

Accessibility

Our waiting room, clinical consultation and treatment rooms and WC's are all located on the ground floor and therefore accessible for those who are disabled. We are more than happy to provide assistance where needed.

We have a hearing loop at the reception desk for those who are hard of hearing and a speaker for patients who are visibly impaired.

Non-NHS Services

Some services are not provided free on the NHS. These include Insurance Forms, Travel Vaccinations, Private Certificates, Private Hire Medicals & letters etc. Our current price list for these services is displayed in reception.

Teaching and Training

The practice team trains doctors and nurses. We hope you will not mind a student being present occasionally during your consultation or being seen by a GP in training but you are free to refuse without your care being affected.

Research

This Practice takes part in research. You may be asked if you would help. You are free to refuse without your care being affected.

Information, Suggestions and Complaints

We are continually making efforts to improve our service and we welcome all comments. Please write to Sharon Turner (Practice Manager) or ask at reception if you want any more information on the services, have any suggestions or want to make a complaint.

Data Protection Act (1998)

We store your personal health information on our computer system. This is strictly confidential to the team involved in your care and will only be shared with other parties if we have your written consent or are required by law to do so. You can also give your consent to other health professionals to view your records. If you make a complaint, we may need to

provide information about you and your treatment to insurers or legal advisers.

You can view your records online or in the practice. Please submit your written request for viewing/copying to Reception giving 2 weeks' notice.

Description of Patient's Rights and Responsibilities

You have the right to access the services we provide according to your clinical need.

You have the right to expect a standard of care that would reasonably be provided by any of the team.

You have the responsibility to attend appointments punctually and cancel appointments that you are unable to attend.

All staff and patients at the practice have the right to be treated with mutual respect.

Any incidence of verbal or physical abuse or threats of violence will not be tolerated and where necessary the police will be called and you will be removed from the list.

Other useful contacts

Enhanced Access Clinician appointments in the evenings and weekends on 0203 839 7513.

For Health Advice by telephone call 111.

Patient Advisory & Liaison Service -
020 3594 2040/2050

Newham Clinical Commissioning Group -
020 3688 2300 - www.newhamccg.nhs.uk
Unex Tower, 5 Station St, London E15 1DA

Average GP Earnings

This is now published on our website.



MARKET STREET HEALTH GROUP
52 Market Street, East Ham, London E6 2RA
www.marketstreethealthgroup.org
Tel: 020 8548 2200

All calls are recorded for training and quality purposes

DOCTORS

Adekola Orimoloye (M) MBBS, MRCOG 1985
Gillian Hall (F) MBBS MRCGP DRCOG DTM&H 1990
Olufemi Daramola (M) MBBS MRCGP 1994
Tamara Hibbert (F) MBBS MRCGP 1999
Nadeem Faruq (M) MBBS MRCGP DRCOG DFRSRH
DipMScMed 2003

NURSING TEAM

Lorraine Gobin RGN 1994
Naiomi Hintzen (Health Care Assistant)
Shemona Baloch (Health Care Assistant)

CLINICAL PHARMACIST

Dhiren Dayal
Sidra Rauf
Ruma Rahman

PRACTICE MANAGER

Mrs Sharon Turner

OPENING HOURS

8.00am to 6.30pm Monday to Friday.
In case of emergency outside of these hours call 111

Welcome to Market Street Health Group.
We are a general practice of GP's and other Clinical Staff providing NHS services based in Newham Central 1.

We have a Personal Medical Services (PMS) contract and this is a brief description of the services we offer.
Please ask at reception for further information.

Registration

You can register here and remain on the list only if you live in the practice area, which consists of some E6 plus some E13 postcodes and is contained within the District Tube Line to the North, the A406 to the East and the A13 to the South. You will also need to produce proof of address and identification, complete some forms and have a new patient check with the Nursing Team.
Please register online on our practice website.

Access / Appointments

The practice operates an Online Triage appointment system for all appointments.
Please complete a triage form online and our triage team will contact you within 48 working hours.
The triage team will make sure that you are booked in with the appropriate clinician or sign posted to the correct service.
You can ask for a particular clinician, but we cannot guarantee your choice.
If you are IT illiterate please contact Reception who can help you with completing a triage form.
If you are over 75 years of age, under 2 or vulnerable please contact the reception team.

The Doctors provide medical advice and treatment and with the Nurses and clinical pharmacists regular monitoring of chronic conditions. Depending on your need, the nurses also give advice over the phone. Appointments are spread throughout the day from 8am until 6:20 p.m. You should always contact us or 111 first before going to A&E unless you are having a real emergency.

Pharmacy First Service - Available at your local pharmacy.

You can also access free advice / treatments for a range of minor illnesses / conditions at the Pharmacy.

Help with Communication

We work closely with a locally run Interpreting Service called Language line.

Home Visits

We will make home visits to those who are house-bound due to the nature of their condition. If possible please contact us between 8.00 and 9.00 am to arrange a visit.

Online services

The practice operates an online triage system.
For all appointments, prescriptions request, medical certificates and other administrative queries.
Please fill a triage form online and the team will be in contact.
You can also ask at reception if you want to have access to your medical records and test results.

Repeat Prescriptions

You can request prescriptions online via our online triage administration query, via the chemist or in person. We will need your name, address and medication requested.
A Repeat Prescription will be ready after TWO full working days and FIVE working days if not a repeat medication.
The prescription will be sent to your NOMINATED Pharmacy.
We cannot accept requests for repeat prescriptions by phone.

Test Results

For ALL test results, please ring the surgery after 3pm and/or check the NHS app.

Med Certs / Fitness for Work Certificates

Please request via Online Triage under Administration.
Requests take 5 working days and will be sent to you via text message once complete.

Nursing Services

Our nurses provide the following services;
Travel/Routine Vaccinations Cervical Smears
Lifestyle Advice Dietary Advice
Blood Pressure Check Asthma/COPD
Dressings/Suture Removal Women's Health
Childhood Immunisations
Contraception

Other specialist clinics e.g. Diabetes and heart disease are provided by invitation only.
There are limited appointments for Blood Tests (mornings only).

District Nurses

We work with District Nurses who will visit patients by arrangement. Please contact them directly by telephoning: - **020 8709 5555**

Health Visitors

We work with Health Visitors who have special responsibility for promoting health in children under the age of five. Please contact them directly on - **020 3373 9983**

Counselling / Psychology

We can help you access a range of counselling and therapy, some of which is based here. Please ask a Doctor.