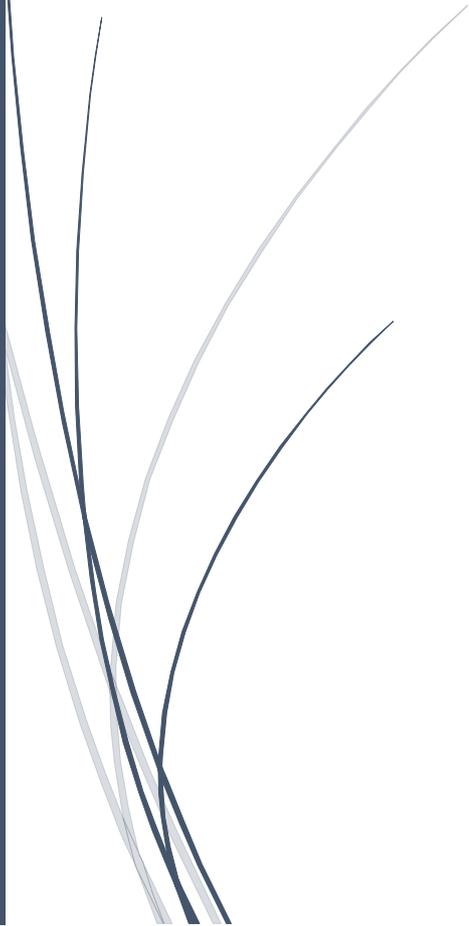


Dr Gupta's Practice



DR. N.K. GUPTA B.Sc., M.B.B.S., M.S., D.C.H.

206 MAWNEY ROAD, ROMFORD, RM7 8BU

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DR. N.K. GUPTA B.Sc., M.B.B.S., M.S., D.C.H.206 MAWNEY ROAD, ROMFORD, RM7 8BU***SURGERY AND RECEPTION OPENING TIMES:***

Monday	8:00am – 18:30pm	
Tuesday	8:00am – 18:30pm	
Wednesday	8:00am – 18:30pm	<b>18:30 – 19:30pm</b> (Extended Hour Booked Appointments only)
Thursday	8:00am – 18:30pm	
Friday	8:00am – 18:30pm	

***PATIENTS' APPOINTMENTS TIME***

	Morning	Emergencies	Evening
Monday	9:00am – 11:00am	11:00am – 12:00pm	16:00pm – 18:00pm
Tuesday	9:00am – 11:00am	11:00am – 12:00pm	16:00pm – 18:00pm
Wednesday	9:00am – 11:00am	11:00am – 12:00pm	16:30pm – 19:30pm
Thursday	9:00am – 11:00am	11:00am – 12:00pm	16:00pm – 18:00pm
Friday	9:00am – 11:00am	11:00am – 12:00pm	16:00pm – 18:00pm
Saturday	CLOSED		
Sunday	CLOSED		

**Surgery Telephone No. 01708 739 379****Emergency/Out of hours Telephone No. 0203 770 1888**

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## ***THE PRACTICE TEAM***

This is a single-handed PMS (Personal Medical Service) run surgery within the Havering CCG. This is a multi-racial surgery and would request that patients treat each other and the staff of this practice with courtesy and respect regardless of race, gender or disability.

### ***GENERAL PRACTITIONER:***

**Dr. N.K. Gupta** is the general practitioner of this practice who has specialist interest in child development, women's health, minor surgery and all disease areas. **Dr Ameet Chakraborty** is a part-time GP and **Dr. Adwoa Danso** is a part-time locum GP in the practice.

### ***GP – Part Time and Locum:***

**Dr Ameet Chakraborty** is a part-time GP in the practice

**Dr. Adwoa Danso** is a part-time locum GP in the practice.

### ***PRACTICE MANAGER:***

**Mrs. Pramila Gupta** is our Manager. She is available to assist you with the administrative aspects of your health. She is also available to discuss any suggestions you might have to improve our services to you.

### ***PRACTICE NURSES:***

**Gladys Bellis and Eunice St.Louis** are our practice nurses. They are available on Tuesday morning, Wednesday all day and Friday mornings. They are responsible for assessing and triaging minor ailments, treatment room duties; new patient checks; health promotion, chronic disease management; all immunisations including travel and childhood vaccinations; injections and smear tests.

### ***HEALTH VISITOR:***

The Health Visitor is attached to our practice. She can be contacted at Main Road Clinic on Telephone No. **01708 576 700**. She can offer you confidential advice in your own home or in the clinic on all aspects of care for the expectant mothers, newborn babies, and children up to the age of 5 years.

