**Kenwood Medical Centre**

**Kenwood Gardens**, **Ilford, Essex, IG2 6YG**

**Telephone: 020 8551 2341 & 020 8550 1206**

**Fax: 020 8551 1479**

Dr Konathala, V.V., *Lead GP*

Dr Prabhakar, R., *GP*

*Dr K Desai, GP*

Mrs Janeth Tomakin, Advance Nurse *Practitioner*

Mrs Anita Barneih, *Practice Nurse*

*Mr Raj Matharu, Pharmacist*

*HCA(Health Care Assistant)*

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|  | ***Reception Open Hours*** | ***Phone Lines Open*** | ***GP/Nurse Clinic Times*** |
| ***Monday*** | 08:00-19:30 | 08:00-18:30 | 08:00-12:00 | 14:00-19:30 |
| ***Tuesday*** | 08:00-08:30 | 08:00-18:30 | 08:00-12:00 | 14:00-18:30 |
| ***Wednesday*** | 08:00-18:30 | 08:00-18:30 | 08:00-12:00 | 14:00-18:30 |
| ***Thursday*** | 07:30-18:30 | 08:00-18:30 | 07:30-13:00 | *16:00-18:30* |
| ***Friday*** | 07:30-19:30 | 08:00-18:30 | 07:30-12:00 | 14:00-19:30 |
| ***Surgery is closed on Saturdays, Sundays and Bank Holidays*** |

**Languages Spoken by Staff Include:** Hindi, Urdu, Punjabi, Gujarati, Tamil and Telugu.

Registration

We welcome our new patients to register in our practice. All the newly registered patients are advised to complete a confidential questionnaire about their medical history. Following the registration they are advised to have a routine health check, medical treatment is available from the date of registration. Patients have a right to register and receive treatment without fear of discrimination due to medical need, age, race, gender, social class, religion, sexual orientation, appearance or disability. However, the practice is not obliged to register patients who do not fall within the practice catchment area depicted at the end of this leaflet. ***Please Note: patients transferring from another surgery need to have a months’ supply of their prescriptions in hand, along with a list of current medications. This is to avoid any disruption in the case where electronic transfer of medical records is delayed.***

Out of Hours Urgent and Emergency Care Services

**NHS 111 Service**

Please use this service if you urgently need medical help or advice but it's not a life-threatening situation. You will be asked a series of questions to assess your symptoms and will be immediately directed to the best medical care for you. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. ***For immediate life-threatening emergencies, call 999.***

**GP Hub Service**

To be seen by a local doctor same day appointments are available every weekday evening between 18:30-22:00 hrs and 08:00-20:00hrs on weekends. The appointments are available to everyone registered with a GP in Redbridge. You can call the service directly on ***020 3770 1888*** between 14:00-21:00hrs on weekdays and between 09:00-18:00hrs on Saturdays and Sundays all year round for an appointment. NHS 111 can also book you into a GP hub if you need an urgent appointment. The three GP hubs which offer urgent appointments are at Fullwell Cross Medical Centre in Barkingside, Newbury Group Practice in Newbury Park and Southdene Surgery in South Woodford.

**Minor Injuries Units**

For 12 years and over is at Barking Hospital Walk-In Centre ***(020 8924 6262).***

**Dental Emergency**

If you need urgent treatment, please contact your usual dental practice, as they may be able to see you or direct you to an urgent dental care service. If you do not have a regular dentist, contact NHS 111 for advice on where you can get urgent care.

Zero Tolerance Policy Against Violence

We operate under and fully support the zero tolerance policy to tackle against the problem of violence against NHS staff. We define violence as any incident where staff are abused, threatened or assaulted which includes both verbal and physical abuse. As we have a duty to provide a safe environment for patients and staff any incidents will be dealt extremely seriously and may result in immediate removal from the surgery list or even prosecution.

Home Visits

If you are housebound and require a home visit, please contact the surgery *before* 10:00am so that the doctors are able to plan their rounds efficiently. The doctors may give a prescription, advice or decide to visit.

