

HOW CAN WE HELP YOU?



Harley Grove Medical Centre

15 Harley Grove
London E3 2AT

Tel: 0844 815 1890
Fax: 0844 815 1891
www.harleygrovemedical.co.uk

PRACTICE INFORMATION



Wheelchair and
Pram access

Harley Grove Medical Centre

OUR PRACTICE TEAM

Dr Sella Shanmugadasan	MBBS LRCP LRCS LRCPS MRCP MFFLM DMJ(Clin) (Registered UK 1984) (Male Doctor)
Dr Thana Shanmugadasan	MBBS LRCP LRCS MRCP (UK) (Registered UK 1985) (Female Doctor)
Dr R Osijo	BA (Oxon) BM BCh DRCOG MRCP (Female Doctor)
Dr A Khan	BSc MBBS MRCP MA DFRH (Registered 1998) (Female Doctor)
Dr S Chok	MBBS DCH DFFP MRCP (Registered UK 1994) (Female Doctor)
Dr A Bari	MBBS MRCP (Registered UK 2006) (Male Doctor)
Azma Afzal	Practice Manager
Irene Awadzi	Health Visitor
Angela Mitchell	Midwife
Moriam Rahaman	Health Care Assistant
Misma Begum	Receptionist
Farida Ahmed	Receptionist
Rubna Begum	Receptionist
Praba Murugathas	Receptionist
Sakina Patel	Receptionist/Administrator

ATTACHED STAFF

The following staff are employed by the PCT but attached to Harley Grove Medical Centre:
Health Visitor • District Nurse • Midwife • Community Psychiatric Nurse
Community Dietician • Psychologist

Our practice participates in the training of medical students and doctors. Occasionally you will be asked if a student may sit in on your consultation. If you would prefer not to participate in this please let the receptionist know when booking your appointment.

OPENING HOURS

Monday	9.00am - 7.30pm
Tuesday	9.00am - 6.30pm
Wednesday	9.00am - 6.30pm
Thursday	8.30am - 1.30pm
Friday	9.00am - 7.30pm
Saturday	10.30am - 1.00pm (Routine appointments only) (Closed for lunch between 1.00 - 2.00pm on Monday, Tuesday, Wednesday and Friday.)

Any patient who walks into the surgery for an emergency consultation after 6.00pm **WILL NOT** be seen.

Visit our website: www.georgestreetsurgery.co.uk

GP CONSULTATION TIMES

Monday	9.00am - 12.30pm	4.00 - 6.00pm
Tuesday	9.00am - 12.30pm	4.00 - 6.00pm
Wednesday	9.00am - 12.30pm	4.00 - 6.00pm
Thursday	9.00am - 12.30pm	Closed
Friday	9.00am - 12.30pm	4.00 - 6.00pm

An extended surgery is provided by a GP on Friday 6.30 - 7.00pm and on Saturday 10.30am - 1.00pm.

A late surgery, 6.30 - 7.30pm, is held on Mondays and Fridays by our practice nurse. This service is provided for patients who are unable to attend during the normal surgery hours.

OUT OF HOURS

The Out-of-Hours service provider can be contacted on 0844 815 1890. This service is for emergencies only and not for routine matters that can wait until the surgery is next open.

APPOINTMENTS

An appointment system is in operation at the surgery; 48-hour access is available to patients in this practice. If a patient considers their case to be urgent they should make the urgency known to the receptionists and they will be seen the same day. Emergency appointments are seen by a doctor available at that particular time. Patients cannot request to see a particular doctor from the surgery.

TELEPHONE CONSULTATION

We have a service for patients who cannot get or wait for an emergency appointment to see a doctor. They can get a telephone consultation by leaving their details with the receptionists and the doctor will contact them after surgery to give them a telephone consultation.

HOME VISITS

Home visits are made by telephoning the surgery between 9.00 - 11.00am and will normally be seen on the same day, usually after surgery, if practicable. Non-urgent visits are made by agreement with the patient and the doctor. Urgent visits should be telephoned to the surgery and the urgency made known to the receptionists.

If the doctor nominated is not available then one of the other doctors will deputise for him/her. In exceptional cases where none of the doctors is available, then a locum doctor will visit.

REPEAT PRESCRIPTIONS

Please give 48 hours' notice for your repeat prescriptions. We will not be able to issue you a prescription within 48 hours of request. Telephone requests are only accepted for elderly and housebound patients with prior approval from the doctors.

For the latest information click to: www.georgestreetsurgery.co.uk

HOW TO REGISTER

Registration of new patients takes place at the practice on weekdays between 9.00am - 5.00pm.

