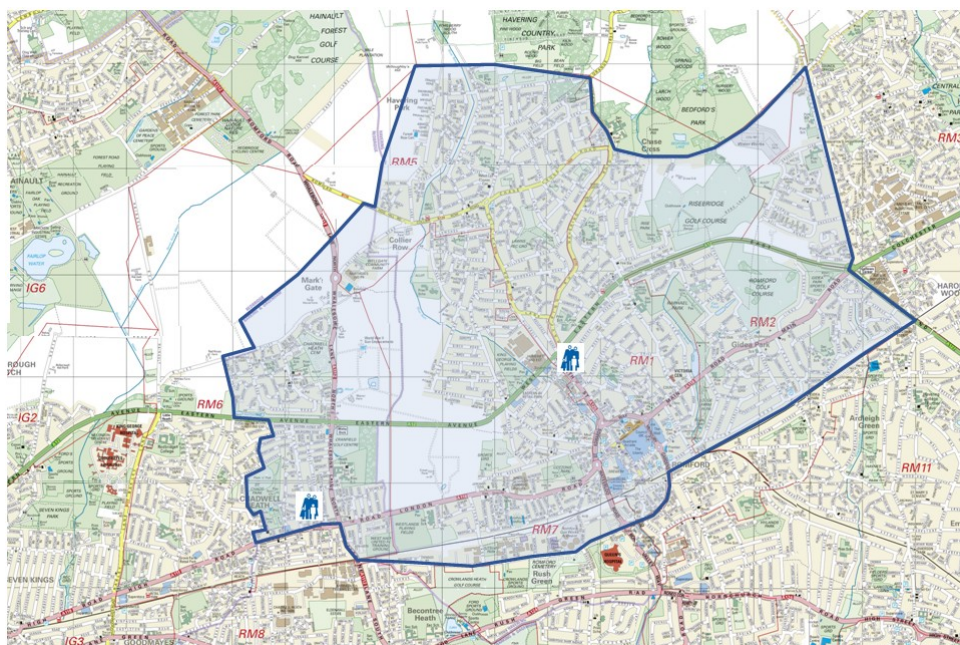


HOW TO REGISTER

The practice welcomes all new patients. If you wish to register with us, please see a receptionist or our website for registration forms. You will need to complete the registration forms and provide two forms of ID and a proof of address. You may be required to make an appointment for a **new patient interview** with our Health Care Assistant, before you see a Doctor. Everyone can have a new patient interview if they wish and the practice may specifically ask for one if warranted.

Practice Boundary Map



NORTH STREET MEDICAL CARE

North Street Site
274 North Street
Romford
RM1 4QJ

Ashton Gardens Site
Chadwell Heath Health Centre
Ashton Gardens
RM6 6RT

Opening Hours

NORTH STREET

8.00am - 6.30pm Mon Tue Thur & Fri
8.00am - 1.00pm Wed
9.00am - 12.00pm Alternate Saturdays *
(* Pre-booked appointments only)

ASHTON GARDENS

8.00am - 6.30pm Mon Tue Wed & Fri
8.00am - 1.00pm Thur

Contact Numbers

Telephone lines open 8.00am - 12:30pm & 2:00 - 6:30pm daily
Reception 01708 629733
Fax - North Street 01708 629745
Fax - Ashton Gardens 020 8918 0544

Website Address www.northstreetmedicalcare.co.uk
Visit us on Facebook and Twitter by searching for North Street Medical Care

Out of Hours GP Services 0330 1004470
(Accepting calls from 12.30-1.30 daily and 12.30-18.30 Wednesday afternoon)

NHS 111 Available 24 hours a day, 365 days a year

Havering CCG 3rd Floor, Imperial Offices, 2-4 Eastern Road, Romford, RM1 3PJ

NHS England Customer Contact Centre
NHS England, PO Box 16738, Redditch, B97 9PT
0300 311 22 33 Email: england.contactus@nhs.net



