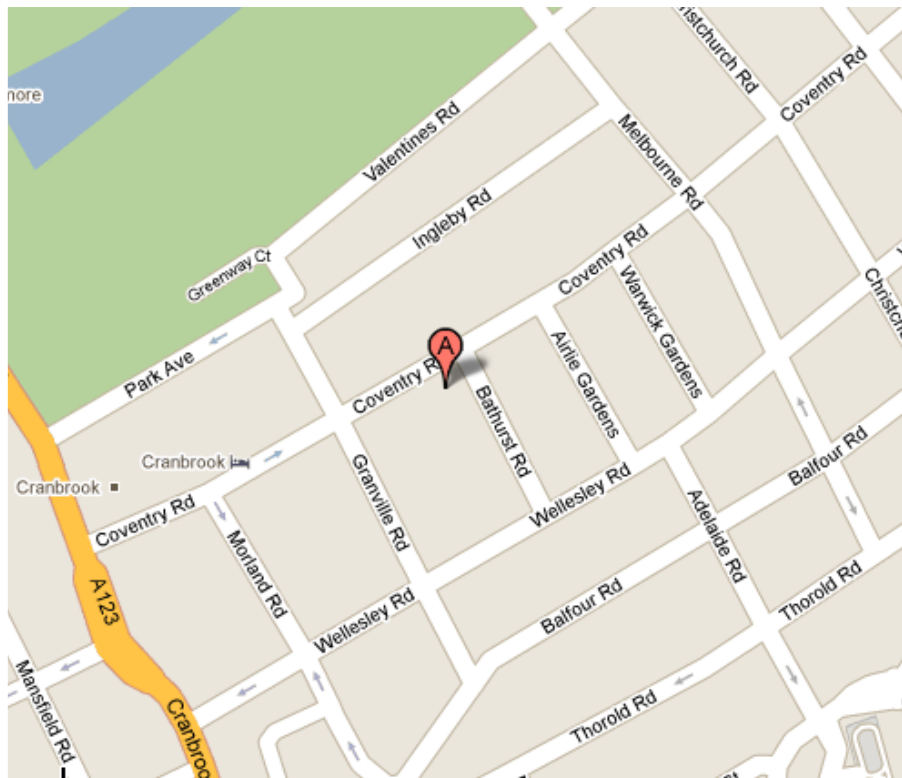


## LOCATION



# **ST. CLEMENT'S SURGERY**



**Dr. Vikram Solomon**      **Dr Winston Solomon**  
*Mu Dr, MRCP*                      *FRCS, DCH, DRCOG, MRCP, MBBS*

**38 Bathurst Road. Ilford, Essex. IG1 4LA**

Phone: **020 8554 1371**      Fax: **020 8491 3345**

Surgery Email: **REDCCG.stclementssurgery@nhs.net**

Surgery Website: <http://www.stclementssurgery-redbridge.nhs.net>

Patient Website link: <https://patient.emisaccess.co.uk/register>

*Welcome to St. Clement's Surgery!*

*This leaflet tells you about this Practice & the services we offer.*

## **SURGERY - OPENING TIMES**

Monday, Wednesday, Thursday & Friday: **08:00 – 18:30**

## **GP CONSULTATION TIMES**

Monday, Tuesday, Wednesday and Friday:  
**09:30 – 12.30** and **15:30 – 18:00** (*Thursday: 09.30-12.30*)

## **IN AN EMERGENCY**

Please contact this Surgery for all medical ailments during Surgery working hours (**8am – 6.30pm**) between **Monday – Friday**.

**If you need a doctor urgently outside Surgery hours, ring 111 (*do not go to A&E*).**

NHS 111 service is staffed by a team of fully trained advisers & supported by experienced nurses. They will ask you questions to assess your symptoms, give you the healthcare advice you need or direct you to the local service, that can help you best.

The local service could be the out-of-hours Doctor, a Walk-in centre or Urgent care centre, a Community nurse, an emergency Dentist or a late-opening Chemist.

Contact the Surgery from **Monday – Friday**, during working hours (**8am – 6.30pm**), if you need to consult the Doctor.

**Telephone lines at this Surgery are open 8am - 6.30pm.**

Please ring the Surgery between 11am – 12 noon or 5pm-6pm, if you need your Test results or have a query.

If you need a Doctor **after** Surgery hours:

Ring the NHS 111 service, if you urgently need medical help or advice.

- For less urgent health needs, contact your local Pharmacist in the usual way.
- For immediate, life-threatening emergencies, continue to call 999.