Please bring with you

- Two forms of proof of your address, eg a recent household bill, rent book, bank statement etc.
- A photographic ID is a must, ideally a passport, driving licence or other recognised photographic ID.

Registration is not possible without these documents. If you have a Medical Card, please bring this with you as this will help us obtain your previous records. When you join the practice you will be registered with the practice and not with an individual doctor. You are encouraged to see the same doctor whenever you have a regular appointment. For an urgent appointment you will be allocated to any of the doctors available for that session.

We do not discriminate our patients or carers on the grounds of race, gender, social class, age, religion, sexual orientation, appearance or disability of their medical condition.

SERVICES PROVIDED

The following services are provided by this surgery:

- **Cervical Smears** (for all female patients between the age of 24 - 65 years)
- **Antenatal and Postnatal Clinics** (Mondays 2.00 - 3.30pm)
- **Contraceptive Services** (provided as part of a normal consultation)
- **Well Persons Clinic** - The following procedures are carried out: blood pressure, weight, urine check and breast awareness advice given (for female patients)
- **Diabetic Clinic** (every Wednesday from 2.00 - 3.30pm)
- **Child Health Surveillance Clinic** (every Friday 2.00 - 3.30pm)
- **Dietician** - runs a special clinic on Friday 9.00am - 12.30pm
- **Psychology Clinic** (every Tuesday 9.30am - 12.30pm)
- **Minor Surgery** (every Tuesday 4.30 - 6.00pm)
- **Phlebotomy Service** (every Monday to Friday 9.00am - 12.30pm)

SERVICES PROVIDED BY THE PRACTICE NURSE

Please make an appointment with the practice nurse for the following services:

- Routine blood pressure monitoring
- Blood sugar
- Pregnancy testing
- Checking for urine infection
- Routine cervical smear
- Weight checks and dietary advice
- Dressing and removal of stitches
- Immunisations - childhood vaccinations

- Adult vaccination (routine and travel)
- Ear syringing
- Advice on contraception and hormone replacement

TRAVEL IMMUNISATIONS

- Please contact our practice nurse at least **eight weeks** before you travel.
- Certain vaccines are chargeable.
- Please make sure of the availability of the vaccine before your visit.
- We may request you to purchase some vaccinations before your visit.

WALK-IN CENTRES

The Whitechapel NHS Walk-in Centre is our nearest walk-in centre. It is situated next to the Royal London Hospital A&E department. The centre is nurse-led with GP support. Opening hours are Monday to Friday 7.00am - 10.00pm, weekends and bank holidays from 9.00am - 10.00pm.

Tel: 020 7943 1333.

Canary Wharf Walk-in Centre, 30 Marsh Wall, London E14 9TP. Opening hours are 7.00am - 7.00pm Monday to Friday, also open on bank holidays except Christmas Day, Boxing Day and New Year's Day. Tel: 020 7517 3300.

NHS DIRECT

NHS Direct is a 24-hour nurse-led advice and information service. It can be accessed by telephone on 0845 4647 or online at www.nhsdirect.nhs.uk

ADDITIONAL LANGUAGES SPOKEN

Bengali/Sylheti • Urdu • Hindi • Tamil • Punjabi

COMMENTS AND COMPLAINTS

The doctors and the staff would always welcome comments from patients about the services provided.

For complaints and comments please contact our Practice Manager.

The Patient Advisory Liaison Service (PALS) can also help with complaints. Tel: 020 7943 1335 or 020 7377 7495.

CONFIDENTIALITY

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

PATIENT PARTICIPATION GROUP

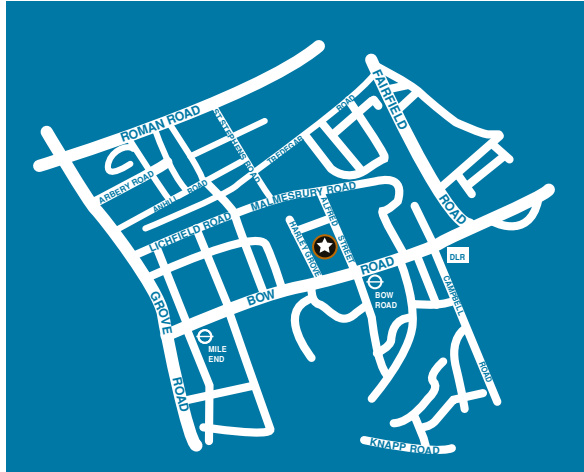
Our Patient Participation Group meets on a Wednesday at 7.00pm every three months. For further details please contact our practice manager.