Website Address www.northstreetmedicalcare.co.uk
Visit us on Facebook, Twitter & Instagram by searching for North Street Medical Care



Staff Members

Partners

Dr Richard Burack MBBS MRCGP, DFSRH
 Dr Sarita Symon BSc MBBS MRCGP
 Dr Romel Haque MBBS BSc DRCOG MRCGP
 Susan Neal SRN RSCN HV DIP BSc - Nurse Practitioner
 Dr Daljit Sura MBBS BSc DRCOG DFSRH MRCGP

Salaried GPs

Dr Suzannah Holland MBChB BSc MRCGP
 Dr Tamás Gyarmati MD
 Dr Jaina Joshi MBBS MRCGP

Nursing Team

Judith Coomer R.G.N BSc - Nurse Practitioner
 Corinne Haskew R.G.N - Practice Nurse
 Jo Bushell R.G.N - Practice Nurse
 Rachel West R.G.N. - Practice Nurse
 Sarah Byrne R.G.N. - Practice Nurse
 Elizabeth Howell - Health Care Assistant

Management Team

Alan R, Practice Business Manager
 Karly B, Deputy Manager
 Brenda B, Reception Manager

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Dr Richard Burack	North Street - Morning/ Afternoon			Ashton - Morning North Street - Afternoon	Ashton - Morning/ Afternoon	North Street - Morning - Once a month
Dr Sarita Symon	Ashton - Morning/ Afternoon	Ashton - Morning/ Afternoon		North Street - Morning/ Afternoon	North Street - Morning/ Afternoon	North Street - Morning - Once a month
Dr Romel Haque	North Street - Morning/ Afternoon	North Street - Morning	North Street - Morning	North Street - Morning/ Afternoon	North Street - Morning/ Afternoon	North Street - Morning - Once a month
Dr Daljit Sura	North Street - Morning/ Afternoon	North Street - Morning/ Afternoon	North Street - Morning	North Street - Morning	North Street - Morning/ Afternoon	North Street - Morning - Once a month
Dr Suzannah Holland		North Street - Morning/ Afternoon	Ashton - Morning/ Afternoon	North Street - Morning/ Afternoon	North Street - Morning/ Afternoon	North Street - Morning - Once a month
Dr Tamás Gyarmati	North Street - Morning/ Afternoon	Ashton - Morning/ Afternoon	Ashton - Morning/ Afternoon	Ashton - Morning North Street - Afternoon	North Street - Morning/ Afternoon	North Street - Morning - Once a month
Dr Jaina Joshi	North Street - Morning/ Afternoon	North Street - Morning/ Afternoon		North Street - Morning/ Afternoon	North Street - Morning/ Afternoon	North Street - Morning - Once a month
GP Registrars	Morning/ Afternoon	Morning/ Afternoon	Morning	Morning	Morning/ Afternoon	

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 appointments that you are unable to attend. You have the right to see and obtain copies of your own medical records, please be aware there will be a charge.

PUNCTUALITY

Please try to arrive on time for your appointment time. If do you arrive late, we may not be able to see you. We aim to see the majority of our patients as close to their appointment time as possible and hope you will understand when this is not always the case.

PATIENTS WHO DO NOT ATTEND (DNA's)

If you cannot keep your appointment please let us know as soon as possible by telephoning **01708 629733** and using our automated system or **fax 01708 629745**. A persistent failure to turn up for appointments may result in removal from our patient list. Please see our website for further details.

ZERO TOLERANCE

The NHS operate a zero tolerance policy with regard to violence and abuse, the practice has the right to remove violent patients from the list with Immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse, which leads to fear for a person's safety. If a patient is violent or abusive they will be warned to stop their behaviour. If they persist we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

SUGGESTIONS / COMMENTS / COMPLAINTS

We always welcome feedback or suggestions (positive or negative) about the services we provide. We always try to give you the best possible service, however, if you do have a cause for concern, please let us know. Further details of our in-house complaints procedure are available from reception. Should a patient make a complaint, the practice may need to provide information about the patient, and treatment they have received, to insurers or legal advisers.

