



INFORMATION FOR PATIENTS UPDATED July 21

Web site: www.greenlanesurgery.com

GPs

**Dr N.P.S.Teotia M.B.B.S; M.D. (Medicine),BSc
Dr Tina Teotia MA, MRCGP, DFFP, DCH, MBBS, BSc**

Practice Manager: Mrs Saroj Teotia

872 Green Lane, Dagenham, Romford, Essex. RM8 1BX,



Tel. 020 8599 7151

SURGERY OPENING HOURS

Mornings: Monday – Friday 8.00am-6.30pm

Extended Hours Clinic: Wednesdays 6.30-8.15pm (By appointments only)

Out of Hours medical service:

Out of hours Urgent GP appointments (This service is not for routine GP appointment service)

This service is provided from Various HUB centres across Barking and Dagenham, Havering and Redbridge. Urgent appointment to see a GP can be booked directly or through NHS111

Out of Hours Hub Service Information:

Barking Community Hospital, Upney Lane, IG11 9LX	3.30pm - 10pm weekdays 8am - 8pm weekends
Broad Street Medical Centre, Morland Road, Dagenham, RM10 9HU	3.30pm - 10pm weekdays Closed weekends

To book an appointment call directly -Call Centre Contact Number: 0203 770 1888

Between 2.00pm-9.00pm Monday to Friday and Sat and Sun 9.00am-5.00

NHS 111 Service

NHS 111 is a service that has been introduced to make it easier for you to access local NHS Healthcare Services. You can call NHS 111 when you need medical advice or opinion. NHS 111 is available 24 hours a day, 365 days per year and is staffed using qualified NHS staff to direct you to the most appropriate care. 111 service also has direct access to book an appointment in to GP system (limited number of slots available for 111 booking).It is not an emergency medical service . For medical emergencies call 999 for quick help

For our Patients

Our practice team is welcoming, caring and accessible for all our patients. We aim to treat our patients fairly and equally, and with dignity and respect to provide highly effective, efficient and safe healthcare services for our patients. We aim to listen, communicate and collaborate with patients effectively.

Clinical Team:

General Practitioners:

Dr N.P.S.Teotia M.B.B.S; M.D. (Medicine), BSc (Male Doctor)

Dr Tina Teotia MRCGP, DFFP, DCH, MBBS, BSc (Female Doctor)

Practice Nurse:

Mrs Nana Yeobah

Clinical Pharmacists:

- 1. Kim Blyth**
- 2. Sundeep Gill**
- 3. Dipak Patel**
- 4. Alpa Sonagara**

Pharmacy Technician
Saraswati Patel

Care Co-ordinator

Lucy Walsh

First Contact Physiotherapist:

Shruti Punjankode

Social Prescriber Link Worker

Dani Alder

Administrative Staff:

Practice Manager – Mrs S Teotia / Mr A Teotia

Receptionist – Mrs Georgia Speller and Carman Cimpeanu

Practice is supported by community District Nurses, Health visitors, mental health team, ICM team and others providing community health services

The way we work

We hope this guide will make it easier for you to make most of our services. For more details please visit our practice website.

New patient registration and Practice Boundary: We are open to register new patients at the practice for patients who live within our inner practice boundary. This covers part of The London Borough of Barking and Dagenham. All registered patients will be accepted if they move from inner boundary to outer practice boundary approved by NHS England and Barking and Dagenham CCG. Patients living out of the practice catchment area can be registered at the discretion of the practice.

In order to finalise your registration, you will need to bring along photographic ID and confirmation of your address to register.

It is very important that you let us know if you change your address, telephone number or email address.

Appointments: All patients are seen by a prior appointment. Please note one patient per appointment. Simply telephone or call at the surgery to make an appointment. Patients with serious medical conditions will always be accommodated same day. Children under 16 years of age should always be accompanied by a responsible adult whenever possible. Please remember to let us know as soon as possible if you have to cancel your appointment. If you need to see the doctor, please do not leave it to the last minute. You can make an appointment 1- 4 weeks in advance.

