

## COMPLAINTS PROCEDURE

We endeavour to give you the best services possible at all times, but there may be occasions when you feel you wish to express dissatisfaction. We offer an in-house procedure to deal with your concerns.

This procedure does not deal with matters of legal liability or compensation, but we hope you will use it to give us an opportunity for looking into, and if necessary, correcting any concerns or issues that may have arisen.

Please note that we have to respect our duty of confidentiality to patients, and patient's consent will be necessary if a complaint is not made by that patient directly.

If you wish to make a complaint, please contact the practice manager either directly by telephone, e-mail or by writing a letter if you prefer. The practice manager will take full details of your complaint and decide how best to undertake the investigation. We hope to address your concerns fully, provide you with an explanation and discuss any action that may be taken. We trust that you will feel satisfied the matter has been resolved.

## PATIENT PARTICIPATION GROUP

The patient participation group (PPG) has been in operation since April 2003. PPG is chaired by a patient representative and involves group meetings quarterly at the surgery in the evenings. The group represents patients registered in the practice and discuss issues arising from day to day running & the services offered by the practice. This plays a very important role in making changes that will benefit patients and a very effective way to communicate to the practice. Therefore, it is very important for our patients to take the opportunity to voice any concerns or changes. Meeting dates are displayed on the notice board at least 3 weeks prior to the meeting. Practice welcomes new ideas & suggestions that will be beneficial to our patients.

## CHANGE OF YOUR PERSONAL DETAILS

It is very important to notify us as soon as possible if you change your address or telephone number. You need to provide proof of address to change the address.

## OTHER INFORMATION

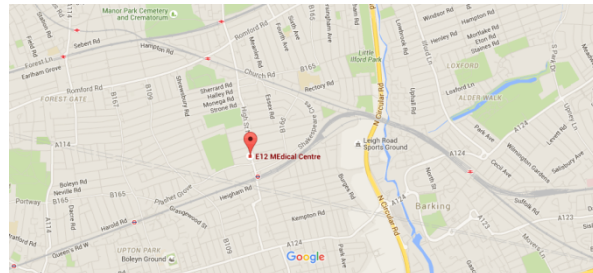
This surgery is strictly a non-smoking area. Please turn off your mobile phone when you are in the surgery. Please do not bring more than one person along with you, Leave shopping bags/luggage etc outside the surgery. Please do not bring any food or drinks etc into the surgery as these are not allowed.

Children under 16 should be accompanied by parent not by relatives. Please supervise your children and prevent them from running etc up and down the surgery as this can cause accidents. Please do not leave the children unattended.

Always keep the access corridors clear for people going in and out of the doctors room.

## GEOGRAPHICAL LOCATION

The Practice is located on High Street South. Buses 104/101/474/147 run in the area. The nearest tube station is East Ham Station. (District Line). Please note that we have no car park for patients.



## OTHER USEFUL CONTACTS

Newham Urgent Care Centre (walk in)

Newham University Hospital NHS Trust Glen Road

Tel: **020 7363 9200**

Weekdays: 8am – 11pm Weekends and Bank Holidays: 9am – 11pm

PALS (Patient Advisory & Liaison Service):

**020 8586 6240/51**

District Nurse (24 hrs) **08444099345**

Find a Doc helpline **02070596566**

Emergency Dental Services **020 737707006 ext 2329**

# E12 Medical Centre


## Practice Information




243 High Street North,

Manor Park

**London E12 6SJ**

 **020 8470 2500**

 **020 8470 2200**

 [info.e12medicalcentre@nhs.net](mailto:info.e12medicalcentre@nhs.net)

## Doctors

Dr Mrs Girija Kugapala

Dr Annadurai Pothiraj

## Opening Hours:

Monday: 8:00 am – 8:00 pm

Tuesday: 8:00 am – 6:30 pm

Wednesday: 7:30 am – 6:30 pm

Thursday: 7:30 am – 6:30 pm

Friday: 8:00 am – 6:30 pm

Saturday: Out of Hours

Sunday: Out of Hours

### **How to register in our practice**

You may apply to reception during surgery opening hours if you live within our catchment area. In order to register you need proof of residency by previous medical card, utility bill, bank statement, rent book, new entrant scheme letter of introduction or proof of UK residency. Our practice policy has always been to have health check first at the time of registration either with our nurse or with our healthcare assistant. This enables us to update your records and clinicians to have better understanding of your health status.

