

WELCOME TO THE PRACTICE

DOCTOR: Dr A V KAW MBBS

Research Fellow Pharmacology
Research in Type 2 diabetes with publication (William Harvey Institute of London)
Certified phlebotomist
Other languages spoken: Hindi, Urdu

PRACTICE NURSES:

SHARON JENNINGS - Specialist Practice Nurse; Registered Nurse; Registered Mental Health Nurse; diplomas in asthma, CHD, COPD, diabetes; trained in family planning; smoking cessation advisor.
Sharon also has a diploma in assessment, management and treatment of minor illnesses.

LUCILLE HIGGINS - Practice Nurse; Registered Nurse; diplomas in asthma, CHD, COPD, diabetes; trained in family planning; smoking cessation advisor.

The nurses run their own clinics and health promotion service, in association with the doctor.

CLINICS

Asthma/COPD	Diabetes
CHD	Hypertension
Family planning & sexual health	Minor Surgery
Immunisation	Travel Health

ADMINISTRATIVE & OFFICE STAFF

Practice Business Manager – *Angelo Soteriou*
Assistant Practice Manager – *Pauline Trinder*
Practice Supervisor – *Rebecca Trinder*
Senior Finance Administrator – *Leanne Dooner*

Administrators – *Lesley, Jan and Stephanie*
Receptionists – *Jill, Gill, Ellie and Stephanie*

All staff has access to patient information and is bound by strict rules of confidentiality. No information is divulged to unauthorised persons without patient consent.

TEST RESULTS

Please call the Surgery at 8.30am to book a telephone consultation with the Nurse or Doctor to discuss results.

OUT OF HOURS

A doctor is always on call. When the surgery is closed or if there is no doctor available and you need to see a doctor urgently please call NHS Direct on 111 (out of

hours service). There are also Walk-in Centre's available (see back for details). In emergencies call 999.

HOME VISITS

Home visits are for patients who are too ill or infirm to come to the surgery. So if you are able, always come to the surgery where the doctor has access to a full range of medical facilities. However, if you feel you do need a home visit please ring as early as possible so that one can be carried out if necessary. Lack of transport is not a reason for a home visit and home visits are not available to patients outside of our catchment area.

DISTRICT NURSES AND HEALTH VISITORS

They can be contacted on 01708 576400

ANTE/POST NATAL

Antenatal checks are usually done at the hospital. Postnatal checks are done at 6 weeks, usually at the surgery by the doctor and practice nurse.

REPEAT PRESCRIPTIONS

Tick the medications needed on the repeat receipt and bring it to the surgery. **Repeats will NOT be taken over the phone**, except from patients who are housebound.

You **MUST** give the Practice a minimum of 2 working days notice prior to collecting your repeat prescription.

You can now arrange to have your prescriptions sent to the pharmacy of your choice electronically – ask reception or pharmacy for details

You can also order your repeat via the on-line service.

APPOINTMENTS

It is the patient's responsibility to inform the surgery as soon as possible if an appointment cannot be kept

We have both advanced bookable (up to 3 months) and on the day appointments available. **Advanced bookings can now be made using the on-line service. More information available from reception**

SUMMARY CARE RECORDS

This provides Healthcare staff treating patients in an emergency or out-of-hours with faster access to key clinical information. This is an automatic opt in. **You must inform us if you want to opt out.** Further information is available at reception.

CLOSED CIRCUIT TELEVISION (CCTV)

CCTV is installed at the practice premises for the purpose of staff, patient and premises security. Cameras are located at various places on the premises, and both images and audio from the cameras are recorded 24/7. Ask at reception for an access form entitled CCTV Application for Data Access.

PRACTICE AREA – Details of our catchment area are displayed in Reception

DISABLED ACCESS – Entrance (ramp)

HOW TO REGISTER

Complete a registration form and bring it to the surgery with your NHS number.

COMPLAINTS AND SUGGESTIONS

Suggestions can be made to any member of staff or in writing and placed in our suggestion box located in reception.

Complaints must be made in writing addressed to the Practice Business Manager. If you feel we can not help, you can obtain advice from ICAS (Independent Complaints Advocacy Service) by phoning on 0845 456 1083 who can guide you through the process. However, complaints should be addressed to the Surgery in the first instance and only escalated if we are unable to resolve your issue.

PATIENTS CHARTER

Common courtesy should be shown at all times; any form of abuse (verbal or physical), swearing, unreasonable demands or violent behaviour will not be tolerated and may result in you and every member of your household being permanently removed from our practice list.

Useful Contact Numbers

Queens Hospital	01708 435000
Xrays (at Queens)	01708 435369
King Georges Hospital	0208 983 8000
Harold Hill Health Centre (also blood tests)	01708576400
Patient Advisory Liaison Service (Queens)	0800 389 8324 or 01708 435454
Social Services	01708 434343
NHS Direct	111
NHS Direct online	www.nhsdirect.nhs.uk
CCG (previously Health Authority)	01708 574902

Walk in Centres

Harold Wood Polyclinic	01708 574000
Upney Lane Clinic, Barking	0208 924 6262



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Romford
RM3 7JJ

Tel 01708 372021

Email: reception.kaw@nhs.net

www.ingrebourne-medical-centre.co.uk

Surgery Opening Hours

Mon – Fri
8am – 6:30pm

GP Consultation Hours
By appointment only

Monday, Tuesday Thursday & Friday
8.45am – 12pm; 4:30pm – 6:30pm

Wednesday 8.45am – 12pm

Extended Hours – Monday 6:30pm – 8pm

**Advanced bookings can now be made via reception
or using the on-line service.**

*NB: On-the-day appointments open 15 minutes earlier using our
on-line service*