

Advocacy And Chaperoning

We can arrange interpretation for patients who do not speak English and our receptionists are all trained chaperones. If you wish to have someone with you at your appointment during an examination, please let the staff or clinician know.

Children

Patients under 16 can only be seen if accompanied by an adult, preferably a parent/guardian.

Security And Confidentiality

We respect your right to privacy and keep all your health information strictly private and confidential.

Non-NHS Services

Some services are not provided free on the NHS and are chargeable e.g. letters, reports, etc. Please ask one of our receptionists for our fees.

Zero Tolerance

All staff and patients at the practice have the right to be treated with mutual respect. Under our zero tolerance policy, any incident of verbal or physical abuse or threats of violence are not tolerated, & patients are removed from our practice register.

Complaints

We aim to give a friendly & professional service to all of our patients. However, if you have any concerns about any aspect of our service, please let us know. Our Manager deals with complaints and will involve you at all stages of the investigation. Our Complaints Leaflet further explains our procedure, and has other contact numbers should you not wish to directly complain to the practice.

Plashet Medical Centre

152 Plashet Road, Plaistow, London E13 0QT
Telephone: 020 8472 0473 | Fax: 020 8471 2243
Email: newccg.plashet-medical-centre@nhs.net

You can also search for us on
<http://www.nhs.uk> or <http://www.myhealth.london.nhs.uk>

Our doctors

Dr. K Mahmud, MBBS, LMSSA, LRCP, LRCS, DRCOG
Dr. Saidur Rahman, MBBS, DFFP, MRCS, FRCGP, MSc (Sports Medicine)
Dr. Zulfiqar Thebo, BSc (Hons), MBBS, MRCGP
Dr. Humayra Abedin, MBBS, MPH, MRCGP

Our nurse

Omolade Olaigbade, Practice Nurse

WELCOME

This leaflet has been designed to enable you to get the best from your Practice. Please keep it in a safe place.

Plashet Medical Centre is situated at the corner of Penge Road & Plashet Road. There is disabled access.

You are eligible to register with us provided you live within our catchment area and can provide a valid proof of address and ID. You are also required to fill a registration form and health questionnaire, and will then be booked an appointment with the Practice Nurse to have a New Patient Health Check. *Please note; your registration will be incomplete until your Health Check has been performed.*

Practice Opening Times

(Clinic times are by appointment only)

Monday 09:00 -18:30

Tuesday 09:00-18:30

Wednesday 09:00-18:30

Thursday 09:00-18.30

Friday 09:00-18:30

Saturday & Sunday CLOSED ALL DAY

Routine Appointments: appointments are bookable up to four weeks in advance. You are able to book your appointment online or by telephone. Please do not queue up outside the surgery for appointments.

Extended Hours: When we are closed, GP CO-OP offers same day GP appointments 7 days a week. To book an appointment, please phone 020 7511 2075.

Emergencies: Night and weekend emergency calls are dealt with by GP CO-OP. If you have an emergency please call 020 7511 8880.

Nursing Clinics

- Chronic Disease Management
- BP, Weight management and Urine checks
- Over 40 NHS Health Checks
- Over 75 NHS Health Checks
- Travel Immunisations
- Baby Immunisations
- Well woman clinic
- Well man clinic
- Cervical smears

Repeat Prescriptions

These must be in writing and cannot be taken over the phone. To avoid mistakes please use the white slip attached to your repeat prescription or order online or via the EPS system. Please allow 48 hours for processing. Prescriptions can be collected during normal surgery hours by your or your pharmacist, or posted to you if you provide a stamped addressed envelope.

Home Visits

Doctors' consultations are best held in the clinical setting of the doctors' surgery. For patients unable to get to the surgery for medical reasons, home visits can be offered. If you feel you may need a home visit, please telephone the surgery reception before 10:00am giving relevant details. Home visits are not done in the evening. For evening emergencies please call Out of Hours.

Test Results And Reports

The practice endeavours to inform all patients of their test results and reports, however, patients are reminded to take responsibility of their care and enquire about due results by calling us if they have not heard within a week of their tests.

Online Accounts

You can opt to create your online accounts which will enable you to book and cancel your GP appointments. It will also give you access to your repeat prescriptions, so you can order your repeat prescriptions online. You can also notify us of change of details through your online account.

Your Responsibilities

You have the responsibility to attend appointments punctually & to cancel the appointments you are unable to keep. Frequent non-attenders will be removed from our register.