

Winter Contingency Plans

The winter months see significant pressures put on the healthcare system due to extreme bad weather, flu epidemics and higher patient demand. To avoid additional strain on local A&E provision, patients are advised to make greater use of NHS 111 Services and Extended Hours Hubs, as well as local pharmacies and walk-in centres.

Name and Addresses of Local NHS GP Hubs

Broad Street Medical Centre, Dagenham

Contact via NHS 111

Barking Community Hospital

Upney Lane Barking Essex IG19YD

Contact via NHS 111

(2pm -9pm weekdays; 9am -3pm weekends)

COMMUNITY TREATMENT TEAM

Tel: 0203 644 2799 (8AM -10PM daily)

Tel: 07940 301 396 (8AM -10PM daily)

Abbey Medical Centre



PRACTICE INFORMATION LEAFLET

DR. ANJU GUPTA

ABBHEY MEDICAL CENTRE

1 Harpour Road Barking Essex

IG11 8RJ

TEL: 0208 090 8106

E Mail: nelondonicb.abbeymed@nhs.net

Website: abbeymedicalcentrebarking.co.uk

DOCTORS

Dr. ANJU GUPTA
MRCGP, MSc (Diabetes), DRCOG, MBBS

DR SHAHENA YASMIN
MBBS, MRCGP

Dr. Thusidaran Yoganathan
MBBS, MRCGP

Patients having rights to express a preference of a Practitioner

NURSING STAFF

Advanced Nurse Practitioner
Shadia Ali

HEALTHCARE ASSISTANTS

Mrs Shafaq Shahnawaz

MANAGEMENT

Mr. Nasir-Uddin Hoque – Practice Manager
Ms Dimple Patel- Assistant Practice Manager

ABBEY MEDICAL CENTRE - RECEPTION TIMES

Day	Times
Monday	8:00am - 6:30pm
Tuesday	8:00am - 6:30pm
Wednesday	8:00am - 6:30pm
Thursday	8:00am - 6:30pm
Friday	8:00am - 6:30pm

SURGERYCONSULTATION TIMES

	MORNING SESSION AM		AFTERNOON SESSION AM	
Monday	9:00-12:00		13:30-18:30	
Tuesday	9:00-12:00		13:30-18:30	
Wednesday	9:00-12:00		13:30-18:30	
Thursday	9:00-12:00		13:30-18:30	
Friday	9:00-12:00		13:30-18:30	

NEW PATIENTS

Registering is simply a matter of completing your medical card or the completion of an NHS registration form. All registering patients must complete a full medical with the Practice Nurse or HCA; this helps us to ensure all your records are up to date. We do not discriminate or refuse registration on medical need, age, race, gender, social class, religion, sexual orientation, disability etc.

COMPLAINTS

If you have any complaints please see the Practice Manager, alternatively put in writing and hand in. you will be responded within 10 working days / max. 20 days of your complaint. E Mail: nelondonicb.abbeymed@nhs.net

MEDICAL RECORDS

Any requests for information from medical records received from outside agencies are dealt with the strictest confidence and not without the consent of the patient.

DISABLED ACCESS

Practice premises are accessible for wheelchair users. There is a hearing loop at Reception.

ZERO TOLERANCE

Under the NHS we will not tolerate any verbal or physical threats. If needed we will not hesitate to remove you from the practice premises with police assistance and you will be removed from our patient list instantly.

HELP US TO HELP YOU

We as a practice always try to maintain a high standard of care towards all our patients.

We Will:

- o Be polite, considerate and honest, treat patients with dignity
- o Treat each patient as an individual
- o Respect patient's privacy and right to confidentiality.
- o Prioritize your appointments according to your medical needs.
- o If we need to remove you from our practice we will follow the Practice protocol.

We Would Like The patient To:

- o **Use on-line services** where appropriate to request appointments and repeat prescriptions
- o **Attend on time.** Please ring and cancel your appointment if you are not able to attend. **If you miss 3 appointments in six months** we may consider removing you from the practice.
- o **Be polite and patient,** we will be with you as soon as we can.
- o **Treat the staff with dignity;** a "please" and "thank you" from you is much appreciated by the staff.
- o **Be clear in** what you require from us

WE PROVIDE THE FOLLOWING SERVICES:

BY APPOINTMENT ONLY WITH A NURSE

- Well woman (Cervical smears, contraceptive advice etc.)
- Well man
- Travel vaccinations
- Specialist Diabetic clinic
- Asthma checks
- Chronic Heart Disease - Hypertension
- Teenage Sexual Health
- Primary Immunisations
- Pneumonia/Flu Vaccination

CHILD HEALTH SURVEILLANCE CLINIC

- This is a weekly clinic held at our Vicarage Field Health Centre for mums, newborn babies and preschool childhood immunization and health check.
- These are carried out by doctors, health visitor and our own nurse. You will be sent an appointment when these are due. We encourage attendance, as this is a very important check for all. We combine post-natal checks n mums in this clinic.

WHAT TO DO WHEN THE SURGERY IS CLOSED

If you need to contact your doctor and your surgery is closed ring the surgery number. When you call this number you will be given the emergency number to contact. **Please do not abuse the A&E services.**

Please contact **NHS 111** unless **it is a genuine emergency.**

111 will also refer you on to emergency care or us if necessary.

For Minor ailments please go to your local pharmacy or walk-in centre for advice.

Please inform us if you have changed your name, address or telephone number. We need to keep your records up to date.

HOME VISITS

If you really cannot get to the surgery and require a home visit please call during surgery hours. The visit is at the discretion of the doctor's assessment of the condition.

REPEAT PRESCRIPTIONS

Repeats should be submitted using the repeat request form attached to your repeat prescription. Repeats can be collected during surgery hours. **72 hours' notice required**

We take repeat requests by email - not over the telephone due to the number involved and the high risk of mistakes occurring. Prescription collection services are available from some pharmacies.

LABORATORY RESULTS

If the doctor has sent you for tests please allow:

- 8-10 days before enquiring about blood/urine results
- 2-3 weeks before enquiring about x-ray results
- 4-6 weeks before enquiring about cervical smear results