**Green Man Medical Centre**

**1 Hanbury Drive**

**Leytonstone**

**E11 1GA**

**Tel No: 020 8989 2606/2936**

**Fax No: 020 8989 2610**

**Website:** [**www.greenmanmedicalcentre.co.uk**](http://www.greenmanmedicalcentre.co.uk)

**Email:** **wfccg.greenmanmedicalcentre@nhs.net**

**Reception is open as follows: Out of Hours Weekday/Weekend Services:**

 ***Tel: 020 8519 3999. See timetable below:***

Monday 8.00 am - 6.30 pm

Tuesday 8.00 am - **7.30 pm** Monday - Friday Lines Open:

Wednesday 8.00 am - **7.00 pm** 12:00 pm – 20:00 pm

Thursday **7.00** am - 6.30 pm Saturday & Sunday Lines Open:

 Friday 8.00 am - 6.30 pm 08:00 am – 18:00 pm

**ECONSULTATIONS**

eConsult is a platform which allows patient to consult with their own GP simply by completing a quick online form. It helps GPs to deliver better access to registered NHS patients by providing a round-the-clock portal where patients can enter their symptoms and receive instant self-help advice, together with signposting to NHS 111, pharmacies and other healthcare services.

**THE PRACTICE**

Dr Mohamed’s practice was originally based in Burghley Road, Leytonstone and moved to the Green Man Medical Centre when it opened in July 2003. It was converted from the stables of the old Leytonstone House Hospital. In August 2009 we were approved as a Teaching Practice and undertake the training of Health Care Professionals.

Our building has easy accessibility for wheelchair users, we have toilet facilities for the disabled and all the doors in the surgery are extra wide.

**THE PARTNERS**

DrMohamed Mohamed MB ChB Msc, qualified in 1972 and diploma in Chest Medicine at the Royal Brompton in 1986. Started his own practice in 1993.

Dr Ahlam Al-Mousawi MB Chb, DRCOG, MRCGP, MSC in mother and child health (London University), qualified in 1974 and joined the practice in July 2009. She has a special interest in woman and children’s health especially teenage health.

**PRACTICE NURSE**

Leng Tsang provides a wide range of services, which include injections, dressings, and ear syringing and special clinics, appointments to be made through reception.

**TRAINING PRACTICE**

We are a training practice and patients have a choice to book an appointment with a GP on placement.

**NURSE CLINICS**

Hypertension, Asthma, Diabetic, Smears, Contraception, Childhood Vaccination, Travel Vaccinations and General advice.

**PRACTICE MANAGER -** Pamela Modliar

**RECEPTION & ADMINISTRATION TEAM**

Shenaz, Linda, Carolyn, Asun, Sue, Tasneem, Syeda, Neda and Ineta.

**RIGHTS & RESPONSIBILITIES**

The rights and responsibilities of our patients are explained fully in our practice charter a copy of which may be obtained from reception.

**DATA MATTERS**

You can choose whether your confidential patient information is used for research and planning.

To find out more visit: nhs.uk/your-nhs-data-matters or call 0300 303 5678.

**NHS WEBSITE**

For information about health conditions and support visit the NHS Website ([www.nhs.uk](http://www.nhs.uk)).

**VIOLENT & ABUSIVE BEHAVIOUR**

If a patient acts in a violent or abusive manner toward a doctor or nurse, member of staff or anyone else in the building they will immediately be removed from the practice list. All acts of violence will be reported to the police. **The practice has zero tolerance of such behaviour**.

**PATIENT PREFERENCE OF PRACTITIONER**

Patients are entitled to express a preference to see a particular doctor for routine appointments. Unfortunately, this is not always viable and is subject to demand for appointments.

**COMPLAINTS**

The practice has an “In-House” complaints procedure. Should you wish to discuss this please contact our Practice Manager.

**PATIENT PARTICIPATION GROUPS**

Our practice has a Patient participation Group and hold regular meetings, the aims and work entirely depends on local needs but our aim is to ensure that our practice puts patient first and improving health is at the heart of everything we do.

**ONLINE SERVICES**

We offer online services for patients, which enables patients to book online appointments and request repeat medication.

**FRIENDS & FAMILY QUESTIONNAIRES**

On every visit to the GP patients are asked to complete a friends & family questionnaire which allows patients to rate the surgery and comment on their experience.

**CONSULTATION TIMES**

**DOCTORS**

Monday 8.10 am - 12.00 pm & 4.00 pm - 6.00 pm

Tuesday 8.10 am - 12.00 pm & 4.00 pm - 6.00 pm

Wednesday 8.10 am - 12.00 pm & 4.00 pm - 6.00 pm

Thursday 8.10 am - 12.00 pm & **Open but NO Clinic**

Friday 8.10 am - 12.00 pm & 4.00 pm - 6.00 pm

**NURSE** Monday to Friday 8.30 am - 1.00 pm

Monday & Wednesday Evening 4:00 pm - 6:00 pm

**OTHER CLINICS**

Coil fittings to be booked with Dr Al-Mousawi

Postnatal: Tuesday and Wednesday from 12.00 pm

**HEALTH VISITOR**

Health visitors are based at the Wood Street Health Centre and can be contacted directly on **020 8430 –7777**

**CHILD IMMUNISATIONS**

We offer all Childhood Immunisations, our practice nurse will be happy to answer any questions.

