

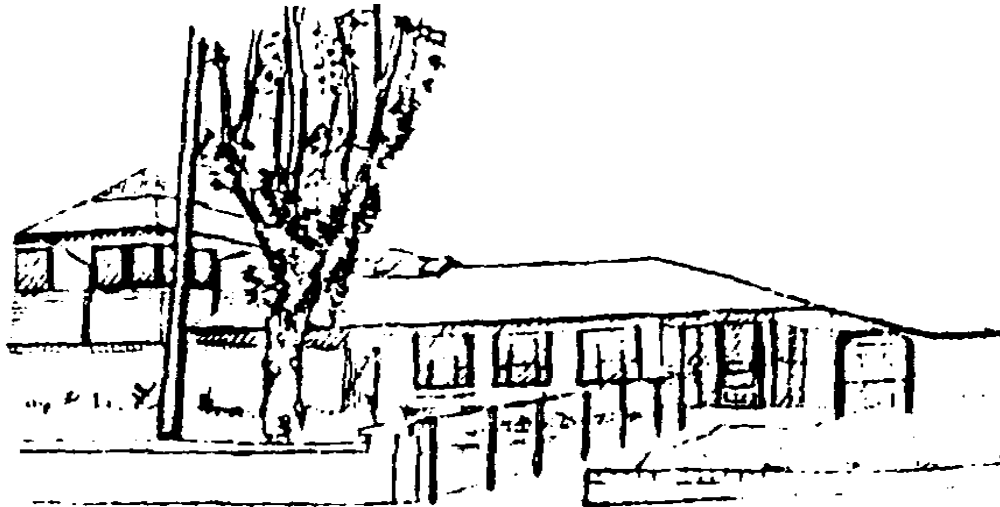
# **Western Road Medical Centre**

**99 Western Road  
Romford, Essex, RM1 3LS**

**Telephone No: 01708 775300**

**Website: [www.westernroad.co.uk](http://www.westernroad.co.uk)**

**e-mail: [nelondonicb.westernroad@nhs.net](mailto:nelondonicb.westernroad@nhs.net)**



## **Partners:**

**Dr Neil Leigh Collyer, Dr Sylvia Bond**

**Dr Ashlesha Dhairyawan, Dr Sal Awan**

**Dr Yasmin Heerah, Dr Punit Agarwal**

**Dr Naima Shamsudin**

**Practice Manager: Kim Hookings**

The doctors and staff at Western Road Medical Centre surgery in Romford, Essex are proud to offer the highest standard of patient-centred healthcare.

We run many clinics for the management of chronic diseases such as asthma and diabetes and offer a wide variety of other medical services including antenatal and postnatal care, minor surgery, childhood vaccinations and health checks.

### Practice Charter

These are the local standards set within this practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interests of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything. We are committed to giving you the best service we can. This is possible if we work together. **Please help us to help you.**

#### What we will do for you

- Treat you with courtesy and respect at all times.
- Treat you as a partner and discuss with you the care and treatment we can provide.
- Give you full information on the services we offer.
- Give you the most appropriate care by suitably qualified staff.
- Provide you with emergency care when you need it.
- Refer you for a second opinion when you and your GP agree it is necessary.
- Give you access to your health records subject to any limitations in the law.
- Keep the contents of your health records confidential.
- Give you a full and prompt reply to any complaints you make about our service.

## **What you can do for us**

- Treat us with respect and courtesy at all times.
- Tell us if you are unsure about the treatment we are offering you.
- Use the emergency service only in a genuine emergency.
- Ask us for a home visit only when the patient is unable to attend the surgery through illness or infirmity.
- Keep your appointments and let us know as early as possible if you are unable to attend.
- Let us know when you change your name, address or telephone number.
- Tell us about any complaints or misunderstandings as soon as possible to allow us to deal with them.
- Let us know when we have done well.

We welcome suggestions as to how our service can be improved.

## Contacting the Surgery

<b>Telephone:</b>	01708 775300
<b>Email:</b>	<b>nelondonicb.westernroad@nhs.net</b> The email facility is for non-urgent queries only. Appointments cannot be made using the practice email address. We aim to respond to emails within 2 working days, however this could take longer.
<b>Website:</b>	<a href="http://www.westernroad.co.uk">www.westernroad.co.uk</a>
<b>When the surgery is closed (between 6.30pm to 8.30am Monday-Friday and on Saturday and Sunday)</b>	<b>111</b>

## Opening Times

<b>Monday</b>	<b>08:00 am – 6:30 pm</b>
<b>Tuesday</b>	<b>08:00 am – 6:30 pm</b>
<b>Wednesday</b>	<b>08:00 am – 6:30 pm</b>
<b>Thursday</b>	<b>08:00 am – 6:30 pm</b>
<b>Friday</b>	<b>08:00 am – 6:30 pm</b>
<b>Weekend</b>	<b>Closed</b>

The Reception desk is open from 8am until 8:45am. This is for making appointments, ordering and collecting repeat prescriptions only.