*Nearest Casualty department (A&E) is at King George Hospital (Tel 020 8970 8000), which is for use only in the case of an **Accident or Emergency**.*

**NHS North East London (part of NEL Health & Care Partnerships)**

**North House  
St Edwards's Way  
Romford, Essex.  
RM1 3AE  
Tel: 02031823037**

## New patients

We will register patients who live within our catchment area. Please email/telephone us, to check.

Patients eligible to register should bring with them:

- *NHS medical card, if available*
- *Current Passport*
- *2 bills (1 utility), as proof of residence.*

## Access to patient information

Access to patient information is available to all the Doctors and responsible members of Practice staff. All other patient information is only given, with the consent of the patient.

## Patient Participation Group

There is a **Patient Participation Group** at this Surgery. If you would like to be involved, inform Reception & they will arrange for the PPG Chair or Secretary to contact you. Our PPG welcomes comments & will offer assistance, to patients at this Practice.

## HOW TO SEE THE DOCTOR

Consultations are by prior appointment only & can be booked during Surgery opening times, by telephone, or in person. Telephone lines open at 9am between Monday to Friday. Appointments & Repeat Prescriptions can be booked online on our Practice Website via Patient access:

<http://www.stclementssurgery-redbridge.nhs.uk/>

*Please ask for your details at Reception & Register asap.*

**Please cancel your appointment as early as possible, if it is not required, so that it can be offered to another patient.**

## URGENT APPOINTMENTS

If you have an urgent medical need, ring the Surgery on **020 8554 1371** during Surgery hours, so an appointment can be made with whichever Doctor is available.

## PRACTICE TEAM

- |                           |                             |
|---------------------------|-----------------------------|
| • GP                      | - Dr. Winston Solomon       |
| • GP                      | - Dr. Vikram Solomon        |
| • GP ( <i>sessional</i> ) | - Dr. P.J. Suresh           |
| • GP ( <i>sessional</i> ) | - Dr. Bharathi Singaravelou |
| • GP ( <i>sessional</i> ) | - Dr. Danyaal Khan          |
| • Practice Manager        | - Mrs. Shalini Solomon      |
| • Pharmacist              | - Mrs Tahira Zubair         |
| • Practice Nurse          | - Mrs. Gurjit Cholia        |
| • Health Care Asst.       | - Mrs. Rubina Idrees        |
| • Care Co-ordinator       | - Ms. Andreea Dobrea        |
| • Secretary/ Receptionist | - Mrs. Akhi Nazir           |
| • Secretary/ Receptionist | - Mrs. Rani Chana           |
| • Secretary/ Receptionist | - Mrs. Girija Sridhar       |
| • Secretary/ Receptionist | - Mrs Prathibha Stanley     |
| • Secretary/ Receptionist | - Mrs Yazhini Kumar         |
| • Secretary/ Receptionist | - Miss Tabitha Sundersingh  |

## Services provided in-house:

1. **Maternity – Ante-natal & Post-natal**
2. **Child Health Surveillance**
3. **Children’s Immunisation**
4. **Family Planning Service**
  - *Contraceptive Pill*
  - *Coils*
  - *Implant*
5. **Chronic Disease Management**
6. **Minor Surgery**
7. **Cryotherapy Clinic**
8. **Health Checks**
9. **Well Woman/ Well Man Clinic**
10. **Blood tests (for over 75 year olds)**

## Appointment can be booked for:

- *Child Immunisations*
- *Annual Health Reviews(inc. Medication reviews)*
- *Blood Pressure checks & BP management*
- *Diabetic checks & Diabetic management*
- *COPD & Asthma care*
- *Family Planning advice & procedures (Implants, coils, etc)*
- *Smears*
- *Minor Surgery (inc. Cryo clinic)*
- *Ante-natal & Post-natal*
- *Minor Surgery Wound Dressings*
- *General Health Checks*
- *Chlamydia Screening*
- *Dietary advice*
- *Blood tests (for over 75 year olds)*

## APPOINTMENTS

We are a busy GP Surgery & there is a great demand for appointments. If you are unable to attend your appointment, inform us immediately; so we can give it to another patient.

If you **DID NOT ATTEND** your appointment, you will be contacted by the Receptionist. If it is repeated, you may need to find an alternate GP Surgery.

Please ensure that you arrive on time for your Appointment. If there is a delay for over 10 minutes, you may need to book another appointment, which may not be in the same week.

## CHANGE OF ADDRESS

If any of your contact details change, please notify the Surgery as soon as possible.

## TELEPHONE CONSULTATIONS & TEST RESULTS

For Test results, ring between 11-12 noon & 5-6pm. so we can book a Telephone Consultation for you with the GP. Results will be discussed only with the patient concerned (*except in the case of children under 16*).

