

## Practice area: E10 and E17

### USEFUL TELEPHONE NUMBERS

<b>Serious Emergency Calls:</b>	<b>Dial 999</b>
<b>NHS Direct</b>	<b>084 5606 4647</b>
<b>Whipps Cross Hospital</b>	<b>020 8539 5522</b>
<b>Royal London Hospital</b>	<b>020 7377 7000</b>
<b>St Bartholomew's</b>	<b>020 8601 8888</b>
<b>Newham General</b>	<b>020 8476 1400</b>
<b>Holly House (Private)</b>	<b>020 8505 3311</b>
<b>Roding Hospital (Private)</b>	<b>020 8551 1100</b>
<b>Homerton Hospital</b>	<b>020 8985 5555</b>
<b>King George Hospital</b>	<b>020 8970 8317</b>

### EMERGENCY EYE CASUALTY

<b>Whipps Cross Hospital</b>	<b>020 8539 5522</b>
<b>Moorfields Eye Hospital</b>	<b>020 7253 3411</b>

### PATIENT PARTICIPATION GROUP (PPG)

It is a forum for constructive discussion in areas such as health, improvement of services and other topics determined by the Group.

If you would like to register your interest in joining our Group please ask at reception for further information.

### MINOR AILMENTS

You can visit your local pharmacy for minor ailment for common health problems like aches and pains, skin conditions and stomach upsets.

If your pharmacy runs a minor ailment scheme, the pharmacist will be able to give you advice, suggest medicines if appropriate, and refer you to a GP if necessary. If you normally pay a prescription charge, this charge will apply here. If you are exempt from prescription charges you will not need to pay for the medicine.

### WALTHAM FOREST ENHANCED GP SERVICES

This service is open to all patients registered in the Borough of Waltham Forest. You can see a doctor or nurse from 6.30 pm to 9.30 pm weekdays or at the weekend for routine and urgent appointments by telephoning **020 8519 3999**.

## SURGERY HOURS

Telephone lines are open Monday to Friday

From 8am - 6.30pm.

	<u>DOORS OPEN</u>	<u>DOORS CLOSED</u>
<b>Monday</b>	<b>8.30 am</b>	<b>7.30pm</b>
<b>Tuesday</b>	<b>8.30 am</b>	<b>7.30pm</b>
<b>Wednesday</b>	<b>8.30am</b>	<b>7.30pm</b>
<b>Thursday</b>	<b>8.30 am</b>	<b>6.30pm</b>
<b>Friday</b>	<b>8.30 am</b>	<b>7.00pm</b>
<b>Saturday</b>	<b>CLOSED</b>	
<b>Sunday</b>	<b>CLOSED</b>	

### Out of Hours - For emergencies only

**Tel: 020 8539 8950.**

**Calls are automatically transferred to SEPT,  
our out-of-hours provider**

**In cases of Acute Emergency Dial 999**

**For medical help and advice Dial 111**

---

**We will not tolerate rude and aggressive  
behaviour towards our staff**

**If you fail to do so it may result in you being  
removed from our patient list**

---

### COMPLIMENTS and COMPLAINTS

We try to provide a service to the best of our ability.  
If you have any comments, complaints or compliments, please contact the Practice Manager, either in writing or by telephone.



The Manor Practice

### Partners:

#### **Dr W Asubiaro**

BSC (Hons), MBChB, MRCP, MRCGP.

#### **Dr Balogun**

BSC (Hons), MBBS. MROCG. DFFP

### GPs:

#### **Dr S Olatigbe**

BSC (Hons), MBChB, MRCGP,  
DFSRH Dip. Diabetes Leic.

