

**Dr A K Jawad  
MBBcH DCH DFFP**

**Dr (Mrs) Hanan Hussain  
MCCHB DCH MSC CTM&H DFFP**

**Our goal is to provide high  
quality, effective, treatment and  
advice in safe surroundings and to  
make the patient's visit to us as  
comfortable and productive as  
possible.**

**SPRING FARM SURGERY  
382 Upminster Road North  
Rainham  
Essex  
RM13 9RZ**

## **SPRING FARM SURGERY HOURS**

### **MORNINGS**

MON 0830 - 1300  
TUE 0830 - 1230  
WED 0830 - 1300  
THU 0830 - 1230  
FRI 0830 - 1300

### **EVENINGS**

1500 - 1800  
1600 - 2000  
1300 - 2000  
no surgery  
1400 - 1830

## **STAFF ARE IN ATTENDANCE**

MON 0830 - 18.30  
TUE 0830 - 2000 LATE NIGHT  
WED 0830 - 2000 LATE NIGHT  
THUR 0830 - 18.30  
FRI 0830 - 18.30

## **OUR RESPONSIBILITY TO YOU**

To treat you with respect and courtesy at all times.

To treat all patients equally, regardless of sex, marital status, age, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief.

To treat you as an individual and to discuss with you the care and treatment we can provide.

To give you full information on the service we offer.

To give you the most appropriate care by suitably qualified staff.

To provide you with emergency care when needed.

To refer you to a consultant acceptable to you when necessary.

To give you access to your health records, subject to any limitations in the law.

To hold all information in the strictest confidence. Access to patient identifiable information is strictly controlled by local and national confidentiality controls. Access is only allowed to People directly involved in the patient's care.

To give you a full and prompt reply to any complaint you may make about our service.

This practice does not undertake the teaching or training of healthcare professionals or persons intending to become healthcare professionals.

## **YOUR RESPONSIBILITY TO US**

To treat all the staff at the surgery with respect and courtesy at all time.

To treat all doctors, nurses and members of staff equally, regardless of sex, marital status, age, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief.

To tell us if you are unsure about the treatment being offered to you.

To ask for a home visit only when the patient is unable to attend through illness or infirmity (see guidance re home visits)

To ask for an out of hours visit only when necessary.

To keep your appointments and contact the practice in advance if you cannot attend for any reason.

Not to expect a prescription from every consultation with a doctor.

To take responsibility for your own health and to follow advice from doctors and nurses.

To take medication according to the instructions, keep follow-up appointments and attend for screening procedures.

To notify us when you change your name, address or telephone number.

To tell us about any complaints or misunderstandings as soon as possible to allow us to deal with them.

To let us know when we have done well. We welcome your suggestions for improving our service.

## **ACCESS**

The access to the surgery is on ground level and there is a ramp. If a patient is in a wheelchair, let us know in advance and we can meet them to make their entry easier.

## **THE TEAM**

### **General Practitioner**

Dr A K Jawad

### **General Practitioner**

Dr (Mrs) Hanan Hussain

Locum GP

Dr K Abbas

Locum GP

Dr M Sivakkolunthu

### **Practice Nurse**

Mrs Christine Kiy RGN  
has received special training in immunisation, asthma, blood pressure control, diabetes and the control of various other chronic diseases.

### **Practice Manager**

Ms Saima Qureshi

### **Asst Practice Manager**

Mrs Mary Ratnayake

### **Medical Secretary**

Mrs Theresa Clarke

### **Receptionists**

Mrs Iris Bissmire  
Ms Linda Rawe  
Mrs Jenny Hawkins  
Mrs Helen Harrison

## **OUR RANGE OF MEDICAL SERVICES**

GMS Practice

Ante natal and Post natal Care

Child Health Surveillance

Minor Surgery

Childhood vaccinations

Travel vaccinations including Yellow Fever

Family Planning / Contraception services

Alcohol misuse and detox

## **NON-NHS EXAMINATIONS**

Employment and insurance medical examinations, HGV, fitness to drive, etc are charged at BMA rates as they are not part of normal NHS work. We also charge for signing private medical certificates, passport applications etc. Prices are available from reception.

## **NEW PATIENTS**

If you are within our practice area postcode RM13 and wish to register with the practice please ask at reception for the relevant forms to complete. You will need to make an appointment with the Nurse for a health check within two weeks of joining the practice. This helps us to provide effective health care to you.

## **SUGGESTIONS OR COMPLAINTS**

We make every effort to give the best service possible to everyone who attends our practice. However we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible. Simply contact the Practice Manager and she will set all the necessary wheels in motion. We are continually striving to improve our service. Any helpful suggestions would be much appreciated.

If you would like to join our Patient Reference Group, please add your email address to the form at reception to join our contact list.

