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| **Home Visits**  Patients are requested to telephone before 10.00am if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the surgery in the time that it takes to do a home visit. Home visits are made at the discretion of the doctors, based on medical need. Lack of transport is not a reason to request a home visit.  **Evenings & Weekends [Out of Hours]**  **PELC Out of Hours** [Partnership of East London Co-operatives]  The GP out of hours service is available: ​Mon-Fri: 6.30pm - 8am Weekends: 6.30pm Friday - 8am Monday Bank Holidays: 24hrs  Distance from the surgery is 2.4 miles  *Call NHS111 and they will refer you to the PELC GP OOH Service*  **CORONAVIRUS [COVID-19]**  Information is available at: https://www.gov.uk/coronavirus  **NHS 111 Coronavirus Service**  Stay Alert:  We can all help control the virus if we all stay alert. This means **you must:**   * PLEASE GET VACCINATED [Both Doses] * STAY AT HOME UNLESS GOVERNMENT RESTRICTIONS HAVE BEEN LIFTED * WORK FROM HOME IF POSSIBLE * LIMIT CONTACT WITH OTHER PEOPLE * KEEP YOUR DISTANCE IF YOU GO OUT (2 metres apart where possible) * CONTINUE TO WASH YOUR HAND AS FREQUENTLY AS POSSIBLE   Coronavirus Symptoms [YOU **CANNOT** ATTEND YOUR APPT.]   * A high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature) * A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual) * Loss of/change in smell or taste   *If in doubt, please immediately call NHS 111* |

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| **Macintosh HD:Users:vinnypatel:Desktop:CQC Consulting work 2016:WEBSITE IMAGES:Image 7.jpg**  **Clinician’s Hours**  **& Preventive Services**  stanway_picture   |  |  |  |  | | --- | --- | --- | --- | | **Day** | | **Consultation Hours** | | | AM | PM | | Monday | | 8.30am-12pm | 2pm-6pm | | Tuesday | | 8.30am-12pm | 2pm-6pm | | Wednesday | | 8.30am-12pm | 2pm-6pm | | Thursday | | 8.30am-12pm | 2pm-6pm | | Friday | | 8.30am-12pm | 2pm-6pm | |  | | | | | **Preventive Services** | **Name of holder** | | **Operation Day**  **Clinic Hours** | | Vaccinations | Practice Nurses | | Mon-Fri | | Diabetes Clinic | Practice Nurses | | Mon-Fri | | Asthma & COPD | Practice Nurses | | Mon-Fri | | Family Planning | GPs | | Mon-Fri | | Smears | Practice Nurses | | Mon-Fri | | Mother & Baby Clinic | GPs | | Mon-Fri | | Childhood IMMS | Practice Nurses | | Mon-Fri | | Women’s Health Clinic | GPs & Practice Nurses | | Mon-Fri | | COVID-19 Vaccinations | Practice Nurses | | Mon-Fri |   *Sick Child & Urgent Appointments*  *Cases will be seen as soon as possible if the patient calls the practice in emergency. Please remember you may not always see the doctor of your choice.*  *Sick Child & Urgent Appointments*  *Cases will be seen as soon as possible if the patient calls the practice in emergency. Please remember you may not always see the doctor of your choice.* |

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| **THE DRIVE SURGERY**  68 The Drive, Cranbrook, Ilford, IG1 3HZ  Tel 020 8554 3014  [www.thedrivesurgeryilford.co.uk](http://www.thedrivesurgeryilford.co.uk)  **PRACTICE LEAFLET** |
| GENERAL Practitioners  Dr Padma GOOTY [Female]  Principal GP - GMC: 6030742  Dr Dania Shoeb [Female]  Salaried GP - GMC: 6099091  PRACTICE Nurses  Bolanie Kolade [Female]  Sherry Escala [Female]  PRACTICE Manager  Pavani Malladi [Female]  [Also the Complaints Manager]  Nimra Jamil [Female]  [Deputy Practice Manager]    **Opening Times:**  Monday to Friday 8am to 6.30pm  PLEASE TAKE A COPY  [Revised January 2022] |
| **To book an appointment & queries**  **Please phone the surgery during opening hours:**  We are closed  Weekends and **ALL** National Bank Holidays  For advice on illnesses and local health services  Website: <http://www.nhs.uk/pages/home.aspx>  The surgery has suitable *access for disabled patients via the front entrance and our consulting rooms are on the ground floor*.  **Appointment**  You can also book an appointment using:  **Online or MyGP**  Alternatively, you can either phone the surgery or book at reception. Appointments are available in the morning, afternoon and evenings 5 days a week and can be booked on the day or in advance. Our normal doctors appointments are for 10 minutes.  We offer:  **Telephone Triage, Video Consultations & Face-to-Face**  **Accident & Emergency 999**  If you or someone in your care experiences severe chest pains, loss of blood or suspected broken bones, go to your nearest Accident & Emergency Department or call 999  **KING GEORGE HOSPITAL**  Barley Lane  Ilford  IG3 8YB  **Tel. 0330 400 4333 - - Open: 24 hours**  [Distance: 3.9 Miles]  **Practice Catchment Areas [Boundaries]**  **Within 3 miles of our surgery postcode IG1 3HZ**  **Patient Services Online**  Macintosh HD:Users:vinnypatel:Desktop:patient-access Logo.pngOnce registered to Patient Access Online Service, you will be able to book your own appointments, order repeat prescriptions and view your medical summary online.  [www.patient.emisaccess.co.uk](http://www.patient.emisaccess.co.uk)  **Ask reception staff for more details**.  **In case of emergency, call 999 for an**  **Ambulance or visit Accident and**  **Emergency [A&E]** |

