

# Goodmayes Medical Centre

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## A Guide for Patients

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### Welcome to our Practice

Goodmayes Medical Centre is a practice run by a husband and wife team of Doctors, Dr. Amrish K. Shah and Dr. (Mrs.) Sushma Shah. Both the doctors have worked in the NHS for over 30 years, hold post-graduate qualifications and have extensive medical experience. The doctors are supported by a full complement of dedicated clinical and non-clinical staff.

### Special Interests of the Doctors

Dr. A.K. Shah Endocrinology & Diabetes, Heart Disease, Asthma and Rheumatology, Child Health.  
Dr. (Mrs.) S. Shah Obstetrics & Gynaecology, Women's Health and Family Planning

Both doctors are approved for Minor Surgery.

We will do our very best to provide you and your family with quality medical care in a friendly and sympathetic environment, at the same time helping you to look after yourself.

The information in the following pages is given to explain the services we provide and to help you make effective and appropriate use of the service. Please take time to read through this and keep for future reference.

### Surgery Timings

Monday	08:30am to 7:00pm
Tuesday	08:30am to 8:00pm
Wednesday	08:30am to 8:00pm
Thursday	08:30am to 1:00pm
Friday	08:30am to 7:00pm

Telephone lines are open from 08:30am to 1:00pm and from 2:00pm to 6:30pm on Monday, Tuesday, Wednesday and Friday. On Thursdays, the phone lines are open from 8:30am to 1pm only.

### Consultation Times

	AM	PM
Monday	08:50am-12:30pm	4:00-6:30pm
Tuesday	08:50am-12:30pm	4:00-8:00pm
Wednesday	08:50am-12:30pm	4:00-8:00pm
Thursday	08:50am-12:30pm	Closed
Friday	08:50am-12:30pm	4:00-6:30pm

Please note these timings may change during doctors' holidays.

### Clinics

The following clinics are regularly held at the surgery:-

1. Baby Clinic Monday PM
  2. Well Women Clinic (Cervical Smear, Contraception, Women's health issues) Wednesday PM
  3. Ante-natal, post-natal check Thursday AM
  4. Travel Immunisations including yellow fever vaccinations Various Clinics
- Note: Charges may apply. Please check at the reception

In addition, a full range of chronic disease care is provided in the areas of Diabetes, Asthma, Coronary Heart Disease and High Blood Pressure.

## **Consultations**

All consultations are by prior appointment. Appointments to see a doctor or nurse can be made by telephone or calling at the surgery reception. When booking an appointment, you will be asked to give the reason for seeing the doctor/nurse. This is to enable receptionists to slot the patients into the appropriate clinic and save you the time and inconvenience of being in the wrong clinic.

We are usually able to offer an appointment within 48 hours (two working days). Urgent cases can be seen the same day by any available doctor. Doctors will try to see you within half an hour of your appointed time. Please understand that surgeries can sometimes run late for reasons beyond our control. If you do not need or are unable to keep your appointment, please cancel so that someone else can use it.

Patients under 16 can only be seen if accompanied by an adult, preferably a guardian.

Serious injury, including head injury, should be taken to your nearest Accident & Emergency (Casualty) department.

## **New Patients**

All new patients registering with the practice are invited to undergo an initial health check. This helps us to obtain important information whilst your medical records are awaited from your previous doctor.

## **Out of Hours Care**

Redbridge Primary Care Trust (PCT) has the responsibility of providing Out of Hours Healthcare for the practice patients outside the normal surgery opening hours. Presently this service is provided on behalf of Redbridge PCT by Redbridge GP Cooperative based at King George Hospital, Barley Lane, Ilford. In case of an urgent medical need, you can contact the service by calling 0208-983 8983. You are advised to use this service only in the event of serious emergencies requiring urgent medical attention that cannot wait until the next surgery. For life threatening conditions like chest pains, stroke, collapse, serious breathing difficulty and asthma attack, loss of consciousness, epileptic fit and severe bleeding, dial 999 to call for an ambulance. You can also obtain medical advice by ringing NHS Direct on 08454647.

## **Repeat Prescriptions**

The practice has a fully computerised repeat prescription system. Requests for repeat prescriptions should be in writing. Please leave requests for repeat prescriptions at the reception and allow 48 hours for your prescription to be ready. Incomplete and/or unclear requests may take longer. A stamped addressed envelope must be enclosed for postal requests. The practice will not accept telephone requests for repeat prescriptions. Items not issued for six months may not be automatically re-issued.

