**Hainault Surgery Leaflet**

Dr A. C. Suri

**MB.BS.LCPR.MRCS**

Tel:02085013431

**ACCESSIBLE INFORMATION**

**If you have disability, hearing or visual loss and need us to communicate with you in a particular way, please let the reception desk know and we will be happy to assist you.**

**IF YOU ARE A CARER PLEASE LET US KNOW SO WE CAN OFFER YOU SUPPORT**

**PLEASE ALWAYS CONSULT THE SURGERY BEFORE GOING TO A & E.**

**A & E is for EMERGENCIES ONLY (it is for serious life-threatening incidents)**.

Emergency GP service phone no: **111**

**DR. A. C. SURI**

**Hainault Surgery**

**34 New North Road**

**Hainault**

**Essex**

**IG6 2XG**

**02085013431**

|  |  |  |  |
| --- | --- | --- | --- |
| **Day** | **Opening Times****Morning** | **Surgery Times** | **Surgery Times****Eve** |
| **Monday** | 9am7pm | 10-1 | 4.40-6.30 |
| **Tuesday** | 9am-8pm | 10-1 | 5-8 |
| **Wednesday** | 9am-7pm | 10-1 | 4.40-6.30 |
| **Thursday** |  9-6.30pm | 9.30-12.30 | No GP |
| **Friday** | 9am-7pm |  11-2pm | 4.30-6.30pm |
| **Saturday** | **CLOSED** | **Closed** | **Closed** |

**Dr Suri is a Male GP and he works five morning sessions and One Late Night which is Tuesday evening until 20:00hrs. Dr NOORIAN is a Female GP and she will be here on Wednesday evenings 16.30-18:30 and Dr Buzdar is a Female GP and she will be here on Monday and Friday evenings 16:30 until -18:30hrs.**

**If you need to speak to the Doctor please call after surgery times. If you would like a CHAPERONE during your consultation please ask at Reception.**

**OUR LATE NIGHT HAS BEEN CHANGED TO TUESDAY’s AND WE WILL BE OPEN UNTIL 20:00hrs.**

**We have a PRACTICE NURSE working on Tuesday and her Surgery times are:**

|  |  |
| --- | --- |
| **Tuesday** | **13.00 – 15.30** |

**IF YOU CAN NOT MAKE YOUR APPOINTMENT FOR ANY REASON PLEASE CONTACT THE SURGERY TO CANCEL YOUR APPOINTMENT SO WE CAN OFFER IT TO ANOTHER PATIENT. THANK YOU.**

**PERSONS HAVING ACCESS TO PATIENT INFORMATION ARE:**

**Dr Suri, Dr Noorian, Dr Buzdar, Tracy Whitrod, Nurse Liz Denton, Jabun Kader, Jyotsana Patel Madhuri Chakravarthul Clare Penfold & Ebru Hajeesheriff.**

**The Practice complies with the data protection act.**

**Patient’s do have the right to have access to their records.**

**If you should need any further information please contact:** NHS Website: [**www.nhs.uk**](http://www.nhs.uk)

**Repeat Prescriptions:**

A written request is required for repeat prescriptions. **PLEASE ALLOW 48 HOURS NOTICE. YOU CAN NOW BOOK APPTS AND ORDER REPEAT MEDICATION ON LINE, please ask at reception.**

**Prescriptions will not be taken over the telephone, UNLESS IT IS FOR HOUSEBOUND PATIENTS**.

**Home visit:**

**If you require a home visit please telephone the surgery by 11am for suitable arrangements to be made, and please ensure you give the address and correct phone number of where you are staying**.

**Rude and aggressive patients:**

We do not tolerate patients being rude or aggressive to any member of staff. If a patient is constantly rude, the Practice Manager will be informed and a letter will be sent giving a warning to the patient, if the patient continues to be rude and aggressive they will be removed from our Practice and asked to find an alternative GP.

If you have a **Complaint or compliment** you would like to make please contact **Practice Manager** Tracy Whitrod who will be happy to help resolve any problems you may have. If you feel you are still not satisfied you can contact **NHS England on 03003112233 or email:** **England.contactus@nhs.net****.**

**Address: NHS England PO Box16738 Redditch B97 9PT**

**To secure an Evening/Weekend GP appointments, please ring the Hub number on 020 3770 1888.**

**Local Walk-in-Centre’s:**

**Upney Lane Walk In Centre** **020 8924 6262**

Upney Lane Centre

132 Upney Lane

Barking

Essex

IG11 9YD

**Redbridge Walk In Centre** **020 8970 8368**

King George Hospital

Barley Lane

Ilford

Essex

IG3 8YB

**Whipps Cross Hospital: 02085395522**

IG Resources – March 2007