### ***COMMUNITY MIDWIVES:***

There are two Midwives attached to our practice, Debbie Abbott and Yvonne Howson, who will provide you with ante-natal for expectant mothers and post-natal care for new mothers in your home or in the clinics.

### ***PHYSIOTHERAPY SERVICES:***

We have an in-house physiotherapist who works every Tuesday afternoon. Appointments can be booked through reception.

### ***MENTAL HEALTH SERVICES:***

Mental Health Practitioner is attached to the practice through our North PCN and appointments can be booked through reception.

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## **RECEPTIONISTS:**

**Jayne Still** is our senior receptionist. We have three other receptionists who are here to help you. They may need to ask you for further details about your request when you telephone the surgery. This is to ensure we can assist you as speedily as possible by giving you the right appointments. They are bound by the same rules of confidentiality as the doctor and nurse.

## **APPOINTMENTS:**

For appointments telephone 01708 739 379 during surgery appointment hours. Appointments for urgent medical problems will be given within 24 hours of the request made. You may have to wait sometime before being seen, so please be patient. It is the responsibility of the patient to keep all appointments made and if unable to keep appointment, to ring the surgery and cancel so that another patient can be given this appointment.

**PLEASE NOTE; APPOINTMENTS ARE LIMITED AND YOU COULD BE DENYING SOMEONE ELSE AN APPOINTMENT WHICH COULD BE CRUCIAL.**

## **NEW PATIENT REGISTRATION:**

All patients wishing to register with the practice should put their request to the surgery in person or online. All applicants are then given an appointment with the nurse for a new patient medical. The Practice accepts patients moving in to Practice defined area.

## **HOME VISITS:**

Home visits are for patients who are genuinely too ill to come to the surgery and can be requested by telephone **01708 739 379** between 09.00am – 10.00am and 5.00pm – 5.30pm. If you are not certain whether a visit is necessary, please discuss with the doctor.

## **OUT OF HOURS CALLS**

When the surgery is closed and you have an urgent medical problem which cannot wait until the next surgery ring **01708 739 379** and you will be connected directly to our Out of Hours provider Pelc, or alternatively ring **0203 770 1888**. Or ring **111** [Test results and sick certificates are not emergencies.]

**SERIOUS EMERGENCIES: DIAL 999 FOR AN AMBULANCE**

## **REPEAT PRESCRIPTIONS**

Repeat prescription system is computerised. Along with your prescription you will receive a tear-off slip which lists all the items you have been prescribed. You should send in this slip, with items needed ticked, to the surgery either in person or by post. You should request your repeat prescription at least 2 working days (48hours) in advance. Please avoid requesting your repeat prescriptions on the telephone as it holds up emergency calls coming in.

## **TEST RESULTS**

No tests results will be given over the telephone. You will need to make an appointment to see the Doctor or Nurse for the results about 2 weeks after you have had it done.

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## ***SPECIAL CLINICS***

### ***ANTE-NATAL CLINIC:***

First ante-natal is done anytime during surgery hours.

### ***FAMILY PLANNING CLINIC:***

Contraceptive advice is done during normal surgery hours by the Practice Nurse or the Doctors.

### ***CERVICAL SMEARS:***

Smear Clinics are run by the nurse on Wednesday full day and Friday mornings.

### ***HYPERTENSION AND HEART DISEASE PREVENTION CLINIC:***

This clinic is run by the practice nurse during normal surgery hours.

### ***ASTHMA AND COPD CLINICS:***

This clinic is run by the practice nurse during normal surgery hours.

### ***DIABETES CLINIC:***

This clinic is run by the practice nurse during normal surgery hours.

### ***IMMUNISATIONS:***

It is very important that your children are fully immunised. Appointments can be made each morning with the practice nurse.

### ***ADULTS:***

Are you up-to-date with your Diphtheria/Tetanus and Polio vaccination. If not contact our practice nurse.

### ***TRAVEL IMMUNISATIONS:***

Appointments are available during surgery hours with the nurse.

### ***CHILD HEALTH CLINIC:***

Child health surveillance is provided to all children under five years.

### ***MINOR SURGERY:***

Discuss with the Doctor. These are usually carried out on Monday mornings.

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## **SELF TREATMENT OF MINOR ILLNESSES**

### **BURNS:**

Apply large quantity of cold water to the affected area and maintain this until the pain subsides. If the burn is larger than 4 inches in diameter or the skin is broken, consult the Doctor or Practice Nurse as soon as possible.

### **NOSEBLEED:**

Sit on a chair leaning forward with your mouth open and pinch your nose just below the bone for 10 minutes, by which time bleeding should have stopped. If not consult your Doctor.

