

## NEW DEVELOPMENTS

- You have the responsibility to attend appointments punctually and cancel appointments that you are unable to attend. If you fail to attend on 3 occasions your name will be removed from the practice list.
- All staff and Patients at the practice have the right to be treated with mutual respect.
- Any incidence of verbal or physical abuse or threats of violence will not be tolerated and where necessary the police will be called and you will be removed from the list.

### ➤ Please Note:

- We operate a strict **No Smoking** policy in the surgery.
- Food and drink are not allowed in the surgery.
- No pets other than the guide dog allowed in the surgery.
- Patients must keep their children under control at all times in the surgery.
- Mobile phones to be switched off whilst in the surgery.

### Useful Telephone Numbers:

Newham University hospital	02074764000
West Ham Lane Health Centre:	020 8250 7300
Shrewsbury Road Health Centre:	020 8586 5142
Balaam Park Health Centre:	020 8218 7400
Joyce Campbell Clinic	0208218 7420
Alcohol East:	020 8257 3068
Domestic Violence:	020 7473 3047
Newham Community Drug Team:	020 7474 2222
Appleby Centre:	020 7445 7000

- 1) Repeat dispensing for patients whose condition and medication is stable.
- 2) For minor illnesses you can see the local pharmacist. For details contact reception
- 3) A nurse triage for emergencies and minor illnesses



**We aim to provide good quality service within the constantly changing NHS.**

## Practice Leaflet



**Glen Road Medical Centre  
1-9 Glen Road  
Plaistow  
London E13 8RU  
020 7476 3434**

**Dr.M.V.Rao M.B.B.S  
Dr.(Mrs) S.Madipalli MBBS, MRCGP, MRCOph  
Dr Nasheeda Thevarkad: MBBS, MRCGP  
Pamela Biney-Practice Nurse/  
Nurse Practitioner**

### Welcome:

Welcome to Glen Road Medical centre. It is a purpose built premises with access and facilities for disabled patients and play area for children in waiting area.

The team consists of 3 Doctors, Practice Nurse, Specialist Diabetic Nurse, Psychiatric Nurse, Health Care assistant, Counsellor, Dietician, District Nurse, Health Visitor for elderly, Practice Manager, Receptionist, Secretarial and other attached Primary care staff

## Surgery Opening Hours:

**Mon to Wed & Fri: 08:00-13:00 & 14:00 – 20:00 hrs**

**Thurs: 08:00 –13:00 hrs &14:00-19:00.**

**Sat:9:00Am to 13:00PM**

**Out of hours/Emergencies:** You can ring the direct emergency number on 020 7511 8880.

## **Access/Appointments**

**We operate an appointment system for Doctors and nurses. As per our Access Policy we are required to give an appointment within 48 hours with any doctor or a medical person and not a doctor of your choice.** If you insist on seeing a particular doctor then you need to wait for the first available appointment for the doctor of your choice.

## **Home Visits:**

Patients who are severely disabled, elderly or too ill to attend the surgery, could request for a home visit before 10:00am. (not having transport is not a valid reason to request home visit by the doctor).

## **Facilities for the Disabled:**

Glen Road Medical Centre is a purpose built premises with full disabled access. There is a wheelchair access to the consulting rooms and treatment room. The practice has a disabled toilet.

## **Special Clinics and services:**

**Well person:** Any patient aged 16-75 may have screening and health checks, which include blood pressure, weight, and height measurement and also other health related advice. Well person checks are done every 3 years. Please book an appointment to see the Practice Nurse.

## **Practice Nurse / Midwives / Health Visitors / other health professional:**

You can obtain the following services, which are provided by the Nurse, Midwife, Health visitors, and other health professionals by contacting the practice.

Travel Vaccination (also yellow fever)

Cervical Smears

Asthma

Family Planning

Lifestyle Advice

Chronic Heart Disease

Antenatal Clinic / Postnatal clinic

Weight management Clinic /Smoking Clinic

Counselling Services

Blood Pressure Check

Well Women Clinic

Childhood Imms

Ear Syringing

Diabetic Clinic

## **New Patients Registration Clinic:**

New Patients can register and remain on the list only if they live in the practice catchment area. Please ring surgery for further details of the catchment area and to arrange an appointment.

The new patient registration clinic is held on most days of the week. **Valid proof of identification and address should be produced on the day of the appointment.** If there are any children under 5 years of age, it is important to bring in their red book/ immunisation book.

## **Repeat Prescriptions:**

Repeat prescriptions may be obtained by ticking the appropriate boxes on computer printed re-order form, at the surgery or by post by sending a self addressed stamped envelope. **We do not accept telephone request for repeat prescriptions.**

Please allow 48 hours notice for collection of repeat prescriptions from the surgery or it will be returned if self-addressed envelope is provided with the request.

Repeat medication prescriptions are given subject to periodic review by one of the doctors. Please book an appointment for medication review when due.

## **Test Results:**

For test results please ring the surgery from Monday to Friday except on Wednesdays between 15:00pm – 16:00hrs.

## **Complaints & Suggestions:**

We are continually making efforts to improve our services and we welcome all comments. For compliments, suggestions and complaints write to the Reception Supervisor.

## **Data Protection Act (1998)**

We store your personal information on our computer systems. This is strictly confidential to the team involved in your care and will only be shared with other parties if we have your written consent or are required by law to do so.

## **Patients Rights and Responsibilities**

- You have the right to access the services we provide according to your clinical need.
- You have the right to expect a standard of care that would reasonably be provided by one of the Doctors or Practice Nurse.