## Teaching

Ours is a teaching practice. You may refuse the presence of medical students during your consultation.

**Disabled Patients**

## The consulting rooms and treatment rooms in our premises are accessible to people in wheelchairs. The main entrance does not have disable access. Please ring the bell for assistance if needed. We have induction loop.

**Patient’s Rights and Responsibilities**

You have the right to access the services we provide according to

 your clinical need. You can view your medical records if you are registered with patients access.

You have the right to express a preference to receive services from particular practitioner either generally or in relation to any

particular condition, unless there is a reasonable ground for

refusing to provide service to the patient or does not routinely perform the service in question within the practice

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 look after your health and to help clinicians to help you.

You have the responsibility to attend appointments punctually and cancel appointments that you are unable to attend.

All staff and patients at the practice have the right to be treated with mutual respect.

Any incidence of verbal or physical abuse or threats of violence will not be tolerated and where necessary the police will be called and

you will be removed from our practice list.

**Personal Health Information**

We comply with the FOI Act and see it as an opportunity to

enhance public trust and confidence in the Practice. We will

continue to protect personal data entrusted to us, by disclosing it

only in accordance with the Data Protection Act 1998. Our comprehensive Publication Scheme that provides information

is readily accessible through the Practice Manger in the need

of a formal FOI Act request.

**Suggestions and Complaints**

We are continually making efforts to improve our service and we welcome all comments. Please write to Mrs D Robin (Practice Manager) if you have any suggestions or want to make a complaint.

**Change of your Personal Details**

It is very important to notify us as soon as possible if you change

your address or telephone number. You need to provide proof of address to change the address.

**Other Information**

This surgery is strictly a non-smoking area.

Please turn off your mobile phone when you are in the surgery.

Please do not bring more than one person along with you

Leave shopping bags/luggage etc outside the surgery.

Please do not bring any food or drinks etc into the surgery

as these are not allowed.

Please leave prams etc in the front corridor through the waiting room door.

Children under 16 should be accompanied by parent not by relatives.

Please supervise your children and prevent them from running

etc up and down the surgery as this can cause accidents. Please do not leave the children unattended.

Once you have checked in your name please leave the reception area to make room for other people.

Always keep the access corridors clear for people going in and

out of the doctors room.

**GEOGRAPHICAL LOCATION**

The Practice is located on Westbury Road (off Romford Road). Buses 58/25/86 run in the area. The nearest tube station is Upton Park St. (District Line) and the nearest train station is Forest Gate St. Please note that we have no car park.



## Other useful contacts

Newham Urgent Care Centre (walk in)

 Newham University Hospital NHS Trust Glen Road Tel: **020 7363 9200**

Weekdays: 8am – 11pm Weekends and Bank Holidays: 9am – 11pm

PALS (Patient Advisory & Liaison Service):

**020 8586 6240/51 pals@newhampct.nhs.uk**

District Nurse (24 hrs)  **08444099345**

Find a Doc **helpline 02070596566**

Emergency Dental Services **020 737707006 ext 2329**

#### WESTBURY ROAD

#### MEDICAL PRACTICE

#### 32 WESTBURY ROAD,

#### LONDON E7 8BU

TEL: 020 8472 4123

Fax: 020 8552 5329

website: [www.westburyroad](http://www.westburyroad)medicalpractice.co.uk

 **Dr K Mahmud(Principal GP)** MBBS, LMSSA, LRCP, LRCS, DRCOG

 **Dr S Rahman** **(Principal GP)** MBBS, DFFP, MRCSI, MRCGP, MSc Sports Med

 **Dr Humayra Abedin** **(female salaried GP**) MBBS, MRCGP, MPH

**Mrs L Rawana** Practice Nurse: RGN

**Mrs D Robin** Practice Manager

**SURGERY OPENING HOURS**

Monday 9:00 am – 6:30 pm

Tuesday 9:00 am – 7:00 pm

Wednesday 2:30 pm – 7:00 pm

Thursday 9:00 am – 2:00 pm

Friday 9:00 am – 6:30pm

 **SEEN BY APPOINTMENT ONLY**

**CONSULTING HOURS**

 Monday 9am –1 pm, 4.30 pm – 6.30 pm

 Tuesday 9am –1 pm, 4.30 pm – 6.30 pm

 Wednesday 4.30 pm – 6:30 pm

 Thursday 9:30 am – 1 pm

 Friday 9:30am –1 pm, 4.30 pm – 6.30 pm

The practice provide extended hours service and additional capacity service through GP coop outside the core opening hours.

In case of an EMERGENCY and the surgery is closed,

 please call Newham Co-Op: 020 7511 8880

for out of hours services.

