

PATIENT INFORMATION

Newbury Group Practice
Newbury Park Health Centre
40 Perrymans Farm Road
Newbury Park IG2 7LE

Tel: 020 8554 3944/1094
or 020 8518 2414

Website: www.newburygrouppractice.co.uk



Welcome To Newbury Group Practice

We are a group practice working from a purpose-built health centre which has easy access for the disabled and ample parking.

The building also houses other Primary Care Trust services such as district nursing, health visiting, midwifery, physiotherapy, speech therapy and podiatry. This provides an ideal basis for a primary health care team approach to problems.


The practice is dedicated to providing a high level of medical care for our patients. We continuously strive to improve our services by encouraging staff attendance on update courses, organising in-house teaching sessions and audits for all staff.

The Doctors

Dr F Clarke	MRCGP BSc MBBS DFFP 1997 (Male)
Dr (Mrs) J Sood	MBBS DOWH DFFP MRCGP 2001 (Female)
Dr H R Parmar	MRCGP 1969 (Male)

The Practice Staff

Practice Manager	Karen Wilson	
Reception Supervisor	Ruth Dennehey	
Receptionists	Susan Woods Kuldip Loyal Shereen Adam Celia Holder Zahreen Tariq	
Secretaries	Sue Lodge	Celia Holder
Administration	Christine Thorne Jacqueline Kearney Marion Cox Ranjana Patel	Frances Marks Joyce Molen Shirley Murphy Hazel Cook
Nurse Practitioner	Pam Dhillon RGN	
Practice Nurse	Sou In Chow RGN	
Health Care Assistant	Swati Das	
District Nurse		
Health Visitor	Adetutu Adebayo	
Midwife		



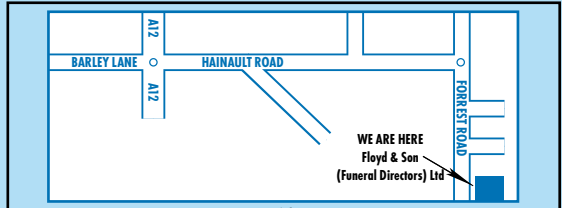
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- Worldwide Repatriation



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(Funeral Directors) Ltd

Also at:

Edmonton Aaron House 9 Kendal Parade, Gt. Cambridge Road Edmonton N18 1ND Tel: 020 8887 6240 Anytime	Hackney Aaron House 99 Murray Grove London N1 7QP Tel: 020 7490 5090 Anytime
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WHAT TO DO IN TIME OF BEREAVEMENT

Death is an inevitable fact of life. But many of us never think about what we need to do until we are faced with the situation. It is at this time you need all the help and support possible to help you through the grieving process. The doctors and staff at the surgery are available to give you advice and guidance. However, there are certain practical steps you need to know about.

If someone dies at home

- Telephone the doctor who will visit to confirm that death has taken place and advise you how to obtain the death certificate.
- Contact a funeral director who will be able to advise you on registration procedures and funeral arrangements.

If someone dies in hospital

- Contact your local funeral director to engage their services.
- Collect the doctor's death certificate from the hospital.

In all cases of death

- Contact the registrar's office for the area in which the death took place and make an appointment to take in the death certificate. You should also take to this meeting the deceased's medical card (if available) and birth certificate. The registrar will then issue you with a document which will allow the funeral to take place.
- Take this form to your chosen funeral director who, after discussion with you, will take over many of the arrangements for the funeral.



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020 8554 5579

21 Grays Corner, Ley Street, Ilford, Essex IG2 7RQ
www.sostalisman.com

Jewellery That Could Save Your Life

The SOS Talisman provides vital information about the wearer in case of an accident or illness. Information about you is revealed on the spot, like: Who are you? Who to notify in an emergency? What allergies you may have? Your blood group? Whether you are using any medication? Are you a diabetic? Are you a heart patient? Are you pregnant? It's all detailed on a unique information strip of non-soluble paper that is securely contained in the SOS Talisman capsule. The information is all there for on-the-spot identification.

The information strip headings are in six different languages and emergency staff are aware of SOS Talisman, so you have international protection when you wear this distinctive jewellery. Often handbags or wallets are lost or destroyed in an emergency situation, but with the SOS Talisman, your vital details are with you all the time. So whether your family's on their annual holiday or Dad's on a business trip abroad, you will have the confidence of knowing you're all protected by SOS Talisman. Also the SOS Talisman capsule is water-tight and heat resistant so your information is protected at all times.

ADVERTISING FEATURE

Why your business needs a website

WITHOUT a website, your business or practice is invisible to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and who have been helping businesses grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site.

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ADVERTISING FEATURE



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To find out more simply call 0800 612 1408 or email us at payasyougo@opg.co.uk

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General Practitioner Registrar And Students

Our practice is a training/teaching practice. Our registrars are fully qualified and have a great deal of hospital experience. They are attached to our practice for 18 months and usually become general practitioner partners after completing their training. They are at all times encouraged to seek advice when required from the practice partners.