## Consulting Hours

- Monday to Friday: 09:00am – 11:30am  
1:30pm – 6pm

## Extended opening hours

- Monday to Friday 6:30pm – 7pm (by appointment)
- Please ring 01708 775300 during normal opening hours to make an appointment.

## When we are closed out of hours services are provided by the CCG

Please do not ask to see a doctor out of hours unless you genuinely cannot wait until the surgery re-opens.

- **OUT-OF-HOURS GP SERVICE: DIAL 111**

To contact the out of hours doctor just dial 111. NHS 111 has been introduced to make it easier for to access local NHS healthcare services in England. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

The out of hours service is provided when the surgery is closed from 18.30 to 08.00 - Monday-Friday, plus on weekends and bank holidays.

- **HEALTHBRIDGE GP SERVICE: GP Out of Hours Service**

you can see a GP locally from:-

**6:30pm – 10:00pm - Weekdays**

**12:00pm – 5:00pm - Saturday**

**12:00pm – 4:00pm - Sunday**

### Hub Site

- **Raphael's House**, Victoria Centre, Pettits Lane, Romford, RM1 4HP

### Walk in centre

**Harold Wood Polyclinic:** Is open from 8am to 8pm, telephone: 01708 792000.

### **IN CASE OF AN EMERGENCY**

- **Call 999** If you have Chest pains and / or difficulty in breathing, these constitute an emergency.

## Appointments

- **Booking Appointments:**

**Telephone Number: 01708 775300.** Our telephone lines are very busy between 8:00am – 11:30am and we suggest, where possible, that you ring between 2pm - 6pm when our telephones are less busy. Doctors and Nurses consultations are booked appointments for a duration of 10 minutes and can be booked by either by using Patient Online Services (please speak to one of our receptionists for more information on how to register for this service) or you can book an appointment by telephoning 01708 775300.

You can use this system to check or cancel an appointment, regardless of the method used to book it.

- **Cancelling Appointments:**

**\*\*Important\*\***

Every week the surgery has many non-attended appointments. If you are unable to make an appointment, **please telephone reception** in time for your booking to be offered to another patient. **On the day of the appointment** if you cannot make it, or find yourself running late, then please call to cancel your appointment. If we can reschedule your appointment, we can offer the slot to someone else and find an appropriate time for you to come. If a patient does not attend three appointments in a one-year period, they stand the risk of being asked to register at a new practice.

- **Appointments with a Nurse**

Practice nurse surgeries are run daily by appointment; each appointment has a duration of 10 minutes. The practice nurses are skilled at providing many of the services that were traditionally provided by doctors. If you need, for example, a blood pressure check or a repeat prescription for the contraceptive pill a nurse can do this for you. We have two Advanced Nurse Practitioners who can prescribe medications for minor illness.

- **Appointments with a Doctor:**

Surgeries are by appointment, which can be made personally, by telephone Tel No: **01708 775300** or by booking online using Patient Online

Services. A chaperone is available on request. When registering you can express a preference for a named doctor, you may however see any doctor in the practice. All doctors and nurses have access to your notes on the computer so if you have seen one doctor the others will be able to understand what has happened.

As well as the seven partners we employ four highly skilled GP's and extremely competent GP registrars who can help you. Please consider asking the receptionist to guide you to an appropriate professional.

**\*\* Please note: Patients that arrive 10 minutes or later for appointments will not be seen and will need to make another appointment \*\***

### **Routine Appointments:**

During the appointment please bear in mind the following.

For each surgery the doctors are booked, in advance, to see 12 patients at 10 minute intervals over 2 hours. Due to the length of the appointment please only raise one problem with the doctor as 10 minutes is long enough to deal with most single problems but it becomes difficult to deal efficiently with more issues. If you need to speak to a Doctor for more than one problem please ensure you speak to a receptionist who will book you a double appointment.

### **Emergency Appointments:**

If you feel you have a genuine urgent medical problem for which advice or treatment will not wait until the next available appointment, arrangements will be made for you to see a doctor or nurse on that day for an emergency 5-minute appointment. We have to leave it up to you, the patient, to decide what constitutes an emergency but it should be something that you think cannot wait for a couple of days.

The 5-minute appointments are designed to deal with a single emergency problem. These emergency appointments are shared out between the available doctors, and we cannot guarantee which doctor you will see.

The doctors do try to run to time but the nature of their work means that occasionally we will be delayed. We will try to keep you informed if this happens. Please try to be patient with us.

There are also emergency slots available to see nurses who can advise and treat on minor ailments and chronic disease, such as asthma, diabetes, hypertension (blood pressure) and viral infections.

## Telephone Consultation Appointments:

If you require advice on minor issues, we offer telephone consultation appointments daily with both the doctors and the nurses. Please ring to book an appointment leaving your contact details. You will be called back either at the end of morning surgery or during the morning surgery, if the doctor/nurse is free between patients.

## New – Electronic Consultation Service

The surgery offers an electronic consultation service which enables you to submit a query to a doctor and expect a response within 24 working hours. You can attach photos as well using this process if it is relevant to your concern.