### **COUGHS AND COLDS:**

Most coughs and colds are caused by virus infections, which antibiotics cannot cure. With simple treatment the patient normally gets better in 4-5 days. Take plenty of drinks. Take Aspirin or Paracetamol if you have a headache or feel feverish. Children under 12 years of age should not be given Aspirin. Give them appropriate dose of Paracetamol mixture.

### **DIARRHOEA:**

**Adults** – It is important to maintain fluid intake. Fluid can be water, lemonade or a rehydration fluid made up from sachets bought from the chemist. Symptoms usually settle within 24 – 48 hours if not consult your Doctor.

**Babies** should be treated carefully by taking them off milk and solids and by feeding rehydration solution from sachets available from the chemist. (follow instructions on sachets carefully). If symptoms persist for more than 24 hours consult the Doctor.

### **MEASLES:**

The rash is blotchy, red and appears on the face and body around the fourth day of illness. It is most infectious from 2-3 days before rash appears until 8-10 days after that date. Immunisation can prevent this disease.

### **SPRAINS:**

First apply cold compress containing ice if possible for 15-20 minutes to reduce the swelling. Apply firmly a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Simple painkillers i.e. Paracetamol should be taken for pain relief.

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## **COMPLAINTS**

If you have any complaints please inform either the Practice Manager Pramila Gupta or the Doctor N.K. Gupta. If you have any suggestions that can help to improve our services to you, please put it in writing and drop it into the suggestion box at the reception desk. Your complaint will be dealt within two weeks time as per practice complaint policy.

## **VIOLENT OR ABUSIVE PATIENTS**

This practice does not tolerate violent or abusive behaviour from their patients. Violent or abusive patients can be taken off the practice list and if serious enough will mean the police being called in.

## **PRACTICE COMPUTER**

Computerisation of medical records can produce benefits for preventative medicine and prescribing. All records are entirely confidential and are protected under the terms of the Data Protection Act May 2018.

### **ACCESS TO RECORDS**

Patients can access their medical records under the terms of the Data Protection Act and, if they wish, a copy of doctor's letters relating to them.

### **DATA PROTECTION AND USE OF YOUR INFORMATION**

We ask for information about you so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up to date information. It also may be needed if we see you again.

There are times when we have to pass on information about you to other people such as hospitals, social services or the health authority. This is always done confidentially or by removing your identifying details when they are not essential.

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information.

If at any time you would like to know more about how we use your information you can speak to our practice manager

## **ACCESS TO PATIENTS MEDICAL RECORDS**

The Access to Health Records Act 1990 and the Access to Medical Reports Act 1988 gave individuals the right of access, subject to certain exceptions, to health information recorded about themselves, and, in certain circumstances, about others, within manual records.

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## USEFUL ADDRESSES & TELEPHONE NUMBERS

### LOCAL WALK-IN CENTRES

<b>Harold Wood Walk-in and Minor Injuries Service</b> <b>Harold Wood Polyclinic</b> <b>The Drive, Off Gubbins Lane, Harold Wood, RM3 0AR</b>	01708 792 000
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### HOSPITALS

Queens	01708 435 000
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### CLINICS

Elm Park	01708 796 066
Hornchurch	01708 796 040
Rainham	01708 796 555
Romford	01708 576 700
South Hornchurch	01708 796 500
NHS Shared Business Services North East London & City Address: 6 Mitre Passage, Greenwich Peninsula, London SE10 0ER	0208 536 3000
PALS (Patient Advice & Liaison Service)	0800 092 6995
PALS Email:	<a href="mailto:r-pct.palscomplaints@nhs.net">r-pct.palscomplaints@nhs.net</a>
<b>NHS Direct (on call 24 hours)</b>	111
<b>NHS Direct online</b>	<a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a>

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## **OUR CATCHMENT AREA**

We accept new patients who live within our practice catchment area. Patients wishing to see a doctor of their choice must be prepared to wait a little longer for their appointment.

## **HOW YOU CAN HELP US**

- **If you move** – please let us know your new address as soon as possible failure to do so may mean removal.
- **If you move outside our catchment area it will mean you will have to change to another practice as we are only a small practice and we must accommodate patients moving into our catchment area**
- **IF you change your telephone number** - Please let us know as soon as possible.

## **DISABLED FACILITIES**

The Practice has a ramp at the patients' entrance making it easier access for wheelchairs. There is also a toilet facility for disabled patients.

### ***PATIENTS NOT SEEN IN SURGERY FOR THE PAST 3 YEARS***

Patients in this category will be contacted for a routine health check.

### ***PATIENTS OVER 75 YEARS OF AGE***

Patients in this age group are invited by our nurse to have an annual health check. She or Dr. Gupta will either see you at the surgery if you are well enough to attend or visit you at your home.