appointment time. If do you arrive late, we may not be able to see you. We aim to see the majority of our patients as close to their appointment time as possible and hope you will understand when this is not always the case.

PATIENTS WHO DO NOT ATTEND (DNA's)

If you cannot keep your appointment please let us know as soon as possible by responding to your SMS appointment reminder, or telephoning **01708 629733**. A persistent failure to turn up for appointments may result in removal from our patient list. Please see our website for further details.

ZERO TOLERANCE

The NHS operate a zero tolerance policy with regard to violence and abuse, the practice has the right to remove violent patients from the list with Immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse, which leads to fear for a person's safety. If a patient is violent or abusive they will be warned to stop their behaviour. If they persist we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

SUGGESTIONS / COMMENTS / COMPLAINTS

We always welcome feedback or suggestions (positive or negative) about the services we provide. We always try to give you the best possible service, however, if you do have a cause for concern, please let us know. Further details of our in-house complaints procedure are available from reception. Should a patient make a complaint, the practice may need to provide information about the patient, and treatment they have received, to insurers or legal advisers.

CONFIDENTIALITY / INFORMATION & ACCESS

Our staff are aware of ALL patient's right to confidentiality and discretion and we work hard at preserving your rights. All personal health information held on your records will not be divulged to a third party without your prior written consent. All information is covered under the Data Protection Act. This includes your right to access information held about you by writing to us with such a request.

CCTV

Our practices have CCTV in public areas. Please check our website for our CCTV policy and CCTV leaflet or ask reception.

EQUAL OPPORTUNITIES

The practice operates an equal opportunities policy to all our patients, as follows regardless of sex, marital status, age, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief. We do not tolerate any discrimination against any patient for any of the above reasons.

DISABLED ACCESS

Disabled parking bays are clearly marked. There is wheelchair access at the main entrance and to all of the surgery clinical rooms. There is a Loop System for the hard of hearing, available at the main reception. The disabled toilet has wheelchair access as well as baby changing facilities

LANGUAGE SUPPORT

Please inform reception to book a translator in good time for your appointment. It is practice policy not to use family members as translators for patient safety reasons.

Additional languages spoken

Dr Haque – Bengali

Dr Sura – Punjabi & Hindi

Dr Qadir – Urdu

Dr Joshi – Gujrati

PATIENT REFERENCE GROUP (PRG)

A PRG gives patients the opportunity to give your input and receive feedback on GP services. If you are interested in joining our surgery PRG ask reception for a leaflet and leave your contact details or you can print a form from our website www.northstreetmedicalcare.co.uk/contact/prg

TEACHING, TRAINING & AUDIT

The practice is involved and committed to the training of the clinicians of tomorrow, so there will often be medical and nursing students at the practice as well as fully qualified doctors (Foundation Year 1/2 or GP registrars) spending time in general practice as part of their ongoing post-qualification training / experience. You will always be informed prior to

your consultation if students are present. They will not be present during your consultation if you so wish.

Medical audit is the process of looking at the service provided and ensuring it is of high quality by making any changes needed to improve this service. The practice performs regular medical audit and this may involve asking our patients to fill in a questionnaire.

CONSULTATION TYPES

We offer a wide range of appointments to provide a comprehensive service and to adequately fulfill all our obligations in our patient service provision including:-

FACE-TO-FACE SURGERY APPOINTMENTS *Bookable up to 6 weeks in advance, some are made available 48 hours in advance and some for more acute / pressing problems available on the day*

TELEPHONE CONSULTATIONS - *Bookable in advance and on the day where you feel advice or a telephone conversation is more helpful*

HOME VISITS - *Bookable for urgent issues for housebound patients*

SERVICES & AVAILABILITY

We provide a full range of NHS General Medical Services including and specializing in the following areas of medical care:-

ACUTE ILLNESS / MINOR ILLNESS / MINOR TRAUMA HEALTH PROMOTION & PREVENTION

LONGTERM CONDITION MANAGEMENT

Asthma/COPD/Lung function tests

Cancer Prevention

Circulatory / Stroke / Doppler

Diabetes - including Insulin Management

Epilepsy

Heart Disease

Hypertension

Mental Health Care

Thyroid Disease

SPECIAL CLINICS & INTERESTS:

Adolescent & Young People's Health

Child Development and Immunisations

Contraception and Sexual Health - including Implants, Coils & Cervical Cytology Smears