## CAR PARKING

**Surgery Car Park by the Entrance Gate is for staff use only.** Parking meters are available on all nearby roads.

## LATE EVENING SURGERY

We have a late evening Surgery available on Tuesdays from 6.30pm. This is to facilitate working patients that commute long distances (i.e. work in the City or far away). These patients may be unable to attend the Surgery, during the normal working day (before 6.30pm). If you need a late evening appointment, please ring Reception to book an Appointment on a Tuesday night.

## **PATIENT ACCESS**

We offer online Patient access, which enables you to book online Appointments & request your repeat prescriptions. We also offer access to your medical record, if above 18 years of age. Please ask Reception for your online patient access.

## **GP TRAINEES**

This Practice may employ GP Registrars, who are qualified doctors gaining experience in General Practice. He/she would function as an additional doctor in this practice.

## **MEDICAL STUDENTS**

As we are a Teaching Practice, medical students are periodically allocated to the Surgery & they work under supervision here. If you do not wish to be seen by medical students, please inform the Receptionist.

## **REPEAT PRESCRIPTIONS**

Electronic Prescription Service is available here. You can request your repeat prescription online, which can be sent electronically to the Chemist; of your choice.

**Please be advised that 48 hours (2 working days) notice is required, for the issue of Repeat Prescriptions.**

Alternatively, you can use your computerised slip or put your repeat prescription request in writing (*with name & date of birth*) & put it through the letter box. Your prescription can be posted to you, provided a stamped addressed envelope is enclosed with your request. You can arrange for a Chemist of your choice to collect your repeat prescriptions from Surgery.

**The Surgery does not accept requests for Repeat Prescriptions over the telephone.**

## **MINOR SURGERY**

Minor surgery is performed at this Practice. Please book a prior appointment, to see the Doctor.

## **CRYO CLINIC**

Cryotherapy clinic maybe held here once a month.

## **TELEPHONE ENQUIRIES/ CONSULTATIONS**

If you wish to consult the Doctor on the phone, please inform the Receptionist. They will convey the message & you will be contacted by the Doctor.

## **NEWLY REGISTERED PATIENTS**

Anyone wishing to join this Practice from within the catchment area will be registered; if they are eligible for NHS treatment. New patients will be given a confidential questionnaire to complete. An appointment will be booked, for an initial new patient medical check.

## **PATIENT ACCESS**

Please ask the Receptionist for online access, so you can book Appointments, request repeat Prescriptions & have access to your Medical record.

## **NHS HEALTH CHECK**

Patients aged 40-74 years that are currently not on any medication & who have not attended for 1 year or more, will be invited for a Health check at this Surgery.

## **WELL PERSON CHECK**

Patients can also book an appointment themselves, for a basic health assessment, by contacting Reception.

## **HOME VISITS**

Please contact us as early as possible in the day, if requiring a home visit. Please give the name & address of the patient, along with brief details of the symptoms, to help the Doctors assess the urgency & organise the sequence of their visits. Please give a contact telephone number, so we can ring you back.

## **COMMENTS/ COMPLIMENTS/ COMPLAINTS**

Comments, suggestions & compliments relating to the Practice & our services are always welcome. We value your views, so please address them to the Practice Manager.

If you have any concern, please speak to the Receptionist. If you are dissatisfied with any aspect of our service, please raise it immediately with the Practice Manager, so it can be resolved.

If you have a complaint, it will be processed under the Complaints Procedure. Reception will be able to advise you.

## **FRIENDS & FAMILY TEST**

NHS England require a regular monthly update from all NHS patients. You will be asked periodically to express your views, on the service received; following an appointment with a Clinician at this Surgery.

## **MEDICAL CERTIFICATES**

For the first 6 working days of your illness, a Self-certificate is sufficient, which you obtain from your employer or the DSS. Please make an appointment to see the doctor, if you require a private certificate.

**Non-NHS Services: NOT ALL SERVICES ARE FREE** –  
*Ask Receptionist for current charges of Non-NHS services.*

### **You are required to pay for:-**

- *Private medical certificate for the first 6 days of illness*
- *Filling in insurance claim forms*
- *Medical examinations for HGV, PSV & Taxi driver*
- *ACWY Certificates*
- *Passport/ Photo Driving Licence application*

## **ZERO TOLERANCE POLICY**

All members of the Practice Team are committed & are here to ensure that our patients health & well-being is our priority. We are here to provide the best service possible & will ensure that your health care needs are met, but in doing so, we will not tolerate abusive or aggressive behaviour from our patients. Such behaviour will not enhance our service but rather the contrary. We will look to refuse to deal with people who assault our staff or who continue to be abusive or aggressive, when asked to behave reasonably. These patients will be removed from our Practice list.