Please be advised that Western Road Medical Centre was previously using electronic consultation service called eConsult. Due to the decommissioning of this service the practice has now signed up to use another electronic consultation service provided by Accurx messaging service.

## Facilities For The Disabled

Our Medical Centre is purpose-built to accommodate the special requirements of those patients who are disabled. There is wheelchair access to the consulting rooms, treatment room and we offer disabled toilet facilities. In addition, there is a baby changing facility.

We have a wheelchair in the surgery to assist with transfer from the car park to the consultation rooms. This is available on request.

The cost of transport to the surgery is the patients' responsibility. The taxi card scheme offers discounted travel for those with a long-term disability.

## Home Visits

Home Visits are **ONLY** for housebound patients, elderly, infirm or severely disabled to come to the surgery. Home visits are very time consuming, and you will be seen more quickly and necessary investigations and treatments will be easier to carry out, if you can come to the Medical Centre.

If you require a home visit, please telephone the surgery on **Tel: 01708 775300** between **8:30am and 10am** at the latest. Unfortunately, with home visits we cannot guarantee you will be seen by a particular doctor.

## Our Staff

### Doctors

**Dr Neil Leigh-Collyer (M)** - MBBS 1985 London, MRCP, BSc, FPCert

**Dr Sylvia Bond (F)** - MBChB 1986 Bristol, FRCGP, DRCOG, DCH, DFFP, MILT

**Dr Ashlesha Dhairyawan (F)** - MBBS 1999 London, MRCP, DRCOG, DFFP,  
DipPCRheum

**Dr Salmaan Awan (M)** - MBBS 2004 London, MRCP

**Dr Yasmin Heerah (F)** - MBBS 2001 London, MRCP, DRCOG, DCH, DFRSH

**Dr Naima Shamsudin (F)** - MBChB Leicester 2013, MRCP

**Dr Farheen Zulfiqer (F)** - MBBS 2008, MRCP, BSc, DRCOG

**Dr Salma Khanom (F)** - MBBS 2009, MRCP

**Dr Tania Rahman (F)** – MBBS 2004, MRCP

**Dr Vanessa Nassour (F)** - MBBS 2020, MRCP

**Dr Ufuoma Eve-Marie Okparanyote (F)** - MBBS 2003, MRCP

**GP Registrars – The practice currently has four GP Registrars undertaking their GP training at the Practice.**

All our staff are there to HELP YOU and are pleased to do so. The receptionists are your link with the rest of the practice. They may need to ask you medical details in order to work effectively and are always working under the instructions of the doctors. All information given to them is treated in confidence and they are bound by the same rules of confidentiality as the doctors and nurses. The more information you can give them the better they will be able to assist you.

### Doctors In Training

We are a registered training practice for both qualified doctors completing their final part of GP training and for medical students. We ask for your co-operation in this essential part of their education. They are fully supervised and responsible to us. The receptionist will inform you should an extra person be present in the consultation. Should you ever wish to see a partner without the presence of a medical student or GP registrar, your request will always be honoured to avoid embarrassment. Videos are used to assess consultation styles. You will be asked to sign a consent form. You may decline to be filmed at any time.

## Nursing Team

Our nursing team currently consists of three practice nurses and a nurse practitioner. Together they are able to deliver a fully comprehensive and advanced range of nursing services. All our nurses have undergone additional training in various areas of primary care nursing to enable them to offer appointments for many conditions previously considered to be the remit of the doctor.

When you ring for an appointment with the practice nurse you may be asked by the receptionist what the reason is for your appointment. This will ensure you are booked in with the most appropriate nurse for your visit as not all the nurses have the same skills. You do not have to give this information unless you want to. Each appointment is 10 minutes long but some procedures such as having your ears syringed will take longer than a single appointment. If you are attending with more than one problem, please inform the receptionist so that she can book you a longer appointment. If you do not inform her then she will automatically issue you with a single appointment and the nurse may not have time to deal with your additional problems, and you may have to return on another day.

## Advanced Nurse Practitioner

**Debbie Davie** RGN ANP PgDip

A nurse practitioner is a registered nurse who has received an additional three years' training. She is able to assess, diagnose and treat patients. When necessary and appropriate, she is able to prescribe medication. She can also provide health education to patients enabling individuals to better manage their own health.

## Nurses

**Lorraine O'Grady**  
RGN  
Chronic disease management, cervical smears and a full range of basic nursing care, including immunisations and dressings.

**Yvonne Little**  
RGN  
Chronic disease management, cervical smears and a full range of basic nursing care, including immunisations and dressings.

**Sefunmi Derby**  
RGN  
Chronic disease management, cervical smears and a full range of basic nursing care, including immunisations and dressings.

## Practice Management

**Kim Hookings** (Practice Manager)

Our practice manager is available to assist with any concerns you may have about any non-medical aspects of your treatment. She has overall responsibility for maintaining the smooth running of the practice and is also responsible for the management of the practice team.

