

PPRESCRIPTIONS

To avoid errors, please do not order prescriptions by phone and allow 48 hours if collecting and 5 days if enclosing a stamped address envelope. Patient's on repeat prescription systems should see the doctor at regular intervals as arranged by the doctor between 6-12 months for reviewing. Please ask at reception if you wish to know your nearest pharmacy.

Prescription processing and collection timescales are as follows;

PRESCRIPTION (S) PLACED ON:	PRESCRIPTIONS AVAILABLE ON, AFTER 2PM
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

ECONSULT

eConsult provides an online portal service where you, the patient can self-check your symptoms and receive on the spot medical advice 24 hours a day, 7 days a week, this helps you, the patient to access round the clock support.

Please visit their website for more information on patient benefits;

<https://www.econsult.net/why-econsult/patient-benefits/>

PATIENT PARTICIPATION GROUP

Would you like to have a say about the services provided at Dr Shantir's Practice? Dr Shantir's Practice would like to hear your views. Collect an application form from our receptionist and hand it back to reception or post it into the secure box.

FRIENDS AND FAMILY TEST

We would like you to think about your recent experience of our service. How likely are you to recommend our GP to friends and family if they need similar care or treatment? Collect an FFT form from one of our receptionists, or download, print and complete from our website and hand it back to reception or post it into the secure box.

GDPR (GENERAL DATA PROTECTION REGULATION) MAY 2018

We understand how important it is to keep your personal information safe and secure and we take this very seriously. We have taken steps to make sure your personal information is looked after in the best possible way and we review this regularly. Please read our privacy notice on our website for more information.

ZERO TOLERANCE

Assaults and abusive language to any member of staff will result in the immediate removal of the patient. The police and CCG will be informed. Repeated rudeness from the patient's will result in a written warning and failure to improve will result in the removal from the practice list.

We strongly support the NHS policy on zero tolerance. Anyone who attends the surgery and abuses the GP's, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list.

In extreme cases we may summon the police to remove offenders from the practice premises

Dr Shantir's Practice



**FOREST ROAD MEDICAL CENTRE,
354 – 358 FOREST ROAD,
LONDON, E17 5JL,**

TEL NUMBER: 020 8520 7115

[HTTP:// WWW.DRSANTIRPRACTICE.CO.UK](http://www.drshantirpractice.co.uk)

RECEPTION OPENING HOURS

- Monday and Tuesday: 8am – 7.30pm
- Wednesday and Friday: 8am – 7pm
- Thursday: 8am – 6.30pm (*Please note that on Thursday afternoons, from 12.30pm, all clinical appointments are managed by GP Extended Services, our reception is only open for reception duties, such as the handling of prescriptions and patient queries)

EXTENDED OPENING HOURS - EMERGENCIES ONLY

For patients who are unable to book or make an appointment during normal surgery hours we offer extended opening hours from 6.30am to 7.30pm on Monday and Tuesday evenings. We have a limited capacity of appointments so it is important that if you are able to make an appointment but you cannot attend, you need to let us know as someone else may need that slot and you may not be able to book another one. These appointments cannot be pre-booked and are just for emergencies.

PATIENT ENQUIRIES AND TEST RESULTS

Please be aware that at certain times of the day our phone lines are busy with patients enquiring about booking appointments and test results, for a quick response please contact the practice between 11am and 1pm, alternatively, for appointments, we would like to make you aware that we offer the use of an online booking system, which allows you to book appointments in advance and handle prescriptions online.