Booking/Cancelling an Appointment

To book same-day appointments patients need to call the surgery at 8:00am, these appointments can also be accessed online from the same time. Emergency/Urgent cases will be seen on the same day but it may not be with the doctor of your choice. Additionally, subject to availability, you can book an appointment up to 2 weeks in advance. If a patient wishes to see a particular doctor of their choice, they can express their wish to do so whilst booking the appointment. We also have an excellent nursing staff who offer a wide range of services.

It is your responsibility as a patient to cancel any appointment you have made in reasonable time so that it may be given to another patient. Please always let us know when you are unable to attend an appointment at least 20 minutes prior to your appointment time so another patient can benefit from this. You are also expected to ring the surgery to inform if you may be late. Non-attendances of appointments are closely monitored, and patients who do not attend booked appointments regularly are identified and warned to avoid removal from the practice list.

If you feel unhappy about the treatment your GP has recommended, or your condition does not improve, please feel free to book another appointment to discuss your concerns with the GP.

For information on online patient access, please speak to a member of staff at the reception.

Services Offered by the Surgery

## Child Health Surveillance Services including developmental checks

* Baby and child immunisations
* Blood pressure checks and cholesterol monitoring
* Asthma, Diabetes and Smoking Cessation Clinics are run by the clinicians
* Cervical Smear screenings
* Family Planning Services offering a full range of contraceptive services
* Travel Vaccinations
* Choose and Book Appointments System
* Phlebotomy Services
* Interpreter service (The Big Word)
* Accessible Information (Learning Disability)

Disabled Patients

The Practice has suitable access for disabled patients with a disabled toilet and automatic wide entry doors. If the patient encounters any difficulty in gaining access to the practice, staff will be happy to provide assistance.

Repeat Prescriptions

We require two working days to process your prescription request which can be done in writing or through online services. Prescriptions will be ready for collection after 2 pm. We cannot take telephone requests because this may lead to errors. If you would like your prescription posted to you please enclose a stamped self-addressed envelope. Alternatively, if you want your prescription sent to the chemist of your choice, please notify them to nominate themselves as your chosen chemist.

Results of investigations

The outcome of investigations, such as blood tests, can be given to you over the phone between 14:00-18:30hrs. Please note that receptionists can only state comments provided by the GP and cannot discuss specific details as they are not clinicians.

Flu Vaccinations

Flu vaccination is available every year on the NHS to help protect adults and children at risk of flu and its complications:

* adults over the age of 18 at risk of flu (including everyone aged 65 and over)
* pregnant women
* children aged six months to two years at risk of flu

Chaperone Policy

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they consider one is required. The chaperone may be a family member or friend, but on occasions a formal chaperone may be preferred.

Access to Information:

The health care agencies under NHS like health visitors, community nurses, midwifes and Out of Hours GP services have access to our patient records in providing the continuous care to our patients. The records are not removed from the building and access to records will not be given to any unauthorised person.

We strictly follow the General Data Protection Regulation in our practice. You have a right access their medical records and also request for copies free of charge.

Private Reports and Examinations

When doctors are asked to provide or complete private reports, medical insurance forms, holiday cancellation certificate, private certificate etc. patients will be charged at the standard BMA rates. Private medical examinations required for elderly drivers, taxi drivers and HGV licences can be enquired with the medical secretary where you will be informed of the charges.

Complaints Procedure

If you have any concerns about any of our services, we would like to hear about them or give a suggestion or Praise, you can do so by phone or letter to the Practice Manager. If you wish to complain about any of our services, you can discuss with the practice manager verbally or formally in writing. We will acknowledge the receipt of your complaint in 48 hours and a written response within 14 days. If you are not satisfied with our response, you can seek independent review of your complaint with Parliamentary and Health Service Ombudsman on 0345 015 4033 or phso.enguiries@ombudsman.org.uk

Local Primary Care Trust

You can obtain details of all Primary Care Medical Services from: Redbridge Primary Care Trust, 2-14, Becketts House, Ilford, Essex, IG1 2QX Tel: 020 8478 5151 Fax: 020 8926 5001

Practice Catchment area