**Evelyn Kraus** (Assistant Practice Manager)

Is a deputy to the Practice Manager and is responsible for the management of administration team.

## Reception Team

**Janet Soane - Reception Manager**

Is responsible for the smooth running of the reception area. She oversees

appointments, prescriptions and the management of the reception team.

### District Nursing Team

Our district/community nurses provide nursing services for our patients in the community. They undertake regular visits to our housebound patients, dress wounds and ulcers, give immunisations and palliative care. The team work out of Romford Clinic in Main Road and can be contacted on 0300 300 1605.

### Health Visitors

Our health visitors will provide advice and support on many topics and can be contacted at the Romford Clinic on 0300 300 1605.

### Repeat Prescriptions

Repeat prescriptions can be requested using the prescription form or online. The practice recommends that online prescription requesting is used when possible as this is easier for the patient and also for the practice. We are unable to accept telephone requests for repeat prescriptions.

**Important:** please allow two FULL working days for your prescription to be prepared. For example, if you give us your repeat prescription request on a Monday it will not be ready until Thursday. We need this time to process, check and issue your next prescription accurately and safely. We can arrange for your prescriptions to be sent to your pharmacy of (please let us know your preference). Please note this will increase the time before your prescription is available depending on the pharmacy.

## Electronic Prescription Service (EPS)

EPS enables prescribers - such as GPs and practice nurses - to send prescriptions electronically to a dispenser (such as a pharmacy) of the patient's choice. This makes the prescribing and dispensing process more efficient and convenient for patients and staff.

To subscribe to this service please speak to one of our receptionists who will add your nomination for you. Nomination means you **choose** a place for your GP practice to electronically send your prescription to. **You don't need a computer to use EPS.** You can choose up to one of each of the following:

- a pharmacy
- a dispensing appliance contractor (if you use one)
- Your dispensing GP practice (if you are eligible).

**You can change your nomination.** If you want to change or cancel your nomination speak to any pharmacist or dispensing appliance contractor that offers EPS, or your GP practice. Tell them before your next prescription is due or your prescription may be sent to the wrong place.

**EPS is reliable, secure and confidential.**

There are a limited number of pharmacies that collect prescriptions from the surgery daily. Check with your preferred pharmacist whether they have daily collections from the surgery.

To avoid mistakes, we do not accept requests by telephone. Any prescription queries will be dealt with between 10am-12.00 (midday) and between 4pm-6pm, Monday to Friday by telephoning the surgery on Tel: 01708 775300 and selecting Option 3.

**\*\*Please note:** We need to periodically review patients on regular medication. Therefore, you may receive a text message, asking you to make an appointment to see a practice pharmacist.

## Prescription Charges and Exemptions



Extensive exemption and remission arrangements protect those likely to have difficulty in paying charges (NHS prescription and dental charges, optical and hospital travel costs). The NHS prescription charge is a flat-rate amount set by the Government. Prescription prepayment certificates (PPCs) offer real savings for people who need extensive medication.

There is further information about prescription exemptions and fees on the [NHS website](#)

- Telephone advice and order line 0300 330 1341
- General Public - [Buy or Renew a PPC On-line](#)

If you need to access the services below then medicines are free:

- Medicines administered at a hospital or an [NHS walk-in centre](#).
- Prescribed contraceptives.
- Medicines personally administered by a GP.
- Medicines supplied at a hospital or Clinical Commissioning Group (CCG) clinic for the treatment of a [sexually transmitted infection](#) or [tuberculosis](#).

This saves money. If you will have to pay for four or more prescription items in three months or more than 14 items in 12 months, you may find it cheaper to buy a PPC. There is further information about prescription exemptions and fees on the NHS website.

*([www.nhs.uk/NHSEngland/Healthcosts/Pages/Prescriptioncosts.aspx](http://www.nhs.uk/NHSEngland/Healthcosts/Pages/Prescriptioncosts.aspx))*

## NHS Clinics & Services

The practice runs a range of health promotion clinics and medical services. Appointments are necessary for all clinics - check with the reception staff if uncertain.

- **Antenatal Clinic**

After your initial appointment with your GP you will have your antenatal clinic appointments at the St Kilda's Children's Centre 90 Eastern Road Romford RM1 3QA, telephone number 01708 743135. Care is also provided at Queen's Hospital, Rom Valley Way, Romford, RM70AG, telephone number 0330 400 4333 or 01708 435000.

- **Cervical Smear Tests**

You may book an appointment via our reception with a doctor or nurse during surgery hours. **Appointments cannot be made using the automated booking system.** Please book mid-cycle. **NB:** We strongly recommend a cervical smear every three years for women aged 25-50 years of age and every five years for women aged 50-65 years of age. You will receive an invite letter from the Central Screening Department when your screening is due. Please note the date at the bottom of the letter informing you of the exact date your screening is due. When booking your appointment please note you should not be actively bleeding or have had any procedure involving the cervix or given birth within 12 weeks of the appointment date.