Foreign Travel Advice & Immunisations

Maternity Services - pre, ante and postnatal care

Ear, Nose & Throat medicine

Minor Surgery service – including joint injections and symptomatic skin lesion treatment

OTHER SERVICES

Private Insurance medicals and reports

Insurance & medical examinations

HGV / PSV / Elderly / taxi driver

Fitness to travel / work / sports

Patient required reports, examinations & certification
Private Travel immunizations (including Yellow Fever)

Please note that we are NOT able to sign passports or endorse Gun licensing application forms

HOW TO BOOK AN APPOINTMENT

Patients can book appointments all appointment types by coming into the surgery and speaking to a receptionist, or by telephone. This service is very busy and you may experience a delay, especially at peak hours of demand 8am-10am and 2pm-4pm.

The most efficient way to book or cancel an appointment is online. You will need to complete a form and return this with photo ID to reception to allow you to register at www.patientaccess.com. This website allows you to book telephone appointments on the day with any Doctors but not nurses.

You can also sign up to GP services using the new NHS App without needing to attend the practice. Find out more at www.nhs.uk/nhsapp.

PATIENT PREFERENCE OF PRACTITIONER

Patients are registered with the practice and can see any of the clinicians in the practice. However, patients have the right (or in the case of a child or incapable adult, the person acting on their behalf) to express a preference to receive services from a particular clinician or class of clinician either generally or in relation to any particular condition. These preferences should be made in writing to the practice manager. Any such preferences will be recorded in the patient's record.

This does not always apply to acute appointments when it is at our discretion to book with the most appropriate available clinician - who may be any one of the clinical team - nurse or doctor.

REPEAT PRESCRIPTIONS

The practice offers a repeat prescription system for ongoing and previously agreed upon medications. For clarity and to avoid delays, the computer printed form (detached from the previous prescription) should be used. Requests must be in writing or left in the box outside the surgery entrance) or by the use of the website www.patient-services.co.uk once registered to use the service. For governance and legal reasons **we are not able to accept telephone requests**. All requests will be processed within **TWO full working days** from their request providing they are on the pre-agreed computer forms. Prescriptions should not therefore be collected until after 4.00 pm each day from the reception desk.

TEST RESULTS

Can be obtained by telephoning **01708 629733** between 4.00pm and 6.00pm on weekdays only. For confidentiality reasons results can only be given to the named patient or parent/guardian of a child. We will always try to contact you by telephone if the results show that immediate treatment will be necessary. Please ensure that we have your up to

date telephone numbers, preferably a landline and a mobile number, to avoid any delay in treatment.

HOME VISIT REQUESTS

Requests for home visits should be made ideally before 11:00 am where at all possible. Please ring **01708 629733**. The receptionist will request some details of your medical problem so that the appropriate clinician can assess the need, urgency and appropriateness for the request. An experienced clinician will telephone you back to discuss your problem in more detail. A decision to visit remains at the clinician's discretion and is based on medical necessity.

We are unable to offer a visiting service except for the truly medically housebound. The NHS has stated specifically that transport problems are not an acceptable reason for requesting a visit and we would expect patients to try their utmost to attend the surgery by exploring all options e.g. Taxis, Dial-a-Ride, London Taxi Card, neighbours, family etc.

UNSCHEDULED / OOH

If you cannot wait until the surgery re-opens please call 03301004470

NHS 111 is a service that has been introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast, but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

Accepting calls from 18.30-08.00 daily, weekends and Bank Holidays



WALK IN CENTRES

Alternatively, when the surgery is closed patients can visit one of the local Walk-in Centres that provide an acute minor illness or minor injury care. These include:

- Harold Wood Polyclinic, Gubbins Lane (8am-8pm) 01708 792000
- South Hornchurch Health Centre (10am-2pm All week & 3pm-7pm M-F) 020 3770 1888
- Broad Street, Dagenham (7am-10pm M-F & 10am-6pm weekends) 02085964400
- Upney Lane, Barking (8am-10pm) 020 8924 6262

Havering Health - Evening and Weekend GP HUB

North Street is proud to be one of the sites for Havering's GP access HUB for urgent out-of-hours evening and weekend appointments – visit our website for further details. This may be an option given to some patients when our own capacity has been exceeded to improve access. Access to these appointments is via NHS 111 or directly via **020 3770 1888**, for those patients registered with a GP practice in Havering only. There will be no walk-in service