When booking an appointment you may be asked if you would consult with one of the registrars who are excellent doctors, appointed by the practice.

We are also fortunate to have medical students attached to our practice for short periods. If you do not wish to have the student present during your consultation please inform the reception staff prior to seeing the doctor.

Surgery Opening Hours

The surgery is open during the following times (except Bank Holidays):
 Monday to Friday 8.00am - 6.30pm (except Thursday 8.00am - 5.00pm)
 (Closed lunchtime 12.30 - 1.30pm)

Out Of Hours Emergency Cover

When the surgery is closed (from 6.30pm weekdays, except Thursday from 5.00pm, weekends and bank holidays) please ring 0845 8911 1133. The doctors provide an emergency service through PELC (Partnership of East London). This service is based at King George Hospital and is for patients who need to be seen during the hours when the practice is closed. Emergency appointments are available as well as home visits if they are necessary. This is an appointment only service. It is important to access this service if emergency contraception (morning after pill) is required over the weekend. Many of our doctors work regular sessions at the weekend at PELC.

There is an NHS walk-in centre based locally in King George Hospital. NHS Direct, a 24-hour nurse-led helpline, can be contacted by phoning 0845 4647 or online at www.nhsdirect.nhs.uk

How To See Your Doctor

Consultations are by booked appointment, either on the day or pre-bookable up to two weeks in advance. These can be made by telephone during the hours 8.30 - 11.00am and 1.30 - 5.00pm, or in person from 8.30 - 11.00am and 1.30 - 5.00pm Monday to Friday (except Thursday). If you are going to be late (more than 15 minutes) inform the surgery or make another appointment. We do our best to offer patients an appointment with a healthcare professional within 24 hours of a request. However if you require an appointment with a particular healthcare professional you may need to wait a little longer for your appointment.

Medically urgent cases can be seen by our nurse practitioner. This service is for conditions that cannot wait until the next available appointment; either they have happened overnight or an existing condition has worsened.

Emergencies

If you are confronted by a serious problem such as severe chest pain or severe bleeding call an ambulance (tel:999) before calling the surgery.

Morning Surgeries

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Dr Clarke	8.50 - 11.30	8.50 - 11.30	8.50 - 11.30	8.50 - 11.30	8.50 - 11.30
Dr Parmar	9.00 - 11.30				9.00 - 11.30
Dr	9.00 - 11.30	9.00 - 11.30	9.00 - 11.30		9.00 - 11.30
Dr Sood	9.30 - 12 noon	9.30 - 12 noon	9.30 - 12 noon	9.30 - 12 noon	9.30 - 12 noon

Afternoon/Evening Surgeries

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Dr Clarke	3.00 - 5.30	3.00 - 5.30	3.00 - 5.30		3.00 - 5.30
Dr Parmar	3.00 - 5.45		3.45 - 5.45		
Dr	3.30 - 5.30	3.00 - 5.30	3.30 - 5.30		3.00 - 5.30
Dr Sood					1.30 - 4.00

Home Visits

All requests for home visits will be medically assessed. If a patient is too poorly to attend the surgery, we will arrange for a home visit to be made. Home visits are for patients who are seriously ill and unable to attend the surgery. Please remember that several patients can be seen in the surgery in the time that it takes to make a home visit.

PLEASE PHONE BEFORE 10.00AM IF POSSIBLE.

Repeat Prescriptions

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment.

Requests for prescriptions can be made in writing or by calling at the surgery. We are unable to take orders over the telephone or issue repeat prescriptions at weekends, public holidays or out of normal surgery hours. Please allow two complete working days before collection and make allowances for weekends and public holidays. Where possible, please use the repeat tear-off slip given with a previous prescription. If this is not possible then please give exact drug names when ordering. Please try and collect prescriptions after 4.00pm.

Clinics

Antenatal Clinic

Pre-bookable with midwife

Baby Clinic

Wednesday 2.00 - 3.00pm

The baby clinics are run for child developmental checks and immunisations and allow an opportunity to discuss other problems, eg sleeping, feeding and child health worries, with a doctor or health visitor.

Asthma Clinic

This is run by a practice nurse in conjunction with the doctors, by appointment only.

Diabetic Clinic

This is run by a practice nurse in conjunction with the doctors, by appointment only.

Family Planning

Contraceptive care is provided by all the doctors during surgery hours.

Well Woman Clinic

This clinic is run by practice nurse for smears and discussion of women's health issues.

Minor Surgery

Dr Parmar and Dr Sood carry out minor surgical procedures at the surgery by appointment and the doctors will be happy to advise you on this.

Non-NHS Examinations

The doctors are happy to carry our medicals, eg insurance and driving licence, by appointment outside surgery hours. Please telephone the surgery for an appointment. Do ask at reception for the charges for these services.

Patients Over 75 Years

If you are aged 75 years or over, you should be seen annually either by your doctor, the practice nurse, district nurse or health visitor. This can be arranged at the surgery or, if that is not possible, a home visit will be arranged.

