

LATHOM ROAD MEDICAL CENTRE

2A LATHOM ROAD, EAST HAM, LONDON E6 2DU

(T) 020 8548 5640 (F) 020 8552 3706

Dr N R Patel (MBBS)

Dr Reena Patel (MBBS)

Dr Ravinder Khajuria (MBBS)

Dr Olivia Ariyo (Locum)

Surgery Opening Hours

08:00am – 6:30pm

Monday to Friday

Our Telephone lines are open from 08:00 AM to 06:30 PM Monday to Friday.

Consultation Times

Monday to Friday

09:30am 12pm and 4:30pm – 6:30pm

Except Thursday 09:30am – 12:00pm and 3:30-17.30pm

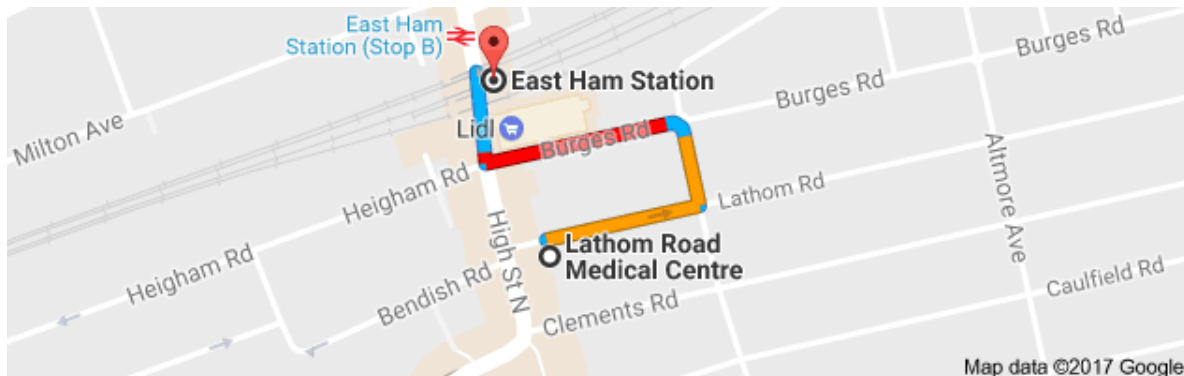
**When the surgery is closed, please call 111 as well for non-urgent queries.
Dial 999 for emergencies only.**

Location

2a Lathom Road, East Ham, London, E6 2DU

Buses 147, 376, 300, 101, 104, 325, 474, 238 run in this area.

The nearest underground station is East Ham (District Line).



“Welcome to Lathom Road Medical Centre”

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

OUR TEAM

Dr N R Patel-GP

Dr Reena Patel-GP

Dr Ravinder Khajuria –GP

Dr Olivia Ariyo- Locum GP

Kamaljeet Sall-Practice Manager

Sravva Anilkumar- Assistant Practice Manager

Vision and Values

- Be caring and compassionate towards patients, each-other and staff.
- Value every member of staff.
- Use active listening to understand patient needs and ‘Be Responsive’ to them.
- Relentlessly improving and innovating for patient safety.
- Work together to achieve.

Our Practice

We are a three-doctor partnership based in East Ham. We are a long established Practice in Newham and moved to our current purpose built premises from Barking Road and Burges Road in 2008. We are contracted to NHS Newham and offer a comprehensive range of services under the NHS to all ages, a full range of family planning services including contraceptive coils and implants, maternity care, immunisations and developmental screening for children. We are a registered **Yellow Fever Vaccination Centre**.

Your medical record is held on a computer and this is used during consultations to assist the doctor or nurse with your care. Confidentiality is strictly guarded and your rights are protected by the Data Protection Act.

Unless we have your specific authorisation to release information to a third party we will not do so.

Your Medical Records

Information about you and the care you receive is shared, in a secure system by healthcare staff to support your treatment care. It is important that we, the NHS, can use this information to plan and improve services for all patients. We would like to link information from all places the patient receives care from, such as GP, Hospitals, Community Services etc to help use get a clear picture of your treatment and progress. Information such as your postcode and NHS number, but not your name, will be used to link your records in a secure system, so your identity is protected. Information which does not reveal your identity can then be used by others, such as researchers and those planning health services to help provide the best care possible for everyone.

Further information available on www.nhs.co.uk/caredata or you can call [0300123 3020](tel:03001233020). To discuss consent or withdraw from this please speak to the receptionist.

Non NHS Services

Some services are not provided free on the NHS; therefore a small charge will be levied. These include Medical Examinations, Insurance Forms, Travel Vaccinations, Private Certificates and Letters etc.

Accident and Emergency

Did you know a lot of problems that patients regularly attend A&E with could be dealt with by GP's? Our doctors have experience at diagnosis and managing many of the commoner problems, such as, minor cuts, sprains and strains, minor head injury, insect bites, minor asthma attacks. We are always happy to review any problem, and treat it if we are able. If we feel unable to do so, we will refer you onward to A&E. A&E is under immense pressure and should only be attended in a time of an emergency

Disabled Patients

The consulting rooms and WC's in our premises are accessible to wheelchair users.

Health Visitors

Our health visitors have special responsibility for promoting health in children under the age of five. Please contact them on 02033739983/9984 or email chis@newham.gov.uk

Test results

On average please allow 7 working days for your test results to come back from the hospital, unless the GP has advised you otherwise. Please note that x-ray results take a little longer, usually 14-21 days. Please call the surgery between 12:00- 4:00pm to find out about your results. If the doctor would like to see you we will give you an appointment accordingly.

Repeat Prescriptions

To order repeat prescriptions please write down your name, address and your date of birth and what medication(s) you require. Leave your order in the box at reception. Please allow two full working days (48) hours for collection from the surgery or the pharmacy. Please leave SAE if you would like your prescription posted.

