

WELCOME TO THE PRACTICE

DOCTOR: Dr A V KAW MBBS

Research Fellow Pharmacology

Research in Type 2 diabetes with publication (William Harvey Institute of London)

Certified phlebotomist

Other languages spoken: Hindi, Urdu

PRACTICE NURSES:

SHARON JENNINGS - Specialist Practice Nurse; Registered Nurse; Registered Mental Health Nurse; diplomas in asthma, CHD, COPD, diabetes; trained in family planning; smoking cessation advisor. Sharon also has a diploma in assessment, management and treatment of minor illnesses.

LUCILLE HIGGINS - Practice Nurse; Registered Nurse; diplomas in asthma, CHD, COPD, diabetes; trained in family planning; smoking cessation advisor.

The nurses run their own clinics and health promotion service, in association with the doctor.

CLINICS

Asthma/COPD	Diabetes
CHD	Hypertension
Family planning & sexual health	Minor Surgery
Immunisation	Yoga
Travel Health	

ADMINISTRATIVE & OFFICE STAFF

Practice Business Manager – *Angelo Soteriou* will help you with any queries that you may have. He is involved in managing all of the financial and business aspects of the practice; supports the GPs and other medical professionals with delivering patient services and also helps to develop extended services to enhance patient care

Office Clerks – *Lesley M, Elaine S and Rebecca T*

Receptionists – *Mandy R, Jan N, Jill P and Gill F*

All staff have access to patient information and are bound by strict rules of confidentiality. No information is divulged to unauthorized persons without patient consent.

TEST RESULTS

These can be obtained by phoning the nurse between 12 and 1pm

OUT OF HOURS

A doctor is always on call. When the surgery is closed or if there is no doctor available and you need to see a doctor urgently please call NHS Direct on 111 (out of hours service). There are also Walk-in Centre's available (see back for details). In emergencies call 999.

HOME VISITS

Home visits are for patients who are too ill or infirm to come to the surgery. So if you are able, always come to the surgery where the doctor has access to a full range of medical facilities. However if you feel you do need a home visit please ring as early as possible so that one can be carried out if necessary. Lack of transport is not a reason for a home visit and home visits are not available to patients outside of our catchment area.

DISTRICT NURSES AND HEALTH VISITORS

They can be contacted on 01708 576400

ANTE/POST NATAL

Antenatal checks are usually done at the hospital. Postnatal checks are done at 6 weeks, usually at the surgery by the doctor and practice nurse.

REPEAT PRESCRIPTIONS

Tick the medications needed on the repeat receipt and bring it to the surgery. **Repeats will NOT be taken over the phone**, except from patients who are housebound.

You **MUST** give the Practice a minimum of 2 working days notice prior to collecting your repeat prescription.

You can now arrange to have your prescriptions sent to the pharmacy of your choice electronically – ask reception or pharmacy for details

You can also order your repeat via the on-line service.

APPOINTMENTS

It is the patient's responsibility to inform the surgery as soon as possible if an appointment cannot be kept

We have both advanced bookable (up to 3 months) and on the day appointments available. **Advanced bookings can now be made using the on-line service. More information available from reception**

SUMMARY CARE RECORDS

This provides Healthcare staff treating patients in an emergency or out-of-hours with faster access to key clinical information. This is an automatic opt in. **You must inform us if you want to opt out.** Further information is available at reception.

PRACTICE AREA – RM3

DISABLED ACCESS – entrance (ramp)

HOW TO REGISTER

Complete a registration form and bring it to the surgery with your NHS number, proof of address and proof of identity.

COMPLAINTS AND SUGGESTIONS

You can speak to the doctor, practice manager or any member of staff. Alternatively you can write to the surgery. If you feel we can not help, you can obtain advice from ICAS (Independent Complaints Advocacy Service) by phoning on 0845 456 1083 who can guide you through the process.

PATIENTS CHARTER

Common courtesy should be shown at all times; any form of abuse or violent behaviour will not be tolerated. This may result in the police being called and/or removal from our list. No discrimination is made intentionally.

Useful Contact Numbers

Queens Hospital	01708 435000
Xrays (at Queens)	01708 435369
King Georges Hospital	0208 983 8000
Harold Hill Health Centre (also blood tests)	01708576400
Patient Advisory Liaison Service (Queens)	0800 389 8324 or 01708 435454
Social Services	01708 434343
NHS Direct	111
NHS Direct online	www.nhsdirect.nhs.uk
CCG (previously Health Authority)	01708 574902

Walk in Centres

Harold Wood Polyclinic	01708 574000
Upney Lane Clinic, Barking	0208 924 6262



DR A V KAW MBBS

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Fax 01708 925867

Email: reception.kaw@nhs.net

www.ingreournemedicalcentre.co.uk

GP Consultation Hours

By appointment only

Monday 8.30am – 11am; 4pm – 6pm;
6.30pm – 8pm (late opening)

Tuesday Thursday & Friday
8.30am – 11am; 4pm – 6pm

Wednesday 8.30 – 11am

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or using the on-line service.**