

ABBAY ROAD MEDICAL PRACTICE

28A Abbey Road, Stratford,
LONDON. E15 3LT

Tel: 0208 534 2515

www.abbeyroadmedicalcentre.co.uk

DOCTORS AND THE TEAM

Dr. Helen Yates BM DRCOG (Female)

Dr. Kenny Uzoka MBChB DRCOG

Dr. Subir Sen MBBS MSc. MRCGP PGDip.Cardiol,
MSc Primary Care Cardiology.

Dr. Lily Chang MBBS BSc DRCOG MRCGP
(Female)

Dr. James Madden

Dr. Carlos Vaillant

Dr Hamida Begum

Dr Practice Nurse: Nurse Shynamma Roy

Practice Manager : Mrs Ghazala Jarwar

Practice Care Navigator: Roushanara Miah

OPENING TIMES

MON 8 am- 8 pm

TUES 8 am- 8 pm

WED 8 am- 8 pm

THU 8 am- 6.30 pm

FRI 8 am- 6.30 pm

SATURDAY CLOSED

SUNDAY CLOSED

PUBLIC HOLIDAYS CLOSED

In case of emergency Please ring **NHS111** who will assist you

EXTENDED HOURS

MON – Tue & wed 6.30 pm - 8.00 pm

Appointments for people who cannot use normal hours due to work.

Appointments Times are:

Mon to Fri 0900-1230am & 1500-0600pm

Updated 09.01.2020

Welcome to the Abbey Road Medical Centre.

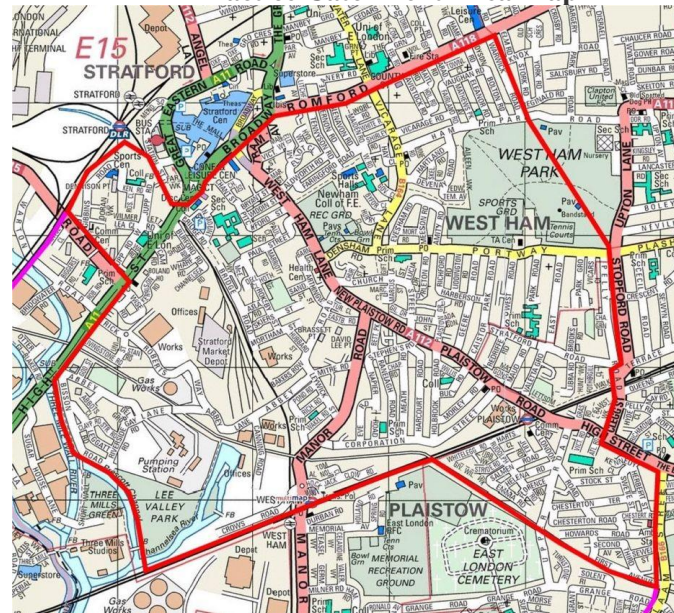
This is a brief description of the General Medical Services that we offer. Please ask at reception if you require any further information.

REGISTRATION

We register patient preferably within our catchment area however we can register patient outside this area on basis That doctor's will not be able to visit at home if required..

For registration you will need to provide identification & Proof of address i.e. any utility bill & Photo ID

Practice Catchment Area Map



Abusive or intimidating behavior

We will not tolerate any form of physical or verbal abuse or intimidating behavior by patients towards our staff or other patients. Any such behavior may result in removal from our practice list. We will also remove patients where there has been an irretrievable breakdown in the relationship with the practice.

SUGGESTIONS AND COMPLAINTS

We are continually making efforts to improve our service and we welcome all comments. Please write to any of your chosen doctor if you have any suggestions or want to make a complaint.

ACCESS/APPOINTMENT

We operate an appointment system for seeing the Doctors and Nurses. Ask the receptionist for an appointment to suit your needs. You can ask for a particular Doctor or Nurse but we cannot guarantee your choice will be available. The Doctors provide medical advice and treatment and with the Nurses regular monitoring of chronic diseases.