**454 Lea Bridge Road  
Leyton  
London  
E10 7DY**

**Tel: 020 8539 8950**

**Fax: 020 8556 9082**

**Practice profile NHS Choices: [www.nhs.uk](http://www.nhs.uk)**

### **Patient Information Leaflet**

**Please read carefully and keep for future reference**

**Disabled access available**

## DOCTORS:

**Dr Waheed Asubiaro** - BSC (Hons), MBMChB, MRCP, MRCPGP.  
Qualified Nigeria 1988 and as a GP in 2001 after 7 years of hospital rotations in all medical sub-specialities at SHO and Registrar level.  
Specialist interest in chronic disease management, especially hypertension. Career goal to be a GP Trainer.

**Dr Abiola Balogun** - BSC (Hons), MBBS, MRCOG.DFFP  
Qualified in August 1986. Has worked in general practice since the year 2000.  
Specialist in Obstetrics and Gynaecology.

**Dr Samuel Olatigbe** - BSC (Hons), MBMChB, MRCPGP, DFSRH Dip. Diabetes Leic.  
Qualified Nigeria 1988 and as a GP in 2001.  
Special interest in Diabetes, Sexual and Reproduction Health and Minor Surgery including joint injections.

## ADVANCE NURSE PRACTITIONER

**Olufolake Kuye** – RGN  
Qualified Adult Nursing 1995  
Independent Nurse Prescriber 2005

## PRACTICE NURSES

**Faiza Said** - RGN  
Qualified Adult Nursing 2005, Midwifery 2008

**Marilyn Clarke** - RGN  
Qualified Adult Nursing 1980,  
Community Practitioner Nurse Prescriber 2001

## PRACTICE MANAGER:

**Lazza Shaheen**

## GENERAL INFORMATION

We operate an open-list policy meaning that patients are able to consult whichever doctor they prefer, if an appointment is available.

We teach medical students from University College and Medical School. Please inform the doctor or nurse if you wish to be seen in private.

## CHRONIC DISEASE CLINICS HELD AT THE SURGERY ARE:

Asthma & COPD Clinic  
Diabetic Clinic  
Hypertension Clinic  
Coronary Heart Disease Clinic

### Antenatal Clinic:

At Leyton Green Clinic, Leyton Green Road, E10.  
Wednesday - 1.30 pm to 4.30 pm.

## CONFIDENTIALITY

All patient information is held in the strictest of confidence & will only be released to requests with express written permission of the patient.

## REGISTRATION

Please ask at reception on how to register at the Practice.

## CHANGE OF PERSONAL DETAILS

It is important that you inform the Practice in writing of a change of address and telephone number. A form can be obtained at reception for you to complete.

## PATIENT ONLINE ACCESS

It is quick and easy to book your appointments and request your repeat prescription online. Please ask at reception for further information.

## ON THE DAY APPOINTMENTS

For urgent appointments that cannot wait for a routine appointment, please call from 8am for an appointment.

Please note urgent appointments **are not for** repeat prescriptions, fitness for work certificates or for signing forms. **It is very important that patients use this service only for emergencies that cannot wait for a routine appointment.**

You will be seen by either an Advanced Nurse Practitioner or any available Doctor. Please note there are limited appointments.

Also if you are unable to attend your appointment, please let us know so we can offer appointment to another patient.

## CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of your appointment with your doctor or nurse.

## HOME VISITS

Home visits are for patients who are house bound or too ill to travel. Please contact the surgery before 10.00 am if you think that you may need a doctor to visit.

## TELEPHONE CONSULTATIONS

Telephone consultations can be requested for **results, medication queries and advice** with the nurses or the doctors. You will need to telephone from 9am on the day. A doctor or nurse will endeavour to call you back within 24 hours.

## TRAVEL VACCINATIONS

Travel vaccinations are offered by our Practice Nurse by appointment only.

Malaria tablets are not available on the NHS. A private prescription can be issued for Malaria tablets or can be bought from at your local Pharmacy.

## REPEAT PRESCRIPTIONS

Repeat prescriptions can be sent electronically to a pharmacy of your choice. Please ask at your local pharmacy or at reception for more information. Please allow three working days for repeat prescriptions.

Patients will be asked to be regularly reviewed by the doctor when receiving repeat prescriptions.