We cannot repeat prescription request over the telephone because of the possibility of an error.

We have introduced the new Electronic Prescription Service (EPS) which enables us to send prescriptions electronically to a pharmacy of the patient's choice. This makes the prescribing and dispensing process more efficient and convenient for patients and staff. Please inform us to your preferred pharmacy.

We also provide the Repeat Dispensing Service. This is a way of getting your medicines without having to ask the doctor for a prescription each time.

The Patient Participation Group (PPG) is looking to recruit new members. If you are interested in being part of this friendly group, please speak to one of our receptionists who will take your details down and you will be invited to the next meeting.

Access/Appointments

We operate an appointment system for both Doctors and Nurses. Urgent cases can be seen on the day. If your condition is non-urgent, you can expect to see a GP with routine appointments, though you may have to wait longer if you want to see a particular GP. You can book routine appointments from one to four weeks in advance according to your convenient time. Our patients have a right to express preference of practitioner. We provide online booking of appointments as well through **Patient online Access** (For further information please speak to our reception staff).

Enhanced Access Service

What is Enhanced Access Service? The Enhanced Access Service makes it easier for you to get an appointment at a time that suits you including evenings and weekends. The service offers pre-bookable, routine primary care appointments with a range of clinicians including GPs, nurses and other health care professionals.

How do I book an appointment? This is not a walk-in service – you must call to book an appointment through the service-dedicated number 020 7540 9949.

GET OUR HELP ONLINE

VIDEO CONSULTATION

We now offer video consultation to our patients. In order to use this service you will need to have online account (Patient Online Access) If you would like to have a video consultation, Please click here (<https://www.onlinetriage.co.uk/org/lathom-medical-centre> and select request for video consultation) to complete the request form or use the Health Advice Option within patient online access. ***Please note that every request for video consultation will be assessed individually and approved by the GP.***

Seek health advice without having to visit or call us: Online Triage page
- <https://www.onlinetriage.co.uk/org/lathom-medical-centre>

- Detail your symptoms via online form

- Send your Queries
- Access self-help resources
- **Available 24-hours a day**

We will review and respond to anything you send us.

Our email address is: newccq.lathom.patients@nhs.net

Patients should use this email address for all non-urgent requests such as prescriptions, access to medical records, change of address and etc.

Practice Nurse/Health care Assistant

Practice Nurses/Health care Assistant base in our surgery treat patients with a wide range of common conditions:

They provide the following services: Travel/Routine Vaccinations, Lifestyle Advice, Blood Pressure Check, Child Immunisations, Family Planning, Smoking Cessation, Cervical Smears, Dietary Advice, Asthma Clinics, Diabetic Clinics, Shingles Vaccination, Influenza Vaccinations and Vascular Health Check Clinics.

Clinics

We currently run Asthma, COPD, Hypertension, Learning Disability, Diabetes, Mental health, Chronic Heart Disease and Epilepsy Review Clinics. If you would like further information please speak to our reception staff.

Home Visits

Our doctors typically see four patients at the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if possible. However, we can visit you at home if your condition means you cannot attend the surgery. Please ring the surgery before 10am to arrange a visit.

Antenatal/Postnatal Clinics/Baby 6 Weeks Check.

Registration

People living within the whole of the E6 and E12 area are entitled to register with our surgery. You can come for registration during surgery hours. You need to provide us with a proof of ID & address If possible. Please allow 7-10 working days for registration to be completed.

Suggestions and Complaints

We are continually making efforts to improve our services and we welcome all comments. Please write to our Practice Manager if you have any suggestions or want to make a complaint. Forms for compliments and complaints can be found at the reception desk.

Data Protection Act 1998

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 a written consent from yourselves or are required to do so by law.

Patients can view their medical records and get copies of their records. An application form has to be submitted to the Practice Manager and there is a charge for this.

Patients' Rights and Responsibilities

You have the right to access the services we provide according to your clinical need and you will receive care agreed between you and the clinician. You have the right to expect a standard of care that would reasonably be provided by one of the Doctors or Practice Nurses. Your personal needs will be assessed to make sure you get safe and appropriate care that supports your rights.

You have the responsibility to attend the appointments punctually and cancel appointments that you are unable to attend. It is the responsibility of the patient to notify us of any changes in their circumstances, i.e. change of address, telephone number etc. Failure to do so may result in the patient being removed from the practice register.

Zero Tolerance

All staff and patients at the practice have the right to be treated with mutual respect. Any incident of verbal or physical abuse or threats of violence will not be tolerated. Perpetrators will be removed from our list.

Equity of our service

Our staff respects your cultural background, belief, gender, age and disability if you have one.

Website

Practice website address is www.lathomroadmedicalcentre.co.uk

It provides a wealth of information and you can request online prescriptions and book an appointment as well.

Chaperones

All patient have the right, if they wish to have a chaperone present during a consultation, examination or procedure as this can be a stressful and/or embarrassing for the patient. Patient wishing a Chaperone should inform the practice prior to the consultation, examination or procedure where upon a trained Chaperone will be asked to help.

Help us to help you!

- ✓ Please value your health and seek to maintain a healthy lifestyle.
- ✓ Please extend the same courtesy to the practice team as you would expect to receive.
- ✓ Please make a separate appointment to see the doctor for each patient to be seen.
- ✓ Please only request a home visit where absolutely necessary.
- ✓ Please ensure that you keep your appointment and arrive in good time.
- ✓ Please tell the practice of any change of address or telephone number.
- ✓ Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones. Please go to your nearest accident and emergency department or call 999.
- ✓ **NHS 111** or **GP Co-Op** can be contacted when the practice is closed for medical assistance and advice.