

PARKVIEW MEDICAL CENTRE

199-201 Reede Road

Dagenham

Essex

RM10 8EH

Doctors

Dr Dinesh Shah MBBS

Dr Kantilal Shah MBBS

Practice Nurse

Lorraine Conway

Tel: 020 8592 2664

Fax: 020 8592 7304

When the surgery is closed

For all **medical** emergencies please ring 999

Examples

Severe chest pain

Breathing Difficulties

**DO NOT ATTEND Accident and Emergency for
minor problems:**

For the on call doctor between 8-6:30 please ring:

03301004469

For an on call doctor 6:30pm-8am, weekends and bank
holidays please ring

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**Services provided by: Partnership of East London
Co-Ops by arrangement with Outer North East
London Primary Care Trust**

There are two walk-in centres locally

Broad Street : Morland Road Dagenham

RM 10 9HU

020 8596 4400

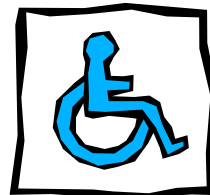
Barking: Upney Lane Barking IG11 9YD

020 8924 6262

For General advice regarding all primary care services please
contact the Outer North East London Primary Care Trust
which includes NHS Barking and Dagenham

Health and Information Centre:

Becketts House Ilford Hill IG11



Hearing Loop System available

Consultation Time

Monday 09:00-12:00 4:00-6:30

Tuesday 09:00-12:00 4:00-6:30

Wednesday 09:00-12:00 4:00-6:30

Thursday 09:00-12:00 Closed

Friday 09:00-12:00 4:00-6:30

Reception Contact

Monday 09:00-1:00 2:00-6:30

Tuesday 09:00-1:00 2:00-6:30

Wednesday 09:00-1:00 2:00-6:30

Thursday 09:00-12:30 Closed

Friday 09:00-1:00 2:00-6:30

Extended Hours (GP appointment's)

Usually Tuesday 6:30 last appointment – 7:30

Telephone Answering

Weekday Mornings 09:00am 12:30pm

Mon Tues Wed Fri Afternoons

2:00pm 6:30pm

Please ask for details to request repeat
prescriptions on line

This is called Patient Access

Practice Registration Area

Parkview is next to Pondfield Park and is easily accessible by public transport, the 364 bus stops outside the door. Heathway and Dagenham East stations are at either end of Reede Road. The practice area is within the boundaries of Reede Road and the sections of Heathway and Rainham Road South that join Oxlow Lane from the main practice area. For patients already registered this has recently been enlarged to include the roads off Rainham Road North up to Ashbrook Road and all of the Roads up to the Millenium Centre in Dagenham Road. A map is available on request.. To register please call in and collect a registration pack.

Confidentiality and Access to Records

Parkview Medical Centre is registered under the Data Protection act 1998 and follows all statutory requirements regarding confidentiality including appropriate guidelines for Information Security. On request a leaflet can be supplied explaining our duty in regards to sharing information.

Should you wish to see any information regarding your medical records please enquire at reception.

Reception Staff

Biharilal Shah (Bee) Tracy Thomas
Clare Watts Christine Hunt
Frances Harrison

Iris Weedon (Practice Manager)

The following Services are provided at:

Parkview Medical Centre

General Medical Services

Chronic Disease Clinics for:

Heart Disease

Diabetes

Hypertension

COPD

Asthma

Childhood Immunisations

Holiday Vaccinations

Adult Health Checks (preventative medicine)

Contraception

Cytology

Ante Natal Clinic (Local child Centres)

Post Natal Check

Child Health Surveillance

Occupational Medicals eg HGV, Taxi (there is a charge for these)

General Information

To request a **Home Visit** please contact the surgery as early in the day as possible (this will help the doctor to plan his day). You will be asked the reason for the visit. A doctor may also telephone you before he calls. Please remember home visits are for patients who really cannot get to the surgery.

Repeat prescriptions will always be ready within 48 working hours. Weekends and Bank Holidays do not count. Please always use the repeat slip provided and post into one of the boxes at the surgery, you may also send by post. Exceptions apply for housebound patients.

You may telephone the surgery after 11:30am to talk to a doctor or nurse .If you feel you need **urgent** advice please inform staff giving details.

The surgery does have an appointment system. On occasions however emergencies may have to take priority.

Your local pharmacy will always provide you with advice, many minor illnesses will respond to medication available from them. Please consult the pharmacist for common ailments, if you do not have to pay for medicine you will not be required to pay the pharmacist (please ask at reception /pharmacy for details).

The clinical staff will always try to see you on time and request that you do not arrive late for your appointments. Please cancel any appointments you do not need.

If you travel to the surgery by car please be considerate to our neighbours and all pedestrians (especially those with wheelchairs and pushchairs) when parking.

If you have any suggestions/complaints please either fill in a form (available at reception) or speak to the practice manager. We are always looking for ways to improve our service to you.

Please see the white board and the electronic board in reception for up to date information. We also have a Patient Reference Group and invite you to join.

This practice does have a Zero Tolerance policy towards violence and abuse of practitioners. Medical care will not be refused but action will be taken against offenders.