### **Patients Responsibility**

We ask you to treat our practice staff and doctors courteously and respectfully. The first hour in the morning can be extremely busy so please keep telephone calls brief and to request appointments only. Please leave routine calls & results enquiry after 11am.

You only can be responsible for your own health and that of your children. Please ensure that you follow the advice given to you at the practice. Please let us know if you have changed your address, telephone number, or your name. Please use the out-of-hour service in a responsible manner. When you go for blood test, X-ray or scan test please give us 10 working days before calling to find out the results from reception and that too after 11am. You have the responsibility to attend appointments punctually and cancel appointments that you are unable to attend. If you have not heard from hospital following a referral to see a consultant please contact them direct as you will be given papers regarding this referral.

### **Patients Rights**

You have the right to access the services we provide according to your clinical need. You can view your medical records if you are registered with patients access. You have the right to express a preference to receive services from particular practitioner either generally or in relation to any particular condition, unless there is a reasonable ground for refusing to provide service to the patient or does not routinely perform the service in question within the practice. You have the right to expect a standard of care that would reasonably be provided by one of the Doctors or Practice Nurses.

### **Access to medical records**

The practice will keep your details and medical records confidentially, except where required by law but details will be only passed on to third party with your consent. Patients may apply access to their own medical records by making an

appointment with the practice manager. In the case of minor, access may be gained by the child's parent or guardian. The charge for this service is £15, including a computer printout of medical summary. Copies of the medical notes or report can be charged upto £60.

We comply with the FOI Act and see it as an opportunity to enhance public trust and confidence in the Practice.

We will continue to protect personal data entrusted to us, by disclosing it only in accordance with the Data Protection Act 1998. Our comprehensive Publication Scheme that provides information is readily accessible through the Practice Manager in the need of a formal FOI Act request

### **How to make appointments**

We expect you to ring the surgery and book your appointments or book through online access. Consultation is only for the person scheduled. You need another appointment if you want another member of family seen. Although every effort is taken to adhere to the appointment time, due to inevitable circumstances there may be a light delay at times. Emergency appointments are also available which is usually at the end of the clinic. Home visits are available for patients who are house bound, frail and elderly and arranged directly with doctor via telephone request.

### **Violent and abusive behaviour**

The practice does not tolerate violent or abusive behaviour towards the doctors or members of staff. Any such incident will result in the perpetrator being removed immediately from our practice list.

### **Out of hours and weekend cover**

The practice commissions an out-of-hour service - GP Co-op to deliver service when surgery is closed. If you need to contact a doctor, urgently when we are not open, phone 02075118880 or you can call surgery number as usual & the answering machine will give out the Co-op number. Please remember this is only in an emergency.

### **Repeat prescription**

Requests for repeat medication should be placed in repeat prescription box. We request 24-hour notice to do this so that medication can be sent to your nominated chemist electronically. There are some medications that cannot be done this way and those scripts need to be picked up at the surgery by the patient. Most days it is done around midday. Any request received after midday will only be done the next day. The receptionists are not allowed to accept request over the phone or by fax for that matter. Repeat

prescription request should follow the proper procedure or the request may be denied.

### **Doctors responsibility**

You will be treated as an individual and will be given courtesy and respect all the time. You have the right to be treated confidentially. Respect for religious and culture beliefs will be honoured. We may give your test results when you telephone because they are viewed by the clinician & filed to your records. Sometimes reception staff will be calling you to collect medication from chemist at doctors' request or to meet the clinician depending on the results. Routine referral letters for hospital appointments are done via choose and book, most days we can book your appointments. However, some clinics will not be possible to book and those have to be done by the patient. When you get the paperwork, it is very simple to follow the instruction. Urgent referrals are either faxed or telephoned to the relevant hospital department for appointments. Sometimes handwritten notes are given to patients to take it to hospital, the clinician usually speaks to the relevant team in the hospital about the patient, and they will be expecting you there.

We will offer medical advice and information for promotion of good health. Nurses and healthcare assistant run various clinics and we strongly believe in preventative medicine.

### **Practice message**

We believe in high quality care for patients. In order to deliver this service we would like to work with patients to achieve the maximum benefit for those concerned. We try to offer reliable and effective service but can only deliver this if patients work with us ensuring that appointments are kept and when requested relevant tests are done prior to seeing the clinician. If the appointment time is not suitable, please call reception desk so they can alter the time or the day suitable to you rather than not turning up or not informing us. Cancellation of an appointment should be in advance of the appointment.