Travel Immunisations/Vaccinations

Please make an appointment at least six to eight weeks in advance of your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges is held at reception.

Flu Vaccination

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes, and residents of nursing and rest homes.

Please contact the reception staff in early October for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit will be arranged to undertake this facility.

How To Register

You must live within the catchment area shown on the map. You will need to provide proof of Identity and recent proof of address. If from overseas you will also have to prove that you intend to settle in the UK.

Comments And Suggestions

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing at reception or use our suggestion box.

Disabled Access

At the surgery reserved car parking spaces for the disabled are available near the front door. Wheelchair access to the building is via a ramp near the front entrance. Patient services are provided at ground floor level. A disabled patients' WC is provided. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement.

Complaints Procedure

We always try to provide the best services possible, but there may be times when you feel this has not happened. The following information explains our in-house complaints procedure, drawn up to respond to patient grievances. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure it will not affect your right to complain to the Health Services Authority. Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person. If you wish to make a complaint, please telephone or write to our practice manager. Full details will be taken and a decision made on how best to undertake the investigation.

We believe it is important to deal with complaints swiftly, so you may be offered an appointment for a meeting to discuss the details within 10 days. Occasionally it may take longer, but we will keep you informed throughout. You may bring a friend or relative with you to the meeting. We will try to address your concerns, provide you with an explanation and discuss any action that may be needed.

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 practice 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.

Freedom Of Information – Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

Practice Charter

These are the local standards set within this practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

Our Responsibility To You

We are committed to giving you the best possible service.

Names:

People involved in your care will give you their names and ensure that you know how to contact them. The surgery should be well signposted and the doctors' or nurses' names are indicated on their surgery doors.

Waiting time:

We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. You should not wait more than 20 minutes in the waiting room without receiving an explanation for the delay.

Access:

You will have access to a doctor rapidly in case of emergency, 24 hours in cases of urgency, and otherwise within two working days. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery.

Telephone:

We will try to answer the phone promptly and to ensure that there are sufficient staff available to do this. You should be able to speak to a doctor by telephone.

Test results:

If you have undergone tests or x-rays ordered by the practice, we will inform you of the results at your next appointment. If no further appointment needs to be arranged, we will advise you when and how to obtain the results.

Respect:

Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs.

Information:

We will give you full information about the services we offer. Every effort will be made to ensure that you receive the information which directly affects your health and the care being offered.

Health promotion:

The practice will offer patients advice and information on:

- Steps they can take to promote good health and avoid illness.

- Self-help which can be undertaken without reference to a doctor in the case of minor ailments.

Health records:

You have the right to see your health records, subject to limitations in the law. These will be kept confidential at all times.

Your Responsibility To Us

Help us to help you.

Please let us know if you change your name, address or telephone number.

Please do everything you can to keep appointments. Tell us as soon as possible if you cannot. Otherwise, other patients may have to wait longer.

We need help too. Please ask for home visits by the doctor only when the person is too ill to visit the surgery.

Please keep your phone call brief and avoid calling during the peak morning time for non-urgent matters.

Test results take time to reach us, so please do not ring before you have been asked to do so. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.

We ask that you treat the doctors and practice staff with courtesy and respect.

Please read our practice booklet. This will help you to get the best out of the services we offer. It is important that you understand the information given to you. Please ask us questions if you are unsure of anything.

Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice.

Please act upon it.

Zero Tolerance

The practice operates a zero tolerance policy to physical or verbal abuse against its staff. Anyone found to be in breach of this will be removed from the practice list with immediate effect.

Primary Care Trust

Redbridge Primary Care Trust

Becketts House

2 - 14 Ilford Hill, Ilford, Essex IG1 2QX

Tel: 020 8478 5151

Patient Participation Group (PPG)

Are you interested in shaping the future of your practice? If yes then join our Patient Participation Group (PPG) and have your say. Ask the practice manager for details.

With over 30 years experience, if you are facing the anxiety of a health problem, Holly House Hospital offers everything you would expect from your local private hospital.



Child-friendly hospital with full inpatient and outpatient services covering most treatments and specialities, as well as fertility, physiotherapy, screening, cosmetic and weight-loss surgery.



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High Road, Buckhurst Hill, Essex, IG9 5HX
020 8505 3311
www.hollyhouse-hospital.co.uk

 **Holly House**
Hospital

FBS

Useful Telephone Numbers

King George Hospital	020 8983 8000
Queens Hospital.....	0845 130 204
Royal London Hospital	020 7377 7000
Whipps Cross Hospital	020 8539 5522
Minor Injuries	020 8924 6262
Redbridge Primary Care Trust	020 8478 5151
Drug and Alcohol Service.....	020 8924 6510
Samaritans	08457 90 90 90
District Nurse	020 8491 1550
Health Visitor	020 8491 1550
Chiropody Service	020 8924 6191
Physiotherapy Service	020 8924 6241
Bereavement Counselling	08451 232304

Practice Area