Please collect a letter from the reception to gain access to this system

We are closed on weekends and bank holidays, all weekend services are provided by the Waltham Forest GP Network, for weekend appointments, please visit their website;

<http://www.walthamforestccg.nhs.uk/ourwork/evening-and-weekend-gp-appointments-now-available-to-waltham-forest-residents.htm>

OR PHONE THEM ON 020 8519 3999

PRACTICE MANAGER: AMAL SHANTIR

DOCTOR (S)

- Dr D Shantir
- Dr P Prabaharam
- Dr S Rafiq
- Dr P Khanna
- Dr Choudary

NURSE (S)

- J Chavennes

HEALTH CARE ASSISTANT (S)

- J Kelneryte

NEW PATIENT REGISTRATION

Please arrive at the practice on the following days and times;

Tuesday	5:30am To 6:30pm
Wednesday	5:30pm To 6:30pm
Thursday	10am to 12.30pm

For full details of new patient registration please visit the "**New Patients**" page on our website.

BOOKING APPOINTMENTS

- Appointments are made by visiting personally or by telephoning the surgery and take place within the practice.
- Urgent cases will always be seen in 24 hours, otherwise you will be offered the first available appointment with a doctor/triage staff within 48 hours.
- Appointments will be 10 minutes long, but if you feel you need longer please let us know before the time of booking..
- Emergencies and babies will be seen on the same day.
- Urgent telephone consultations are available between 11.30am and 12:30pm.
- Extendable opening hours are available Monday and Tuesday evenings.

If you are unable to attend your appointment, please contact the practice 24 hours as soon as possible before your appointment is due so that another patient can have that slot, and remember 1 patient per appointment please, thank you.

ONLINE APPOINTMENTS

Appointments can now be booked online, to book an appointment please collect a registration form from one of our receptionists or print one from the [Documents page](#) on our website.

Once you have your login information, you can login from this web address:

[HTTPS://PATIENT.EMISACCESS.CO.UK/ACCOUNT/LOGIN?USERIDPANEL=1](https://patient.emisaccess.co.uk/account/login?useridpanel=1)

Please allow up to 72 hours for online registrations.

TELEPHONE ADVICE

To speak to one of our doctors please contact the practice and provide as much information as you can to assist the doctor dealing with your query.

EMERGENCY ADVICE/APPOINTMENTS

- During practice hours, please telephone the practice and a Doctor will return your call as soon as he/she can.
- Or you can contact the NHS advice line on NHS 111 for urgent medical matters and advice.
- If it is a life threatening condition please dial 999 or visit A&E as soon as possible.
- Please visit your pharmacy for information on the Minor Ailments Scheme.

Please think before you call as this helps the doctors and other patients by being considerate.

NURSING SERVICES

Our nurses provide the following to our patient's;

- Postnatal checks
- Maternity bookings
- New patient health checks
- Wound Dressings
- The removal of sutures
- Blood pressure checks
- Childhood vaccinations
- I.M/Subcut immunisations (B12 and travel immunisations)
- Blood sugar monitoring and checks
- NHS health checks
- Pill checks
- Shingles immunisations
- Flu Immunisations
- Cervical screening

PHLEBOTOMY SERVICES

Waltham Forest residents referred for blood tests by their GP can now book appointments online. If patients are unable to book their own appointment, a relative or carer can register to book on their behalf. Walk-in appointments will continue to be available until further notice for patients who are unable, or do not wish, to pre-book an appointment. Blood testing services will be available from;

- Silverthorne Medical Centre, 2 Friars Close, E4 6UN, from 8.15am to 12.30pm Monday to Friday
- St James Health Practice, 47 St James St, Walthamstow, London E17 7NH, from 8.15am to 12.30pm Monday to Friday, with an afternoon clinic from 1.15pm to 5.30pm Monday to Friday
- Langthorne Health Centre, 13 Langthorne Rd, London, E11 4HX, from 8.15 to 12.30 Monday to Friday mornings

PRACTICE LEAFLET UPDATED ON Sunday, 09 December 2018

PLEASE ALSO VISIT OUR NHS CHOICES PAGE FOR MORE INFORMATION;

[HTTPS://WWW.NHS.UK/SERVICES/GP/OVERVIEW/DEFAULTVIEW.ASPX?ID=44750](https://www.nhs.uk/services/gp/overview/defaultview.aspx?id=44750)