CONFIDENTIALITY / INFORMATION & ACCESS

Our staff are aware of ALL patient's right to confidentiality and discretion and we work hard at preserving your rights. All personal health information held on your records will not be divulged to a third party without your prior written consent. All information is covered under the Data Protection Act. This includes your right to access information held about you by writing to us with such a request.

EQUAL OPPORTUNITIES

The practice operates an equal opportunities policy to all our patients, as follows regardless of sex, marital status, age, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief. We do not tolerate any discrimination against any patient for any of the above reasons.

DISABLED ACCESS

Disabled parking bays are clearly marked. There is wheelchair access at the main entrance and to all of the surgery clinical rooms. There is a Loop System for the hard of hearing, available at the main reception. The disabled toilet has wheelchair access as well as baby changing facilities

LANGUAGE SUPPORT

Please inform reception to book a translator in good time for your appointment. It is practice policy not to use family members as translators for patient safety reasons.

Additional languages spoken **Dr Haque – Bengali**
Dr Sura – Punjabi and Hindi

PATIENT REFERENCE GROUP (PRG)

A PRG gives patients the opportunity to give your input and receive feedback on GP services. If you are interested in joining our surgery PRG ask reception for a leaflet and leave your contact details or you can print a form from our website www.northstreetmedicalcare.co.uk

TEACHING, TRAINING & AUDIT

The practice is involved and committed to the training of the clinicians of tomorrow so that there will often be medical and nursing students at the practice as well as fully qualified doctors (Foundation Year 1/2 or GP registrars) spending time in general practice as part of their ongoing post-qualification training / experience. You will always be informed prior to your consultation if students are present. They will not be present during your consultation if you so wish. Medical audit is the process of looking at the service provided and ensuring it is of high quality by making any changes needed to improve this service. The practice performs regular medical audit and this may involve asking our patients to fill in a questionnaire

CONSULTATION TYPES

We offer a wide range of appointments to provide a comprehensive service and to adequately fulfill all our obligations in our patient service provision including:-

FACE-TO-FACE SURGERY APPOINTMENTS *Bookable up to 6 weeks in advance, some are made available 48 hours in advance and some for more acute / pressing problems available on the day)*
TELEPHONE CONSULTATIONS - *Bookable on the day and online from midnight where you feel advice or a telephone conversation is more helpful*
HOME VISITS - *Bookable for urgent issues for housebound patients*

SERVICES & AVAILABILITY

We provide a full range of NHS General Medical Services including and specializing in the following areas of medical care:-

ACUTE ILLNESS / MINOR ILLNESS / MINOR TRAUMA
HEALTH PROMOTION & PREVENTION

LONGTERM CONDITION MANAGEMENT

Asthma/COPD/Lung function tests
Cancer Prevention
Circulatory / Stroke / Doppler
Diabetes including Insulin Management
Epilepsy
Heart Disease
Hypertension
Mental Health Care
Thyroid

SPECIAL CLINICS & INTERESTS:

Adolescent & Young People's Health
Child Development and Immunisations
Contraception and Sexual Health, including LARC, Coils & Cervical Cytology
Foreign Travel Advice & Immunisations
Maternity Services, pre, ante and postnatal care
Ear, Nose & Throat
Minor Surgery

OTHER SERVICES

Private Insurance medicals and reports
Insurance & medical examinations
HGV / PSV / Elderly / taxi driver
Fitness to travel / work / sports
Patient required reports, examinations & certification
Private Travel immunizations (including Yellow Fever)

Please note that we are NOT able to sign passports or endorse Gun licensing application forms

HOW TO BOOK AN APPOINTMENT

Patients can book appointments by coming into the surgery and speaking to a receptionist. The practice offers appointment booking by telephone, for doctor, nurse practitioner and practice nurse appointments. This service is very busy and you may experience a delay, especially at peak hours of demand 8am-10am and 2pm-4pm. The final way to book or cancel an appointment is online. You will need to complete a form and return this with photo ID to reception to allow you to register at patient.emisaccess.co.uk/register. This website allows you to book telephone appointments on the day with any Doctors but not nurses.