 In case of less emergency, please call 111

The out-of-hours (OOH) is between 6.30 pm and 8.00 am on weekdays, and all day at weekends and bank holidays



Welcome to Westbury Road Medical Practice. This is a

brief description of the General Medical

Services we offer. We hope you will find this leaflet

helpful. Please ask at reception if you require any

further information.

**Registration**

You can register at Westbury Road Medical Practice only if you live in the practice area, which consists of the following postcodes: E6, E7, E12, E13 and E15. You need to come to the surgery between 9.30 am-11am in the morning hours and 4.30pm to 5.30pm in the evening hours for new registration with your proof of address and identification/nhs card. Once you are accepted you need to book appointment for your health screening. You can have treatment from the GP from the time you are accepted in the surgery.

**Our Staff**

**2** Principal GP Partners, 2 Practice Nurse

**1** Practice Manager,

**1** Secretary, **1** Admin support/HCA, 1 summariser

**3** Receptionists

**Appointment System**

We operate an appointment system for the doctors and nurse, where a 24/48 hour access system is in place for the doctors. You can register to patients’ access to book and view appointment online by visiting our website. You can also speak to receptionist for an appointment to suit your needs with your preferred doctor. In case of an emergency, you must ring on the day between 9am-9.30am in the morning or 2.30pm -3.30pm in the evening. Please cancel your appointment in advance if you are unable to attend, it would benefit other patients in waiting. For more information, please contact surgery.

**Home Visits**

We will make home visits only to those patients

who are too ill to come to the surgery. If possible

please contact us between 9 to 10am or 4 to 5pm to

arrange a visit.

**Test Results**

The best time to ring for results of blood, urine or

X-ray tests etc is from 11 – 1pm and 5 – 6pm.

**Doctors**

The Doctors provide medical advice and treatment of disease, disorder or injury. We provide selective Maternity and Midwifery services and Diagnostic and screening procedures. We provide Minor Surgery injections and run Child Health Surveillance Clinic. There is a GP led monthly diabetic clinic.

**Practice Nurse and Health Care Assistant**

Our Practice Nurses and HCA provide the following services along with chronic disease management:

**Monday: 9:15am – 1:30pm**

Hypertension & Diabetes clinic

Well Women Clinic, Antenatal Clinic, Family Planning

**Monday: 2pm –14.30pm**

Post -Natal Clinic

**Tuesday:9am –1.30pm**

Smoking cessation clinic

Immunisation & Travel Vaccines,

**Tuesday: 1.30pm –5:00pm**

New Patient Screening/Check, Vascular risk assessment clinic

**Thursday: 9:15am – 12:00pm**

Child Immunisation, Chlamydia screening clinic

**Friday: 2:00pm – 6:00pm**

COPD Clinics, Diabetic Clinics, Family Planning

Asthma Clinic, Cervical screening

The surgery will offer you a health check when you join

the practice. Patients over 75 years of age are offered a health check once a year. Patient aged between 16 and 75 are advised to have health check every 3 years.

All women aged between 25 to 64 years are encouraged to have a cervical smear test every 3 years which is carried

out by our Practice Nurse. All healthy patient aged between 40 and 70 are offered NHS health check to assess the risk of cardiovascular complications. All registered patients will have a named GP but you can see any GP for your appointment.

**ATTACHED STAFF**

**District Nurse**

Provides nursing care at home e.g. dressing of

wounds, injections, general health checks etc

and can be arranged as appropriate.

**Health Advocate**

We have access to language shop to book external Interpreters/Advocates for consultations. Please inform us at least 5 days in advance, if you need an interpreter.

**Physical Health Advisor**

We have physical advisor every Friday at the surgery. The GPs can refer you for exercise referral to local councils, which can be free of charge or subsidised according to the criteria

## Non-NHS Services

## Some services are not provided free on the NHS;

## therefore a charge will be levied. These

## include Medical Examinations, Insurance Forms,

## Private Certificates & letters, medical reports etc. You may ask at the reception for the current charge for any service you require. You need to make written request for any reports which may take from 2- 4 weeks to be processed depending on the request.

## Repeat Prescriptions

## We have a 48 hour policy (two full working days)

## for repeat prescriptions. Please order your medication

## a few days before it runs out. You can order using the right side of your last prescription or can be faxed to us. We cannot accept requests for repeat prescriptions by phone. The best time to collect scripts is from 11 – 1pm and 5 – 6pm. You may send us your request with a Stamped Addressed Envelope if you would like your prescription posted. You can also order repeat prescriptions online if you are registered to patients access. We provide electronic prescription, where you or your nominated pharmacy can request your prescription and we send the scripts electronically to your chemist. You can directly collect medications from chemist

**Minor Ailment** service is provided by the local

pharmacist. Your can get treatment for sore throat, hayfever, mouth ulcers, temperature etc through pharmacist without seeing a GP. Please ask at reception for further details.