- **Child Immunisations**

By appointment only.

- **Chlamydia Screening**

Screening is available for young people aged between the ages of 15-24 years. Kits are available from our practice nurses.

- **Diabetic Annual Review Clinic**

Dr Ian Quigley runs diabetic clinics on Wednesday afternoons and Dr Sal Awan on Tuesday mornings & Friday afternoons.

- When you book you will be asked to have a blood test two weeks before your appointment. The reception staff can provide the form for you.
- On the day of the appointment please bring a urine sample with you.
- You need to have an annual eye check. This can be done at some of our local opticians. For more information about diabetes please see the Diabetes UK web site; [www.diabetes.org.uk](http://www.diabetes.org.uk)

- **Disease Management Clinics**

Several clinics are available for specific conditions and to help increase your awareness of good health in order to lead a healthy lifestyle. Examples of clinics available:

Asthma, diabetes, blood pressure/heart disease, health checks, counselling/stress management, diet (weight reduction), stop smoking, HRT.

For details of these clinics, please contact reception.

- **Family Planning Clinics (Currently running on Friday PM with GP)**

Includes:

- Contraceptive advice,
- Follow up pills and injections,
- Coil checks,
- follow up on HRT,
- Cervical smears

Emergency contraception is available where appropriate. We also fit coils and implants.

- **Flu Vaccination Clinics**

Vaccinations are available annually between mid September to the end of March for patients over 65 and their carers, pregnant women and patients under 65 at risk.

- **Health Checks:**

A Pharmacy Technician is now providing health checks for patients between the ages of 40-74 years who are not currently on the CHD or Diabetes registers. Please ring 01708 775300 to make an appointment.

- **Midwife**

This service is provided at the St Kilda's Children's Centre, 90 Eastern Road, Romford, RM1 3QA.

- **Minor Surgery**

Many minor surgical procedures are undertaken at the medical centre, to save long waits for hospital treatment. Consult your doctor first to discuss whether the operation is necessary and to arrange an appointment for the minor surgery clinic.

- **Post-Operative Care – (this service is now provided at Harold Wood Polyclinic)**

For patients who have recently had surgery in hospital, had a wound treated in A&E or had minor surgery carried out by Havering GPwSI clinic, post-operative care is provided at Harold Wood Polyclinic providing services including: wound checks, dressing changes, wound packing, removal of sutures and clips and administration of post-operative medication. The Post-Operative Care Clinic (POCC) is a by appointment only service and has the following criteria:

The Patient **must** be registered with a Havering GP.

The Patient **must** be 16 years of age or older.

The Patient **must** be able to attend the clinic (we cannot arrange for home visits).

We also ask that patients provide their NHS number.

To make an appointment please call the clinic on 01708 574000 and speak to one of their reception staff. Available appointments go quickly so you are advised to book early.

- **Post Natal and eight week baby clinic appointments**

8 week Post Natal checks are carried out by a GP along with 8 week Baby Health Checks and First Immunisations- Please telephone the surgery on Tel: 01708 775300 to book an appointment.

- **Test Results**

Sample urine / swabs and blood tests must be received by 12:30pm

Please call between 3pm and 6pm to enquire about your test results as our reception staff will have more time to deal with your request between these times.

Note: The practice has a strict policy regarding confidentiality and data protection and we will only release test results to the person to whom they relate unless that person has given prior permission for the release of this data or they are not capable of understanding the results.

When you take your test you will be told how long it will be before the results are returned to the practice. It is your responsibility to request your results and to make an appointment to discuss them with your doctor if you are advised to do so.

- **Travel Clinic**

A complete advisory service for world-wide travel is available, including recommended immunisations and anti-malarial treatment. It is important to make this initial appointment as early as possible – **at least 6 weeks before you travel**. This will give the nurse time to assess your travel plans, organise any vaccines required and to give appropriate advice. If a second appointment is required, the nurse will discuss this with you and advise of a suitable date and time.

Not all vaccinations are available free of charge on the NHS. This is because some vaccines and malaria tablets are not provided by the NHS.

The nurse will advise you of any potential costs prior to the vaccine being given.

To help us offer the appropriate advice, please fill out the online travel vaccination questionnaire before coming to see the nurse. Available from our website: [www.westernroad.co.uk](http://www.westernroad.co.uk).

### Non-NHS Services

Western Road Medical Centre can offer patients other non-NHS services where a fee will be charged. Please check the current scale of charges at the time of requesting the service or your doctor will inform you of the appropriate charges when you are seen.