## **Test results & reports**

These can be enquired by calling at the surgery reception or by telephoning between 11:30-12:30 pm and 5:30-6:30 pm. If the doctors need to see you about your test result you will be contacted by the practice. Please remember to notify the surgery of any change in your telephone number and/or address.

Doctors will usually accept telephone calls from patients between 11:30 – 12:30 in the mornings and 6:00 – 6:30 in the evenings.

## **Visits**

Doctors' consultations are best held in the clinical setting of the doctors' surgery. For patients unable to get to the surgery for medical reasons, home visits can be offered. If you feel you may need a home visit, please telephone the surgery reception before 10:30 a.m. giving relevant details.

## **Patient Charges**

Some services like Passport & Driving Licence application signing, BUPA (and other private health insurance), reports, private medical examinations etc., are not covered by NHS and a fee is payable. Details are available at the reception.

## **Threats & Violence**

We are committed to treat all our patients with respect and courtesy and have a right to expect the same in return for every member of the practice. The NHS takes a serious view of threats and violence against people working in the health service. Violence, threats of violence or other acts of aggression, either verbal or physical towards any member of the Practice Team are not acceptable and will result in removal of offending person(s) from the practice list.

## **Confidentiality**

All practice staff (clinical and non-clinical) are bound by a strict code of confidentiality.

## **Disabled Facilities**

The surgery premise has full facilities for disabled persons. Guide dogs for the blind are welcome. If you need help on arrival, please speak to the reception staff.

## **Suggestions & Complaints**

We always aim to provide a high quality service and competent medical care for you and your family. If you are unhappy about any aspect of our service, please feel free to discuss any suggestions and/or complaints with your doctor first as most complaints can be resolved with appropriate explanation. You can also make a complaint in writing to Dr. A.K. Shah or the Practice Manager. In accordance with the NHS regulations, we operate a practice based complaints procedure.

**Childhood Fever:** A temperature maintained in excess of 37 C or 100 F is a fever, although it is not uncommon for one's temperature to exceed this temporarily after strenuous exercise. If you suspect that your child has a fever, put them to bed, with light bedding and remove most of their clothing, even in a cool room. Lower a temperature of over 40 C by sponging with tepid (not cold) water, taking their temperature every 5-10 minutes until it has dropped to 38 C. If sponging cannot do this alone, you can give a paracetamol elixir such as Calpol. Never use Aspirin in children under 12. Encourage the child to drink as much fluid as possible by offering small amounts at regular intervals. In infants under 6 months, consult your Doctor immediately. For older children, consult your doctor if the fever lasts more than 24 hours.

**Minor Burns:** (less than 4 inches in diameter). Apply copious amounts of cold water to the affected area as soon as possible until the pain subsides. If the skin is unbroken but blistered, apply a loose dressing. For larger, more serious burns, consult your GP. For cases of sunburn, the application of calamine lotion can help relieve the irritation. Take special care when holidaying in hot countries and always try and protect your children from the harmful effects of the sun. Avoid exposure between 11 am and 3 pm, keep their heads covered and apply copious sun block – before and after swimming.

**Colds:** Unfortunately, we still don't have a cure for the common cold and the best course of action is simply to drink plenty of fluids and take 1 or 2 Aspirin or Paracetamol tablets every 4-6 hours to reduce your temperature and discomfort. If the symptoms continue for more than 72 hours then consult your GP. Antibiotics are not helpful in colds and flu and are rarely needed.

**Chicken Pox:** Chicken pox appears as small red patches about 3-4 mm across which soon blister. During the next 3-4 days further patches will appear and the original ones will crust over and fall off. These blisters can be extremely itchy and calamine lotion and/or cool baths can help relieve this discomfort. The most infectious period is 2-3 days before the first rash appears and up to five days after that. Children may return to school as soon as the last crusts have fallen off.

**Minor Cuts and Grazes:** Clean the wound with water and a little soap. Stop the bleeding by applying a dressing firmly to the wound for a few minutes. For minor injuries, you can simply apply an antiseptic cream and leave open – this will speed up the healing process. For larger cuts/grazes you can apply a clean dry protective dressing. Keep your tetanus immunisations up to date.

