



Woodgrange Medical Practice

A Centre of Excellence, providing high quality care in partnership with you

40 Woodgrange Road, Forest Gate,
London E7 0QH

www.wmp-gp.co.uk

Tel: 020 8221 3100

Fax: 020 8221 3129

Out of Hours (Emergencies only)
020 8221 3100

Urgent Care Centre, Newham General
Hospital - 020 7363 9200

Dr Yusuf Patel, Dr Sanjay Parmar & Dr
Muhammad Naqvi
(Partners)



INVESTORS IN PEOPLE

This leaflet is intended to provide you with essential information on the way our Practice is run as well as the services we are able to offer. We moved to our present premises in March 1998. We are a PMS Practice, whose services in this area are obtained from Newham Primary Care Trust (NPCT). Our aim is to provide a high quality of medical care with the personal touch and in order to do this we will need the maximum co-operation from you to let us work together.

Partners:

Dr Y I Patel (Male) MB ChB, MRCGP –
qualified in Sheffield in 1984

Dr S J Parmar (Male) BSc (Hons) MBBS,
DFFP, DRCOG, MRCGP - qualified at Guy's
& St Thomas's Hospital in London 1991.

Dr M W Naqvi – MBBS, BSc, MRCGP
(Male) Barts and the London 2003

We are a Teaching and Training Practice
linked with Queen Mary University of
London.

The Staff:

Dr J. Bhachu – MBBS, MRCGP
Dr S. Patel – MBBS, MRCGP
Dr I. Siddiqui – MBBS, MRCGP,
Dr D Gangahar – MBBS, MRCGP
Dr N Farooq – MBBS MRCGP
Dr Seun Audu – MBBS, MRCGP
Dr Naeem Akuji – MBBS, MRCGP
Dr C. Linvell – MBBS, MRCGP
Dr C. Gaynor – MBBS, MRCGP

ST1/ST2 and GP Registrars

3 Practice Nurses
3 Health Care Assistants
3 Summarisers

General Manager: Darshan Kaur
Reception Manager: Shahada Begum
Practice Secretary: Nasima Patel

Team of Receptionists / admin assistants

Our Receptionists will be pleased to
arrange appointments for you and help
you with any queries you may have. They
are here to help you obtain the very best
possible service from the practice. Please
help them to help you by giving as much
information as possible especially in an
emergency. We would wish to assure you
that the rules of confidentiality apply to all
of our Practice Staff.

Opening Times

Practice Opening Times:

Monday – Friday 08:00 – 18:30

Saturday (for pre-
booked appointments only) 08:30 – 12:30

Practice Consulting Times

Monday – Friday 08:00 – 12:30 – AM
16:00 – 18:30 - PM

Saturday (pre-
booked appointments only) 08:30 – 12:30

Sundays & Bank
Holidays CLOSED ALL DAY

Consulting times are based on an
allocation of 10 minutes per patient

Appointments

We operate an appointment system and
we try to see patients on time. If a doctor
is running more than 30 minutes late you
will be informed. Unfortunately as a result
of late attendances we have decided that if
you are late by more than 15 minutes and
you have not informed our receptionist
prior to attending then we may at times
request you to re-book an alternative
appointment. Please inform us if you are
unable to keep an appointment as often it
could be offered to somebody else. If you
fail to attend 3 appointments without
notification to us then you will be informed
in writing. If this persists then regretfully
you will be removed from our practice
register.

Please see our information leaflet about
booking appointments. Our salaried GPs
work on a part time basis and in order to
see the doctor of your choice you may
need to book in advance.

Appointments can be made by:

- Calling in at the Reception desk
- Telephoning during surgery hours
- Appointments usually made within
48 hours
- Via Triage consultation
- Via EMIS Online

To assist with the smooth running of our Practice we advise you:

- To avoid 'squeezing' in other members of your
family into your slot.
- Try not to save several problems for one
appointment.
- Not to attend the Surgery consulting times
without an appointment, unless it is a genuine
emergency. In any emergency please be
prepared to wait until all patients with
appointments have been seen first.

Children

We do appreciate that children can create a lot of
anxieties and hence, we have a policy that they will
be seen to on the same day if the need arises.

Telephone consultations

This is an extra service being provided by our Practice
and is increasingly becoming popular. If there are no
appointments available you will be offered a
telephone consultation. If you feel that your medical
problem may just need advice rather than an
appointment to see a doctor then this can also be
done over the telephone when the doctor is not
seeing other patients. The receptionists have been
instructed not to interrupt your doctor during
consultations unless your call is urgent. You may
therefore, be asked to phone back (at a specified
time) or leave a message and a telephone number
where your doctor can reach you to discuss your
problem. This may result in a prescription or an
appointment if necessary.

Telephone enquiries

Telephone enquiries should in the first instance be
directed to the receptionist. If you wish to talk to
the doctor then they will be available for routine
calls at certain times. To obtain test results, reports,
and any other queries then please phone after 3pm
as our telephone lines tend not to be as busy at this
time.

Home Visits

The role of the GP is ever changing and as a result the doctors work a full and busy day dealing with the various aspects in providing you with effective healthcare. In order to achieve these goals we provide medical care which is best done from our purpose built surgery and home visits are for genuine medical reasons only.