Services offered which are chargeable include:

• Proof of Registration Letter	£15
Private Sick Certificate	£30
Standard Letter / To whom it may concern Letter	£30-£60
Completion of Medical Report / Proforma (without examination)	£170
Completion of Medical Report / Proforma (with examination)	£200
Additional Information Required (In addition to full Medical Report)	£50
Council Tax Disregard Form (excluding Severely Mentally Impaired Person)	£30

Holiday Cancellation / Insurance Form	£60
Power of Attorney / Mental Capacity Examination with Home Visit	£200
Power of Attorney / Mental Capacity Examination seen at the Practice	£100
Taxi Driver / HGV Driver Assessment	£150
Pre-employment Form – Army/Police	£60
Pre-employment Form + Medical – Army/Police	£140
DVLA Report	£85
DVLA Additional Information	£40
LBH Fostering / Adoption Medical	£95
Private Fostering / Adoption Medical	£120

This is not an exhaustive list – please check with reception. Please note – the doctors **DO NOT** endorse gun licence application forms.

- **Access to Patient Records**

The Practice has a policy of openness regarding health records and patients are allowed to access their health records. Such requests must always be made in writing. A valid written request signed by the patient dated within the last 6 months is required before records can be released.

### Private Medical Examinations



The doctors can perform medical examinations for patients who may require them for work, insurance, private or other reasons. The doctor may also have to examine a patient to assess the current state of medical health, before signing / endorsing forms. These are all private medical examinations where a fee will be charged. Please check the current fee at the time of booking your medical (01708 775300). Medical examinations include:

- HGV / PSV Driver medical examinations
- Taxi driver medical examinations
- Sports medical examinations
- Employment medical examinations
- Insurance medical examinations

## General Information

### • **Comments & Complaints (about Western Road Medical Centre)**

If you have a complaint or concern about the service you received from the doctors or any of the personnel working in this practice, please let us know. We operate a practice complaint procedure as part of an NHS complaints system, which meets or exceeds national criteria.

## How To Complain

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact Evelyn Kraus Assistant Practice Manager or Kim Hookings Practice Manager who will try to resolve the issue and offer you further advice on the complaints procedure.

### **How to make a formal complaint**

If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

Within 12 months of the incident that caused the problem

OR

Within 12 months from when the complaint comes to your notice.

The Practice will acknowledge your complaint within three working days.

When the practice looks into your complaint it aims to:

Ascertain the full circumstances of the complaint

Make arrangements for you to discuss the problem with those concerned, if you would like this

Make sure you receive an apology, where this is appropriate

Identify what the practice can do to make sure the problem does not happen again.

### **Directly to the Practice**

You can make a complaint in person, via the telephone, or using this [online form](#).

### **Complaining on behalf of someone else**

Please note that the Western Road Medical Centre keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note or consent form signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

### **Complaining To Other Authorities**

The practice management team hope that if you have a problem you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us you can contact either of the following organisations:

#### NHS North East London Integrated Care Board (ICB)

Telephone: 0208 221 5750

Email: [nelondonicb.complaints@nhs.net](mailto:nelondonicb.complaints@nhs.net)

In writing: Complaints Department, NHS North East London, 9<sup>th</sup> Floor – 20 Churchill Place, London E14 5HJ

#### NHS Complaints Advocacy Service

This is a national service that supports people who want to make a complaint about their NHS care or treatment. More information can be found on their website: [www.voiceability.org](http://www.voiceability.org) or by calling 0300 303 1660

#### Ombudsman

If you remain unsatisfied with the response you received from the practice or third party above, you can refer your complaint to the Parliamentary and Health Service Ombudsmen who investigates complaints about the NHS England.

The Parliamentary and Health Service Ombudsman Millbank Tower Millbank London  
SW1P 4QP

Telephone number: 0345 015 4033 Email: [phso.enquires@ombudsmen.org.uk](mailto:phso.enquires@ombudsmen.org.uk) Textphone  
(minicom): 0300 061 4298

- **Comments & Complaints (about secondary care)**

Patient Advice and Liaison Service (PALS)

Ombudsman.

- **Confidentiality**

The practice complies with Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

## Statement of Purpose

- We aim to provide safe, effective, accessible NHS Primary Care for people living in (or visiting) our practice area who choose to register with us, both at the surgery and, where medically needed, at home.
- We aim for an excellent standard of clinical care for a range of core and extended medical services within our NHS contract, and referral to secondary care for investigation and further management as appropriate.
- We operate a book-on-the-day system to provide same day appointments for the acutely ill, and daily we have a doctor visiting the sick elderly housebound.
- We offer extended hours access and participate in care for local residential homes and a step-down rehabilitation unit.
- We work closely with other community services such as the district and palliative care nurses and health visitors. We work alongside our mental health, alcohol and drugs, social services and voluntary colleagues, signposting our patients to the support and care they need.
- Learning and teaching is fundamental to provision of excellent care and all staff participate in regular mandatory training and clinical meetings. Many non-clinical staff engage in personal development with NVQs. We teach undergraduate medical students and GP trainees to help ensure the future of General Practice care.
- We offer a wide range of extra medical services including minor surgery, a range of family planning procedures, and travel immunisations.
- Health promotion is a priority. We provide screening for cervical cytology, immunisations, well-person screening for obesity, smoking, hypertension and hyperlipidaemia. We run weekly dedicated clinics to optimise

management of diabetes and COPD where patients are encouraged to understand and manage their own condition.

