

## REPEAT PRESCRIPTIONS

All patients must request their repeat prescriptions in writing at least a week before the due date. The repeat prescription requests are not taken over the telephone to avoid error. Please allow 48hrs. for repeat prescription requests to be processed. Extra time is needed for prescriptions requested on late Friday afternoons or just before and after the public holidays.

The repeat prescriptions must be collected after 11:30 for the ease of administration. The patients are encouraged to complete patient nomination request to use Electronic prescription service (EPS) in order to get repeat prescriptions electronically. It is a very convenient and easy to use service. Please ask your local pharmacy and practice staff for help.

## TEST RESULTS

These may be obtained by ringing 020 8517 1175 between 4.30am – 6.30pm. Every weekday except on Thursdays.

## HEALTH PROFESSIONALS

The practice has Practice Nurses. The practice also works closely with other community services and healthcare professionals e.g. Mid Wives, Health Visitors, and District Nurses, CTT and ICT Teams.

## ACCESSIBILITY

The practice premises has disabled car parking bays, step free access for wheelchair users and the patients with disabilities to all clinical and treatment rooms including a WC accessible from the waiting area.

## EQUAL RIGHTS

We do not discriminate against staff or patients on the basis of gender, colour, cast, race or disability. Unacceptable behaviour:-The Practice operates zero tolerance policy. The Patients are advised that physical or verbal aggression of any kind towards staff or other patients will not be tolerated and will lead to immediate removal from our patient list.

**TO REGISTER AT THE PRACTICE** You will need to complete a registration form and book an appointment with the nurse for a new patient medical. This is a routine check to give us and the patient very important information about their present medical conditions and past medical history. This information helps us with repeat prescribing whilst you are new to the practice. As part of a new patient medical a HIV screening will be performed. Consent will be sought beforehand.

## COMPLAINTS

We welcome your comments and suggestions about our services. Please discuss any concerns you may have about your care directly with the member of staff involved in the first instance. You can contact and speak or write to the practice manager in confidence. You may arrange to speak or meet with Dr N. Abaniwo in a pre-arranged meeting.

A copy of our complaints procedure is available at the reception or you can write to NHS England Complaints Department, PO Box 16738, Redditch, B97 9PT.

## Where to find us



# Five Elms Medical Practice

Five Elms Road, Dagenham, Essex, RM9 5TT

T 0208 517 1175 F 0208 592 0114

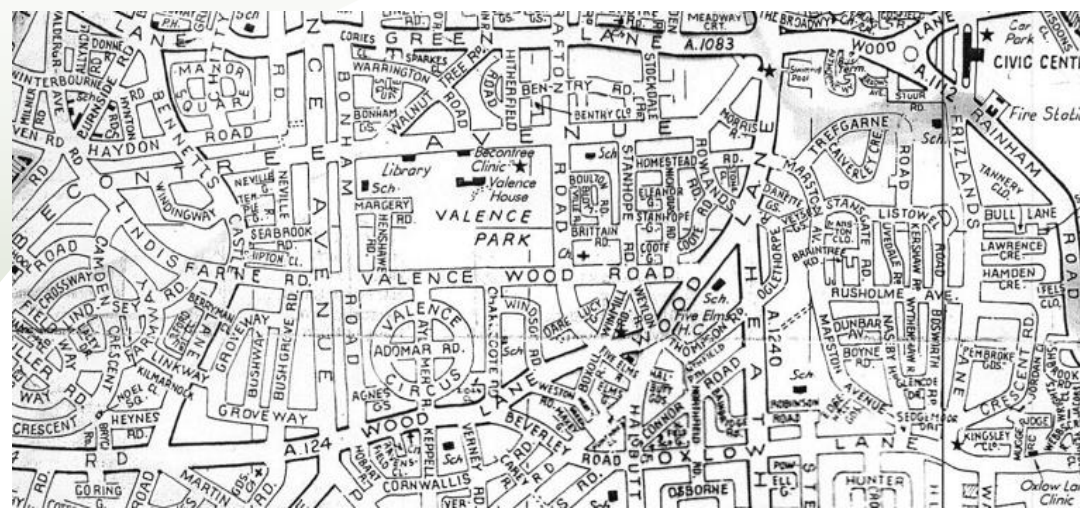
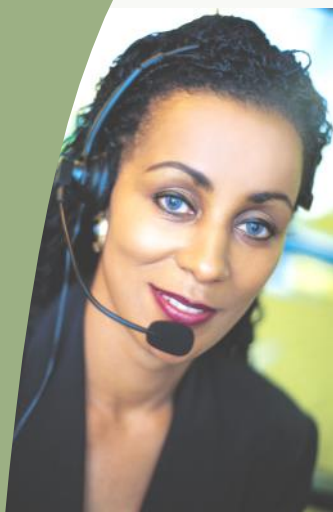
W [www.fiveelmsmedical.co.uk](http://www.fiveelmsmedical.co.uk)





