

Physical Access

The consulting rooms, treatment rooms and WC's in our premises are all accessible to chair users.

Non-NHS Services

Some services are not provided free on the NHS. These include Insurance Forms, Travel Vaccinations, Private Certificates & letters etc. Our current price list for these services is displayed in reception.

Teaching and Training

The practice team trains doctors and nurses. We hope you will not mind a student being present occasionally during your consultation or being seen by a GP in training but you are free to refuse without your care being affected.

Research

This Practice takes part in research. You may be asked if you would help. You are free to refuse without your care being affected.

Information, Suggestions and Complaints

We are continually making efforts to improve our service and we welcome all comments. Please write to Hazel Trotter (Practice Manager) or ask at reception if you want any more information on the services, have any suggestions or want to make a complaint.

Data Protection Act (1998)

We store your personal health information on our computer system. This is strictly confidential to the team involved in your care and will only be shared with other parties if we have your written consent or are required by law to do so. You can also give your consent to other health professionals to view your records. If you make a complaint, we may need to provide information about you and your treatment to insurers or legal advisers.

You can view your records online or in the practice. Please submit your written request for viewing/copying to Reception giving 2 weeks' notice.

Description of Patient's Rights and Responsibilities

You have the right to access the services we provide according to your clinical need.

You have the right to expect a standard of care that would reasonably be provided by any of the team.

You have the responsibility to attend appointments punctually and cancel appointments that you are unable to attend.

All staff and patients at the practice have the right to be treated with mutual respect.

Any incidence of verbal or physical abuse or threats of violence will not be tolerated and where necessary the police will be called and you will be removed from the list.

Other useful contacts

Extended hours GP appointments in the evenings and Saturday morning on 020 7511 2075

For Health Advice by telephone call 111

**Patient Advisory & Liaison Service -
020 3594 2040/2050**

**Newham Clinical Commissioning Group -
020 3688 2300 - www.newhamccg.nhs.uk
Unex Tower, 5 Station St, London E15 1DA**

Average GP Earnings

This is now published on our website.



MARKET STREET HEALTH GROUP
52 Market Street, East Ham, London E6 2RA
www.marketstreethealthgroup.org

Tel: 020 8548 2200

Our telephone number is withheld when we call you
All calls are recorded for training and quality purposes

DOCTORS

Adekola Orimoloye (M) MBBS, MRCOG 1985
Gillian Hall (F) MBBS MRCGP DRCOG DTM&H 1990
Olufemi Daramola (M) MBBS MRCGP 1994
Tamara Hibbert (F) MBBS MRCGP 1999
Nadeem Faruq (M) MBBS MRCGP DRCOG DFSRH
DipMSMed 2003

NURSES

Lorraine Gobin RGN 1994
Isabel Cordero

PRACTICE MANAGER

Ms Hazel Trotter

OPENING HOURS

8.00am to 6.30pm Monday to Friday.
**In case of emergency outside of these hours call
111**

Welcome to Market Street Health Group. We Have a Personal Medical Services (PMS) contract and this is a brief description of the services we offer. **Please ask at reception for further information.**

Registration

You can register here and remain on the list only if you live in the practice area, which consists of some E6 plus some E13 postcodes and is contained within the District Tube Line to the North, the A406 to the East and the A13 to the South. You will also need to produce proof of address and identification, complete some forms and have a new patient check with the Nursing Team. You may be able to stay on the list if you move to some other parts of E6 south of the A13.

Access / Appointments

Telephone appointments are available on the day with the doctors who will arrange to see you in person if need be. Advance appointments are available for the pharmacist and nursing team. Appointments can be booked on the phone, in person or online (please ask reception for more information). You can also use the automated phone system to book, check and cancel appointments. You can ask for a particular doctor or nurse but we cannot guarantee your choice will be available.

The Doctors provide medical advice and treatment and with the Nurses regular monitoring of chronic conditions. Depending on your need, the nurses also give advice over the phone. Appointments are spread throughout the day from 8am until 6:20 p.m. You should always contact us or 111 first before going to A&E unless you are having a real emergency.

Minor ailments Scheme at the Chemist

You can also access free advice / treatments for a range of minor illnesses / conditions at the Chemist.

Help with Communication

We work closely with a locally run Interpreting Service,

Home Visits

We will make home visits to those who are house-bound due to the nature of their condition. If possible please contact us between 8.00 and 9.00 am to arrange a visit.

Online services

You can now register on our website to book, cancel appointments, request prescriptions and view a summary of your medical records and test results. You can also ask at Reception if you can have access to more of your records online.

Repeat Prescriptions

You can request prescriptions online via our website, via the chemist or in person. We will need your name, address and medication requested including the dose. A Repeat Prescription can be collected after TWO full working days (5 working days if not a repeat). Please leave a stamped addressed envelope if you would like your prescription posted. You can nominate a chemist to collect your prescription from.

We cannot accept requests for repeat prescriptions by phone.

Test Results

For ALL test results, please ring the surgery after 3pm.

Fitness for Work Certificates

Fitness for work certificates can be collected After 2 working days

Nursing Services

Our nurses provide the following services and patients can book directly;

Travel/Routine Vaccinations	Cervical Smears
Lifestyle Advice	Dietary Advice
Blood Pressure Check	Asthma
Dressings/Suture Removal	Women's Health
Childhood Immunisations	
Contraception	

Other specialist clinics e.g. Diabetes and heart disease are provided by invitation only.

There are limited appointments for Blood Tests (mornings only)

District Nurses

We work with District Nurses who will visit patients by arrangement. Please contact them directly by telephoning: - **020 8709 5555**

Health Visitors

We work with Health Visitors who have special responsibility for promoting health in children under the age of five. Please contact them directly on - **020 3373 9983**

Counselling / Psychology

We can help you access a range of counselling and therapy, some of which is based here. Please ask a Doctor.