We also offer **ONLINE** Service to book an appointment. Please ask practice manager to use this service. You can also book an appointment for **telephone consultation** after 11am

Medical Services: We would like you to involve in decision making about your treatment and health related issues. This practice provides the following medical services:

- General medical services including long term medical conditions management
- NHS health check for all over 40 year
- New patient and over 75 health check
- Contraception and teenage sexual health (does not provide IUCD and Implant)
- Cervical smear test
- Childhood and teenage immunisations
- Adult immunisation and travel vaccinations.
- Child health surveillance – 6 weeks
- Antenatal and postnatal maternity care and pre-conception advice
- Minor surgery level 1 – Joint injections and cryotherapy
- Enhanced services- as directed by NHS England and NEL CCG and BHR CCG
- Ear syringing
- General medical advice, preventive care and promoting better health

Member of Barking and Dagenham North Primary Care Network (PCN)

Our practice is one of the 9 constituent practices of North PCN. Primary Care Networks were formed in July 2019. A group of practices work collaboratively together and with other healthcare providers to improve patient health care. Practices also share PCN workforce to support general practice to provide improved clinical and non-clinical care. PCN workforce is part of the practice team.

All practices of the PCN have been working together to provide Covid vaccination from January 2021 through a central hub. PCNs also support practice staff to have appropriate training and skills to deliver the care our patients deserve.

Non NHS Service: The NHS may not cover certain things; for instance, visitors from abroad may not always be eligible for free treatment (although emergencies are always covered). We can also provide certain services outside the NHS, such as HGV& Taxi medicals, foster care and insurance medical examinations, for which a fee is payable. For examination fee please ask the practice manager. **We do not countersign passports.**

Treating Overseas visitors: If you are not ordinarily resident in the UK, you can access emergency treatment and may be charged for the service. For details talk to the practice manager for further information

Chaperones: If you would like a chaperone for any examination, please inform reception or the doctor prior to the examination.

New Patient Medical Check: All newly registered patients are offered a “New Patient Health Check” on joining the practice. This gives us an opportunity to get to know you and learn more about your health and medical conditions. Please always bring a urine sample while attending the medical health check.

NHS Health Check: This is offered to all patients aged 40-74. This is to check your cardio-vascular health and CVD risk assessment. You will have the opportunity to discuss disease prevention and any health issues.

Named Accountable GP for all patients: From April 2015 the practice has allocated a named accountable GP for each patient under the terms of new GP contract. If you wish to know more, please ask at the reception for details.

NHS Friends and Family Test (FFT): Practice has implemented NHS Friends and Family Test since December 2014. It is a feedback tool to provide your experience that can be used to improve our services. The feedback cards and a collection box is provided in practice corridor, please complete the card and place in the box. Your views are important to us.

Home Visits: Doctor will visit patients at their home if they are too ill to travel to the surgery. We would be grateful if you could phone the surgery before 10.00 am to enable the doctor to plan the home visits. If you are not sure about the visit, please talk to the doctor for an advice.

Out-of-hours Emergencies: If you need to see a doctor urgently for a medical emergency, please contact surgery during surgery opening hours and contact 111 when surgery is closed. Deputising doctor will either visit or contact you as soon as possible to provide medical care needed. It is wise to call an ambulance in serious and life threatening situations.

You can also book an urgent appointment to see a GP Hub service.

Barking Community Hospital, Upney Lane, IG11 9LX	3.30pm - 10pm weekdays 8am - 8pm weekends
Broad Street Medical Centre, Morland Road, Dagenham, RM10 9HU	3.30pm - 10pm weekdays Closed weekends

To book an appointment call directly -Call Centre Contact Number: 0203 770 1888

Between 2.00pm-9.00pm Monday to Friday and Sat and Sun 9.00am-5.00

This service is not a replacement for routine GP appointments and services provided by your own GP.