# at work for you

Connecting you to the resources you need



## The Doctor

Dr Ndalai M. Abaniwo(Male) (Senior Partner)  
MB BS (Nigeria) 1979 DFFP FRCS Ed 1991 PG Dip in LAW

## Nurse

Suzanne Reynolds, RGN

## Opening Times

Monday to Wednesday and Friday 08.30 am - 6.30pm

Thursday (half day) 08.30am -1.30 pm

The Surgery is closed at the weekends, public holiday and on Thursday afternoons.



## CLINICS

The practice provides following clinics

- Childhood immunisations
- Travel advice and vaccination
- Influenza and Pneumonia vaccine
- Cervical smears
- New Patient Health Checks
- Family planning
- Suture removal/wound care
- Maternity care and 6-8 week baby checks
- Cardiovascular screening
- Health Promotion
- Annual reviews such as: Asthma, Diabetes and Chronic Heart disease.
- Smoking cessation
- Minor injuries
- Free Chlamydia Testing 16-24 years of age.
- Free NHS health checks for 40-74 years of age.



## EMERGENCIES OUT OF SURGERY HOURS

For potentially life-threatening medical conditions (e.g. severe chest pains, collapse, breathing problems) at anytime dial 999. For any other medical problem if you wish to speak to a doctor please ring GP out of hour services on 0845 075 0495.

For minor injuries and minor illnesses outside of surgery hours: Please attend Upney Lane Walk-in Centre. Patients must ring 0208 924 6262 for details including opening times. For Minor Ailments patients are advised to see the local pharmacist. The medication prescribed by the pharmacist under this scheme is free of charge.

## HOME VISITS

Home visits are made at the discretion of your doctor. This should only be requested in cases where the patients are genuinely housebound, too ill/weak to attend the surgery, have very poor mobility or terminally ill. Please note it will be quicker to be seen at the surgery than a house call.

Home visit requests must be made before 10.30am on the same day.

## APPOINTMENTS

Routine appointments can be pre-booked at the reception or by calling 020 8517 1175. A part of all clinics are booked at 09.00am on the day. These appointments are subject to availability. Emergencies will be dealt with as soon as possible at all times: During the day 08.30am – 6.30pm call: 020 517 1175 After 6.30pm – 08.30am, weekends and public holidays & on Thurs. after 1:30pm call: 0845 075 0495

## DATA PROTECTION AND CONFIDENTIALITY

All patients are covered by the data protection act. Only organisations (data controllers) registered with the Information Commissioner's Office (I.C.O.) are permitted to process your personal information (data). Everyone else will be refused access to such data unless consent of the patient has been

obtained. All staff has signed a confidentiality agreement with the employer thus forbidding them to discuss patient's personal details outside of the work. Your consent to share your Summary Care Records with the authorised NHS services will be automatic unless you choose to "opt out" in writing at the surgery. Please ask reception for more information. The patients can dissent from secondary use of GP patient identifiable data (the programme is called Care Data). This is an important change to the way your medical information can be shared with other agencies/pharmaceutical companies for research etc. this programme is driven by the government. For more information please speak to our reception staff.