PATIENT ACCESS

Appointments are available online if you have internet facility. You can also order repeat prescription and request for change of details & can access brief summary of you medical notes. you can also seek health advice without having to visit or call. For more information please ask reception

Keeping your appointment

Please let us know if you no longer need or cannot attend for your appointment. We can use this time to see another patient. Many hours when a doctor or nurse could be seeing a patient are wasted simply because people do not tell us that they will not be keeping their appointment. We have the right to remove from our list patients who persistently fail to attend booked appointments.

HELP WITH COMMUNICATION

We have access to external Interpreters/Advocates

HOME VISITS

We will make home visits to those who are housebound or too ill to attend the surgery. If possible please contact us in the morning by 11 am to arrange a home visit the same day and give all details to the receptionist.

DISABLED PATIENTS

The consulting rooms, treatment rooms and WC's in our premises are accessible to people in wheelchairs.

Patient Participation Group: We have formed a patient group to discuss areas for improvement, patient surveys and results and any other issues relevant to the practice. The group is made up of patients of a wide age range who have volunteered their time to improve our Practice standards. If you are interested in joining this group please speak to receptionist.

REPEAT PRESCRIPTION

Your repeat prescriptions are agreed in advance with your doctor. You can order your prescription by ticking the items on the counterfoil and handing it to the receptionist, putting your request in letter box service or by sending a stamped addressed envelope by post. **We cannot accept requests for repeat prescriptions by phone or by Fax. Repeat prescription will be ready for collection 48 hours/2 working days after ordering.**

DOCTORS

Doctors are available by booking an appointment or you may speak to them on the phone. Please ring 8am to book Telephone Consultation with a doctor. The doctor also runs an emergency clinic during morning and evening sessions. Please try to avoid booking face to face consultation for sick note,/letter, referral queries and medication queries for these things you can arrange a telephone call. Please help us to provide access to patient who genuinely needs those appointments to see a clinician

PRACTICE NURSE

The services provided by the Practice Nurses include the following: -

Travel/Routine Vaccinations	Cervical smears
Lifestyle advice	Dietary Advice,
Ear Syringing	Blood Pressure
Dressing/Suture Removal	Asthma/COPD
Childhood immunizations	NHS Health Checks
Diabetes	

DISTRICT NURSES

If you need the district nurses please see or speak by appointment to your doctor or nurse.

Updated 09.01.2021

MIDWIFE

We have an attached midwife whose duties include the management of pregnancy and birth. You are able to make an appointment for Thursday morning sessions.

HEALTH VISITORS

Our Health Visitors are not based here but have special responsibility for promoting health in children under the age of five. Please ask reception for further information.

COUNSELLING

We can help you access a range of counseling and therapy. Please book an appointment with your GP.

HEALTH PROMOTION

We actively promote a healthy Lifestyle and have special clinics for:

Asthma & COPD - CHD & Hypertension

Diabetes & Mental Health

TEST RESULTS

Please allow 5-10 days working day before calling in for results after taking your test.

Access to your Medical Record All patients have the right to see what is kept on their medical record. If you want to view your record, please make a request with the receptionist.

Access Online: You can book & cancel appointment on line, order a repeat prescription & can access your medical record by registering yourself on patient access for more details please see practice website:

www.abbeyroadmedicalcentre.co.uk

NON-NHS SERVICE

Some services are not provided free on the NHS; therefore a charge will be levied. These include Medical Examinations reports, Insurance forms, Travel vaccinations certificate, Private Certificates & letters etc. Our current price list for these services is displayed in reception.

Under the New GDPR guidelines May 2018

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.

HEALTH CARE STUDENTS

The practice team trains student doctors and nurses. We hope you will not mind a student being present occasionally during your consultation, but you may refuse if you wish.

PATIENT'S RIGHTS AND RESPONSIBILITIES

You have the right to access the service we provide according to your clinical needs.

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

You have the responsibility to attend appointments punctually and cancel appointment that you are unable to attend.

All staff and patients at the practice have the right to be treated with mutual respect. The Practice has an equal treatment policy.

further details ask reception.

Other useful contacts

Newham Access 7 Days a Week Service:
02075409949

Newham walk-in center (at Newham University Hosp)

020 7363 9200 (7am-10pm)

Registration Department: 03330142884 option 6