Repeat Prescriptions: This practice issues computer generated repeat prescriptions to those patients who need long term medications for their illness. Medications are prescribed in multiples of 28 days. Repeat medications can not usually issued more than a week in advance of the due date. Please order your repeat medications by ticking the required item on your prescription counterfoil and leave it at the surgery. Alternatively, you may post your request to the surgery enclosing a stamped address envelope or your pharmacy can order on your behalf. Your prescription request must be in writing, no request will usually be taken over the phone. Please allow the surgery minimum of 48 hours for completion and allow several days if requested by post. Your doctor or our clinical pharmacist will review your medications periodically as a routine for safety and compliance. Only medications authorised on your repeat slip can be issued without seeing the doctor. If you need any other medication, you are advised to discuss with the doctor or the practice manager. Your repeat prescriptions can be collected by the local pharmacists on your behalf. Please let us know the name of the pharmacist of your choice to send your repeats. If you are going abroad for a long period, please note that you can only be supplied maximum of 12 weeks medications.

Electronic Prescribing Service (EPS): Practice is also using NHS Electronic Prescribing Service. All your repeat or acute medications can be sent electronically directly to your chosen pharmacy. You need to choose a pharmacy where you want your GP to send your electronic prescription. It is simple, efficient and convenient. You can also use our **ONLINE** service to order your medications. For more information talk to our receptionist

Please only order the amount of drug you require. Unused prescription medication cost the NHS in the UK an estimated £300million each year. Let us work together to reduce medicine wastage.

PRESCRIPTIONS CHARGES AND EXEMPTIONS

Prescription charge exemption is available for maternity, cancer and some other medical conditions. You can obtain it from the surgery.

The NHS prescription charge is a flat-rate amount which successive Governments have thought it reasonable to charge for those who can afford to pay for their medicines. Prescription prepayment certificates (PPCs) offer real savings for people who need more items of a regular basis. Please ask you pharmacist for details.

These charges apply in England only. In Northern Ireland, Scotland and Wales prescriptions are free of charge.

- Prescription charges are as per item.

If you will have to pay for four or more prescription items in three months, or more than 15 items in 12 months, you may find it cheaper to buy a 12 month or 3 month PPC.

- Telephone advice and order line **0845 850 0030**
- General Public - Buy or Renew a PPC On-line

Test results :The receptionist will be able to give you your test results provided they have been seen and acted upon by a GP. You are advised to contact surgery to discuss your blood or other investigations results few days after your test is taken. Some of the test results such as US, ECG, ECHO and X-ray may take longer. You will not normally be contacted if your test results are normal. We can't give your test results to any other members of your family or a friend to protect your confidentiality. Please try to ring after 10.30am and receptionist may need to check your identity before advising you about the test results. Doctor or receptionist will contact you if we need to take any urgent medical action as a result of an abnormal results.

Statement of Fitness for Work: We do not issue NHS medical certificates for a period of illness lasting less than 7 days. Doctor will issue Statement of Fitness for Work for illness lasting more than a week and may need face to face consultation to issue one.

Computer Data and Confidentiality: This practice is paperless / paper-light and uses accredited clinical system- EMIS Web provided by EMIS Health All your data are held electronically on a secure server at a remote site. Practice follows strict confidentiality and data Protection Act and registered under Data Protection Act 2020. You are now able to access your medical records **ONLINE**. Please ask the practice manager or receptionist to register for the accessing this facility.

Suggestions and Complaints: We welcome your comments and suggestions. If you have a complaint or concerns about the service you have received from us, please let us know. You are most welcome to discuss your concerns with practice manager in the first instance or write to her. You may also contact PALS (Patient Advice and Liaison Service) at NEL CCG. We follow strict guideline to deal with any complaint and take it seriously.

Patient Participation Group: We have up and running Patient Participation group. The aim is to allow patients to make positive suggestions about the practice and their own healthcare. This will involve completing a short survey and on-line communication. We conduct practice survey once every year and act on your comments and views. We would like this group to be a representative of our practice population across all ethnicity groups, age groups and gender. If you would like to be

involved please contact the surgery with your e-mail address or complete the form on our practice website.

Patient Education: We provide a range of health related leaflets and visual display in the waiting room. A range of leaflets, explaining your specific illness may be provided by the doctor at the time of consultation. We also produce practice bulletins for educating our patients.

Disabled Access: We have full access to all consulting and treatment room for disabled patient and wheel chair. There is a portable induction loop available for people with hearing problems at the reception.

On Line Services: Patients can now access on line services which are password protected. You can register by coming into the surgery and will require you to bring proof of identification such as a passport or photo driving licence to the surgery so that we can check that no one is trying to access your data fraudulently. You can also enroll to online services on line. See details on our website.

