

## Patient's Right & Responsibilities

**You have the right to access the services we provide according to your clinical needs and also have the right to see the Doctor of your choice.**

You have the right to expect a standard of care that would reasonably be provided by one of our doctors/practice nurses.

You have the responsibility to attend appointments punctually and to cancel any appointments you are unable to attend well in advance so that we can fit someone else in.

We respect each other's needs and always try to give the best health care to our patients as much as possible. All staff and patients at the practice have the right to be treated with mutual respect. We are happy to help you and you are expected to be helpful and responsible as well.

In line with NHS Directives, we exercise zero tolerance for verbal/physical abuse/threat/violence towards our team. Where necessary the police will be called in and action will be taken and you may be removed from our practice list.

## Complaint

The Doctors and staff of this surgery strive to protect you with a good service. But sometimes things do go wrong and you may want to complain or just want to tell us about your concerns or suggest improvements. We operate an "In-House" complaints procedure as part of the NHS System. Please let the Complaints Manager, Ms Farhat Borhazada, know. A Complaint comment form is available at reception.

## Data Protection

All information held on our computer and all the contents of your medical record files are treated in a strictly confidential manner. We do not disclose any information to a third party unless we have your written consent or are required by law to do so.

You have the right to access your medical records unless in the doctors' opinion this would likely cause serious harm to your physical/mental health. There are provisions for this kind of access.

## Freedom of Information Act 2000

The Freedom of Information Act, gives the general right of access to all types of recorded information held by the practice. The intention of the Act is to encourage a spirit of openness and transparency to the NHS and the whole public sector. Our organisation aims to fully support the public have had full access rights from January 2005.

This means that far more information will be routinely and freely made available. This is subject to some exemptions, which will be outlined later in this leaflet.

Any individual or organisation can make a request for information. The applicant does not have to explain why this information is requested. The Act gives the right to:

- Be told if the information exists.
- Receive information (ideally in the format requested)  
For example: As a copy or summary or the applicant may ask to inspect a record.

## The Public Scheme

This practice has developed a publication scheme. It is a guide to information, routinely published and gives indication of information

### **Financial and Funding Information**

- Funding details
- Charging Policies
- Financial management
- Purchaser equipment and Supplies

### **Regular Publications and Information for the Public**

- Guidance and Information leaflets relating to the clinical services and Health Services we provide.

### **Complaints**

- How to make a complaint
- Who to contact to make a complaint

### **Policies and Procedures**

- General Policies and Procedures including:

- \* Complaints Policy
- \* Confidentiality
- \* Data Protection
- \* Health and Safety

### **This Publication Scheme**

- Change to the scheme
- Criteria on which information management policies are made in the practice
- Proposed changes and additions to publications already available
- Referral point for all enquires regarding information management generally in the practice.

### **Cost of Information**

- Details of any charges for providing information

### **Useful Resources**

- List of useful websites
- List of useful publications.
- APPRECIATED

# Stratford Health Centre

121–123 The Grove, Stratford E15 1EN



**Tel:** 0208 555 3936 | **Fax:** 0208 555 5350

### Doctors

<b>Dr Mathew K L Chang</b>	MBBS, LMSSA	Principal GP
<b>Dr Sabra Khan</b>	MBBS	Lead GP
<b>Dr Ahmed F Hamza</b>	MBBS	GP
<b>Dr Tin Tin Lwin</b>	MBBS	GP
<b>Dr Aysha Siddiqua</b>	MBChB, MRCP	GP
<b>Dr Salma Khanom</b>	MBChB, MRCP	GP
<b>Dr Jaskaran Lidder</b>	MBBS	GP

### Practice Nurses

<b>Jenny Chang</b>	RGN
<b>Jennifer Thomas</b>	RGN
<b>Laikunan Nanan</b>	RGN
<b>Jemma Sherry Lalsie</b>	RGN, RM, NNP
<b>Ceryl Fu</b>	RGN, RM, NNP

### Surgery Opening time

	<u>Surgery Opening time</u>	<u>Consultation Times</u>
Monday	8.30 – 18.30	9.00 – 18.00
Tuesday	8.30 – 18.30	9.00 – 18.00
Wednesday	8.30 – 18.30	9.00 – 18.00
Thursday	8.30 – 18.30	9.00 – 18.00
Friday	8.30 – 18.30	9.00 – 18.00
Saturday	9:00 – 15.00	9:30 – 14.00

### Extended Hours

Saturday	9.00 – 15.00	9.30 – 12.30
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For Emergency Appointments you must telephone the surgery at **8.30am** for the morning appointments and **3pm** for the afternoon appointment. If you need to contact surgery in case of emergency, you need to contact the GP Coop on 0207 544 8880 or dial 111

### **Useful Contacts**

Newham CCG	020 3688 2300
NHS ENGLAND (London Region)	020 7932 3731
PALS) Newham, 2nd Floor, Clifton House, 75-77 Worship Street,	020 7059 6733

## Welcome

Welcome to our practice. We are a group of 7 doctors, 3 male and 4 female. We have a selection of practice nurses, diabetic specialist, 2 family planning nurses and Cognitive behaviour therapist. Mrs Jenny Chang our practice Manager is responsible for the efficient running of the practice. Any suggestions and ideas are always welcome and we will be pleased to consider them if you set the suggestions in writing.