**CERVICAL SMEAR**

All women who are registered with a GP are invited for cervical screening:

* **aged 25 to 49** – every 3 years
* **aged 50 to 64** – every 5 years
* **over 65** – only women who haven't been screened since age 50 or those who have recently had abnormal tests

**COUNSELLING SERVICE (IAPT)**

Counselling can be accessed by telephone on **Tel: 0300 300 1554**, patients can self-refer to the service.

**DISTRICT NURSE/RAPID RESPONSE/DIABETIC NURSE SERVICE**

These services can be contacted via the surgery or directly on **Tel:** **0300 300 1710**

**COMMUNITY MIDWIFE**

Appointments are made directly by the midwife.

**HOME VISITS**

If you are Housebound and therefore unable to come to the surgery and need a home visit, please let us know before **10.30 am**.

**OUT OF HOURS EMERGENCIES**

Should you require a doctor when the surgery is closed please call Tel: 020 8519 3999 or 111. This is for genuine emergencies that cannot wait until the surgery is next open.

**WEEKDAY EVENINGS/WEEKEND APPOINTMENTS**

GP or Nurse Appointments are available on weekdays after 6:30 pm or on weekends, appointments will take place at another NHS Setting nearby. Please call on Tel: 020 8519 3999, Monday to Friday between 10:00 am – 4:00 pm and Saturday to Sunday between 9:00 am – 5:00 pm.

**HEALTH CLINICS**

Patients aged 16+ who have not been seen by a clinician at the surgery for more than 3 years and patients aged 75+ who have not been seen in the last 12 months who request a consultation will be entitled to a health check.

**NHS HEALTH CHECK**

If you're aged between 40 and 74, you're eligible for a free five-yearly NHS Health Check.

**FLU VACCINATIONS**

Patients over 65 years of age and those Under 65 yrs old who are within the “At Risk Group” are entitled to free flu vaccines. Please contact reception for more information and booking.

**NEW PATIENT REGISTRATION**

**All patients wishing to register need to bring their passport as proof of identity and proof of address (i.e. Bank Statement, Utility Bill or Tenancy Agreement (dated within the last 3 months) is also required and they will be asked to complete a confidential questionnaire about their past medical history. Registrations can be completed between 12:30 pm- 1.00 pm every day except Thursday when the times are between 12:00 pm – 12:30 pm or in the evening between 5.00 pm - 6.00 pm only.**

**We take on patients within the E11 postcode only. For further information please contact the practice.**

**PRIVATE REPORTS AND EXAMINATIONS**

When doctors are asked to provide, or complete Private Reports, Medical Insurance Forms, Holiday Cancellation Certificates, Private Certificates, etc. Patients will be charged at the standard BMA rates. Private medical examinations for elderly drivers, taxi drivers and HGV licences can be arranged through our receptionists who will advise you of the appropriate fee.

**PATIENT RECORDS**

The practice is allowed to hold personal data on the computer for the following purposes: Research & Statistical Analysis – e.g. Questionnaires, Provision of healthcare – e.g. Consultation with Doctors and Nurses, Health Administration – e.g. Appointments, referral letters.

Copies of record can be accessed by the patient through online access or by completing a request form which will be provided by reception.

**REPEAT PRESCRIPTIONS**

Please return the computer request slip, ticking all items required. **Please allow 48 hours for routine repeat prescriptions.** If you want your prescription returned by post, please enclose a stamped self-addressed envelope. Please make sure that you are due for a repeat of your medication before you submit a request.

**NO TELEPHONE REQUESTS ACCEPTED.**

**TELEPHONE CONSULTATIONS**

It is possible to request to speak to the doctor at the end of surgery.

**INTERPRETER**

If you requirean interpreter for your appointment you will need to advise reception of this before you make an appointment.

**USEFUL TELEPHONE NUMBERS**

**Whipps Cross Hospital 020 3416 5000 option 2**

**Woodside Pharmacy 020 8556 2502**

**Boots (Leytonstone High Road) 020 8539 3544**

**Tesco Pharmacy 020 3801 4669**

**GP Weekend/Evenings 020 8519 3999**

**NHS Helpline 111**

**Rapid Response/Community Matron/ 0300 300 1710**

**District Nurse**

**WF Substance Misuse Service 020 3826 9600**

**WF Adult Social Services 020 8496 3000**

**Counselling Service 0300 300 1554**

**Carers First 0300 303 1555**

**Crisis Line 0300 555 1000**

**Bereavement Service 0208 539 5592**

**Samaritans 116 123**

**ELMS (counselling Service) 0203 598 8021**