

Home Visits

Patients are requested to telephone before 11.00am 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.

Weekend and Night Cover

Telephone: 020 7511 8880

Newham GP Cooperative Limited

Glen Road
Plaistow.
London. E13 8SL

Newham Urgent Care Centre (Address as above)

Opening times: 7am-10pm Monday-Sunday

Opening Times: 9am-10pm Weekends

Telephone: 020 7363 9200

111 Advice Line

111 are a 24-hour service offering NHS medical advice. If needed, an appointment can be made with the Out of Hours GP Service or with your Own GP Practice

ENHANCED ACCESS Telephone: 0207 540 9949

At work or can't attend an appointment during the day, please contact the practice to make an appointment with the above services in Newham who sees our patients on behalf of the practice

Repeat Prescription

Requests for prescriptions must be made in writing using the repeat prescription slip, via online or pharmacy. You may also choose to send your request via our dedicated email address: prescriptions.shrewsburyroad@nhs.net. (PLEASE NOTE NO OTHER QUERIES WILL BE DEALT IF RECEIVED ON THIS EMAIL ADDRESS). We are unable to take orders or issue repeat prescriptions over the phone or via fax. Please allow two complete working days before collection and make allowances for weekends and public holidays. Where possible give exact drug names when ordering. Please request repeat medication well in advance and remember to make an appointment to see the doctor before your review date expires. The surgery offers the Electronic Prescription Service (EPS), allowing patients to collect some acute and repeat prescriptions directly from their nominated pharmacy. The surgery is able to transmit prescription requests directly to the pharmacy. Please discuss this with your pharmacist if you are interested in setting this up.

General Queries & Other appointments including pre-bookable appointments

Mon to Friday from 9.00am to 6.30pm

0300 033 7700

YOU CAN BOOK YOUR APPOINTMENT UPTO TWO WEEKS AHEAD USING ONLINE ACCESS OR VIA TELEPHONE FOR TELEPHONE, ONLINE & VIDEO CONSULTATION

Same Day GP Appointment Lines Except Thursday afternoon) From 8.00am to 09.00am & 2.00pm to 3.00pm

We have started a new service from 1st October 2022 which will provide you with additional appointments with GP/Nurse and other Health Care Professionals. This service is provided by the GP CO OPERATIVE and the appointments are available from Monday to Friday 6.30pm to 8.00pm and Saturday 9.00am to 5.00pm. THIS IS NOT A WALK-IN-SERVICE – YOU MUST CALL TO

BOOK AN APPOINTMENT THROUGH THE SERVICE

DEDICATED NO: 0207 540 9949 (THE LINE IS OPEN 24/7)

OR CONTACT THE SURGERY.

Day	Opening Hours	
	AM	PM
Monday	8.00	TO 6.30
Tuesday	8.00	TO 6.30
Wednesday	8.00	TO 6.30
Thursday	8.00	TO 6.30
Friday	8.00	TO 6.30
Preventive Services	Name of holder	Operation Day
Minor Surgery	GP / Practice Nurse	Thurs:: By appt.
Diabetes Clinic	GP/Clinical Pharmacist/ Practice Nurse	Mon/Tues, Wed, Alternate Thurs AM/PM& Fri AM
Child Health Clinic	GP	Alternate Thurs PM
Asthma	HCA/Clinical Pharmacist	Wed AM
Childhood Imms	Practice Nurse	Monday PM
Travel Vaccinations	Practice Nurse	Tues PM
ECG Clinic	HCA	Alternate Mon/Fri AM
NHS Health Checks & primary Prevention	HCA	Mon, Tues & Thurs & Sat

SHREWSBURY ROAD SURGERY

Shrewsbury Road, Forest Gate, London. E7 8QP

Tel: 0300 033 7700

www.shrewsburyroadsurgery.co.uk

PRACTICE LEAFLET

GENERAL PRACTITIONERS

Dr Anita Bhasi (Female)

Dr Girija Purushothaman (Female)

Dr C Sunanth (Male)

Dr R Shahid (Male)