PRACTICE AREA

We can only register patients from this area

We do **NOT** register patients from the following roads:

- Roman Road • Grove Road
- Knapp Road • Campbell Road
- Parnell Road
- Bow Common Lane
- Rounton Road • Cantrell Road
- Payne Road • Wick Lane



OTHER USEFUL INFORMATION

Social Services: 020 7364 5000

Home Help

Meals on Wheels

Citizens Advice: 0870 126 4014

Welfare and Employment Advice

Mobility Allowance

Travel Passes

Disabled Driver Badges

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY
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Keenans Mill, Lord Street, St Annes-on-Sea, Lancs FY8 2ER Tel: 01253 722142 Fax: 01253 714020
 Website: <http://www.opg.co.uk> Email: info@opg.co.uk

for Drs S Shanmugadasan, T Shanmugadasan, Osijo, Khan, Chok & Bari of London

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Prescription for success

WITH over 30 years' experience serving clients from throughout the local community and beyond, it's little wonder Parnell Chemist has become a well-known fixture in the local area.

A family-run pharmacy, Parnell Chemist has been in the hands of the Patel family since 1983. 'We pride ourselves on remaining the same friendly and welcoming independent pharmacy as we've always been,' said resident pharmacist Jay Patel.

'We're always happy to take that little extra time to offer any necessary help and advice.'

At the heart of their service is traditional NHS and private prescription dispensing, which includes a collection and delivery service. 'For our clients' convenience we're happy to collect prescriptions from local GP surgeries, dispense them and then deliver the items direct to their front door,' Jay said.

One difference from three decades ago is the number of enhanced services available at the pharmacy. 'We have a private consultation area where we are able to provide confidential services such as medication usage reviews, where we go through a client's repeat prescriptions to make sure they are still appropriate to them, and blood pressure monitoring,' said Jay.

'We also offer cholesterol testing, blood glucose monitoring, emergency hormonal contraception and provide smoking cessation advice.'

'The pharmacy itself is well stocked with a range of cosmetics, fragrances and gifts to suit every budget. We even offer gift packs of three fragrances which can be wrapped and delivered to a recipient of the client's choosing.'

Herbal medicines and vitamins are also stocked.

For more information, call 020 8980 3376, or click onto www.echemist.co.uk.

(see back cover)

CHRISCHEM PHARMACY

We dispense both NHS and Private prescriptions

FREE PRESCRIPTION COLLECTION & DELIVERY SERVICE

Passport Photography Also Available

Tel/Fax: 020 8980 6470
 578 Mile End Road, London E3 4PH
 [Next to Mile End tube station]

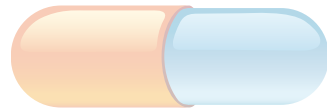
Make the most of your Pharmacy...

The pharmacy is where you go for medicines and for the pharmacist's advice on how to take them. Pharmacists are trusted professionals whose job is to help people to get the best out of their medicines. They know exactly what's in your medicine and will be happy to answer any questions. Your pharmacist will see that your medicine is at the right strength, in the right dose and check that you know how to take or use it properly.

If you're feeling off-colour, but don't feel ill enough to go to the doctor, ask your pharmacist for advice. Pharmacists have been trained to offer advice on the treatment of everyday minor ailments for all the family.

Your pharmacist will not hesitate to refer you to your doctor if your symptoms demand it, but often an over-the-counter remedy will be all you need, and pharmacies offer far more medicines than other outlets because many remedies can only be supplied under the supervision of a pharmacist.

Remember, too, that you can talk to your pharmacist in confidence. All the more reason to make the most of your local pharmacist!



At Parnell Chemist we provide excellent NHS and Private services, which include:

- ▶ Free Prescription Collection and Delivery
- ▶ Stop Smoking Services
- ▶ Emergency Contraception
- ▶ Pharmacy First
- ▶ Diabetes, Blood Pressure, Cholesterol Monitoring Services as well as Pregnancy and Ovulation Tests

We also stock a wide range of health products including vitamins, minerals and diabetic products as well as a fantastic range of perfumery and skincare products including brands such as Lancôme, Chanel, Clarins and many more.

Our other services include:

- ▶ Weight Management (Lipotrim)
- ▶ Digital and Film Processing
- ▶ Passport Photographs
- ▶ Travel and Holiday Advice
- ▶ Ear Piercing
- ▶ Flu Vaccinations
- ▶ Pharmacy First
- ▶ Free Gift Wrapping Service



For more information on any of our services simply drop in to our store and our friendly staff are sure to help you or alternatively visit our website at www.parnellchemist.com

Parnell Chemist
625 - 627 Roman Road
Bow
London
E3 2RN

 +44 (0)20 8980 3376
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 contact@parnellchemist.com

Opening Times
Monday - Friday 9.00am - 7.00pm
Saturday 9.00am - 6.00pm
Sunday Closed