

## DOCTORS

**DR M.S ESMAIL (Male)**

**DR S AHMED (Male)**

**DR S AZFAR (Female)**

**DR A HUSSAIN (Female)**

**PRACTICE MANAGER : Miss Shila Pindoriya**

**PRACTICE NURSE:**

**Mrs Mable Chifamba**

Our nurse is Registered General Nurse, who see patients for blood pressure checks, injections, dressing wounds and giving advice on matters such as diet. If you want to see the practice nurse, please make an appointment with the receptionist.

## SERVICES

Well women, Hypertension, Diabetes, Hypothyroidism, Coronary Heart Disease, Asthma, Antenatal, NHS health check, Post Natal, ECG, Cervical Smear over 75 health checks, learning disability review, child health surveillance check, Travel clinic and Mental health review.

## ONLINE CONSULTATION

You can now consult with your GP Online. You will fill in a simple form and also find lots of information, advice and treatments. You can also get access to administrative advice without having to pick up the phone or even come in to the practice and avoid long waiting times on the telephone and beat the queues at the front desk.

You can send your form in at ANY time of the day, seven days a week. Your form will then be dealt with by the most appropriate member of staff who will contact you via phone or text

We aim to respond within 48 hours Monday to Friday between 8 a.m. and 6.30 p.m. Please go on our website. Please note that Online Consult is not suitable for medical emergencies.

## ACCOUNTABLE NAMED GP

Accountable named GP is DR MS ESMAIL who is responsible for their overall care at the practice, You can contact the reception for further information.

## TELEPHONE CONSULTATIONS

This is a service provided by our practice, if there are no appointments available and you may need advice rather than appointment you will be offered a telephone consultation. The receptionists have been instructed not to interrupt the doctor during consultations. You will be asked to leave a message and telephone number where your doctor can reach you to discuss your problem.

EMERGENCY APPOINTMENTS - Please phone 9:00am or 3:30pm to be seen on the day.

<b>Surgery Times</b>	<b>Mornings</b>	<b>Evenings</b>
Monday	08:00	6:30pm
Tuesday	08:00	6:30pm
Wednesday	08:00	6:30pm
Thursday	08:00	6:30pm
Friday	08:00	6:30pm

If we are unable to offer appointment on the day we also offer extended opening hours, these appointments can be booked by the patient by calling **02075409949**  
**PLEASE NOTE THAT THESE CLINICS ARE NOT HELD AT BIRCHDALE ROAD MEDICAL CENTRE BUT AT LOCAL PRACTICES NEARBY**

## EMERGENCIES (out of hours)

In an emergency telephone the surgery, if the surgery is closed please call: 0207 511 8880 or call NHS 111 for medical advice. Out of hours patients will be seen by GP CO-OP.

OTHER SERVICES such as PCO forms, insurance forms, letters, certificates that you may require need to see the GP. Fees are payable as recommended by the BMA. We require 10 working days notice.

Pease note : For all private letters/forms etc we require payment in advance and any fee is not refundable.

## NEW REGISTRATIONS

Registrations are done between 11:00pm-1.00 pm and then 4pm-6pm Monday to Friday. Proof of address and identification i.e. previous medical card, photo id, utility bill is required.

## REPEAT PRESCRIPTIONS

Repeat prescriptions are **NOT** accepted on telephone. Please bring computer printed repeat part and put in the prescription box.

You must allow **48 hours** notice (excluding weekends and bank holidays). If you are unable to drop or pick up repeat prescriptions you can arrange this for you through your local pharmacy.

## CHILD IMMUNISATIONS

Child immunisations are also done here. Please make an appointment at the reception.

Schedule of vaccinations:

2, 3 and 4 months will have Diphtheria, Tetanus, Whooping cough.

HIP Booster- 6 months, 12 months

Measles, Mumps and Rubella ( MMR)

4 years of age Pre-School Booster

(DT, Polio and MMR)

## NEWHAM CCG

The services we provide are under a contract with Newham Clinical Commissioning Group (CCG). The CCG can be contacted about any aspect of primary care at:

Unex Tower, 4th Floor

5 Station Street, London, E15 1DA

020 3688 2300

## DISABLED PATIENTS

The consulting rooms, treatment rooms and WC's (disabled toilet is on the ground floor) in our premises have access to people in wheelchairs. The practice also has a lift in operation.