## Practice Nurses

We have a wide experienced in both hospital, community nursing and health promotion. You can make an appointment to see the nurse directly without a referral from a doctor. They will give professional advice about many of your health concerns and provide the following services:

Asthma Clinic	Avoidable unplanned admission	Ear Syringing
Diabetic Clinic	Lifestyle Advice	Travel and Childhood Immunisations
BP Clinic	Cervical Smear	COPD Clinic
Sexual Health	New NHS Health Check (VRA)	

## Making an Appointment

You can make an appointment by calling the surgery on 0208 555 3936 during the surgery opening times. Please note, the landline number does not have a queuing system. We run an appointment system with ten minutes allocated for each consultation.

*One appointment is for one patient only. Please limit to one consultation problem at a time, in order to be fair to other patients after you. PLEASE NOTE: You will have to rebook if you are more than 10 minutes late for your appointment.*

Some consultations can take longer than expected and sometimes a doctor may have to leave the surgery in an emergency. In these circumstances waiting may be unavoidable and we would appreciate your patience, co-operation and understanding. You can request for a particular doctor or nurse but sometimes your choice may not always be guaranteed though we will try our best.

## Disabled Patients

The consulting rooms, treatment rooms and toilets in our premises are wheelchair accessible.

## Out Of Hours Emergency

In an absolute emergency when the surgery is closed, Please ring **0207 511 8880** for help. We are a member of the Newham GP Co-Op which run by local GPs taking turns to cover emergencies. Alternatively you can visit Newham Urgent Care Centre at: Newham General Hospital, Glen Road, E13 8SL Tel: **0207 363 9200**. You can ring 111 for less emergency situation when surgery is closed(24hr).

## Home Visit

A request for a home visit should be made only **if you are housebound or too ill to attend the surgery**. Doctors will assess the problem over the phone and decide whether a home visit is necessary. **You must make a request before 11.30am for a home visit on the same day.**

## Nurse Visit

Arrangements may be made for the District Nurses to call on patients who are confined to their home and who are in need of nursing care.

## Repeat Prescriptions

This is only for patients who have had their repeat prescription(s) already authorised by a doctor. Tick the item(s) you require on your computerised prescription counterfoil and send/bring it to the surgery. Please allow 48 hours before collection. If you would like your prescription posted please leave a stamped address envelope in order for it to be posted.

**PLEASE NOTE:** We do not accept repeat prescriptions by phone in order to avoid mistakes.

## Midwives

If you are pregnant, you need to book an appointment with one of the doctors at the surgery who will then refer you to the midwife.

## Test Results

If you have had any tests, please contact the surgery to check if the result is back. If the result have come back abnormal you will be contacted by the doctor if further investigation needs to be carried out. Please note some test results take longer than 2 weeks. The practice will not contact you if the result is normal.

## Counselling and Psychology

Counselling and Psychotherapy can be arranged through the surgery.

## Registration, Health Check and Other Information

Person given GMS 1 Form and Health Check Forms need to hand in the form with their previous Medical Card, Otherwise registration process will not be carried out. We need a recent proof of address i.e. bank statement, Utility Bill **and** proof of ID i.e. UK Driving License or passport. The patient is then given an appointment and is entered into the registration computer system following an appointment for a Health Check. For Children's under 5, you need to bring in the RED BOOK.

- Everyone aged above 65 years should have annual **health check**
- Everyone over the age of 20 should have their **health check** every 5 years.
- Those with a family history of raised cholesterol or heart disease before 50 years of age should have their cholesterol checked.
- Those with family history of Diabetes and BMI >30 should have fasting sugar every year to diagnose diabetes early.
- Women aged 25-50 are invited to have a Cervical Smear test every 3years. Those between 50-65 should have it every 5 years.
- For **Travel Vaccinations**, Please book an appointment with the practice nurse at least 4-6 weeks before you travel.
- Booking **Flu Vaccinations** are accepted from mid September onwards every year. We operate a priority system e.g. the at risk group.
- We have access to **Advocacy Service**. Please contact **020 7445 7772 for further details**.
- **PLEASE COME BETWEEN 10am–12pm and 4pm-5:30pm MONDAY–FRIDAY FOR REGISTRATION**

Some services are not provided free on NHS, therefore a charge will be levied. These services include Medical Examination not covered by NHS/Insurance Form/Travel Vaccination /Private Certificates/Letters etc. Please ask at reception.

## Access to medical records

You have right to access to your medical record. You need to provide a request letter or consent letter for access to medical letter or if you need a medical report from the GP. There are charges for the access of the record. Please speak to practice manager for the details of the fee.

## Change of Your Details

If there is any change of your details, such as address or telephone number, please let the practice know. It is important for the practice to have your up to date telephone number/details for your benefit.