The following on-line services are available:

Order repeat prescriptions,

Make appointments

Cancel appointments

Access to your medical records (limited access)

Zero Tolerance Policy: This practice has a zero tolerance policy regarding aggressive, violent or abusive behaviour towards staff and other patients attending surgery. Our staff and patients have the right to feel safe and secure while at the surgery premises. Patients considered to be offending against this policy will be prompted to change his behaviour and may call police in some circumstances. Please note that smoking is not allowed at the surgery premises. We request our patients to avoid using their mobile phones unless absolutely necessary.

Immunisation and Vaccination Schedule For up to date schedule , please follow the link below:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/899422/PHE_Routine_Childhood_Immunisation_Schedule_Jun2020_03.pdf

Immunisation is a good protection against infectious diseases and all children all healthy individuals and at risk patients should have adequate protection.

Travel Immunisation: Plan to have your travel immunisation well in advance at least 4 weeks before your travel date. It may be advisable to visit www.fitfortravel.nhs.uk to find travel advice on the protection you need.

Hepatitis A , Typhoid and Cholera travel vaccine free on NHS

Help us to help you: The practice will appreciate your co-operation to provide you better care and communication:

- ❖ Patients are seen by their appointment time and not by their arrival time. Emergency patients will be seen when appropriate.
- ❖ Please inform the practice if you are unable to keep your appointment or are delayed for any obvious reasons.
- ❖ If you need a **chaperone** during your medical examination or tests, please let the receptionist well before in advance or doctor during your consultation.
- ❖ Please order your repeat medication well before you run out completely.
- ❖ You will always be treated with respect and dignity. We maintain privacy and confidentiality
- ❖ Practice staff deserves courtesy and respect.
- ❖ Please do not eat or drink at the surgery and help us to keep it tidy. All children should be accompanied by an adult while attending toilet. The proper hygiene must be practiced at all times and while attending toilet facility.
- ❖ Practice has wide range of medical information leaflets, booklets. Please make use of these to educate yourself.
- ❖ If you feel very ill, faint or sick, please let the reception know for immediate attention.

Useful Telephone Numbers:

NHS111service 1	111	Marie Stopes Essex	0845 300 8090
Queens Hospital	01708 435 000	Pregnancy Advisory Essex	0845 077 2250
King George Hospital	020 8983 8000	Sydenham Centre-sexual health	01708 503 838
Barking Hospital	020 3644 2301	Barking Walk-In centre	020 8924 6262
Fanshawe Health Centre	020 8596 9504	Alcohol & Substance misuse	020 8595 1375 020 8594 8504
B/D CCG	020 3644 2378	Active for life - LBBB	020 8215 3024
Pregnancy Advisory-KGH	0845 359 6666	Age UK	0800 269 6565
Diabetes support Group	020 8984 8611	Macmillan support	0808 808 0000
Dementia	0300 111 5111	LBBB	020 8215 3000
B/D IAPT-Mental Health	0300 555 1018	Mental health direct	0300 555 1000

Local Accident & Emergency Services:

Queens Hospital (24 hours) – Rom Valley Way Romford
 King George Hospital (24 hours) – Barley Lane, Goodmayes

Walk-in -Centres and Minor Injury

Barking Community Hospital Walk -In Centre, Upney lane, Barking, (Mon-Fri 7am-10pm, Sat – Sun 9am-10pm) Tel. 020 8924 6262

Blood Testing Service: Local blood testing services

There is no walk in service in Barking and Dagenham, Havering and Redbridge. All blood test appointments should be pre-booked. You can book appointment on phone or online. For details open the link below:

<https://www.nelft.nhs.uk/phlebotomy-blood-test-appointments/>

For children under 5 years, special need and patients with needle phobia, please make appointment at Queens –Tel 01708 435 289.

Other Diagnostic Investigation: will require a referral form from the doctor

Chest x-rays and all other X-rays are done by prior booked appointment.

US scan, MRI, CT scans, ECHO, 24 hours BP monitoring and other tests are done through referral by the practice.

Due to Covid 19 pandemic, there is some delay in getting the appointments and hope the services will return to normal in due course.