

Dr A Patel Surgery
Chadwell Heath Health Centre
Ashton Gardens
Chadwell Heath Romford
Essex RM6 6RT

Tel: 020 8918 0580 Fax: 020 8918 0582

Practice Information

We aim to provide a high standard of medical care in a friendly and professional manner.

You can help us achieve our aim by reading this guide and following the suggestions made to ensure that appropriate services can be provided when you need them most.

The guide contains useful information about how to get the most from the practice and visits to your surgery.

Access to Patient Information

As per the data protection act 1998 and the recent GDPR which came into force on 28 May 2018 you have "right of subject access" to see your own health records only. A request is required in writing and you are entitled to a copy of your medical record free of charge. An administrative fee will be charged for any additional copies requested.

Confidentiality

All personal health information on your records will not be divulged to a third party without your written consent. Only data controllers registered with the Information Commissioners Office (ICO) are permitted to process your personal data including surgery staff.

The practice is part of Havering CCG whose offices are at 3rd Floor, Imperial Offices, 2-4 Eastern Rd, Romford RM1 3PJ. Telephone 01708 574902

Clinical Staff at the practice are:

Name (Gender)	Role	Qualifications
Dr Aarron N Patel (M)	GP Principal	B.Med.SCI. MBBS 1995
Dr Ruth Patel (F)	Sessional GP	MBBS 1993
Dr Priya Selvaraj (F)	Sessional GP	MB BS 1993
Sharon Ramsaroup(F)	Practice Nurse	RGN

The practice and its clinicians are also supported by a practice manager, administration and reception staff

Surgery Reception Opening Times

Day	
Monday	08:00 – 18:30
Tuesday	08:00 – 18:30
Wednesday	08:00 – 18:30
Thursday	08:00 – 18:30
Friday	08:00 – 18:30

The surgery is closed at weekends and public holidays,

Our out of hours provider PELC can be reached on **0845 075 0946** to arrange primary care.

Haverling – GP Access Hub -You can visit a GP locally in the evening or at the weekends via the Access Hub. Appointments are available during the following hours:

6:30pm – 10:00pm Monday – Friday

12:00pm – 5:00pm Saturday

12:00 pm – 4:00pm Sunday

Appointments can be booked directly for either of the two sites listed below by calling the appointment booking line on: **020 3770 1888** during the following times:

2:00 pm – 9:00pm – Monday – Friday

9:00 am – 3:00pm – Saturday and Sunday.

HUB SITES:

North Street Medical Centre, 274 North Street, Romford, RM1 4QJ

Rosewood Medical Practice 30 Astra Close, Hornchurch, RM12 5NJ

You can also ring NHS 111 the 24 hour helpline to book an appointment and NHS 111 can also offer advice on a wide range of topics, including minor illnesses, emergency contraception or emergency dental care.

How to register as a new patient:

Our practice boundaries are as follows:

Bounded by Eastern Avenue (A12) to the North, Chadwell Heath Lane and Station Road to the West, Freshwater Road and Crow Lane to the South and Jutsums Lane to the west

Patients who live outside of these boundaries are able to register at our practice however home visits by Dr Patel Surgery GPs will not be available.

Patients can complete a registration form available at reception.

You must also provide proof of entitlement to free NHS Treatment, otherwise you can be charged as a private patient

You must supply a valid passport, proof of residency and two recent utility bills in your name at your address.

Services Provided / Clinics

- Influenza – seasonal October to February
- Travel Clinic – optional service subject to nurse availability
- Child Immunisations – clinic each Wednesday morning – nurse led

Appointments

We offer an online appointment booking and prescription service system. Please ask our reception staff for details.

General appointments

Routine appointments may be booked up to 4 weeks in advance

For emergency, and any ailments causing concerns that you feel you need to consult your GP, an appointment can be booked on the day (emergency appointments), appointments with the GP can start from 08:30 depending on the day, please call reception to book these appointments.

Please be advised that your appointment is to discuss **one** condition with the GP, if you want to discuss more than one issue please make another appointment, this is so that the GP does not over run and therefore other patients are kept waiting.

It is possible to book a double appointment and these are generally for patients with Chronic health conditions i.e. Diabetes, Asthma etc.

Emergency/Urgent Appointments

These are for “emergency” situations and not for colds and sore throats etc.

Please arrive on time for your appointment and remember to cancel your appointment if you can no longer keep it: someone else may need to see the doctor urgently.