### CHANGE OF ADDRESS/PERSONAL DETAILS

The information we keep on system is based on information you have given us. Please check with the receptionists to make sure we have the correct details/contact number for you. As mobile numbers change frequently please inform the practice about any changes

### DATA PROTECTION

Patients health information are recorded on our computer system. This is strictly confidential and will only be shared with other parties if we have your written consent. If you wish to access your medical record please request this by writing.

The Data Protection law has changed from 25th May 2018. The general Data Protection Regulation (GDPR) is a new, Europe-wide law that replaces the data protection act 1998 in the UK, which has taken into effect.

### LANGUAGE SHOP

We offer translate service to patient's who do not speak English.

### USEFUL TELEPHONE NUMBERS

NHS	111 (24 Hours)
NHS England Complaint	030 0311 2233
Shrewsbury Health Centre	020 8586 5142
Family Planning	020 8496 7237
HIV Counseling	020 7363 8146
NHS Choices	www.nhs.uk
NHS England	0207 932 3700
Bereavement counseling	0207 473 4060

Newham University Hospital 0207 476 4000  
Urgent Care Centre  
Glen Road  
London E13 8SH

CHAPERONE  
IS AVAILBLE ON REQUEST

### APPOINTMENTS

You have right to choose the doctor you want to see. The receptionist will assist with your preference. Please try and keep your appointment. If you are unable to attend your appointment please contact the surgery and at least give 24 hours notice to cancel the appointment. If you are more than 10 minutes late for your appointment without a good reason, you may be asked to rebook. If you fail to attend 3 appointments without notification you will be informed in writing. If this persists you will be removed from the practice.

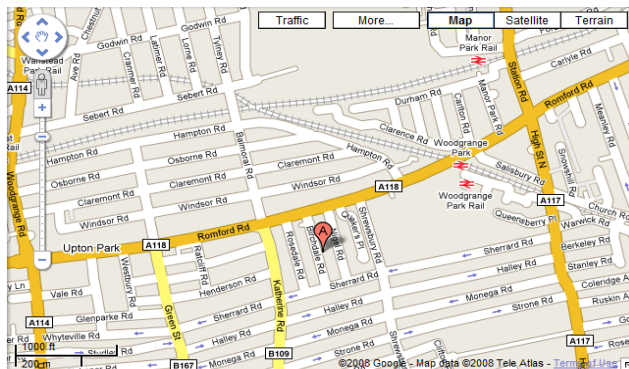
### SUGGESTIONS AND COMPLAINTS

Any suggestions that you may have to improve our service please feel free to inform the practice. You can do this by leaving comments by either completing the slips at reception or accessing the NHS choices website. You are welcome to attend the PPG meeting, for more information on PPG meeting please ask the receptionists. If you are unhappy with our service please contact the manager in writing who will deal with your complaint.

### ZERO TOLERANCE

Verbal abuse and physical violence against our practice staff will not be tolerated. Violent and abusive patients will be reported to the police and removed from the Practice.

Map of Birchdale Rd Medical Centre



**BIRCHDALE ROAD MEDICAL CENTRE**  
**2 BIRCHDALE ROAD**  
**FOREST GATE**  
**LONDON E7 8AR**

<http://www.birchdalemedicalcentre.nhs.net>

**TEL: 0208 472 1600**  
**FAX: 0208 471 7712**

**Out of hours (Emergencies only)**  
**0207 511 8880 or NHS 111**

**DR M.S ESMAIL MB Bch (UK)**  
**MRCGP PGDip Clin Derm (LOND)**

This leaflet is to provide you with information on the way our practice is run as well as services we are able to offer.

We are a GMS practice, the premises are accessible for people in wheelchairs. our facilities include toilet for people with disabilities, baby changing room, breast feeding room and induction loop for patients who has difficulty hearing.

Our aim is to offer an accessible, efficient and high quality service for our patients. In order to do this we will need to work together. Thank you for your ongoing support.

**WE AIM TO PROVIDE THE HIGHEST QUALITY  
CARE FOR ALL OF OUR PATIENTS**