PATIENT PREFERENCE OF PRACTITIONER

Patients are registered with the practice and can see any of the clinicians in the practice. However, patients have the right (or in the case of a child or incapable adult, the person acting on their behalf) to express a preference to receive services from a particular clinician or class of clinician either generally or in relation to any particular condition. These preferences should be made in writing to the practice manager. Any such preferences will be recorded in the patient's record.

This does not always apply to acute appointments when it is at our discretion to book with the most appropriate available clinician - who may be any one of the clinical team - nurse or doctor.

REPEAT PRESCRIPTIONS

The practice offers a repeat prescription system for ongoing and previously agreed upon medications. For clarity and to avoid delays, the computer printed form (detached from the previous prescription) should be used. Requests must be in writing (by fax 01708 629745 or left in the box outside the surgery entrance) or by the use of the website www.patient-services.co.uk once registered to use the service. For governance and legal reasons **we are not able to accept telephone requests**. All requests will be processed within **TWO full working days** from their request providing they are on the pre-agreed computer forms. Prescriptions should not therefore be collected until after 4.00 p.m. each day from the reception desk.

TEST RESULTS

Can be obtained by telephoning **01708 629733** between 15.00 and 17.00 on weekdays only. For confidentiality reasons results can only be given to the named patient or parent/guardian of a child. We will always try to contact you by telephone if the results show that immediate treatment will be necessary. Please ensure that we have your up to date telephone numbers, preferably a landline and a mobile number, to avoid any delay in treatment.

HOME VISIT REQUESTS

Requests for home visits should be made ideally before 11:00 a.m. where at all possible. Please ring **01708 629733**. The receptionist will request some details of your medical problem so that the appropriate clinician can assess the need, urgency and appropriateness for the request. An experienced clinician will telephone you back to discuss your problem in more detail. A decision to visit remains at the clinician's discretion and is based on medical necessity.

We are unable to offer a visiting service except for the truly medically housebound. The NHS has stated specifically that transport problems are not an acceptable reason for requesting a visit and we would expect patients to try their utmost to attend the surgery by exploring all options e.g. Taxis, Dial-a-Ride, London Taxi Card, neighbours, family etc.

UNSCHEDULED / OOH

Out of Hours accept calls from 12.30-2.00pm daily and 12.30-18.30 Wednesday afternoons. If you cannot wait until the surgery re-opens please call 03301004470

NHS 111 is a new service that has been introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

Accepting calls from 18.30-08.00 daily, weekends and Bank Holidays

WALK IN CENTRES

Alternatively, when the surgery is closed patients can visit one of the local Walk-in Centres that provide an acute minor illness or minor injury care. These include:

- Harold Wood Polyclinic, Gubbins Lane (8am-8pm) 01708 792000
- South Hornchurch Health Centre (10am-2pm All week & 3pm-7pm M-F) 020 3770 1888
- Broad Street, Dagenham (7am-10pm M-F & 10am-6pm weekends) 02085964400
- Upney Lane, Barking (8am-10pm) 020 8924 6262

Havering Health - Evening and Weekend GP HUB

North Street is proud to be one of the sites for Havering's GP access HUB for urgent out-of-hours evening and weekend appointments – visit our website for further details. This may be an option given to some patients when our own capacity has been exceeded to improve access. Access to these appointments is via NHS 111 or directly via 020 3770 1888, for those patients registered with a GP practice in Havering only. There will be no walk-in service