If you are totally incapacitated and unable to get to the surgery for medical reasons then please contact us before 10:00am if possible. If you are able to come to the surgery then please do so, as any treatment can start immediately. We very much appreciate your help in this matter as unnecessary visits are disruptive and may not be a productive use of the doctor's time. However, if in doubt please telephone for advice in this matter, as there are many situations where telephone advice may save you time for your particular health need.

When the surgery is closed emergencies, which occur outside of normal hours, are passed to the Newham GP Co-op. This service has been set up by Newham GPs working together as a co-operative in our area. The doctor will then call you back and advise you appropriately – at times you may need to visit the base at Newham General Hospital. Please note that all calls to the Co-op are recorded.

In exceptional circumstances the doctor may decide to visit you at home. We are responsible for repayments of this emergency service, and therefore we respectfully ask you to use this service wisely. Please ensure that any letters given to you either by Newham GP Co-op or the hospital are handed in to your doctor as soon as possible.

Disabled access

The consulting rooms, treatment rooms and WCs in our premises are accessible to people in wheelchairs.

Repeat Prescriptions

If you are on regular medication a repeat prescription may be authorised by your doctor. Please use the repeat prescription slip available at reception. You may hand the slip in or send it by post with a stamped addressed envelope providing 48 hours notice. The computer generated repeated prescription has a tear off portion listing your repeat medications. Please use this portion to request a repeat prescription if you so wish. You can request repeat prescription via EMIS online. To do this you will need to ask the receptionist for an E-booking letter. You can also request repeat prescriptions via fax.

Minor Ailment Scheme

Our Practice is taking part in a new scheme working in conjunction with the local pharmacies. This will help you with minor illnesses. For more details ask at your local pharmacy or your receptionist at the surgery.

New Patients

Our Practice boundary area is E7 and is covered by the London Borough of Newham only. Before a patient is accepted he/she must attend for a consultation with our Health Care Assistant. This is very helpful in giving us brief initial information about you and then to have a simple examination carried out by our HCA, it also allows you to get to know us and help you decide whether you wish to join our practice.

You will be registered with the practice and you are free to see any of the GPs.

Change of Details

PLEASE INFORM US PROMPTLY IF YOU HAVE CHANGED YOUR NAME, ADDRESS OR TELEPHONE NUMBER.

Specimens

If you have been requested to bring a specimen for testing please ensure that you drop it off at the practice by 10:00am in the designated area. You may alternatively take it to Newham General Hospital.

Services and Clinics

- Asthma
- Diabetes
- Minor Surgery
- Latent TB Screening
- Childhood Health Clinic held at Practice every Thursday from 1:30pm for 6 week check.
- Health Visitors Clinic held at Lord Lister Health Centre on Tuesdays – 1:30pm- 3:30pm, Wednesdays – 9:30am-11:30am. They will be able to advise on all aspects of childcare for under 5s.
- BCG injection can be given at Lord Lister Health Centre every 2nd and 4th Monday each month between 9:30-11:30am.
- Family planning, Cervical Smears, Postnatal examinations, Coil fittings
- Antenatal Clinic held every Monday 1:00pm – 3:00pm with our Community Midwives who are available at the practice via appointments from reception. Midwives will arrange blood tests and scans at relevant times.
- District Nurses are based at the Vicarage Lane Health Centre – 0208 536 2093

Practice Charter

We are dedicated to giving you the best service we can. This can be possible if we work together. You will be given courtesy

and respect at all times, in turn we ask that you treat the Doctors and all the Practice Staff with the same courtesy and respect. We respectfully advise you that abuse and violence will not be tolerated. When a patient is violent or abusive to our staff or persons present on the practice premises, police would be called and you would immediately be removed from the practice list.

Suggestions and Complaints

We welcome any suggestions that you may have to improve our service. In addition we now have a Practice based complaints procedure. If you are unhappy with any aspect of our service or treatment please contact the General Manager in writing, who will deal with your complaint.

Data protection

We store your personal health information on our computer system. 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. If you wish to obtain access to your medical record please request this by writing to management.

Private (non NHS) Services

- 1) We are a Yellow Fever Registered Vaccination Centre. This service is available for our Patients and non-registered patients. There is a fee for this service.
- 2) Private Consultations - There is a fee for those Patients not registered with us.
- 3) Medical Forms – A full range of insurance, pre-employment, fitness to travel forms as well as all forms of driving medicals performed.
- 4) There are many certificates, letters and documents that you may require the doctor to process. Fees are payable as recommended by the BMA. We require 14 working days notice.

PLEASE NOTE:

For all private letters/forms etc we require payment in advance and any fee is not refundable in cases

whereby work has been done and is no longer needed by the patient.

For any of the above services please contact our Receptionists.

Useful Contact Details

Urgent Care Centre at Newham University Hospital, Glen Road, Plaistow E13 8SL
Tel No: 020 7363 9200
Monday – Friday: 8am -10.30am
Saturday & Sunday: 9.00am – 11.00pm.

Newham CCG
4th Floor, Unex Tower, 5 Station St, London E15 1DA
Tel: 020 3688 2300

Comments and Complaints:

NHS England Customer Contact Centre on 0300 311 2233 or email england.contactus@nhs.net.

You can also write to: NHS England, PO Box 16728, Redditch, B97 9PT.
NHS Choices - www.nhs.uk

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