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| **THE PRACTICE TEAM**  **GP Partners**  Dr Larh (M)  Dr Haffar (M)  Dr Moutafis (M)  **Salaried GPs**  Dr J Patel (F)  Dr Kumar (F)  Dr Sood (F)  Dr H Patel (F)  Dr R Hasan (M)  Dr Al-Shawk (M)  Dr Sherwali (F)  **Nurse Practitioner**  Gill Reiterbund  Amanda Tanner  Michelle Sheilds  Angela Nagle  **Health Care Assistant**  Maria Dumitrescu    **Practice Managers**  Jas Larh  Viviane Ward  **Administration**  Rose Ward  Saira Khan  Victoria Murkett-Lamb  **Receptionists**  Valerie Sherrin, Carol Grunbaum, Amber Field, Holly Herbert, Lauren Meyler, Karen Abbey, Ana Mackintosh, Naomi Babalola, Nelum Singh, Rajni Bibi, Anita Sukumaran |  |  | **Non Discrimination policy**  Practice does not discriminate on grounds of race, gender or disability. Patients are registered from the practice catchment area depending on resources. Proof of identification, residency status & address is needed. Ask receptionist for further details.  **Access for Disabled**  The premises are fully accessible to wheelchair bound patients with restricted mobility. We have a portable hearing loop available on request.  **Care Quality Commission**  CQC regulates the surgery, ensuring that it gives safe and high quality services to all our patients.  **Zero Tolerance**  Abusive/aggressive patients may be removed from practice list. Refer to our policy. Police will be called to remove violent patients immediately.  **Medical records**  Care-data Your basic information- name, DOB, address, allergies, medications will be uploaded onto a central computer spine unless you let us know you don’t want to. We will enter a special code so that your records will not be uploaded  **Confidentiality**  All patient records are completely confidential. We are registered under the Data Protection Act. Children between 14-16 years may come to the surgery without their parents but will be seen at the discretion of the doctor. Below 14 years need to be accompanied by parents. All patients have the right to access their health information. If you need to access your medical records, please contact the receptionist for further details |  | PATIENT LEAFLET  The Loughton Surgery  **‘Providing patient centered health care for the Community’**  **The Loughton Surgery Branch**  **25 Traps Hill Surgery**  **Loughton**  **IG10 1SZ**  **Tel: 0208 418 1340**  **Tel: 0208 508 9949**  **Fax: 0208 508 7269**  **Fax: 0208 508 9961**  **Out of hours Tel: 111**  **Email:** [Loughtonsurgery@nhs.net](mailto:Loughtonsurgery@nhs.net)  Practice website: [www.](http://www.highroadsurgery.co.uk)loughtonsurgery.co.uk  Dr Larh  Dr Moutafis  Dr Haffar  **We are part of West Essex CCG** |

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| **SURGERY OPENING HOURS**  **The Loughton Surgery**   |  |  | | --- | --- | |  | Opening times | | Monday | 07.30-19.30 | | Tuesday | 07.30-18.30 | | Wednesday | 08.00-19.00 | | Thursday | 07.30-18.30 | | Friday | 07.30-18.30 | | Weekends | Closed |   **Welcome to our practice**  All members of the Practice team are dedicated to achieve quality health services which aim to keep you healthy, treat you promptly when you become ill and support your long term health needs. However we cannot achieve this without the support and involvement of you. HELP US TO HELP YOU. We need to work with you in partnership to build on the high standards we have already achieved. Keep your appointments or Cancel it in good time if you cannot keep it.  **Policies**  All our policies can be accessed via our website: [www.loughtonsurgery.co.uk](http://www.loughtonsurgery.co.uk).  You can access our child/young person/adult safeguarding policy on our practice website. : [www.loughtonsurgery.co.uk](http://www.loughtonsurgery.co.uk). | **Practice Area**  The practice covers the IG10 area  **How to see your doctor**  Telephone, come personally to the surgery or book your appointment online. Appointments will be given within 48 hours (unless you request a day or doctor of your choice) or earlier in an emergency. You can make choice of day (advance booking) or doctor when booking for an appointment. We offer online appointment booking as well. Ask receptionist for more details.  **Our Services**   * Antenatal Care * Family Planning * Baby 6-8 week Health Checks * Chronic Heart Disease Clinic * Diabetic Clinic * Maternity Bookings at 8-10 weeks * Cervical Smears * Child Immunisations * Travel Advice & Injections * Asthma/COPD Clinic * Smoking Cessation Clinic (routine checks) * Hypertension Monitoring * Influenza & Pneumococcal immunisations * Minor surgery & Cryotherapy |  | **Repeat prescriptions**  We require 48 hours (2 working days) to process your repeat prescriptions. Make your request in writing, in person, via the internet or by post (include a self- addressed stamped envelope) and drop it in the prescription box provided at the reception. Reviews for diseases and medication is provided at regular intervals by appointments.  **Repeat dispensing** – patients are given 28days prescriptions in 3-6 lots. They need to collect medications every month from chosen pharmacist  **Electronic Prescription Service**- EPS We can now send your prescriptions to your chosen Pharmacist electronically after your consent.  **Home visits**  Home visits are only for patients who are too ill to come to the surgery. Telephone the surgery before 10:30am to discuss your condition with the doctor who may give you advice or make a visit, if necessary.  SO PLEASE ONLY REQUEST A VISIT IF YOU CANNOT POSSIBLY GET TO THE SURGERY.  **When the surgery is closed**  Please call NHS 111 when you need medical help & advice fast but it is not an 999 emergency.  **Patient comments / complaints**  Constructive suggestions to improve the services are always welcomed. You can put your comments / complaints in the Box provided in the reception.  **Patient Advice & Liaison Services (PALS)**  Address: Building 4, Spencer Close, St. Margaret’s Hospital, The Plain, Epping, CM16 6TN. Tel: 01992 566122 |
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