**Insect Bites and Stings:** Antihistamine tablets or cream will help relieve the symptoms. Ask the pharmacist for advice as such medicines can be obtained without prescription. Bee stings should be scraped away as opposed to plucking – to avoid squeezing the venom sack into the wound.

**Diarrhoea:** In adults, the symptoms can be eased with Kaolin and morphine mixtures or with medicines containing codeine. Consult the chemist for guidance. If the symptoms persist for more than 48 hours, consult your GP. In infants, more attention is needed. For babies, sudden bouts of unusually watery diarrhoea should be treated by taking the infant off solids and feeding with a solution made up of pre-boiled water mixed with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or accompanied by vomiting or weakness, consult your GP.

**Gastro-enteritis:** This affects the stomach and intestines with symptoms similar to diarrhoea, with sickness and stomach ache. Food and medicines are often vomited back up, so to counter the effects of possible dehydration, large quantities of water, squash or thin soup should be taken. Consult your GP if symptoms persist for more than 12 hours (or 6 hours for an infant)

**Measles:** A blotchy red rash appears on the face and body about 4 days after contracting the illness. It is at its most infectious from about 3 days before the rash appears, and remains infectious for nearly 2 weeks.

**Mumps:** A swelling of the glands can be detected in front of one or other ear, followed a couple of days later by swelling in front of the other ear. The period of infectiousness is similar to that of measles. If the pain is severe, consult your GP.

**German Measles (Rubella):** A rash covering the body, arms and legs, appears as small pink patches 2-4mm in diameter. There is no itching or other symptoms apart from occasional joint aches. It is infectious 2 days prior to and for 5 days after the rash has appeared. The only danger posed by Rubella is to the unborn child so it is important that all contacts be reported so that anyone who may be pregnant can contact their GP.

A single injection (MMR) given to a child soon after the first birthday will provide long term protection against the above three diseases.

**Headlice:** More commonly found in clean hair, treatment is through medicated lotions available at the chemist without prescription.

**Nose Bleeds:** Sit in a chair, lean forward with your mouth open and pinch your nose just below the bone for a few minutes. If bleeding persists or occurs frequently, consult your GP.

**Back Pain:** Each year, back and joint pain results in some 13 million working days lost in the UK. The spine supports the whole weight of the upper body and occasionally things may go wrong. Rest, avoidance of heavy lifting/carrying and frequent bending, along with some painkillers (paracetamol and/or codeine) is sufficient to cure symptoms in most cases. When sitting, try and support the small of the back. If back pain persists for more than a few days, then it is advisable to consult your GP.

**Sprains:** Apply a cold compress, containing ice if possible (frozen packs of vegetables can be used) for about 15 minutes to reduce the swelling. Then apply a firm crepe bandage to support the joint until the discomfort has eased. Take it very easy on the sprain for the next few days, using a walking stick if necessary.

**Stomach Ache:** Most symptoms are usually the result of indigestion or wind. A hot water bottle will often help relieve pain and a teaspoon of bicarbonate in half a glass of water will help the indigestion. If symptoms continue or get worse over the following 8 hours, consult your GP.

### Useful Telephone Numbers:

SURGERY PHONE NUMBER	0208 590 1169
SURGERY FAX NUMBER	0208 590 1170
KING GEORGE HOSPITAL	020 8983 8000
KING GEORGE HOSPITAL – BLOOD TEST APPOINTMENT	020 8970 8007
KING GEORGE HOSPITAL – ANTENATAL CLINIC	020 8970 8204
QUEENS HOSPITAL	01708 435000
WHIPPS CROSS HOSPITAL	020 8539 5522
DISTRICT NURSE	0208 924 6295
NHS REDBRIDGE	0208 478 5151
SEVEN KINGS HEALTH CENTRE	0208 924 6290
REGISTRATION	0208 536 3000
HEALTH VISITOR	0208 441 1828
EMERGENCY DENTAL LINE	01708 555404
ZADAMS (PHARMACY)	0208 599 3150
TESCO (PHARMACY)	0208 210 1449
LOXFORD POLYCLINIC	0208 822 3700
FAMILY PLANNING CLINIC	0208 491 1971
MIDWIFE	0208 970 8245
BREAST CANCER SCREENING	01708 504 823
X-RAY	0208 970 8307
SOCIAL WORKER	0208 970 8140
SYDENHAM SEXUAL HEALTH	01708 503838