Cancelling appointments

Please cancel your unwanted appointment in advance or on the day if necessary. If you fail to cancel your appointment and fail to attend more than three times you may be removed from our list.

Out of Hours

When the practice is closed please ring our out of hours provider PELC on 0845 075 0496 to arrange to see a GP

Home Visits

Requests should be made as soon as possible and ideally before 11:00 am; Home visits should be requested for housebound patients.

Difficulty with transport is not a reason for requesting this service.

Complaints Procedure

In the first instance patients are requested to discuss any complaint with a staff member and / or practice manager. If this is not possible or appropriate or if it does not address or resolve the complaint, a formal written complaint to the practice manager can be made; please ask for a copy of our complaints procedure this is kept in reception as are the forms to make a written complaint.

If patients wish to complain directly to NHS England, patients can contact them by telephone at 0300 311 2233

Tolerance Procedure

We have a zero tolerance to bad behaviour, physical and verbal abuse and you will be removed from our list immediately, once you have been removed your ongoing care will be provided by another GP service who will contact you with the details of how to access this service

Repeat Prescriptions

Please allow 48 hours (2 working days) for us to process your repeat medication requests. Ticked request can be placed in our box at reception.

Make the most of our services

- ✓ Read the notices posted in the surgery
- ✓ Make sure you know the opening times of the surgery
- ✓ Find out how to arrange home visits, repeat prescriptions and urgent appointments
- ✓ You may not always need to see a doctor, ask what services the nurse can provide
- ✓ Keep your appointment or cancel it
- ✓ Take a list of questions with you when you see your doctor or nurse
- ✓ Ask your doctor to write down anything that you do not understand the answers to
- ✓ Take a friend or relative with you if necessary
- ✓ Tell the receptionist if you need more time to speak to the doctor, they may be able to arrange this.
- ✓ Think twice before making an appointment. Do you really need to see a doctor? Have you tried simple home treatments?
- ✓ Find out how your practice manages complaints.

How your local Pharmacist can help

Ask your pharmacist for advice about choosing the right medicines for common ailments
Your pharmacist will advise you if you are unsure about seeing a doctor
He / She can offer advice about a problem if you are not sure what is causing it

Ask for advice about staying healthy

Be sure to tell your pharmacist if you are taking other medicines – some regimes of medicines are not compatible.

Looking after your health

Choosing the right food for good health is important. Eating a good balance of food, taking regular exercise and not smoking gives the best chance of living a fit and healthy life. If you have a medical condition please check with your doctor before altering your diet. Remember eating well is about balance. For example, we do need fat in our diet but not too much.

Healthy eating can help prevent many illnesses such as heart disease, obesity, constipation, bowel trouble and tooth decay:

- Avoid sugary foods
- Avoid fatty foods
- Do not add salt to your food
- Eat more fibre ✓
- Drink less alcohol ✓

Alcohol in small amounts does you no harm but if it is more than a small amount on a regular basis you may be damaging your health. The new Department of Health limits - which came into effect in January 2016 - replace the previous ones on drinking, which were set out 21 years ago.

Men and women should drink no more than 14 units of alcohol a week - the equivalent of six pints of average strength beer or seven glasses of wine - in order to keep their health risks low, new guidelines have recommended.

A unit is typically half a pint of beer, lager or cider, a single measure of spirits, a standard glass of wine or a small glass of sherry

Exercise need not mean going to the gym twice a week or taking up long distance running. Simply keeping active, walking more, using the stairs, gardening or swimming are all good ways of generally increasing the amount of energy you use and will help to give you a sense of well-being.

Self Help for Common Ailments and Minor Accidents

Lots of common ailments and minor accidents can be dealt with safely at home. This section will help you decide when you need to seek medical help or what you can safely treat yourself. Many minor ailments are treated with the use of a cold compress, always keep a stock of ice in the freezer to be able to prepare one. Be sensible, ask for advice and if in doubt consult your doctor.

Back pain – if the pain has been caused by lifting or twisting take aspirin or paracetamol which will not only relieve the pain but will help to relieve inflammation. Ask your pharmacist about stronger painkilling medicines or rubs. See your doctor if the pain persists for more than a few days to get advice about gentle exercise, stronger drugs or the need for a supportive corset.

Burns and scalds – any burn or scald needs immediate action. For minor burns or scalds, remove any jewellery or clothing that may become a problem if swelling occurs. Cool the affected area with cold water for at least 10 minutes then cover with a light non-fluffy dressing. Do not burst blisters and do not put on cream or ointments. If the burn is larger than the size of your hand, or the burn is on the face or the skin is broken cool the area and seek urgent medical attention.