## **PALS (Patient Advisory Service)**

PALS is committed to inform and support you regarding local health services including how to make a formal complaint about health care

Telephone: **01708 435454** Mon - Fri 09:30 - 16:30

Email: **PALS@bhrhospitals.nhs.uk**

Write to: PALS

NHS North East London and the City  
(Outer North East London Head Office)  
Becketts House  
2-14 Ilford Hill  
Ilford IG1 2QX

## **ZERO TOLERANCE POLICY**

The practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures. The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient, or who damages property. All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

### **LOCAL WALK IN CENTRES - No Appointment Necessary**

South Hornchurch Health Centre RM13 7XJ  
Mon—Fri 10am—2pm 3pm—7pm **01708 576000**  
Sat & Sun 10am—2pm

Harold Wood Polyclinic, The Drive (off Gubbins Lane) Harold Wood, Essex  
RM3 0AR **01708 792000**  
Mon—Sun 8 am— 8 pm every day of the year

Upney Lane Barking IG11 9YD **020 8924 6261**  
Open daily 9am—10pm

### **LOCAL PHARMACISTS**

Chansons	01708 552778
Bows	01708 551667
Tesco	01708 797649
Williams	01708 524015

### **USEFUL TELEPHONE NUMBERS**

Queens Hospital	01708 435000
King George Hospital	0208 983 8000
Rainham Health Clinic	01708 796555
South Hornchurch Clinic	01708 796500
Elm Park Clinic	01708 796079
Social Services	01708 432000

### **Web Addresses**

[www.springfarmsurgery.co.uk](http://www.springfarmsurgery.co.uk)  
[www.myhealth.london.nhs.uk](http://www.myhealth.london.nhs.uk)  
[www.nhs.uk](http://www.nhs.uk)

### **BOOKING GP APPOINTMENTS ONLINE**

You can now book GP appointments (not nurse appointments), order repeat prescriptions and even access your GP records online. It's quick, easy and your information is secure.

Register for online services at your GP surgery or to find out more visit **[www.nhs.uk/GPonlineservices](http://www.nhs.uk/GPonlineservices)**

## **PRACTICE NURSE CLINICS**

### **Spring Farm Surgery**

MON	no clinic	no clinic
TUE	0830—1230	1400—1900
WED	0830—1230	no clinic
THUR	no clinic	no clinic
FRI	0830—1230	no clinic

We have nurse-led clinics for **ASTHMA, COPD, DIABETES** and **CORONARY HEART DISEASE**.  
The nurse also deals with health checks, vaccinations and cervical cytology.

## **APPOINTMENTS**

Consultations are by appointment by calling at the surgery in person or by telephoning the practice. If you believe you need an urgent appointment we will try to fit you in to see the doctor or nurse on the same day but this process is made much easier if you call first thing in the morning. Doctor and nurse are also available on the telephone. **If you are unable to keep an appointment please contact the surgery as soon as possible to enable us to give the appointment to someone else.**

## **PRESCRIPTIONS**

Repeat prescriptions are computerised and are issued by written request. Tick what you require on your prescription counterfoil or any piece of paper will do with your name and date of birth on it. Hand this into reception or post or fax it to us. We can arrange for a chemist to collect the prescription from us if you indicate on the request which chemist you wish to use. We will post the prescription back to you if you supply a stamped addressed envelope.

Electronic Prescriptions are available with certain pharmacies. You can nominate a pharmacy and your prescription will be sent electronically without the need for a paper prescription. You just request your prescription from us and then go to the nominated pharmacy to collect your medication. The pharmacy will provide the repeat slip for you to re order repeat medication. See reception for more details.

**Two working days notice** are required for routine repeat prescriptions.

**Only housebound patients can telephone for a repeat.**

Please see in reception for details of how to register for online prescription requests.

## **HOME VISITS**

If possible please try to telephone before 10am. Doctor may phone you back as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a nurse, or indeed arrange a hospital attendance. Home visits are only available for patients who are housebound because of illness or disability.

## **OUT OF HOURS COVER**

### **GP HUB—Weekday evenings and weekends**

You can see a GP locally on week days 18:30-22:00 and on Saturdays and Sundays 12:00—18:00

You call directly to make an appointment on **0203 770 1888** which will be Mon– Fri 14:00—21:00  
Sat—Sun 08:00—20:00 inc Bank Holidays

This will be booked for you at one of two sites:-

North Street Medical Care  
274 North Street  
Romford RM1 4QJ

Rosewood Medical Practice  
30 Astra Close  
Hornchurch RM12 5NJ

You must be registered with a Havering GP to use this service

When the surgery is closed including weekends and Public Holidays, for urgent problems please phone:

**NHS 111                      111 (free of charge)**

**FOR EXTREME EMERGENCIES PLEASE DIAL 999 FOR AN AMBULANCE**