Dr S Hussain (Male)

Dr J Bhachu (Female)

Dr M Yesmin (Female)

Dr N Gajan (Male)

Dr T Haque (Male)

Dr D Sehgal (Female)

CLINICAL PHARMACIST

Abdul Alim (Male)

PRACTICE MANAGER

Mira Rajan (Female)

DEPUTY PRACTICE MANAGER

Sanita Basi (Female)

PRACTICE NURSES

Hilda Moyo (Female)

Fatima Choudhury (Female)

Jessica Akinyode (Female)

PHYSICIAN ASSOCIATE

Sumaiya Rahad (Female)

Shrewsbury Road



Practice Opening Times:

Monday to Friday : 8am - 6.30pm

Saturday: 8.30am – 12.00pm

To book an appointment & queries
Please phone the surgery during opening hours
0300 033 7700

www.shrewsburyroadsurgery.co.uk

Consult your GP Online

Forms are open from 8.00am to 5.00pm

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

Practice is offering ONLINE AND VIDEO CONSULTATION

(Please ask a staff member for further information)

Please phone the surgery if you require and emergency appointment to see a Doctor. We anticipate providing appointments for the same day. A separate leaflet is available for the appointments and time.

Whenever possible, we will book your appointment with the doctor/Physician Associate/Clinical Pharmacist and/or of your choice. Please let reception know your preference at the time of booking. If there is no face-to-face appointment available on the day you will be requested to call for the next available session or contact the Newham 7 days a week access service.

WE PROVIDE PREBOOKABLE EVENINGS AND SATURDAY APPOINTMENTS, PLEASE ASK RECEPTIONIST S FOR DETAILS.

Patient Access

Once registered to Patient Access, you will be able to book your own appointments, order repeat prescriptions and view your medical summary online. www.patient.emisaccess.co.uk

Please ask the reception staff for more details.

You can also use the following apps on your phones



PATIENT ACCESS OR NHS APP

Local Walk-in Centre- Urgent Care Centre

Newham University Hospital

Glen Road

Plaistow. London. E13 8SL

Opening times: 0700-2200 Monday-Friday

Opening times: 0900-2200 weekends

Telephone: 020 7476 4000

In case of emergency, call 999 for an ambulance

Or visit Accident and Emergency.

Surgery Catchment Areas

Partly covered for Upton Park East Ham Forest Gate Manor Park (Please ask for more information from a member of staff) Please look at our website for accurate catchment area.

Carers

The surgery is keen to look after the health of carers and offers annual carers' health checks including flu vaccinations. More support can be found on

www.carersuk.org/search/newham-carers-network

Practice has a Carer Champion – Please ask at the reception

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 practice 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 is 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

The Freedom of Information Act 2000 obliges the surgery to produce a publication scheme. A publication scheme is a guide to the 'classes' of information the surgery intends to routinely make available.

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.

Newham Clinical Commissioning Group

The surgery is a member of Newham Clinical Commissioning Group, who can be contacted at:

4th Floor, Unex Tower

5 Station Street

London. E15 1DA

Tel: 020 3688 2300

Email. enquiries@newhamccg@nhs.net

Website: www.newhamccg@nhs.uk

WE ARE CLOSED ON – Bank Holidays

Investigations and Specimens

Please call the surgery between 10.00am to 12.00pm Mon-Fri for investigation results. Specimens need to be dropped off at the phlebotomy department before 11.00am during the week.

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 with CLINICIANS

If a patient is late for a routine appointment, it is practice policy to ask the patient to make another appointment, however, the nurse may still see you if time allows. Our surgery is busy, and 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 health care professional you have an appointment with is running 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 write to us at: Practice Manager Shrewsbury Road, Forest Gate, and London. E7 8QP.

There is also a 'suggestions, compliments and complaints leaflet' & available in the waiting area.

How to Register

Please go to our website to complete a registration form in order to register as a new patient. Once registered you will be sent a text message to confirm your registration with the practice information. Please find more information on our website or ask at the reception/contact us on the phone.