Sunburn – care should be taken at all times to avoid over exposure to the sun particularly with children. Treat sunburn as other burns applying cold water to remove the heat. Calamine lotion (dabbed not rubbed) will relieve the irritation whilst paracetamol will also help.

Insect bites and stings – first remove bee stings with tweezers by gripping the base of the sting nearest the skin to avoid squeezing the poison sac and apply a cold compress. If stung in the

mouth, suck an ice cube or sip cold water and seek immediate medical attention. Always seek medical attention if someone has an allergy to bites and stings, the sting cannot be removed, the area around the sting becomes inflamed or someone experiences shortness of breath or fever.

Minor cuts and grazes – press the wound with a clean fabrics pad for a few minutes to stop the bleeding and elevate the limb for a cut on the arm or leg. Clean the wound thoroughly with soap and a little water and cover with a clean dry dressing or plaster.

Sprains, strains and bruises – first apply an ice compress for 15 to 30 minutes to reduce any swelling. Apply a crepe bandage firmly and give the sprain plenty of rest in an elevated position until all the discomfort and swelling has gone. If the limb is not rested, further pain and swelling will occur and recovery will take longer.

Nose Bleeds – sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for approximately 10 minutes when the bleeding should have stopped. Avoid hot drinks for 24 hours. If symptoms persist call your doctor.

Sore Throats / Coughs / Colds – unfortunately there is still no cure for the common cold. The cold will run its course but the symptoms can be alleviated by drinking more fluids, resting and taking paracetamol or aspirin for a headache or fever. There are lots of cold remedies available from your pharmacist and some are suitable for children.

Head lice – these creatures, contrary to popular belief, prefer clean hair and are therefore not a sign of poor personal hygiene. They do not survive once removed from the root of the hair. Medicated head lotion can be obtained from your pharmacist without prescription.

Gastroenteritis – this is a description of a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed, medicines are often vomited up immediately. The stomach and bowels should be rested. In older patients sips of plain water may suffice but babies and toddlers need special rehydration fluids which are available from a pharmacist. If sickness or diarrhoea persist contact a doctor.

Diarrhoea – in adults diarrhoea is usually caused by virus infections and is therefore unable to be treated directly. Holiday diarrhoea is often due to bacteria. In both of the above cases, consult a doctor if the symptoms persist for more than 48 hours. Babies and young children need careful attention. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding only a solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours or are accompanied by vomiting or weakness, consult a doctor.

The Family Medicine Chest

ALWAYS REMEMBER TO KEEP THIS IN A SAFE PLACE WHERE CHILDREN CANNOT REACH IT

Remember to seek advice from your pharmacist about medicines but here is a list of items useful in case of minor illnesses or accidents.

- A selection of plasters in assorted sizes
- A triangular bandage
- Sterile dressings in assorted sizes
- Two sterile eye pads
- Tweezers for removing splinters
- Thermometer for fevers
- Calamine lotion for dabbing onto insect bites, stings and sunburn

Childhood Immunization Schedule

Age	Vaccine
8 Weeks	1 st Imms DTap + HIB 1 st Pneumo vaccination
12 weeks	2 nd Imms DTap + HIB 1 st Men C
16 weeks	3 rd Imms DTap + HIB 2 nd Men C 2 nd Pneumo vaccination
12 Months	HIB & Men C Booster
13 Months	MMR1 + Pneumo Booster
3 years & 9 Months	DTaP + P (pre-school booster)
3 years & 4 months	MMR 2

Nearest A&E's

Queens Hospital Romford
Tel 01708 435000

King George's Hospital – Goodmayes
Tel 0845 130 4204

Walk-in centres

Barking Community Hospital Walk-in Centre, at Upney Lane, Barking IG11 9LX; tel:020 8924 6262. It is open 7am - 10pm weekdays; 9am-10pm weekends and bank holidays; closed 25 December.

South Hornchurch Walk-in service at South End Road, Rainham, RM13 7XJ, Telephone: 01708 576 000. It is open 10am-2pm and 3pm to 7pm Monday to Friday and 10am-2pm Saturday and Sunday.

Harold Wood polyclinic is at The Drive (off Gubbins Lane), Harold Wood, RM3 0AR; Telephone: 01708 792000. It is open from 8am – 8pm every day of the year (including weekends and all public holidays).

Dentist details:

Chadwell Heath Dental Practice
1052 – 54 High Road
Tel 0208 599 0040