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| **Carers Support** [Carers Lead is Pavani & Nimra]  The surgery is keen to look after the health of carers and offers annual carers health checks with the GPs. More support can be found on [www.rcss.org.uk](http://www.rcss.org.uk) [Redbridge Carers Support Service]  Telephone: 020 8514 6251  Email: [office@rcss.org.uk](mailto:office@rcss.org.uk)  **Carers UK Information, Support and Advice**  Tel. 0808 808 7777  Email. [advice@carersuk.org](mailto:advice@carersuk.org)  **Confidentiality**  We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The surgery will ensure that patient confidentiality is maintained at all times by all members of the surgery team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.  **Zero Tolerance**  We strongly support the NHS policy on zero tolerance. Anyone attending the surgery that abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the surgery premises.  **Freedom of Information**  Your request must be in writing and can be either posted or emailed to NHS North East London CCG.  For postal requests, please send to the following address:  Freedom of Information Team  NEL CSU  1 Lower Marsh, Waterloo, London, SE1 7NT  Or Email: [nelcsu.foi@nhs.net](mailto:nelcsu.foi@nhs.net)  **Named GP**  All our patients have a named GP who is responsible for your overall care at the surgery, you should contact the surgery if you wish to know who this is, and that if you have a preference as to which GP that is, the surgery will make reasonable efforts to accommodate your request.  **Clinical Commissioning Group**  NHS North East London Clinical Commissioning Group  4th Floor – Unex Tower 5 Station Street London E15 1DA  Tel. 020 3688 2300  Email. [nelondonnelrnquiries@nhs.net](mailto:nelondonnelrnquiries@nhs.net)  Website: [www.northeastlondonccg.nhs.uk](http://www.northeastlondonccg.nhs.uk) |
| **Investigations and Specimens**  Please call the surgery between 11.30am-12.30pm Mon-Fri for investigation results.  **Change of Personal Details**  Patients are asked to notify the surgery as soon as possible of any change of name, address or telephone number; not forgetting to indicate all the persons involved in this change. In an emergency this could be absolutely vital.  **Sickness Certification**  If you are off work for seven days or less, no certificate is required. However, you may need to complete a self-certification form, which is obtainable from your employer.  If you are absent from work for seven days or more, because of illness, you may require a doctor’s certificate. In which case, you must arrange an appointment with a doctor; otherwise a certificate will not be issued. If for whatever reason, you require a doctor’s certificate covering a period of less than seven days, a private certificate can be issued at an appointment; there will be a charge for such a certificate.  **Chaperone**  Should you need a chaperone present at a consultation or procedure then please alert reception staff that can ensure that one is available for the appointment? It is standard practice policy for patients to be offered a chaperone for any  Examination.  **Late Arrivals for Appointments**  If a patient is late for a routine appointment, it is practice policy to ask the patient to make another appointment, however, the doctor or nurse may still see you if time allows. Time keeping is essential if we are to provide patients with the best treatment and service they expect. We do ask for your patience if the clinician is running slightly late. We endeavour to run to time but the nature of our work does not always allow this to be possible.  **How to Complain**  In the first instance if you have a complaint or concern, please email or write to us for the attention of the Practice Manager at: 68 The Drive, Cranbrook, Ilford, IG1 3HZ or email us at: [REDCCG.F86652discharge@nhs.net](mailto:REDCCG.F86652discharge@nhs.net)  There is also a ‘Complaints and Comments leaflet’ available from reception.  **How to Register**  Please call or attend our surgery to complete the **GMS1 Form**. You can also download this form via: www.nhs.uk/Servicedirectories/Documents/GMS1.pdf  We may ask for ‘Proof of Identity’ when registering children in your care. E.g. passport or driving licence and current utility bill or bank statement [within the last 3 months] |