- Non-NHS services include provision of certificates and reports, and medical examinations for employment, insurance, driving and fostering.

- **Freedom of Information**

The ICO has published a new Model Publication Scheme that all public authorities are required to adopt. Model Publication Scheme - further information can be obtained from following website:

[ico.org.uk](http://ico.org.uk)

- **Fundraising**

We would like to thank all staff and patients for their donations of books that we sell for charity and also for their support with our fundraising events.

## North East London ICB

The practice is part of North East London Integrated Care Board. This organisation brings together all the local health care professionals to give a lead in planning and improving local health services. Occasionally the practice will have to adhere to ICB recommendations and in these cases the ICB directs practices to the most effective treatments available on the NHS. If you require further details of primary medical services in the Havering area please contact North East London ICB, contact details are as follows:

## New Patient Registration

The doctors welcome new patients who live within our practice area. New patients will be asked to complete an online registration form and to provide information including photo ID, current utility bill and your National Health Service number if you have registered with an NHS GP practice before. Any new patients with ongoing medical concerns, between the ages of 16-65 years of age, should make an appointment with the nurse practitioner. The parent/guardian of children under 5 will be asked to supply a copy of the child's immunisation history.

Medical treatment is available from the date of registration. Please contact reception for further information.

To register with Western Road Medical Centre please use the following link [Register with a GP surgery](#). The practice will ask you the following:

### **British Citizens:**

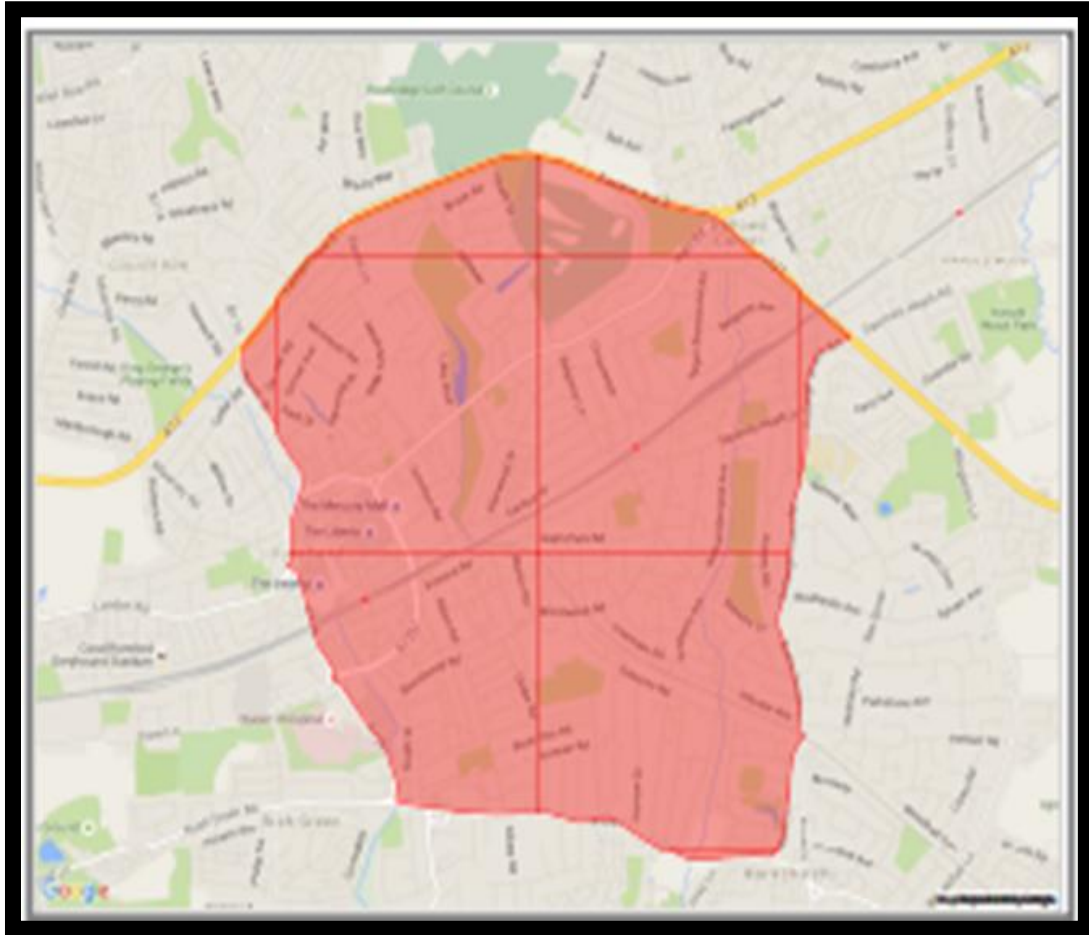
1. Proof of Identity: passport/birth certificate/driving licence
2. Medical card/NHS number
3. Proof of Address: i.e. current domestic bill: gas/electric/water/bank account

### **EU Residents:**

1. Passport/ID Card
2. Date of entry to UK
3. Proof of Address: i.e. current domestic bill: gas/electric/water/bank account.

### **Patients from abroad excluding EU members:**

1. Passport
2. Visa for more than 6 months and not a visitor visa
3. Student visa must be accompanied by college confirmation
4. Medical card/NHS number if previously registered in UK
5. Proof of address: i.e. current domestic bill: gas/electric/water/bank account.



### Practice Boundary Area

**Our Practice Boundary runs from the A12 Eastern Avenue and includes Ardleigh Green Road, Butts Green Road, Billett Lane, Hornchurch Road, Rom Valley Way, Waterloo Road, St Edwards Way and North Street.**

**\*\*If you are unclear and need to clarify our Boundary Areas, please telephone the surgery on 01708 775300 and speak to one of our receptionists who will be happy to assist.**

## Other Information

- **Parking**

We have a purpose-built car park for the use of our patients. The entrance is in Junction Road. Please do not leave your car behind for any reason when departing the surgery, as space will be required for patients coming after you. **PLEASE AVOID PARKING IN STAFF & DOCTORS' SPACES.**

Parking for visitors to the doctors' surgery is on the right-hand side. Please do not park on the left-hand side as this is for patients attending the dental practice.

- **Patient Participation Group**

Your views and feedback is extremely helpful to ensure we are meeting the needs of our patients, and we are currently recruiting now for patients to join our group. Forms can be submitted electronically from our website ([www.westernroad.co.uk](http://www.westernroad.co.uk)) or alternatively forms are available from our Reception Desk.

- **Summary Care Records**

Our practice is participating in the NHS national programme for IT. We share summary of your vital clinical information i.e. Medication, Allergies and Adverse reaction to drugs, with the NHS Emergency Care Providers like A&E, Out Of Hours GP and the Walk-in Centre. This is to ensure that our patients receive safer and quality care during urgent or emergency situations. Please do let us know if you would like to opt-out from this initiative.

- **Sickness Certificates**

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website ([www.hmrc.gov.uk/forms/sc2.pdf](http://www.hmrc.gov.uk/forms/sc2.pdf)).

- **Evidence that you are sick**

If you are sick for more than seven days, your employer may ask you to give them some form of medical evidence to support payment of SSP (statutory sick pay). It is up to your employer to decide whether you are incapable of work. A medical certificate, now called a 'Statement of Fitness for Work' (see below) from your doctor is strong evidence that you are sick

and would normally be accepted, unless there is evidence to prove otherwise. You could also provide evidence from someone who is not a medical practitioner, e.g. a dentist. Your employer will decide whether this evidence is acceptable.

If your employer has any doubts, they may still ask for a medical certificate from your GP. The 'fit note' was introduced on 6 April 2010. With your employer's support, the note will help you return to work sooner by providing more information about the effects of your illness or injury. Since April 2010 there has been no need to have a certificate stating you are fit to work. When you feel able to work you may do so without a doctor's certificate.

For more information see [Direct Gov website \(www.direct.gov.uk/en/Employment/Employees/Sicknessabsence/DG\\_187161\)](http://www.direct.gov.uk/en/Employment/Employees/Sicknessabsence/DG_187161) (where this information was sourced)

Patients discharged from hospital should be given an appropriate certificate by their consultant. The hospital should issue a certificate covering the entire period of recovery required. Please ensure you have this before leaving the hospital.

***Certificates, which are issued for other reasons other than these, are outside the NHS contract and attract a fee. Please see poster in reception for up-to-date prices.***

There is also no requirement for a GP to issue a certificate for other institutions such as schools requesting one for children having time off for sickness as this is not based on “occupational” need. These requests will be refused or alternatively offered as a private letter service subject to the payment of an appropriate fee.

## Useful Telephone Numbers

Appointments	01708 775300
Test Results (3pm-6pm)	01708 775300
Visits (to request a visit ring before 10am)	01708 775300
PELC emergency out of hours deputising service	111
NHS 111 Service (NHS Non Emergency Service)	111
Health Visitors/Romford Clinic	0300 300 1605
District Nurses/Romford Clinic	0300 300 1605
Midwives	0208 970 5757
Community Mental Health Team	0300 555 1083
Mental Health Home Treatment Team	0300 555 1147
Mental Health Havering Access & Development Team	0300 555 1092
Website	<a href="http://www.westernroad.co.uk">www.westernroad.co.uk</a>

## Hospitals

King George's Hospital	0208 983 8000
Queen's Hospital	01708 435000
St Francis Hospice	01708 753319

## Private Hospitals

The Essex Nuffield Hospital	0845 602 9262
The Spire Hartswood Hospital	01277 232525
The Spire Roding Hospital	0208 551 1100

## Sources Of Advice

Domestic Violence	01708 732927
Drug and Alcohol Action Team	01708 433093
HIV/AIDS Counselling & Testing	01708 434638
Registrar of births, deaths and marriages	01708 433403
Relate (Marriage Guidance)	01708 441722
Samaritans	01708 740000
Social Services	01708 432000



